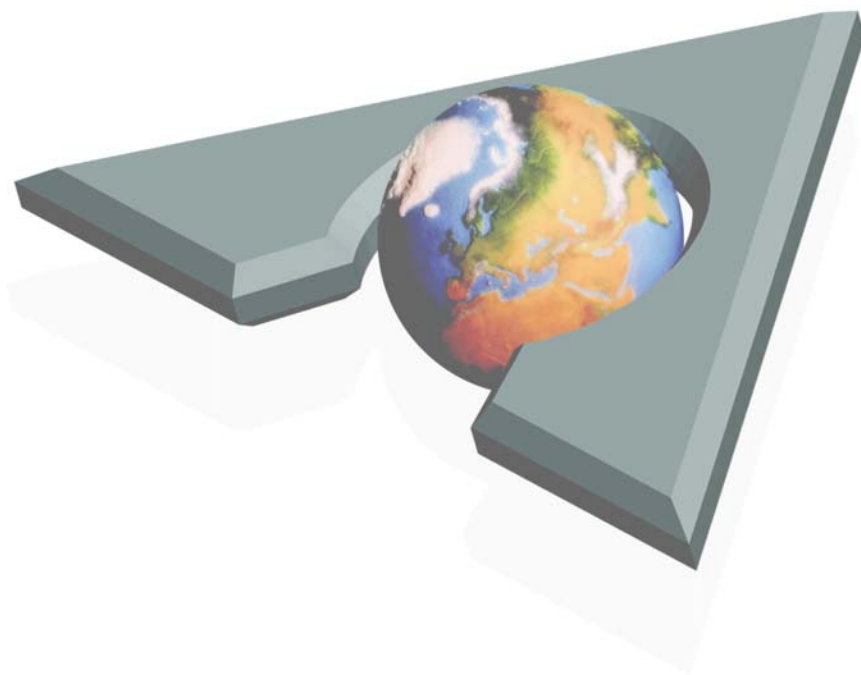


Castelle Network Fax Servers: The All-in-One Fax Solution for Business and Enterprise

## Computer Based Faxing With FaxPress Network Fax Servers



CASTELLE®

[www.castelle.com](http://www.castelle.com)

**M**oving from manual faxing to computer-based, network faxing represents one of the most cost-effective, productivity-enhancing improvements available to organizations in fax-intensive industries. Network fax servers provide a secure way to integrate faxing into office, workflow and messaging applications. Processing fax jobs more quickly, accurately and inexpensively than any standalone fax machine, network fax servers contribute to:

- Enterprise-wide fax consistency
- Reduced communication costs
- Streamlining of paper documents into electronic workflow
- Accelerated information delivery and turnaround time

Sending a fax with a network fax server takes less than one tenth of the time sending a fax manually does. In fact, the higher the fax volume, the more money, time, and resources a fax server can save. In some cases, fax servers can even enable companies to grow their business – expand their client base, for example – without ever having to hire additional staff.

## An All-in-One Network Faxing Solution

---

A combined hardware and software solution, Castle's FaxPress network fax servers provide analog support for every possible computer-based, network fax option. FaxPress features include:

- Desktop faxing
- Automated, production faxing
- Faxing directly from email applications
- Faxing directly from Microsoft Office applications
- Document delivery to both fax and email recipients simultaneously
- Automatic inbound routing to groups' or individuals' fax or email boxes, shared network folders, or printers
- Document management system and electronic workflow integration with FrontRange GoldMine®, Cardiff TELEform, Ricoh eCabinet and FabSoft Reform products.
- Touch-screen faxing from copiers, scanners and MFPs, including eCopy, HP, Microtek, Minolta, Ricoh and Xerox products.
- Multilanguage character support
- Development tools for custom fax applications
- Fax Reporting generates both individual and system-wide fax transaction logs
- Fax management, transmission tracking, and notification features
- Scheduled broadcast/batch faxing for reduced document delivery costs
- Fax archiving, eliminating the need to keep faxed copies of documents
- Internet faxing, to minimize telephone charges

Castle's server-based rather than per-user based licensing allows an unlimited number of FaxPress users at no additional expense.

