FAXmaker for Exchange BETA

FAXmaker for Exchange is a FAX Gateway for Microsoft Exchange server users. There are two companion products, Voice mail, FAX on demand and OCR

Upgrades & Companion Products

http://www.gfifax.com

Voice Mail and Fax on Demand modules

------- About Voice Mail

The voice mail module allows you to setup a voice mail system, in which all FAXmaker users have a personal voice mail box, where callers (clients, collegueas etc.) can record spoken messages for them. New voice mail is logged in the FAXmaker mailbox, so users will be alerted for new voice mail via the Fax manager. Additionally, users can check for new voice mail by phone.

The voice mail is installed as one of the lines on the FAXmaker server, and requires a standard voice modem, such as the Zyxel or any Rockwell compatible voice modem. By connecting the line behind a PBX, all users can have access to the system without having to make a phone call. In addition, the system can then be configured to pick up the phone after hours, or when the telephone operator is to busy to pick up the phone.

------ About Fax on Demand

Fax on Demand is an exciting technology which can help you meet such challenges. A Fax on Demand system allows your customers and contacts to retrieve information automatically by fax. Customers can retrieve product information immediately, as well as retrieve support documents, stock levels etc. Your time is thus freed from routine tasks, allowing you to provide a better customer service.

How it works

Callers dial the fax on demand phone number, where they are presented with a voice menu (1). The voice menu explains the document/information - options available to callers, after which callers can make choices using the buttons on their phone keypad (2). After having selected the   desired information, FAXmaker will send the information by fax (3).

FAXmaker responds 24 hrs a day, 7 days a week and relays information around the world.

Low maintenance

With FAXmaker you can implement a fax on demand system easily and reliably. FAXmaker was designed from the bottom up to decrease maintenance time, and to allow for easy configuration and customisation in MS Windows. FAXmaker comes with a clear, user friendly interface - backed up by a powerful fax engine, capable of handling multiple lines (up to 32 lines per PC) and thousands of calls per day!

Customisable menu structure

A Fax on Demand system always includes a menu structure that callers are guided through. Only

FAXmaker offers you a fax on demand system that allows you to customise your menu structure to your " Caller - audience". The FAXmaker Configuration editor allows you to add menus and links, behind which you can place faxes. The graphical flow chart of your menu structure allows you to keep an overview of the system.

User friendly interface

You do not need to be a computer specialist to set- up and maintain the system. If you can use windows, you can use the FAXmaker fax on demand module. All functions are configurable with the mouse, and absolutely no programming or scripting is required.

Sound recorder

Not only is the menu system customisable, but all caller greetings or "prompts" can be re-recorded easily.

Fax printer driver

To create fax on demand documents from any application simply print to the FAXmaker printer driver and create an attachment. You can include any font or picture that windows supports. For larger numbers of fax documents you can automate the process by printing several documents at once and then converting them automatically for the fax on demand system.

Scaleable

FAXmaker can be upgraded from 2 lines to 4, 8, 16 or 32 lines, allowing you to expand your fax on demand system as the number of callers increases. FAXmaker can also use a wide range of fax/voice hardware, from fax/voice modems for single and 2 line systems to professional voice and fax boards for high density systems. The FAXmaker Fax server is available for either Windows 3.1 or Windows NT/Windows 95.

Flexible fax reply modes

FAXmaker can handle several "fax answer methods". The first one is called "fax on current connection", which means that the fax is transmitted to the user during the call. This means that the caller will pay for the fax, but that the caller must call from a fax machine. The second method is "Call-back (two - call)", which means that after the caller has requested the information and has hung up the phone, FAXmaker will fax the information to the specified fax number. The third option is "ask caller", which asks the caller whether he is calling from a fax or from a telephone, after which FAXmaker will respond accordingly.

Share the fax on demand line with the fax line

For smaller fax on demand systems, FAXmaker can detect between a voice call (i.e. a caller who wants to retrieve information or leave a voice mail), and a fax call (i.e. receive a fax), which means that you will not have to purchase an additional phone line immediately.

Voice mail

FAXmaker can also be used as a multi - user voice messaging system, integrating with FAXmaker for networks or popular E Mail packages , to allow for "unified messaging". Unified messaging means that network users will have one mailbox for E-mail , Fax and voice messages. Windows 95 will support the use of Unified messaging. FAXmaker for networks is required to log voice mail.

Multi functional Fax server

FAXmaker can share fax hardware and phone lines with FAXmaker for Networks, which allows you to send faxes from any workstation.

Fax/ Voice API

FAXmaker's API (Application Programming Interface), allows for tight integration in specialised fax on demand applications. The API provides full access to all Fax and Voice functions within the FAXmaker server, and allows you to effectively take control of the "Caller handling" process. The API consists of a 'C' DLL interface or a Visual Basic interface. Both interfaces come with samples and documentation to help you on your way.

Remote configuration

An add-on module (available on request) that allows you to change system prompts and faxes in the system remotely. System prompts can be changed by dialling the system, entering the administration pin code, and re-recording specific prompts. Fax documents stored in the FAXmaker system can be changed by dialling the system, entering the document number, and faxing it to the system. In addition system reports can be retrieved remotely.

The OCR Routing module

The OCR module can automatically route incoming faxes to the right recipient, by scanning the first page of a fax for keywords and/or names, based on which it can route a fax to the right recipient. The OCR module uses Recognita's world famous ocr engine, optimised for fax documents. Using this engine, a high accuracy is achieved, if your company receives predominantly type written faxes.

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