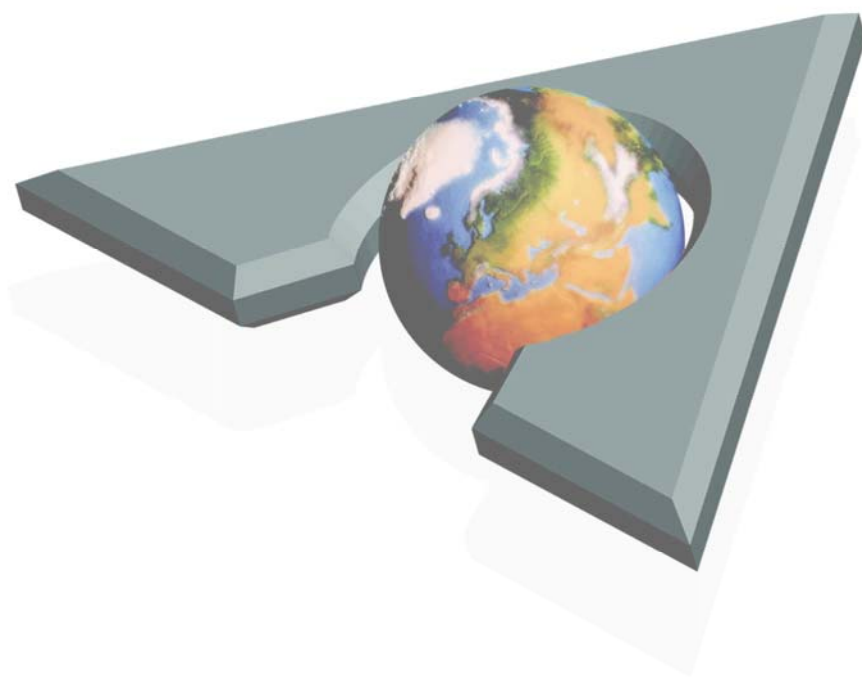


Castelle Network Fax Servers: The All-in-One Fax Solution for Business and Enterprise

Network Faxing with Castelle Network Fax Servers



CASTELLE®

www.castelle.com

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Moving 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 the client base, for example – without having to hire additional staff.

An All-in-One Network Faxing Solution

Castelle's FaxPress, FaxPress Premier and FaxPress Enterprise fax servers offer a combined hardware and software solution, providing every possible computer-based, network fax option:

- 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, Sharp, Toshiba and Xerox products.
- Development tools for custom fax applications
- Fax Reporting, including 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

The FaxPress Premier and FaxPress Enterprise products offer additional, premium features, including:

- A secure web interface, allowing remote access to end-user and administrative fax functions
- The FaxPress Premier/Enterprise Web Services SDK, letting developers create 128-bit, SSL encrypted custom fax and production fax applications, and also includes sample clients, with source code provided, written in Java, C++, C#, Visual Basic, and Perl.
- Error correction mode (ECM)
- Drag-and-drop routing to groups' or individuals' fax or email boxes, shared network folders, or printer.
- Expanded multi-language character support
- Embedded email gateways

Castelle's server-based rather than per-user based licensing for all Castelle products allows an unlimited number of fax users at no additional expense.

Which Castelle Fax Server Is Best For You?

Investing in a Castelle fax server is like providing everyone in the office with a virtual fax machine, at a fraction of the cost. Whether you go with a fax server from the FaxPress, FaxPress Premier or FaxPress Enterprise product lines, and, from those product lines, which fax server model/configuration you choose, depends on a number of variables. The [fax traffic capacity](#) requirements, type of [telephony interface](#) (analog or digital), and [production/custom fax](#) application and integration requirements all help to determine the most appropriate fax server for the organization. Whether or not you require the FaxPress Premier/Enterprise expanded [feature set](#), which includes a web-based faxing and administration utility, may also influence whether you choose a server from the FaxPress, FaxPress Premier or FaxPress Enterprise product line.

FaxPress Product Line Overview

The FaxPress product line provides analog fax servers for small and mid-size organizations. The FaxPress servers range from an entry-level, single-line unit to a higher-end, eight-line server. The FaxPress fax servers come with FaxPress 9.x server and client software. The FaxPress server software is installed on a network file server or workstation. FaxPress uses the network file server or workstation (NetWare, Windows NT, Windows 2000 or Linux) to queue up outgoing faxes and store incoming ones. Although actual disk requirements will vary based on the volume of incoming/outgoing faxes, the minimum requirements for disk space on the file server is 40MB.

