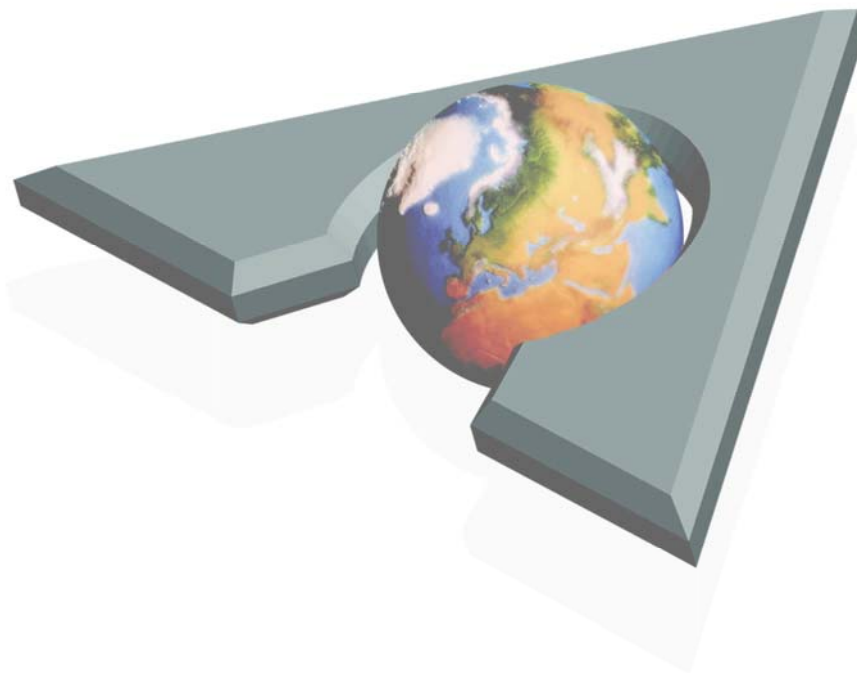


Five Strategies for Improving Fax Communications

- White Paper -



Network administrators and IT teams deal with complex, time-consuming challenges every day. Faxing shouldn't be one of them. Computer-based, network fax servers offer a high quality, low maintenance enterprise fax solution, well-suited for organizations involved in fax-intensive industries.

Easy to implement, use and maintain, network fax servers deliver all kinds of ongoing value. Adding a fax server to the network is like providing everyone in the organization with a trouble-free fax machine, in a fraction of the time, at a fraction of the cost, and with a lot less effort. In fact, the higher the organization's fax volume, the more money, time, and resources a network fax server is capable of saving.

Strategies for Improving Fax Communications

Implementing any new system in a complex, dynamic network environment is always a challenge. Castle's FaxPress Premier™ and FaxPress Enterprise™ fax servers are designed to make it easier.

- First-rate Administration and Development Tools include remote server configuration and user management with Remote Desktop or web interface, a wizard-based Active Directory Synchronizer for simplified group/user creation and modification, drag-and-drop user management and routing tool, built-in tracking, notification and reporting features for regulatory compliance and security, centralized management of multiple systems, and Web Services SDK for accelerated custom and automated, production fax application development.
- Fast and Easy Implementation with pre-installed Windows OS and fax server software, internal hard disk for file storage, built-in email gateways, remote server configuration and user management, and the Active Directory Synchronizer for creating new user and group accounts.
- Comprehensive Integration with Existing Network Resources means easy-to-implement, touch screen faxing from copiers, scanners and MFPs, faxing from within Microsoft Office applications, ongoing user management with Active Directory, automated, production faxing from back-office/database systems, phone book and contacts integration, analog (DID) and digital (T1, E1, Euro-ISDN) line support, plus a configurable digit filter feature, allowing support for practically all PBX systems and integrated access devices.
- Familiar, Explorer-Style Client Interface means the users already know how to use the FaxPress Premier and FaxPress Enterprise software client, FaxPress Plus™ – no training required. The customizable navigation pane with five folder views lets users organize their faxing environment to suit their work habits.
- Professional, Committed Technical Support includes sales engineers available for pre-sales technical advice and implementation support, as well as a knowledgeable technical support staff for fast incident resolution. Castle provides a variety of support plans, including enhanced support plans that can be customized to suit specific organizational needs.