## FaxPress Product Offerings

---

The three FaxPress servers range from an entry-level, single-line unit to a higher-end, eight-line server. All FaxPress units come with FaxPress 8.x server and client software. Email gateway features allow users to integrate fax into email systems, creating a unified fax and email environment. Automatic load sharing enables multiple units to work together on the same network, allowing additional FaxPress units to be added to the network at any time to handle increased fax demand.

### FaxPress 2500

Designed for the needs of small to medium-sized organizations, the FaxPress 2500 is the entry-level member of the FaxPress family. Supporting either 1 or 2 fax lines per unit and including 8MB of memory, the FaxPress 2500 is the ideal solution for environments with low to medium volume fax traffic.

### FaxPress 5000

The FaxPress 5000 fax server, designed for larger office environments of over 100 users, is the high-end member of the FaxPress family. Supporting either 4 or an optional 8 fax lines per unit, the FaxPress 5000 is the ideal solution for environments with high volume fax traffic. The FaxPress 5000's 2 or 3 Motorola 5102 ColdFire processors are configured with high-speed Rockwell International fax modems. With 16 or 32MB of on-board memory, the FaxPress 5000 is designed for high-speed conversion and transmission of documents and attachments.

### FaxPress Specifications and Feature Chart

This chart provides a summary of the features that most clearly demonstrate the distinctions between the different FaxPress servers.

	<b>FaxPress 2500</b>	<b>FaxPress 5000</b>
Number of Fax Lines	1 or 2	4 or 8
Fax Board/ Modem Chip	Rockwell R144EFL	Rockwell R144EFL
Recommended Number of Users	5-50	5-250
Processor	1 Motorola 5102 ColdFire processor	2 or 3 Motorola 5102 ColdFire processors
Processor Speed	33 MHz	33 MHz and 16 MHz
Memory Configuration	8 MB	32 MB
Email Integration	Standard	Standard
Automatic Routing Support	Yes	Yes
Application Programming Interface (API)	Castelle Program Interface (C/C++)	Castelle Program Interface (C/C++)
Production Fax Capability	Standard	Standard
Multilanguage Character	Yes	Yes

Support		
Archive Service	Yes	Yes
Server Software	FaxPress 8.x/ Installation required	FaxPress 8.x/ Installation required
Client Software	FaxPress 8.x/ Installation optional	FaxPress 8.x/ Installation optional
Ethernet Protocol Supported	IEEE 802.2/802.3 802.2 SNAP Ethernet II type 8137	IEEE 802.2/802.3 802.2 SNAP Ethernet II type 8137
Dialing Method	Tone or pulse	Tone or pulse
Modem Transfer rate	14,400 bps	14,400 bps
Fax Compatibility	ITU-T Group III, T.4, T.30	ITU-T Group III, T.4, T.30
Parallel ports	1	1
Power Supply	External 9 VDC	Internal 90 ~ 250VAC auto-switching
Frequency	50 or 60 Hz	50 or 60 Hz
Maximum power	9 Watts	40 Watts
Height	1.5"	3.12"
Width	8.95"	12"
Depth	6.1"	12"
Weight	1.15 lbs	6.80 lbs

## Information Security Features

---

FaxPress can easily be configured to automatically perform many of the privacy and security procedures that the fax sender, recipient, or administrator would otherwise have to perform manually. FaxPress provides a variety of configurable, automatic tracking features to help meet audit trail requirements:

- Automatic carbon copy
- Transaction logs
- Fax reports
- Success and failure notifications
- Automated fax archiving
- PBX dial-out password security
- Administrator-assigned 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.

## Maximize Existing Document Management, Network and Telephony Resources

---

Castelle's corporate partnerships with a wide range of vendors means FaxPress supports 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, FaxPress is 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.

