



XM
Fax

TECHNICAL SPECIFICATION SHEET

XM FAX SERVICE PROVIDER EDITION

SOFTWARE-BASED FOIP SOLUTIONS
FOR ORGANIZATIONS REQUIRING COST-
EFFECTIVE SURVIVABILITY, SCALABILITY
AND MULTI-TENANCY

OPTIMIZING MIGRATION FROM TDM TO VOIP

XM Fax™ software solutions are optimized to efficiently address the accelerating global TDM to IP migration trend, deliver enhanced productivity, streamlined operations and lower total cost of ownership (TCO). These solutions address diverse fax deployment drivers ranging from increasingly stringent regulatory requirements, evolving infrastructure strategies (i.e., UC, ECM, 'branch' optimization), flexible application integration (ERP/CRM) to adoption of more economical, eco-friendly core technologies (i.e., FoIP, virtualization) and versatile multifunction printers (MFPs).

LEADING THE IP FAX SERVER MARKET

XM Fax is a patented and robust IP fax server solution supporting the secure and standardized T.38 Fax-over-IP protocol and G.711 Fax Pass-Through. Introduced in 2002, XM Fax is a global leading software-only IP fax server solution that is offered in three application optimized editions, namely, SP for Service Provider, EE for Enterprise, and X for Express.

ENSURING SECURE TRANSMISSION OF HIGHLY SENSITIVE DOCUMENTS

Ideal for faxing: Patient Records, Prescriptions, Contracts, Legal Documents, Reports, Transcripts, Financial Records, Invoices, Insurance Forms, etc.



EDUCATION



FINANCIAL



HEALTHCARE



LEGAL



OFFICE



PROFESSIONALS



RETAIL

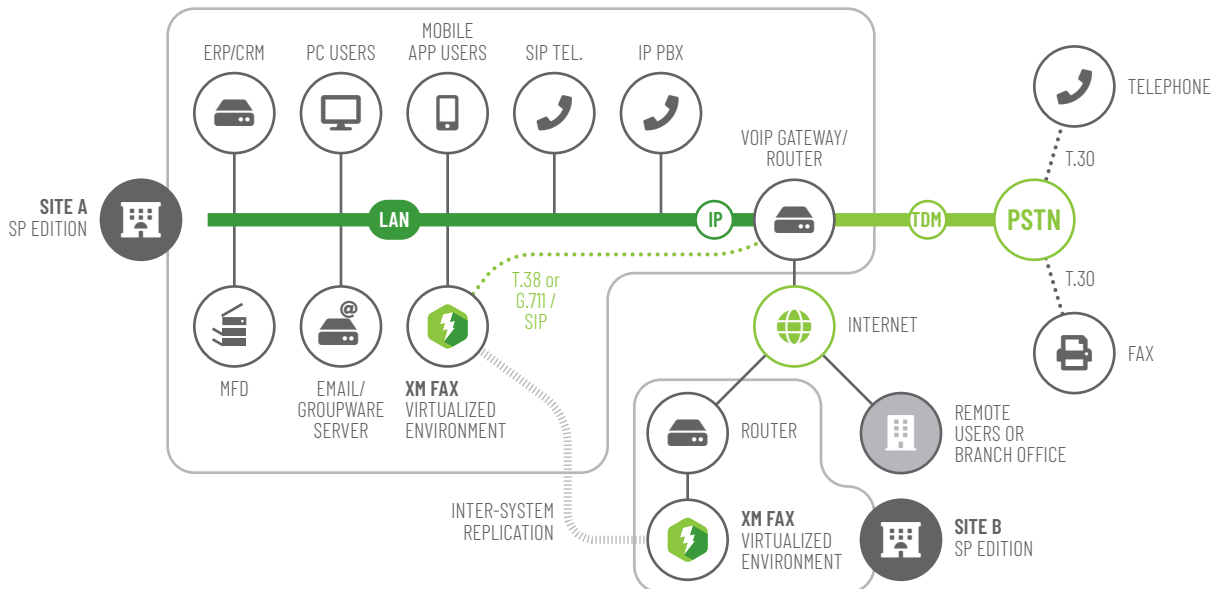


SERVICE PROVIDER EDITION HIGHLIGHTS

The XM Fax Service Provider edition is field proven to manage large fax volumes and deliver high levels of scalability, survivability, security, advanced integration capabilities and user friendly tools. It is targeted for service providers and large enterprises and contains a number of key features including:

