FaxFinder® Fax Server

ShoreTel & MultiTech

MULTITECH®

MultiTech is a global manufacturer of award-winning external and embedded modems and Unified Communications products that connect data over cellular and analog networks from anywhere in the world. As a leader in the industry, the MultiTech reputation for reliability and innovation is evident with 80+ patents and 20+ million devices being used by thousands of customers worldwide and certifications from more than 30 carriers and over 80 countries.

Products

- **FaxFinder IP Fax Server FF240-IP-2**

  FaxFinder IP Upgrade FF240-IP-UPGRADE-2

- **FaxFinder Analog Fax Server FF240 FF440 FF840**

  FaxFinder Analog Expansion Module FFEX8 FFEX16

Product Overview

The FaxFinder fax server is a network-attached device that replaces legacy paper-based fax machines and allows users to send and receive faxes electronically. Outbound faxes can be submitted via three methods, MultiTech's print to fax client (for Windows), a web browser, or any existing email client. Inbound faxes are routed to a user's email inbox, a network share, or a network printer.

FaxFinder fax servers combine quality hardware and software designed to integrate with existing and new telephony systems and IP-based networks, providing reduced costs while enhancing productivity by sending and receiving faxes using existing email and network resources.
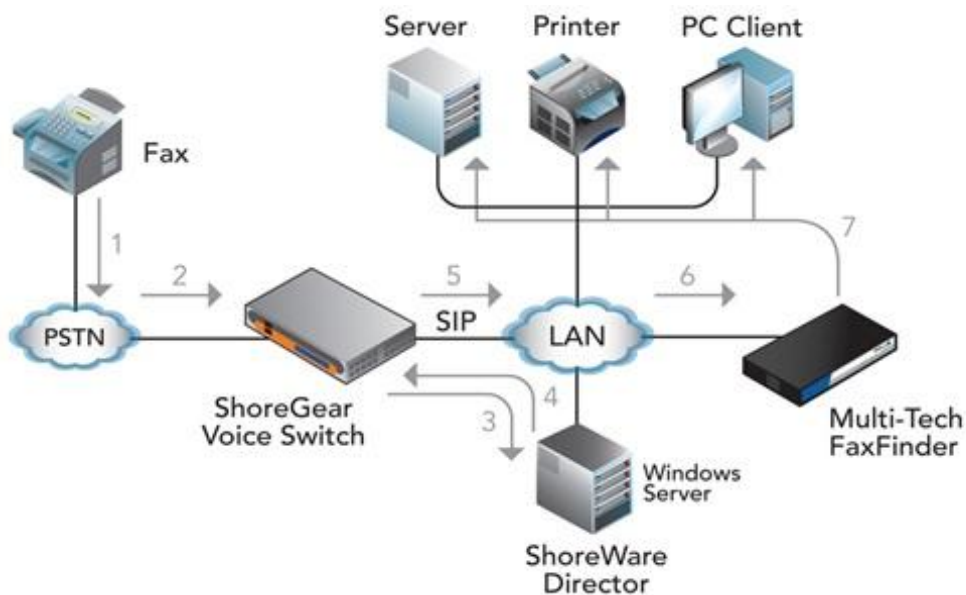
Solution Overview

When connected to ShoreTel Voice Switches, the FaxFinder functions as a network fax server with two-way fax service. Multiple extension numbers are dedicated to incoming fax traffic which is routed to the FaxFinder. The FaxFinder converts the incoming faxes into graphic files that can be sent as email attachments, to a network share, to a printer or even to trash. Because faxes can be delivered in the form of email, the fax recipient could be at any reachable email address. So, for example, a sales person could receive faxes while traveling by using a regular company fax number and picking up the email messages remotely. Each fax-dedicated extension number can be associated with a particular email address.

FaxFinder IP Fax Server (FF240-IP-2)
The FaxFinder IP is a 2-channel SIP Trunk based fax server, which can be upgraded to a 4-, 6-, or 8-channel server using the FaxFinder IP 2-Channel Upgrade (FF240-IP-UPGRADE-2). The SIP Trunk implementation is SIP via UDP, supporting T.38 and G.711 media. DID information can be in the "SIP To" header or the "SIP Diversion" header.

FaxFinder Analog Fax Servers (FFX40)
The FaxFinder analog fax server is available as a 2-port (FF240), 4-port (FF440), or 8-port (FF840) model, ideal for use in applications that include POTS lines, IP Phone systems with analog station ports, and legacy phone systems. Analog fax models can be expanded up to 24-ports using the FaxFinder Expansion Modules (FFEX8 and FFEX16). DID information is obtained via detecting DTMF tones passed to the FaxFinder by the PBX.

Key Features/Benefits

- Replaces legacy paper-based fax equipment and expensive online subscription services
- Centralizes fax operations to the IT server room
- Supports industry-specific regulations, such as HIPAA and SOX
- Integrates fax with other applications using the open-source web services API
- Send outbound faxes electronically using client software (included), web interface, or existing email client
- Route inbound faxes to email inbox, network folder, or network printer
- Manage network settings and fax settings using administrative software

Customer Value

ShoreTel telephony solution infrastructure provides businesses with a secure, cost-effective, and scalable VoIP solution that is easy to manage.

The MultiTech FaxFinder fax server combines quality hardware designed to integrate with an IP-based work environment and industry-leading FaxFinder fax routing software to reduce costs while enhancing productivity by sending and receiving faxes using existing email and network resources.

About MultiTech

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About ShoreTel, Incorporated

ShoreTel, Inc., (NASDAQ: SHOR) is a leading provider of Pure IP Unified Communications solutions. ShoreTel enables companies of any size to seamlessly integrate all communications - voice, video, messaging and data - with their business processes. Independent of device or location, ShoreTel's distributed software architecture eliminates the traditional costs, complexity and reliability issues typically associated with other solutions. ShoreTel continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. ShoreTel is headquartered in Sunnyvale, California, and has regional offices in the United Kingdom, Sydney, Australia and Munich, Germany. For more information, visit www.shoretel.com or call 1-877-80SHORE.

Disclaimer

ShoreTel tests and validates the interoperability of the Member's solution with ShoreTel's published software interfaces. ShoreTel does not test, nor vouch for the Member's development and/or quality assurance process, nor the overall feature functionality of the Member's solution(s). ShoreTel does not test the Member's solution under load or assess the scalability of the Member's solution. It is the responsibility of the Member to ensure their solution is current with ShoreTel's published interfaces.

The ShoreTel Technical Support organization will provide Customers with support of ShoreTel's published software interfaces. This does not imply any support for the Member's solution directly. Customers or reseller partners will need to work directly with the Member to obtain support for their solution.

"With FaxFinder we were able to monitor incoming and outgoing faxes and customize the hardware to suit our different needs. The MultiTech FaxFinder is a feature packed solution that is simple to setup and maintain."

Tim Omer, CNET Networks UK

Multi-Tech Systems, Inc.
2205 Woodale Drive
Mounds View, MN 55112
Phone: 800.328.9717
Fax: 763.785.9874
Technical Support: 800.972.2439
Web: www.multitech.com

960 Stewart Drive Sunnyvale, CA 94085 USA   Phone +1.408.331.3300   +1.877.80SHORE   Fax +1.408.331.3333   www.ShoreTel.com