

FAXCOM[®] for Domino

Fax Enable Your IBM Lotus Notes or Domino Messaging and Groupware Applications

Biscom's FAXCOM for Domino solution provides a fully unified fax and email solution from a Lotus Domino/Notes client or over the Internet with any Web browser. As a certified Lotus Business partner, Biscom understands the necessity for a seamless desktop faxing solution. Fax enabling your users and administrators from within Domino ensures minimal user training, common tools for tracking, and easy installation.

- Fully unified fax and email solution within Domino
- Send and receive faxes through Notes & iNotes
- Intelligent routing to the Notes Mail database, designated folders, UNC locations, and email addresses

Inbound and Outbound Faxing within Domino

FAXCOM for Domino uses the familiar Notes email interface to send and receive faxes. Creating messages directly within Notes is as simple as creating an email. Users have the option to print to a fax driver, attach multiple files, or send one fax message to both email and fax recipients simultaneously.

Address Book Integration

Users can address faxes to one or more recipients easily from a private address book, Lotus Notes address book, or Domino Directory. If the recipient's fax number is not listed in the address book, the intuitive interface prompts the user with an "Address Fax" dialog box allowing the user to create and store fax addresses within their current address book.

Document Translation

FAXCOM for Domino builds a fax cover page and delivers the fax job to the FAXCOM Server where the translation engine converts native documents (Lotus SmartSuite, Microsoft Office, Adobe Acrobat, Lotus Notes forms, Visio, PPT, etc.) to a TIFF file format, and then transmits the documents to the specified fax recipients.

Fax Routing

Incoming faxes are routed to a specified destination type according to the phone number dialed. Routing options include: Fax Port, DNIS, DID, DTMF, TSID, ANI, and Date & Time. Received faxes can be converted to TIFF, PDF, or Searchable TIFF or PDF files. Faxes are then automatically routed as email messages to one or more of the following destinations: Notes Mail database, FAXCOM Client folders or subfolders, UNC locations, printers, or Email addresses. Inbound routing can be integrated with the main contact address book or the User Profile database in order to automate the workflow process and alleviate server loads.

Tracking and Monitoring Fax Transactions

Administrators and Users can now manage all fax and email communications from a centralized location within their Domino/Notes messaging applications. The Fax Activity log integrates seamlessly within Notes to provide a comprehensive report on all fax traffic from any user desktop. Eleven monitoring views are provided with the ability for administrators to add custom views.

FEATURES:

- Use Notes forms to address faxes
- Route incoming faxes upon lookup in the Notes Address Book or in a separately administered Notes database
- Access Address Book contacts from within the Notes directory
- Simple install with comprehensive Domino monitoring
- Compatible with Lotus' Domino Fax servers or Fax for Domino client software
- Cover pages are created & managed with the Notes form designer; users can preview the fully composed fax before sending
- FAXCOM translation server renders viewable TIFF formats from any native documents, including Lotus SmartSuite, Microsoft Office, Adobe Acrobat, Lotus Notes forms, Visio, and PPT
- FAXCOM Printer Driver and Viewer are optional tools enabling advanced fax messaging
- Support for SNMP alarming & paging for system issues

All fax activity is monitored through the Notes database, providing real-time fax queue information to users, and detailed accounting and statistical information to administrators. Fax attempts and transactions are tabulated by five separate categories: hour, user, recipient account, sender account, returned status, and Fax Port. Failed connections will automatically notify the administrator through Windows messaging and through the Event Viewer log.

Advanced Accounting Features

Validating recipients and controlling sender privileges allows control and management of all fax transactions. Tracking faxes back to users allows organizations the ability to bill recipients or senders for any given number of faxes.

Integrated Administration

- Administered through the Domino database
- Users can be managed directly through the Domino directory or in a separate FAXCOM database
- Does not require any template design changes and uses the familiar Notes interface
- Fax Activity is logged to a Domino database and can be monitored by a variety of views
- Cover pages are standard Notes forms
- Least-Cost Routing routes faxes over the least expensive routes
- Bill individual users or departments for inbound and outbound faxing

Centralized User Setup & Installation

FAXCOM for Domino is installed from a single Notes database using a Notes client. It is not necessary to run a separate setup on each user's desktop. All faxing takes place within Domino requiring no fax client software; this enables users to take advantage of Domino's security, administration, and customization capabilities.

Optional FAXCOM Printer Driver and Viewer

A Fax Printer Driver and Viewer are optional tools; neither is necessary for sending or receiving faxes. Biscom offers the FAXCOM Viewer for viewing received faxes as TIFF files and the Printer Driver allows faxing from any Windows application. Biscom's optional Fax Form provides a broader range of faxing capabilities. The Fax Form supports easy addressing methods, cover page selection and preview, fax transmission scheduling, and whether status messages are returned to the user's mailbox for both successful and unsuccessful transmissions, or failed faxes only.

Flexible Installation

Multiple installs of FAXCOM for Domino can be administered through one Administration Database. Three databases are installed on the Domino server:

- Fax Activity Log database: Monitors all inbound and outbound fax traffic
- System Administration database: View client install, user profiles, and system administration
- Cover Page database: Store cover page forms, created and managed with a Notes' form designer, for use by departments and/or users

Platform Independent

Windows, iSeries AS/400, AIX, mainframe, and more

Requirements

- Biscom FAXCOM server with a Notes client OR
- Any workstation or server with a Notes client OR
- Domino 5 or above on Windows 2003/2000 with Notes Client

The FAXCOM Solution

The FAXCOM solution allows users to send and receive faxes electronically using their existing computer network. The solution is based on a distributed server architecture that makes fax management and administration simple. The fax server is the component that interfaces with the telephone lines and handles the sending and receiving of faxes. The fax queue is a separate service that manages queuing, retries, internal fax traffic, and delivery to and from the users. Faxes are submitted to the queue by client applications or by automated processes that have been fax-enabled by Biscom APIs.



321 Billerica Road, Chelmsford, MA 01824
p: 800-477-2472 | sales@biscom.com
www.biscom.com