### Copier, Scanner and MFPs

- Canon
- HP
- Microtek
- Minolta
- Ricoh
- Xerox

### Document Management and Storage Systems

- Documentum/OTG/Legato
- Liberty IMS
- PaperWise
- Ricoh
- Westbrook/Fortis
- Verity's TeleForm

### Forms Design

- Planet Press
- Fabsoft Reform

### Contact Management Solutions

- FrontRange GoldMine®

### 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

- 3COM (NBX/VBX)
- Adtran (TA 604/608, Atlas 550)
- Avaya
- Cisco Avvid
- NEC
- Toshiba

### 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

### Email Environments

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

## Microsoft Certified

---

As a Microsoft Certified Partner, Castelle is committed to ongoing fax solution development for Microsoft applications. FaxPress/Microsoft integration features include:

- Seamless integration with Microsoft applications, including Outlook and the Office Suite.
- Microsoft Word-based fax cover pages provide Word's familiar formatting and editing power for creating custom fax cover pages.
- NT User import utility allows new fax accounts to be automatically created from existing users.
- Send To menus of Microsoft Office applications and Windows Explorer are fax-enabled
- Exchange/Outlook integration means faxing becomes as easy as email
- Using existing MAPI phonebooks and Outlook contact lists for fax phonebooks

## Outstanding Usability

---

The FaxPress user interface gives users the fax tools they need, including:

- Automatic inbound routing delivers faxes directly to users' inboxes.
- Incoming and outgoing fax queue sorting, according to sender, status, destination, etc
- Address book integration
- Fax preview feature
- Customizable personal cover page templates
- Customizable notification features allows users to monitor document delivery status
- Fax phonebook creation from local databases like 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
- Drag & drop fax routing routes inbound faxes to users with a single mouse click
- FaxMerge (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.

## Integrate Faxes into Electronic Document Workflow

---

FaxPress is 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.

## Time Saving Administration Features

---

Designed with administrators in mind, the FaxPress server's Windows-based administration tools make for an easy rollout, seamless integration with existing IT systems, and convenient, centralized server and user management. Administration and user management tools include:

- Remote administration and fax management using the FaxPress client, FaxMain.
- Fax transmission tracking (sender, time sent, destination info, bill-back codes, etc.)
- Auto Registration feature allows new FaxPress user accounts to be automatically created from email profile information the first time a fax message is sent.
- SNMP management support for console programs such as HP OpenView, Novell ManageWise (previously called NetWare NMS) and IBM Tivoli.
- Support for both SMS and ZENworks
- Microsoft Windows and Novell NDS Single Sign On support
- Import NT users utility creates fax accounts from existing network user accounts
- Fax Archive service with both offline, long-term mode or continually active online mode
- Fax Reporting
- Easily customizable corporate cover page templates
- Automated, production fax utilities
- Easy phone book creation and management; corporate and personal FaxPress phonebooks utilize the CodeBase database; support up to 32,000 entries; 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
- Fax archiving, eliminating the need to keep faxed copies of documents

## Email Integration

---

FaxPress Email Gateways provide both server-based and client-based fax and email integration options. Serving as a link between the FaxPress and the mail system, the gateways allow faxes to be sent and received directly from most mail clients, including:

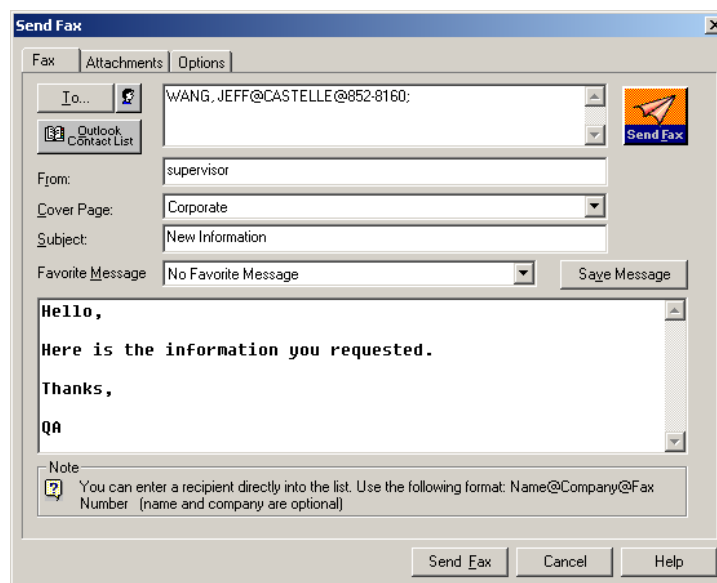
- Microsoft Exchange/Outlook
- Lotus Notes
- Novell GroupWise
- SMTP compatible mail systems

The FaxPress Email Gateways are included on the FaxPress 8.x CD, and are installed and run on a network workstation. In most cases, email integration solutions provide synchronizing of the FaxPress and mail system user databases as well as use of global address books for faxing.

