

Biscom Network Fax Integrations for MFPs

Integrating an organization's Multi Function Peripherals/Printers (MFPs) with a Biscom fax server – or Biscom's hosted fax service – enhances both the value of the device and the organization's bottom line. Enabling your users to fax as easily as they scan/print/make copies has only advantages for companies looking to optimize their document management capabilities. Moreover, connecting multiple MFPs to one centralized network fax server – or hosted fax service – eliminates the need to equip each device with a fax module and phone lines in order to support faxing.

Biscom offers multiple methods and functionalities for fax-enabling MFPs, ensuring that any company, regardless of size, can find a Biscom MFP solution that meets their exact needs.

Can your MFP Send email?

If the answer is Yes, then your MFP can send a fax through a Biscom fax server – or Biscom's hosted fax service – simply by installing and performing minimal configuration of Biscom's FAXCOM Suite for Windows application. Your users simply specify the destination fax number at the device using the T.37-compliant SMTP addressing syntax they use to send emails, specifically:

Fax number@subdomain created for faxing

For example, if the subdomain created for faxing was **fax** under the top-level domain of Biscom, users would specify the following:
963-555-1212@fax.biscom.com

Optionally, they can add more information, such as the recipient's last name:

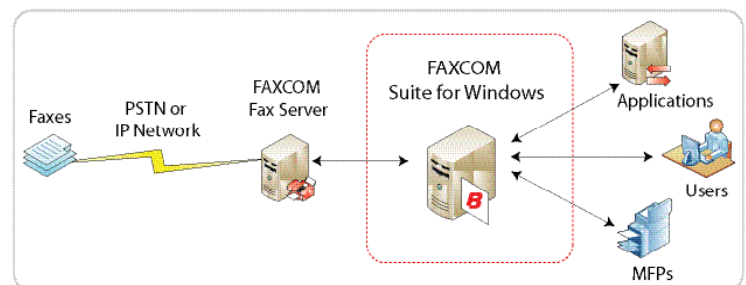
Smith.9635551212@fax.biscom.com

This simple addressing method works regardless of whether an organization is sending/receiving faxes through their own in-house Biscom fax server(s) or through Biscom's hosted fax service. To send faxes via the hosted fax service, the sender simply specifies the hosted fax service web site URL rather than the subdomain created for faxing, as, for example:
9635551212@faxcomanywhere.com.

Receive-to-Print on any MFP

Automatic receiving-to-print is available for any MFP by installing and performing minimal configuration of Biscom's FAXCOM Suite for Windows application. To implement automatic receive-to-print on any MFP, you simply add the device to the FAXCOM Queue User List as a fax recipient (where the FAXCOM Queue is the service that connects users and applications to the fax server). The routing can then be accomplished by assigning a Direct Inward Dial (DID) number to the device, specifying that every fax that arrives on a specific fax server fax port be routed to the device, or assigning DEF to the device as the Default Route, whereby all faxes routed to this FAXCOM Queue are routed to the device.

Biscom MFP Integration



Specify Advanced Inbound Routing of Faxes to MFPs

In addition to the basic receive-to-print functionality, organizations can use Biscom's rules-based Advanced Fax Routing (AFR) utility to specify advanced fax routing actions. For example, an organization could configure an AFR action that automatically performs Optical Character Recognition (OCR) on an incoming fax and then routes the fax to the appropriate MFP according to the extracted barcode content (such as a purchase order number). AFR actions can also use information received with the fax for routing purposes. For example, all faxes received during non-business hours could automatically be routed to one MFP, while all faxes received from a specific Caller ID could be delivered to another MFP.

Implement a Biscom MFP Connector

To enable outbound faxing from an MFP through use of the SMTP addressing syntax, as well as automatic receive-to-print, all that is needed is a Biscom fax server (either on premises or hosted by Biscom) and the FAXCOM Suite for Windows application.

By also installing and implementing a Biscom MFP Connector, you can implement additional MFP fax functionality beyond these basic functions, and have greater control of faxing capabilities. Biscom currently offers four connectors:

- FAXCOM for ShareScan
- Biscom MFP Fax Connector
- FAXCOM for Xerox
- FAXCOM for HP

eCopy FAXCOM for ShareScan

FAXCOM for ShareScan integrates with eCopy™ ShareScan® v5 software from Nuance to support fax capabilities on a range of digital copiers and scanners, including Canon, Fujitsu, HP, Océ, Ricoh, Sharp, and Toshiba products. The FAXCOM for ShareScan connector enables these additional functions:

- Access to fax capabilities built into the device screen itself, eliminating any learning curve or need for special training
- Access to user's Private fax Phonebooks for selecting fax recipients
- Capability to preview the outgoing fax to ensure appropriate page breaks, etc.
- Capability for users to retrieve inbound faxes at their desktop for further manipulation and storage

In addition to a FAXCOM Server, FAXCOM for ShareScan requires eCopy ShareScan versions 4.X/5.X and FAXCOM Suite for Windows version 9.6 or higher.