- › Intra-system replication for high availability (floating channel licensing with automatic license redistribution upon failure)
- › Inter-system replication for business continuity and disaster recovery
- › Multi-tenancy for improved management (up to 20,000 sites)
- › Ability to handle up to 300 fax channels per server
- › Distributed SOA architecture with automatic load balancing for increased system scalability
- › MySQL database scalable to millions of inbound /outbound faxes with easy archiving
- › Enhanced LDAP directory integration (i.e., Active Directory, Lotus Domino) with LDAPS support
- › SSL authentication and encryption between all server modules and clients
- › Virtual machine support using VMware, Microsoft Hypervisor and Citrix
- › Advanced SIP Trunking (T.38 and G.711) and T.38 Fax Relay with fallback to G.711 Passthrough
- › Rich administration and monitoring tools
- › Comprehensive inbound fax routing methods for telephony (i.e., DID, CSID) and character recognition based (i.e., OCR, barcodes) solutions
- › Fax deletion options for zero retention to comply with strict data security policies
- › Advanced traceability through an event log tab for complete fax audit
- › Mobile app optimized for iPad and iPhone

XM FAX SERVICE PROVIDER EDITION TYPICAL IMPLEMENTATION





COMPELLING ECONOMICS

PROVIDING SUBSTANTIAL ROI

Simple to use and administer, XM Fax Service Provider yields considerable and rapid ROI, since expensive fax boards and dedicated analog lines are not required.

INCREASING STAFF PRODUCTIVITY

XM Fax boosts productivity over traditional manual faxing, since users no longer need to make time-consuming trips to a fax machine.

REDUCING TELECOM COSTS

XM Fax significantly reduces telecom costs over traditional faxing. In multi-branch organizations, long-distance fax charges are drastically reduced through XM Fax's built-in Least Cost Routing. XM Fax eliminates costly analog phone lines, hardware, maintenance and supplies. Organizations can make significant and recurring savings each year with XM Fax.

FACILITATES SEAMLESS INTEROPERABILITY AND COST-OPTIMIZED APPLICATION INTEGRATION

XM Fax drives business process costs down by seamlessly interoperating with VoIP gateways, IPBXs, voicemail systems (UM/UC applications including Microsoft Exchange), LDAP directories, ECM/ERP applications including Microsoft SharePoint. Feature rich, open integration tools based on Java CORBA, XML, web services, and Python scripting technologies enable cost-optimized and tailored application integration.



ENTERPRISE GRADE SOLUTIONS

IMPROVING SECURITY AND COMPLIANCE

XM Fax advanced user/admin control, management, and encryption features efficiently protect document privacy and facilitate compliance with regulations, such as HIPAA, GDPR and the Sarbanes-Oxley Act. Sensitive documents in TIFF or PDF format are routed to only approved recipients and designated secure printers/MFPs. Faxes can be tracked through an event log tab, making it easy to monitor all system events and user/administrator actions related to a single fax. Thanks to fax deletion options for zero retention, faxes can be deleted immediately after successful delivery.

ENABLING SURVIVABILITY

The XM Fax Service Provider Edition provides high availability (HA) as well as a variety of deployment models ranging from disaster recovery (DR) to remote branch survivability (BS).

ENABLING A FUTURE-PROOF INVESTMENT

As a completely software-based IP fax server solution, XM Fax Service Provider Edition is highly scalable by simply licensing extra channels - no extra hardware or third-party kits required. XM Fax can also interoperate with fax boards to preserve existing investments in network architecture. It is a future-proof fax server investment that provides an easy migration path to VoIP deployment. Advanced T.38 and G.711 SIP Trunking (including T.38 Fax Relay with fallback to G.711 Passthrough) and H.323 support also ensure compatibility with today's and emerging VoIP systems.