## Flexible Fax Transmission Options

FaxPress transmission options allow users to select fax and email recipients from a variety of phonebooks, create and select cover pages, type cover page subjects and messages, attach files and specify delivery options. Access is also provided to favorite documents and favorite messages, convenient for users who routinely send the same document or message. All attachments are rendered into fax documents using the original application, ensuring that the fax retains its intended formatting. Faxes can be sent:

- **From Faxmain**, the FaxPress client interface. Faxmain allows users to select recipients from a variety of phonebooks, select cover pages, type a subject and message to appear on the cover page, attach files to the fax and select specific delivery options.



- **From Microsoft Office applications** by enabling and using either the Send To>Castelle FaxPress option, or by printing to the Castelle FaxPress converter.
- **From third party applications** by printing to the Castelle FaxPress converter.
- **From custom applications** developed using FaxPress SDK
- **From Windows Explorer** by right-clicking a file, after enabling this feature, and selecting "Send To>Castelle FaxPress."
- **From any email client** (Microsoft Outlook, Novell GroupWise, Lotus Notes, etc) by composing an email message and selecting a fax recipient, once one of the FaxPress gateways is activated.
- **From network copiers, scanners and MFPs**
- **From a batch oriented application** developed using the FaxPress SimpleFax utilities. These utilities allow automated faxing from custom applications.

## Automatic Inbound Routing

---

FaxPress servers support both automatic inbound routing and secured manual routing. The FaxPress supports a variety of automatic inbound routing options, including DID (Direct Inward Dialing), assigned line routing, DTMF (Dual Tone Multi-Frequency), and T.30 sub-addressing. To enable automatic inbound routing, FaxPress mailboxes are assigned mailbox IDs that associate them with their corresponding fax numbers. Mailbox IDs are either three or four digits, depending on how many digits the T1 line, DID trunk, or PBX is passing to the FaxPress.

**Assigned Line Routing** allows the administrator to assign an individual user and/or print queue to each incoming telephone line. All faxes received on that line will automatically be sent to the assigned user or printer. The assigned line user can administer the incoming faxes received on that line. If so configured, all the incoming faxes from that line will be printed on the network printer servicing that assigned print queue. FaxPress maintains a list of notices for each user indicating the reception and routing of faxes.

**Automatic DID (Direct Inward Dialing) Routing** requires a DID trunk or a PBX system capable of digital to analog conversion. Once the FaxPress is configured to map users' DID numbers to the corresponding FaxPress accounts, it will direct inbound faxes accordingly. If your PBX does not support digital to analog conversion, or if you aren't using a PBX system, you'll need a third party device like the Exacom DID Interface Module to provide the conversion required between the DID trunks and the FaxPress phone line inputs. The Exacom interface translates DID signals into DTMF signals recognized by FaxPress.

**Secured Manual Routing** allows a user with Router privileges to route incoming faxes to the appropriate FaxPress user. A FaxPress user with router privileges is allowed to view only the first page (cover page) of the fax, maintaining the privacy and confidentiality of the fax transaction content.

## Internet Faxing

---

Castelle's FaxPress fax servers provide least-cost fax routing over an IP network as a standard feature. Castelle Internet Faxing (CIF) allows faxing between two FaxPress locations with no incremental telephone charges – all communication takes place directly between the two FaxPress units using the Internet. If the final destination is a FaxPress user, the fax is delivered electronically without ever being transmitted over telephone lines. If the destination is a traditional fax machine, the originating FaxPress will find a FaxPress closest to the final destination and transmit the final "leg" across local telephone lines.