Biscom MFP Fax Connector for Sharp OSA-enabled Devices

The Biscom MFP Fax Connector integrates with Sharp Open System Architecture (OSA®) 3.X/4.X technology to support fax capabilities on all Sharp MX Series MFPs. The Biscom MFP Fax Connector for Sharp OSA-enabled devices enables these additional functions:

- Capability for users to scan-to-fax either anonymously or only after entering login credentials
- Returning of fax confirmation statuses to either the sender's fax client mailbox, email inbox, or the device itself
- Support for selecting recipients from both a user's Private fax Phonebook and a system-wide Public fax Phonebook

In addition to a FAXCOM Server, the Biscom MFP Fax Connector requires the following:

- Sharp MX series MFP on which the MX-AMX2 Application Module is installed
- Microsoft Internet Information Services (IIS) 6.0 or higher running on either a Microsoft (MS) 2000 Server, MS 2003 Server, or MS Vista Enterprise platform
- FAXCOM Suite for Windows Release 9.6 or higher

FAXCOM for Xerox EIP MFPs

FAXCOM for Xerox EIP MFPs integrates with

Xerox Extensible Interface Platform (EIP)-enabled devices. Xerox EIP is a software platform upon which developers can use standard Web-based tools to create server-based applications configurable for the MFP's touch-screen user interface. The FAXCOM integration with EIP-enabled devices provides these additional features:

- Capability to use the Xerox Secure Access Unified ID System if available, whereby user credentials are read from the ID card and passed to the connector
- Support for selecting recipients from both a user's Private fax Phonebook and a system-wide Public fax Phonebook.
- Returning of fax confirmation statuses to either the sender's fax client mailbox, email inbox, or the device itself

In addition to a FAXCOM Server, FAXCOM for Xerox EIP MFPs

requires the following:

- EIP-enabled Xerox MFP (a full list of which is available at www.xerox.com) and which includes:
 - WorkCentre Pro 232/238/245/255/265/275 running system software 13.060.17.000/14.060.17.000 or higher. (Devices running software prior to those releases may be upgraded but will likely require a hardware upgrade in order to run custom services.)
 - WorkCentre 7655/7665/7675 running system software 040.043.50500 or higher. (Devices running software prior to this release may be upgraded but will require a hardware upgrade.)
 - WorkCentre 5632/5638/5645/5655/5665/5675
- Microsoft Internet Information Services (IIS) 6.0 or higher running on either a Microsoft (MS) 2000 Server, MS 2003 Server, or MS Vista Enterprise platform
- FAXCOM Suite for Windows Release 9.6 or higher

FAXCOM for Xerox

FAXCOM for Xerox integrates with the Xerox Network Fax Server Integration option to support fax capabilities on Xerox WorkCentre and Document Centre MFPs. The FAXCOM for Xerox connector enables these additional functions:

- Capability for received faxes to be printed, emailed, stored in a folder, or placed in a user's desktop fax mailbox
- Implementation of Secure Print, whereby a user must enter a password to retrieve a fax at the Xerox device
- Capability to track fax usage on Job-Based-Accounting (JBA)-enabled devices

In addition to a FAXCOM Server, FAXCOM for Xerox requires the following:

- Xerox WorkCentre/Document Centre with network fax capability
- A FAXCOM Suite for Windows FAXCOM Queue
- LPR printing installed from the Microsoft protocols
- For outgoing faxing, an FTP server (such as IIS)

FAXCOM for HP

Installing the HP Digital Sending Software (DSS) 4.0 or higher on HP MFPs and Digital Senders eliminates the requirement for fax senders to use the SMTP addressing syntax when sending faxes from those devices. When HP DSS is installed on the device, users need only specify the destination fax number.

Specific Device Support

For information on the specific devices supported by the various Biscom MFP connectors, contact Biscom Sales, either by calling 800-477-2472, or emailing to sales@biscom.com.



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