



FAX Support

Seamless integration of Fax messages with Microsoft OCS 2007 and Exchange 2007

- Fax messages sent directly to Exchange mailbox
- No annoying phone call before the fax is sent
- Active Directory/LDAP integration makes managing enterprise Fax easy

INTRODUCTION

This document is intended for customers that want to integrate their existing fax machines with Microsoft® Exchange Server 2007 unified messaging solution using VX1200 or VX1800 Intelligent Voice Gateway. Microsoft UM solution allows users to access their voice mail, email, fax, and calendar information using an e-mail client, mobile device, or a standard telephone.

THE TRADITIONAL FAX

Used widely for more than 30 years, fax machines in various forms predate the modern day Internet, World Wide Web, and email. An invention of immediacy, the fax replaced postal mail as a means to send documents around the world with ease and speed.

Although relegated to a place behind email, organizations still rely on fax in their day-to-day operations, especially in the financial, legal and human resources sectors where security and privacy are of paramount concern.

FAX OVER INTERNET PROTOCOL

The combination of fax and the explosion of data networks have yielded a new fax transmission medium - Fax over IP (FoIP) – the ability to transmit faxes over an IP network. T.38 protocol, an ITU standard, defines the processes of transmitting fax documents between two standard Group 3 fax terminals over the Internet using IP.

BENEFITS OF FAX OVER IP

Just as with traditional voice and VoIP, moving fax to IP has economical benefits. Sending and receiving fax over data networks can reduce costs. Organizations can save long-distance charges by receiving and sending fax over the IP networks.

An additional benefit of moving to FoIP is the ease with which organizations can implement Unified Messaging.

FAX WITH MICROSOFT OCS 2007 AND EXCHANGE 2007 UM

Microsoft Exchange Server 2007 enables storing voice messages, fax, and e-mail in a single Exchange 2007 mailbox. Once aggregated, users can improve their productivity by accessing all of their messages from a single device such as a telephone, mobile device, or from a computer. Fax documents are stored as TIFF images in the Exchange mailbox.

Microsoft Mediation Server is needed to integrate Microsoft Office Communications Server 2007 and Microsoft Exchange Server 2007 with PSTN/PBX through a Media Gateway. While voice mail can be stored in Exchange Server 2007, receiving fax is currently not possible due to some limitations of Microsoft Mediation Server. Hence, OCS 2007 users cannot receive fax calls directly to Exchange 2007 mail box.

THE NET SOLUTION

NET's VX Series Intelligent Voice Gateways not only provide access to PSTN/PBX to the OCS 2007 users but also offers a solution to store incoming T.38 fax messages in the Exchange 2007 mailbox.

VX1200 and VX1800 series Intelligent Voice Gateway is a one-box solution for delivering fax to Exchange 2007 UM. Unlike the competitive solutions, NET's solution works seamlessly without annoying the user by ringing the phone every time a fax message is received.

VX1200 and VX1800 series Intelligent Voice Gateways have Active Directory integration to help send fax directly into the user's mail box.

VX Series Intelligent Voice Gateway recognizes a user's incoming fax phone number. VX will then retrieve the user's telephone number from which the target UMbox is derived. The Incoming fax is correctly forwarded to the Exchange server by setting the Diversion number with the UM mail box number. (see Figure 1)

Using NET's solution, IT managers can use any standard DID for a fax number. Since the number is stored in an Active Directory, IT managers benefit from ease of centralized management of users.

ABOUT NET

For nearly a quarter of a century, Network Equipment Technologies, Inc. (NET) has provided voice and data communications equipment for multi-service networks requiring high degrees of versatility, interoperability, security and performance. NET's broad family of products are purpose-built for mixed-service, multi-protocol networks; bandwidth-sensitive site communications; high performance, security sensitive transmissions; and converged communications. The Company's NX (network exchange) and VX (voice exchange) products enable interoperability and integration with existing networks for seamless migration to secure IP-based voice and data communications.

With the acquisition of Quintum Technologies NET is able to offer a full product suite of VoIP switches and gateways to customers, from the large enterprise environment to remote office locations.

VX Series Active Directory Integration

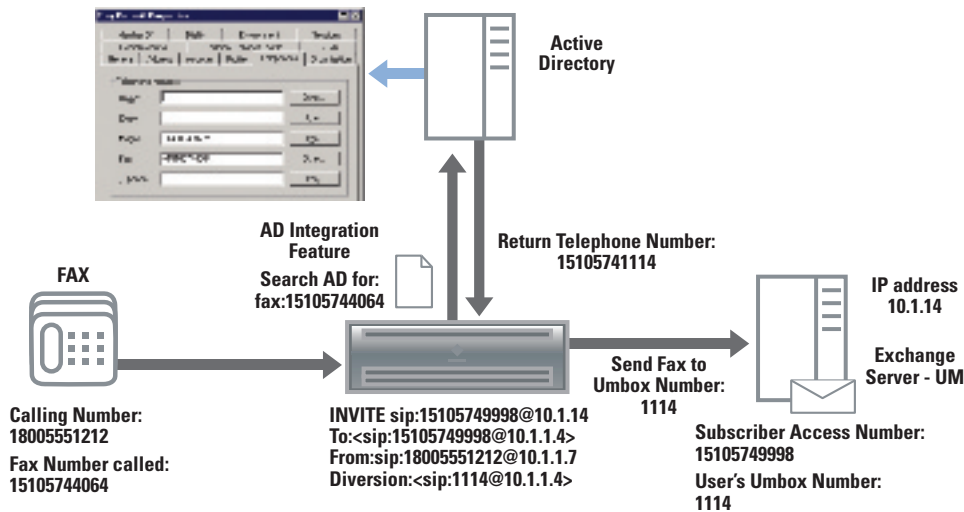


Figure 1: VX Active Directory Feature

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