SIMPLE OPERATIONS

FAXING ANYWHERE, ANYTIME, AND FROM ANY DEVICE

In today's increasingly connected and mobile workplace, XM Fax software solutions provide users unique operations simplicity in sending and receiving faxes from a wide spectrum of interfaces (i.e., desktop email clients, MFPs, mobile app optimized for iPad and iPhone, etc.) and leveraging powerful web-optimized reporting tools - with guaranteed performance.

UNLEASHING THE POWER OF FOIP DRIVEN GREEN SOLUTIONS

XM Fax's support for key core technologies including virtualization and FoIP permits organizations unprecedented flexibility to rapidly and easily deploy cost-effective and green optimized solutions.

ADMINISTRATION

XM Fax boosts productivity up to 90% over traditional, manual faxing:

- › Comprehensive integration with Microsoft Exchange
- › Centralized Microsoft Management Console (MMC) or web administrative interface for easy system administration (Assistive Technology Optimized)
- › Multi-tenancy for improved management (up to 20,000 Sites)
- › Manage faxing, users and Quality of Service (QoS) on a per-site basis
- › Simplified user management with enhanced LDAP directory integration
- › Delegate site administrators with configurable permissions
- › Network installation support through Windows Installer (MSI) technology
- › Thin client support via Microsoft/Citrix Terminal Services
- › Configurable time zone at user and site level

Automatic Fax Delivery

- › DID, DNIS, ANI, CSID, OCR, Channel and LDAP search
- › Destinations: user, email, printer, folder
- › Configurable notification templates and attachment filename and automatic page split
- › Barcode routing
- › DTMF code support for SIP protocol (inbound/outbound)

Monitoring & Reporting

- › Monitor all faxes sent, received, or in process, as well as server status
- › Live graphical fax port usage monitor and integrated network packet capturing utility
- › Email notification of service status events to administrator via SMTP
- › Administrative audit logging and application services status changes logged in Windows Event Log
- › System queue monitoring and alerts through SNMP and Performance Monitor (PerfMon)
- › Integrated system reporting with a comprehensive set of 20+ built-in reports

Supported Document Formats

- › Adobe PDF, HTML, JPG, GIF, RTF, etc
- › Microsoft Word, PowerPoint, Excel
- › Any Windows application that support "Print-To"

SURVIVABILITY & SCALABILITY

- › Built-in active-active redundancy (intra-system replication) for high availability and data protection
- › Off-Site (inter-system) replication for business continuity and Disaster Recovery
- › Distributed SOA architecture with automatic traffic load balancing
- › Ability to handle up to 300 channels on a single server
- › MySQL Database scalable to millions of inbound/outbound faxes with easy archiving
- › Virtualization ready for enhanced system availability and resources allocation
- › Support for multiple T.38 and G.711 VoIP gateways with redundant dial-plans
- › Support for branch survivability via Cisco's SRE-V solution within the Unified Computing System (UCS) Express platform

USER PRODUCTIVITY

- › Mobile iOS and Android support
- › Custom forms for Microsoft Outlook and Lotus Notes allow users to select coversheets and modify fax transmission settings
- › Fax notifications in HTML or text format, and attachments in TIF, PDF, or searchable PDF
- › Select either individual or broadcast report notifications
- › Web-based fax composition and management with integrated phone book (private and public)
- › Built-in viewer in the web interface
- › Drag-and-drop transmit using SendFAX
- › Rearrange pages; add text insertions, highlights, and stamps to faxes
- › Multilingual support & support for international character sets. Available languages include English, French, German, Spanish, Italian, Portuguese, Russian, Chinese
- › Delayed / Scheduled Faxing
- › User Fax Box Delegation
- › Fax auditing through event log
- › Advanced sorting features for fax lists
- › Outbound SMS Relaying Service to securely send notifications and short messages
- › Drop multiple files to remote servers via standard Internet file transfer protocols (SFTP, FTPS/SCP/FTP)
- › User account monitoring
- › Print to web fax composition
- › HTML5 & CSS3 web-ready interface