Additionally, the FaxPress Premier and FaxPress Enterprise server-based rather than per user licensing helps make it more cost-effective than purely software-based fax solutions, allowing users to be added at any time at no added expense.

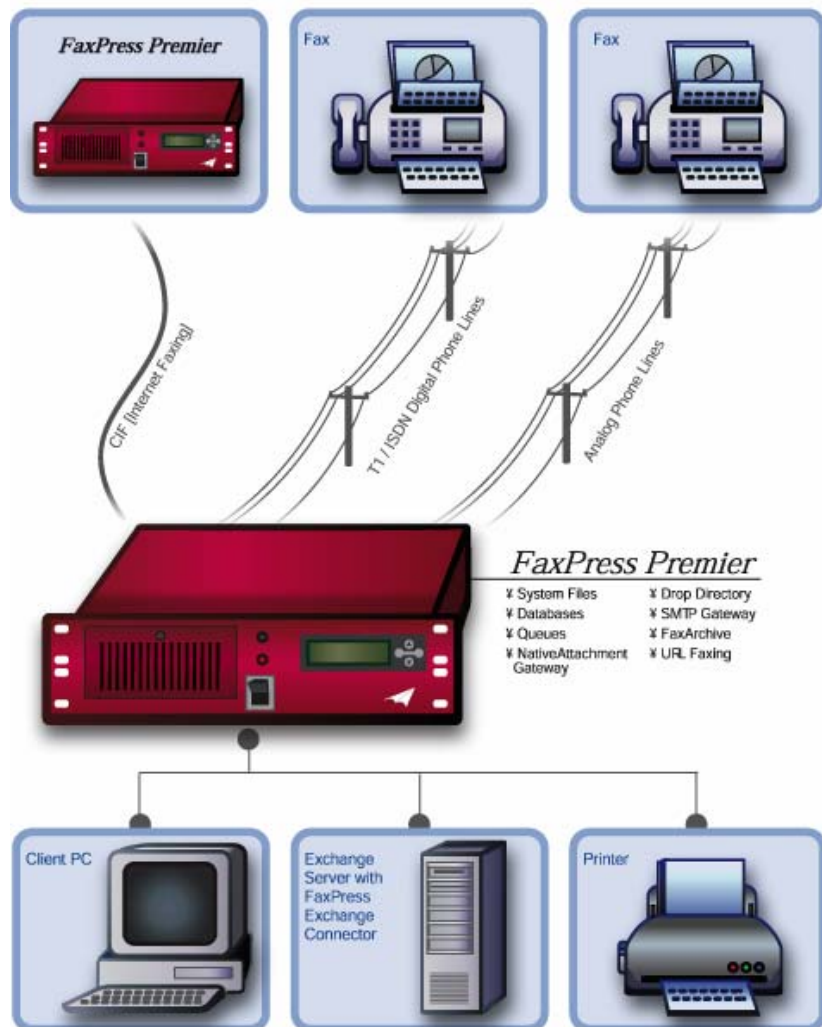
A Reliable, All-In-One Network Faxing Solution

A combined hardware and software solution, Castelle fax servers represents an advanced, state-of-the-art approach to network faxing in one robust, server-class machine, available in both analog and digital models.

FaxPress Premier and FaxPress Enterprise offer every possible network faxing option, including:

- Desktop faxing
- Automated, production faxing
- Faxing directly from email applications
- Faxing directly from Microsoft Office applications
- Sending faxes to multiple email and fax recipients
- Document management system and electronic workflow integration
- Touch-screen faxing from copiers, scanners and MFPs
- Multilanguage character support
- Leading-edge development tools for custom fax applications

With integrated file storage for system and fax data files, a multitasking embedded Windows operating system and pre-installed server software, Castelle's patent pending technology offers a complete, enterprise-class network faxing solution.