FaxPress Premier and FaxPress Enterprise Product Line Overview

The FaxPress Premier product line provides analog fax servers and are designed for mid-size to enterprise-level organizations. FaxPress Enterprise provides digital fax servers for use with T1, E1 or ISDN lines. Both the FaxPress Premier and FaxPress Enterprise fax servers include 80 GB of file storage for system and fax data files, a multitasking embedded

Windows operating system, and come with all system files and the FaxPress Plus 5.x server software pre-installed. Installing the FaxPress Plus client software is an option, but not a necessity, since the web interface allows access to both faxing and administrative functions from any workstation with a web browser.

Fax Traffic Capacity

To decide which Castelle fax server will work for you, first consider the number of users and the amount of fax traffic the server will need to handle. Once you have a clear idea of your organization’s current needs, take into account how those needs are apt to grow in the future. A server from the FaxPress product line will work for small to mid-size businesses. Large-scale enterprises will require a server from the FaxPress Premier or FaxPress Enterprise product lines. The chart below provides a conservative estimate of each model’s fax capacity. These numbers consider factors such as graphics, retries for busy etc.

	FaxPress 2500	FaxPress 5000	FaxPress Premier	FaxPress Enterprise
Fax Transmission Capacity Per 8 Hour Period	480 pages (1 line model) 960 pages (2 line model)	1920 pages (4 line model) 3840 pages (8 line model)	2112 pages (4 line model) 4224 pages (8 line model) 6336 pages (12 line model) 8448 pages (16 line model)	4224 pages (fractional T1 model) 12672 pages (24 channel/single T1 model) 25344 pages (48 channel/2 T1 model) 380160 (72 channel/3 T1 model)
Recommended Number of Users	Fewer than 100	Unlimited	Unlimited	Unlimited

All Castelle network fax servers are designed for scalability. With the FaxPress product line, you can add additional units and enable load sharing, upgrade to a higher capacity FaxPress server, or even trade in your FaxPress server for a FaxPress Premier or FaxPress Enterprise. With the FaxPress Premier and FaxPress Enterprise product lines, you can either purchase upgrade packages to internally expand the fax capacity, or add additional servers and enable load sharing.

For a detailed analysis of return on investment potential, determined by number of users and pages faxed, see the [ROI Calculator](http://www.castelle.com/roi/roi_calculator.htm) on the Castelle web site at:

http://www.castelle.com/roi/roi_calculator.htm.

Telephony Interface: Analog or Digital?

The telephony interface plays a large part in determining which Castelle fax server you choose. FaxPress and FaxPress Premier are designed to work with standard analog (POTS) telephone lines, as well as DID and E&M trunks.

The FaxPress Enterprise is designed to work with T1, E1 and ISDN lines. If your telephony interface is high capacity digital, (T1, E1 or ISDN), but your organization's fax volume is minimal, the two most suitable options are either the FaxPress Enterprise Fractional T1, or an analog FaxPress or FaxPress Premier used with a third party, digital-to-analog conversion device. For a detailed explanation of digital and analog line types, DID and DNIS information, and automatic inbound fax routing possibilities, see the Automatic Routing of Inbound Faxes White Paper.

Castelle APIs: Custom/Production Fax Development Tools

Both the FaxPress and the FaxPress Premier/Enterprise product lines provide tools for developing custom and customized production fax applications and support production faxing through a common Drop Directory feature. The FaxPress Premier/Enterprise, however, offers a greater variety of interface options, flexibility and customization.

The fax servers in the FaxPress product line come with a Software Developers Kit (SDK). The SDK's Castelle Procedural Interface (CPI), a complete C/C++ based API library set, can be used to develop fax applications or add faxing capabilities to custom applications.

The fax servers in the FaxPress Premier and FaxPress Enterprise product lines come with the Web Services SDK. Sample clients, with source code provided, have been written in Java, C++, C#, Visual Basic, and Perl. The clients have been tested for full interoperability on multiple operating systems including MS Windows, Linux, MacOS, and standard Unix platforms. Any modern programming language and operating system with Web Services functionality is compatible with the FaxPress Premier/Enterprise Web Services interface.

FaxPress and FaxPress Premier/Enterprise Feature Comparison

Comparing a few of the many FaxPress and FaxPress Premier/Enterprise features will also help determine whether your organization requires a server from the FaxPress, FaxPress Premier, or FaxPress Enterprise product line. The asterisk * indicates features exclusive to the FaxPress Premier and FaxPress Enterprise product lines.