Faxing to remote printers

- › SMTP: for any printer configured to receive print jobs (with either TIFF or PDF attachments) via an email address.
- › HP ePrint: for Internet printers compatible with the HP ePrint service (receiving print jobs via their email address).
- › Xerox Mobile Print: for Internet printers compatible with the Xerox Mobile Print service (receiving print jobs via their email address).
- › Google Cloud Print: for Internet printers compatible with the Google Cloud Print service (either natively or using the Google Cloud Print connector).

Hardcopy Faxing (MFP)

Platform specific - via XMedius connectors/apps

- › Xerox EIP 2.0 and above
- › Xerox ConnectKey®
- › Ricoh ESA SMART OP or SDK/J 10/11/12
- › eCopy ShareScan 5.0
- › Sharp OSA 4.1
- › Fuji Xerox Apeos 5.0
- › Lexmark eSF 4.1

Via standard interfaces

- › T.37 - Ricoh, EFI, Canon, Lexmark, OKI, Muratec, Okidata, Toshiba
- › Scan to SMTP - Konica Minolta, Brother, Dell, Kyocera, Okidata, Olivetti, Samsung, Toshiba
- › XML File Polling - Kyocera, Xerox Server Fax, HP

INTEGRATION

- › Business application/process integration using XML or embedded fax codes
- › System provisioning and configuration with Java API
- › Advanced routing and notification options using Python scripting
- › Programmatic system access via Web Services API for .NET and JAVA clients
- › Route to Folder with MetaData and XSLT support
- › XMedius connector for SharePoint 2016/2013/2010
- › T.38 and G.711 SIP Trunking and T.38 Fax Relay with fallback to G.711 Passthrough

SECURITY

- › Encrypted Fax Transmission over SRTP
- › SSL authentication and encryption between all server modules and clients
- › HTTPS for secured Web Client communications
- › Built-in Windows Authentication support
- › Support for LDAP over SSL (LDAPS)
- › Enforce usage of billing codes
- › Restricted destination fax number tables
- › Per user/profile security settings (allow to fax, require password, modify sender information, enforce cover page)
- › Fax deletion option for zero retention

SUPPORTED ENVIRONMENTS¹

VoIP Gateways

- › Cisco, Avaya, AudioCodes and Alcatel VoIP Gateways

Fax Protocols

- › ITU T.38, T.37, G.711 and G.711 Fallback
- › V.34 Super G3
- › ECM (Error Correction Mode)
- › SIP UDP, TCP, TLS
- › H.323, and MGCP (only CUCM)

Fax Boards

- › Brooktrout TR1034 (analog and digital) and TruFax
- › Dialogic Diva Server (analog and digital)

Operating Systems

- › Virtual machine support (i.e., VMware, Hyper-V, Citrix)
- › Server: Windows 2012/2012 R2/2008/2008 R2 (32 or 64 bits)
- › Client: Windows 8/8.1/7/10
- › Cisco SRE-V / UCS Express

Email Server

- › Microsoft Exchange 2016/2013/2010
- › Microsoft Exchange Online
- › Lotus Domino 9.0/8.5/8.0
- › Any SMTP mail server

Fax Clients

- › Microsoft Office 2016/2013/2010/2007 (32 or 64 bits)
- › OpenOffice.org 4.0/3.4/3.2/3.1/3.0/2.4
- › Outlook 2016/2013/2010
- › XM Fax SendFAX client for advanced fax composition
- › Any SMTP mail client (i.e., Outlook Express, Eudora and Mozilla)
- › Microsoft Office Internet Fax Service Integration

Web Browsers

- › Microsoft Internet Explorer 9.0+
- › Microsoft Edge
- › Mozilla Firefox 3.6+
- › Google Chrome: all latest versions
- › Apple Safari 5.x+

¹ For complete details please review the XM Fax Installation Guide