Time Saving User Benefits

With Castelle, faxing is as easy as sending an email, encouraging prompt, efficient response to customer requests. Faxing is ideal for handling business-critical and potentially sensitive information –sales quotes, invoices, purchase orders, contracts and lab results are just a few examples.

Allowing users to send, receive, and manage faxes from their desktops, the Web, and business applications, Castelle fax servers deliver reduced communication costs, accelerated processing time, and streamlined, accurate communication. Web-based fax access for mobile, offsite employees is just as secure, confidential and efficient as access from the desktops of their own PCs.

Some of the time saving user benefits include:

- Sending and receiving faxes from email applications and the FaxPress Plus client
- Faxing straight from desktop applications
- Faxing from secure Web client
- Fax transmission tracking (fax history, sender, time sent, destination info, bill-back codes, etc.)
- Customizable notification features, allowing users to monitor document delivery status
- Automatic inbound routing delivers faxes directly to users' desktops and email inboxes.
- Inbound faxes accessible from Windows-based fax client interface, web client interface or email inbox
- Incoming and outgoing fax queue sorting, according to sender, status, destination, etc
- Access to personal and corporate database phonebooks
- Fax phonebook creation from local, file-based databases such as Access, Excel, dBase, FoxPro, etc.
- Improved fax quality, formatting capability and document legibility
- Multiple attachment capability with multiple file format support (e.g., .pdf, .xls, .doc)
- Document delivery to both fax and email recipients simultaneously
- Fax archiving, eliminating the need to keep faxed copies of documents

- Load sharing prevents delays and assist in efficient high volume fax transmission
- Drag & drop fax routing routes inbound faxes to users with a single mouse click
- Fax Merge (faxing equivalent of Mail Merge) allows broadcasting of customized documents to multiple recipients. Destination specific info (fax numbers, names, etc.) comes from any data source supported by Microsoft Word Mail Merge
- Favorite Documents and Favorite Messages feature provides immediate access to frequently used fax content
- Optional alert feature can be configured to automatically notify recipient whenever a new fax arrives.

Whether in the office or on the road, FaxPress users can send, receive and manage documents without ever misplacing a fax.

Maximize Existing Document Management, Network and Telephony Resources

Castelle's corporate partnerships with a wide range of vendors means FaxPress Premier and FaxPress Enterprise support most of today's leading technologies, devices and applications, integrating your company's fax transactions seamlessly into electronic document workflow.

Offering support for virtually all network environments and telephony interfaces, Castelle fax servers are compatible with most PBX systems, converters and third-party integrated access devices used to integrate network and phone systems.

A variety of email gateways provide fax and email integration options for most of today's email environments. The FaxPress Premier and FaxPress Enterprise server's embedded email gateway service provides the added benefit of running on the server rather than on a network workstation.

Copier, Scanner and MFPs

- Canon
- eCopy
- EFI

- HP
- Microtek
- Minolta
- Ricoh
- Sharp
- Toshiba
- Xerox

Contact Management Solutions

- FrontRange GoldMine®

Document Management and Storage Systems

- Documentum
- Liberty IMS
- PaperWise
- Reportée
- Ricoh
- Westbrook

Email Environments

- Microsoft Exchange and Outlook Environments
- IBM Lotus Notes Environments
- Novell GroupWise
- SMTP-Compatible Email Environments

Forms Text Overlay

- EFS Technology
- FabSoft Reform
- RJS Software Systems

Network Environments and Applications

- Microsoft Windows 98/NT/2000/XP/2003 and Windows Terminal Servers.
- Novell NetWare 5 and 6 Pure IP Networks
- Linux/Unix Networks
- Apple Macintosh with TCP/IP Networks
- Citrix MetaFrame

OCR/Routing

- Captovation
- Cardiff Teleform
- OnSet

Telephony Interfaces

- T1, E1, and Euro-ISDN digital line types

- Standard analog telephone (POTS) and DID (Direct Inward Dialing) trunk line types

Telephony Devices and PBX Systems

The FaxPress Premier's configurable digit filter allows support for practically all PBX systems. For a complete list, please visit the Castelle web site at <http://www.castelle.com/products/pbx.htm>.