## Phonebook Integration Options

---

FaxPress provides one corporate phonebook and multiple personal phonebooks for every user. The corporate phonebooks are stored on the FaxPress file server. Personal phonebooks are stored locally on user workstations. FaxPress provides import and export facilities from .dbf and comma delimited formats.

### Corporate Database Phonebooks

The FaxPress also allows existing databases to be connected to and used as phonebooks for faxing. ODBC Phone Book support allows the administrator to:

- Specify the external database to use as a FaxPress phonebook
- Create mappings between FaxPress phonebook fields and the database fields
- Create different views of the database by specifying filters

The administrator can create any number of corporate phonebooks. Each corporate phonebook can connect to a different database and contain any number of views (filters) of that database. Views can be created, for example, to show a customer list in a specific state or country. ODBC Phone Book support provides a sophisticated yet intuitive user interface for the administrator to create the views. FaxPress ODBC phonebooks work with most ODBC compliant databases, including:

- Microsoft SQL
- ISAM type databases such as: dBase, Excel, FoxPro
- Microsoft Access database

### Personal Database Phonebooks

Users can create personal fax phonebooks by selecting local, file-based databases such as Access, Excel, dBase, FoxPro, etc.

### Microsoft Outlook Contact Lists

FaxPress allows the user to connect directly to MAPI phonebooks and use Outlook contact lists as fax phonebooks. Other contact management packages (such as ACT) can also be supported using the generic database phonebook mechanism (use ODBC to access dBase files).

## FaxPress SDK: Developing Custom Fax Applications

---

The Castelle Software Development Kit (SDK) and associated Castelle Programming Interface (CPI) allow developers easy deployment of production faxing in almost any environment. These features enable automated inbound and outbound faxing from third party applications without user intervention. Two mechanisms within the SDK integrate faxing into custom applications:

**Castelle Programming Interface (CPI)** – The FaxPress' CPI, a complete C/C++ based API library set, allows Windows programmers to develop fax applications or add fax capabilities to custom applications. Castelle offers a 32-bit library for Windows NT and Windows 95 developers, as well as a 16-bit library for Windows 3.1x developers.

**SimpleFax Utilities** – FaxPress SimpleFax Utilities is a set of executable routines that provides access to FaxPress features with minimal integration effort. These utilities are designed for non-programmers, allowing quick access to the most commonly used FaxPress features with only a few functions.

The FaxPress SDK can be obtained free from Castelle's web site (or found on shipping versions of the FaxPress disk) at: [www.castelle.com/support/sdk/fp.htm](http://www.castelle.com/support/sdk/fp.htm)

## Pre-Sales Support and Additional Information

---

Castelle Sales Engineers are available for pre-sales technical advice and implementation support. Contact Castelle Sales at (800) 289-7555 or email [sales@castelle.com](mailto:sales@castelle.com) for answers to any technical questions you may have regarding the Castelle fax server products.

For more detailed information regarding FaxPress and FaxPress Premier fax servers, please refer to the additional white papers at: <http://www.castelle.com/products/whitepapers.htm>.

# CASTELLE®

Founded in 1987 and headquartered in Morgan Hill, California, Castelle develops office automation systems that allow organizations to easily implement faxing over local area networks and the Internet. Whether it's a small business or a large enterprise, Castelle network fax servers are tailored to meet the needs of any organization. Castelle products are easy to use and maintain, and provide an economical way for companies to share resources over the network. Our products are used by Fortune 1000 companies and small to medium-sized businesses, and are available through a worldwide network of distributors, value-added resellers, systems integrators and e-commerce retailers.

Castelle

855 Jarvis Drive, Suite 100

Morgan Hill, CA 95037

USA

Tel: +1 408-852-8000 or 800-289-7555

Fax: +1 408-852-8100

E-mail: [sales@castelle.com](mailto:sales@castelle.com)

Web: [www.castelle.com](http://www.castelle.com)

©2006 Castelle. This document is provided for informational purposes only. Castelle is a registered trademark of Castelle. All other brand names are trademarks or registered trademarks of their respective holders.