Fax Reporting – The Fax Report feature offers both system-wide and personal fax report types, generating fax transaction log information in a variety of report formats. The Fax Report's comprehensive analysis of fax processing transactions is easily exported to spreadsheets, databases, and other report generators.

Email Integration – All Castelle fax servers support fax and email integration to enable Microsoft Exchange, Lotus Notes, Novell GroupWise and SMTP-compatible email system

users to send and receive faxes directly from their mail client. The FaxPress Premier/Enterprise server's Embedded Email Gateway service runs on the FaxPress Premier/Enterprise server; the FaxPress server's email integration options all require installation on a network workstation or workstations.

*Secure Web Interface – One of the more notable feature distinctions between the FaxPress and the FaxPress Premier/Enterprise product lines is the Secure Web Interface. The Secure Web Interface provides a secure, web-based server configuration, administration, and faxing utility that can be used to manage users and administer FaxPress Premier or FaxPress Enterprise units, as well as send and receive faxes. If your users or administrators routinely require remote fax access, the Secure Web Interface may be a deciding factor for you.

*Error Correction Mode – Phone line noise during fax transmission can sometimes cause errors in the received image, usually causing one or more scan lines to be dropped from the image. As long as there aren't too many errors, the page is accepted and confirmed because it is still readable. If too many errors occur, however, the fax will be rejected. The FaxPress Premier/Enterprise's default Error Correction Mode (ECM) guarantees faxes will be sent and received with no errors, as long as the sending or receiving machine also supports ECM. The FaxPress fax servers do not support ECM.

Microsoft Active Directory Integration – Although the FaxPress product line can offer some degree of Active Directory integration once the Exchange Connector/Native Attachment Gateway is installed, the FaxPress Premier/Enterprise provides more advanced and simplified Microsoft Active Directory Integration with its Active Directory Synchronizer. The FaxPress Premier/Enterprise Synchronizer allows the administrator the efficiency of creating new users from existing Active Directory users, as well as the convenience of centralized Active Directory and user management.

Multi-language Character Support – All product lines can support the use of non-English characters on fax cover pages. The FaxPress product line requires this to be specified during the client installation; the FaxPress Premier and FaxPress Enterprise product line's international character support is automatic.

Specifications and Feature Comparison Chart

This chart provides a summary of the specifications and features that most clearly demonstrate the distinctions between Castle's different fax servers. This is an abbreviated list of features intended to help clarify which fax server best addresses your needs.

	FaxPress 2500	FaxPress 5000	FaxPress Premier	FaxPress Enterprise
Number of Fax Lines/ Channels	1 or 2	4 or 8	4, 8, 12, or 16 (analog fax lines)	8 (Fractional T1) 24, 48, or 72 (T1) 4, 8, or 12 (ISDN) 30, 60, or 90 (E1) (digital fax channels)
Memory Configuration	8 MB	32 MB	1 GB	1 GB
Email Integration	Included	Included	Embedded	Embedded
Operating System	N/A	N/A	Windows Embedded OS	Windows Embedded OS
Internal Hard Disk	N/A	N/A	Yes	Yes
Application Programming Interface (API)	Castelle Program Interface (C/C++)	Castelle Program Interface (C/C++)	Web Services SDK (Java, C++, C#, Visual Basic, and Perl)	Web Services SDK (Java, C++, C#, Visual Basic, and Perl)

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

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 Technnology
- 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

Telephony Interfaces

- T1, E1, and Euro-ISDN digital line types
- Standard analog telephone (POTS) and DID (Direct Inward Dialing) trunk line types

OCR/Routing

- Captovation
- Cardiff Teleform
- OnSet

Information Security Features

FaxPress, FaxPress Premier and FaxPress Enterprise are easily configured to automatically perform many of the privacy and security procedures that the fax sender, recipient, or administrator would otherwise have to perform manually. A variety of customizable, automatic tracking features 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.

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.
- Active Directory synchronizer provides advanced, simplified Microsoft Active Directory integration and centralized user management
- 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
- 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

Serving as a link between the fax server 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 email gateways include both server-based and client-based integration options.

Pre-sales Support and Additional Information

Additional technical details, integration tips and configuration can be found on the Castelle Support site at <http://www.castelle.com/support>. For additional information to determine the ideal fax solution for you, please contact Castelle Sales at (800) 289-7555 or email sales@castelle.com.

Castelle Sales Engineers are available to answer technical questions regarding the Castelle fax server products or questions regarding fax server trade-in options. For more information on FaxPress, FaxPress Premier and FaxPress Enterprise, please refer to the additional Castelle 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.

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