Copier, Scanner, and MFP Integration

Castelle fax servers provide an ideal scan in, fax out solution for a variety of copier, scanner and MFP devices. Integrating FaxPress Premier or FaxPress Enterprise with these devices provides walk-up copier, scanner and MFP user immediate access to an intuitive, user-friendly fax interface. Paper documents are easily converted to electronic fax files with the touch of a button. Once a document is scanned, the copier, scanner or MFP is immediately free for further use, since all fax retries occur at the FaxPress Premier.

Integrate Faxes into Electronic Document Workflow

FaxPress fax servers are extremely useful in integrating paper-based information into electronic document management systems and workflows. Paper-based faxes received by a FaxPress can be electronically stored, converted, forwarded to an email address, annotated, archived, or even retrieved by third party applications with no user intervention.

Built-in Services, Gateways and Connectors

The FaxPress Premier/Enterprise services, email gateways and connectors provide administrative convenience and control, as well as a wide range of user benefits. Services, gateways and connectors include:

- Exchange Connector
- Lotus Notes Gateway
- Email Gateway for SMTP
- Email Gateway for MAPI
- eCopy Connector
- Xerox Fax Interface
- Active Directory Synchronizer

- Built-in Fax Archive Service
- System Backup and Restore

Powerful, Time Saving Administration Features

Designed with administrators in mind, the FaxPress Premier and FaxPress Enterprise administrative tools make for an easy rollout, seamless integration with existing IT systems, and convenient ongoing server and user management.

Administration and user management tools include:

- Pre-installed operating system and server files
- Remote administration and fax management using the secure Web Client or Remote Access.
- Active Directory synchronization automatically creates new fax accounts
- NT user import utility
- SMS and ZENworks centralized client installs
- SNMP Management for Windows with HP OpenView, Novell ManageWise and IBM Tivoli
- Fax Archive service with both offline, long-term mode or continually active online mode
- Backup and Restore feature protects system files, user information, and fax job data
- Fax Reporting
- Priority user and fax job priority support
- Automated, production fax utilities
- Easy phone book creation and management; corporate and personal FaxPress phonebooks utilize the CodeBase database; import and export facilities from .dbf and comma delimited formats; other ODBC-based contact management packages (such as ACT) also supported
- Convenient phonebook mapping to existing databases; any SQL compliant DBMS servers, such as Microsoft SQL server, Oracle, Informix, ISAM type databases such as: dBase, Excel, FoxPro etc supported.
- ODBC phone book supported; Microsoft Access database supported

Remote Administration and Fax Transmission

The FaxPress Plus Web Client provides secure, SSL encrypted access to the FaxPress Premier or FaxPress Enterprise administrative and end user features from

any web browser. Any web browser with access to the server allows administrators to manage FaxPress units and users, and also allows users to send, receive and manage faxes.

Innovative, Flexible Application Development Tools

Interfaces based on open Web Services standards make the FaxPress Premier/Enterprise flexible enough to meet the needs of the most heterogeneous, high volume production fax environments. The FaxPress Premier/Enterprise Web Services SDK provides an ideal tool set for developing custom fax applications. Highlights of the Web Services SDK include:

- Sample clients, with source code provided, in Java, C++, C#, Visual Basic, and Perl
- Full interoperability with Microsoft Windows, Linux, Macintosh and standard Unix platforms
- Functionality exported as WS-I conformant Web Services
- Full interoperability in Microsoft .Net environments and Java environments
- Web Services SDK Developer's Guide, provides a variety of potential development scenarios
- Java API, generated from Apache Axis wsdlgen, provides a 100% pure Java client
- C# and Visual Basic APIs automatically generated from .Net environment's WSDL file.
- Optimized Web Services functionality, including DIME file transfers and SSL security
- Encoded file transfer provided for environments lacking DIME attachment transfers

Security and Regulatory Compliance Advantages

FaxPress Premier and FaxPress Enterprise are a real benefit to administrators, helping their organizations meet legal requirements, protect client, employee and patient privacy, safeguard business-critical data, and confirm all document transactions are properly recorded and archived. Senders can fax confidential information directly from the privacy of their computers, right from the application they're working in.

