

PRODUCT BRIEF

Avaya and Multi-Tech Delivering Faxes to a User's Inbox

While telephony solutions provide unified messaging with voicemail to e-mail, they are missing an important component: fax. For the "total package," businesses need a means of electronically distributing faxes to a user's inbox.

Multi-Tech Systems, a Platinum-level member in the Avaya DeveloperConnection program, fills this need with FaxFinder. The FaxFinder fax server sends, receives and routes faxes to and from the desktop. It allows users, wherever they are, to receive faxes as e-mails and send them from any application that can print – putting faxes directly in the user's inbox.

FaxFinder connects directly to an analog port(s) on Avaya IP Office. When a call is received, the private branch exchange (PBX) converts the number into Dual-Tone Multi-Frequency (DTMF) tones and sends it to the fax server. The fax server answers the call, receives the fax, converts it to a PDF or TIFF file, attaches it to an e-mail, and sends it to the correct recipient. Once received, users can view, print or forward the fax as an e-mail to another e-mail user.

FaxFinder completes the Avaya IP Office Unified Messaging package. IP Office is an intelligent communications solution specially designed to meet the communications challenges facing small and midsize businesses. The system provides solutions that simplify processes and streamline information exchange within systems to create simple and prosperous experiences for all.

Features

FaxFinder's low price point makes it affordable for any size business. It is also backed by Multi-Tech's three decades of data and voice networking expertise.

FaxFinder can be used by:

- **Remote offices and field sales people** – As a distributed solution, FaxFinder sends corporate faxes over the wide area network (WAN) directly to remote office workers and field sales inboxes.
- **Local area network (LAN) users** – Because faxes are delivered directly to the user's e-mail box, FaxFinder delivers security and convenience to LAN users.

In addition, FaxFinder:

- **Provides easy configuration and management** – The FaxFinder fax server web interface is easy to set up and configure. It allows users to view the current status of fax lines as well as a history of past fax activity. E-mails inform the user of a failed transmission. Also included is Windows-based management software that allows the administrator to easily update the modem and server firmware. Plus, it allows the administrator to save/copy/restore configuration files from one fax server unit to another as well as synchronize phonebooks, helping save installation time.
- **Provides fax security** – With the FaxFinder fax server, a small business can afford to provide the CEO, President, CFO, COO, Human Resources staff and others with virtual private fax lines. Because faxes are delivered directly to the user's e-mail box, FaxFinder delivers a high degree of security to both the sender and the recipient.
- **Allows employees to have their own fax numbers** – Many PBX and key telephone systems use Direct Inward Dialing (DID), Digital DID or Dialed Number Identification Service (DNIS) provided by a T1 or E1 for direct dialing to internal extensions. Unused numbers from these lines can be used for fax numbers, providing employees with their own individual fax numbers.
- **Enables access to information from any location** – The solution takes headquarters fax functionality and pushes it out to the mobile sales force and remote locations, enabling workers to access information from virtually anywhere.



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- **Enhances speed** – The FaxFinder fax server utilizes Super G3 V.34 fax speeds of 33.6K bps, more than double the speed of V.17/14.4K bps fax.
- **Provides error-free faxing** – FaxFinder supports error correction mode (ECM), helping ensure error-free faxing.

System Requirements

- Open analog port on the IP Office PBX
- Multi-Tech FaxServer turnkey hardware

ABOUT DEVCONNECT

The Developer*Connection* Program (DevConnect) is a comprehensive set of innovative sales, support, marketing and services programs through which Avaya works with members to develop and promote their products and solutions that interoperate with Avaya solutions.

For more information, visit DevConnect at www.devconnectprogram.com

About Multi-Tech

In 1970, Multi-Tech Systems created its first product – the 300 bps acoustic coupler (modem). Since then, Multi-Tech has become a global manufacturer of award-winning Voice over IP (VoIP) Internet access, remote access and modem products that allow people to communicate more efficiently and effectively.

Multi-Tech holds more than 75 patents in voice and data technologies and has deployed thousands of MultiVoIP gateways since 1999. A Platinum-level member of the Avaya Developer*Connection* program, Multi-Tech has received the Avaya Member of the Year Award, Pioneering Solution Award and Innovator Award. The company is located in Mounds View, Minnesota.

For more information, visit www.multitech.com or call 1-888-288-5470 (US/Canada) or 763-785-3500.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: www.avaya.com.

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Client Executive or Authorized Avaya BusinessPartner, or access other collateral by clicking on **Resource Type** under “**Do Your Research**” at www.avaya.com.