Departmental computers receiving inbound faxes can be password-protected, accessible only to authorized individuals within the department, and configured with built-in security policies, further reducing security risks.

FaxPress Premier and FaxPress Enterprise can also be configured to automatically perform many of the privacy and security procedures that an individual – the fax sender, recipient, or administrator – would otherwise have to perform manually. Additionally, FaxPress Premier/Enterprise provides a variety of configurable, automatic tracking features useful in meeting both HIPAA and Sarbanes-Oxley audit trail requirements:

- Automatic carbon copy
- Transaction logs
- Fax reports
- Notifications
- Automated fax archiving
- PBX dial-out password security
- User access and authorization features
- Supervisor-assigned fax approval requirements

These features guarantee that the details of every fax transaction will automatically be recorded, stored, organized and available for auditing purposes at any time. Additionally, with computer-based, network faxing, senders know without a doubt whether or not faxes have been delivered

successfully. Messages are either sent successfully, or the fax server transmitting the fax alerts the sender.

Save Time, Save Money

Sending a fax with a network fax server takes less than one tenth of the time sending a fax manually. In fact, the higher the fax volume, the more money, time, and resources network faxing can save. Computer-based, network faxing has already helped companies in the manufacturing, financial, legal, hospitality, insurance and health care industries to:

- Reduce communication costs
- Integrate paper documents into electronic workflow
- Reduce paper consumption
- Accelerate document processing and turnaround time
- Meet security and regulatory compliance goals
- Provide browser-based fax access to mobile, offsite employees

In some cases, network fax servers have even enabled customers to grow their businesses – expand their client base, for example – without ever having to hire additional staff.

Which Fax Server is Right for Your Company?

Offering straightforward integration with virtually all computing applications, messaging environments and telephony interfaces, there's a FaxPress Premier or FaxPress Enterprise to meet the faxing needs of any organization, from a small or medium size businesses to a large scale enterprise. Castelle's per-server licensing allows an unlimited number of users, unlike the per-user licensing of software-based fax solutions. Line types (analog or digital) and fax volume requirements play a large part in determining which FaxPress Premier or FaxPress Enterprise model is right for your company.

The chart below provides a very conservative estimate of each model's fax capacity, with factors like graphic-intensive documents and retries for busy taken into account.

	FaxPress Premier	FaxPress Enterprise
	2,112 pages (4 line model)	4,224 pages (fractional T1 model)
Fax Transmission Capacity Per 8 Hour Period	4,224 pages (8 line model)	12,672 pages (24 channel/single T1 model)
	6,336 pages (12 line model)	25,344 pages (48 channel/2 T1 model)
	8,448 pages (16 line model)	38,016 pages (72 channel/3 T1 model)
Line Types Supported	Standard analog (POTS) telephone lines	T1, E1, and Euro-ISDN digital line types

Castelle Sales Engineers are available to answer technical questions you may have regarding the Castelle fax server products. Contact Castelle Sales at (800) 289-7555 or email sales@castelle.com.

CASTELLE®

Castelle, a market leader in 'all-in-one' network fax solutions for business and enterprise, develops office automation systems that allow organizations to easily implement faxing over local area networks and the Internet. Castelle's network fax servers, FaxPress, FaxPress Premier and FaxPress Enterprise, provide a simple way to integrate fax with email, desktop and back-end applications. Castelle products are designed to be easy to use and maintain, and provide an economical way for companies to share resources over the network. Castelle was founded in 1987 and is headquartered in Morgan Hill, California. Its products are available through a worldwide network of distributors, resellers, and online retailers. Visit Castelle online at www.castelle.com.

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