



# FAXCOM

## f o r NDS

A Fax Solution Designed with Novell

Supports using either ConsoleOne or NWAdmin to manage the fax service and fax service users

Enables the creation of fax queues anywhere in the NDS tree

Supports three different client interfaces: GroupWise Mail Client, Biscom's FAXCOM Client, and Biscom's Web Client

Routes incoming faxes to individual users, groups of users, GroupWise External Entities, printers, and Shared Fax Folders

### Superior Integration with Novell Directory Services

FAXCOM for NDS provides snapins for ConsoleOne and NetWare Administrator (NWAdmin) that enable you to create fax queues - the directory structure for sending/receiving faxes - directly within ConsoleOne/NWAdmin. With a few mouse clicks, you can create a new fax queue anywhere within the NDS tree. The installation, creation, and activation of these queues on servers throughout the enterprise are completely automated. For instance, if you are in Dallas and you want to set up a fax queue for a sales office in San Diego, you can set up a new

fax queue on a remote server within a matter of minutes. You then continue to manage the fax queue, which includes assigning users to fax queues, within ConsoleOne/NWAdmin.

### Use ConsoleOne/NWAdmin for Full Fax Service Management

When setting up fax queues, you can quickly specify the following aspects of your fax service:

- The individuals who can manage the fax queue
- The FAXCOM server to which the fax queue is connected
- Transmit/receive options for the fax queue
- The logs that record fax queue activity Extended log (as well as Pending queue)

- The retry schedule according to error type
- Fax port routing, whereby faxes received on specific FAXCOM Server ports can be routed to specific users

In addition, if using NWAdmin, you can use the Facsimile Telephone Number Assistant utility to assign a range of numbers to a range of receiving objects in bulk.

### Supports Three Different Client Interfaces

Your FAXCOM for NDS fax service users can send/receive faxes from within GroupWise Mail, with Biscom's Windows-based FAXCOM Client, or with Biscom's Web-based client.

Because the GroupWise client is fully integrated with GroupWise Mail, users send/receive faxes exactly as they send/receive email, and can select fax recipients from GroupWise address books exactly as they select email recipients. Users of the Windows-based FAXCOM Client can preview their outgoing faxes from the Pending queue, releasing them for actual



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transmission either from the FAXCOM Viewer application while they are viewing the fax, or from the Pending queue when they exit FAXCOM Viewer and return to the Pending queue.

In addition, users of the FAXCOM Web Client can run their favorite Web browser to access their fax capabilities, regardless of system platform (Windows, UNIX, or Macintosh).

## Route Incoming Faxes

You can route incoming faxes to individual users, groups of users, GroupWise External Entities, printers and Shared Fax Folders. For example, to route incoming faxes to an individual user, you access the user's Identification page and in the Fax number field, specify the user's incoming fax number. You can even run the Facsimile Telephone Number Assistant and edit this field in bulk.

If using the FAXCOM Client, you can also route incoming faxes to Shared Fax Folders, whereby multiple users and groups of users can simultaneously access and process the received faxes in the folder, such as faxed requests for product information.

## Product Features and Benefits

### Users:

- Automatically convert fax message attachments created in the following applications: Corel Office (including WordPerfect); MS Office; Lotus SmartSuite; MS Project; Visio; Adobe Acrobat (pdf); HTML; RTF).
- Click the Fax Address button in GroupWise Mail to either select fax recipients from address books or enter the fax recipient information yourself.
- Manage your own faxes in the Pending queue of outgoing faxes.
- Use the FAXCOM Viewer to view received faxes and: display the pages as thumbnail images that can be moved, reordered, and stacked; resend faxes; rotate pages to any angle; annotate pages; touch up faxes with pixel granularity; scan in new documents; overlap two documents/pages/image areas.
- Use the FAXCOM Web Client to send/receive faxes via Internet Explorer or Netscape.

### Administrators:

- Manage one or more fax queues in an organization from a single workstation running ConsoleOne or NWAdmin.
- Manage all user's fax attributes - which are stored in NDS - through ConsoleOne/NWAdmin.

- These attributes include the Maximum Priority a user can specify for outgoing faxes, the associated Account Number used to track fax usage costs, the Receive Format in which the user receives faxes, either TIFF or PDF.
- Use FAXCOM for NDS in conjunction with the Job Tracking module, whereby you can monitor the progress of inbound faxes from the moment the fax arrives at the FAXCOM Server until the point when it is deposited into its internal destination, typically, a fax recipient mailbox.
  - Automatically connect users to any fax queue by editing rules within ConsoleOne/NWAdmin.
  - Use the Facsimile Telephone Number Assistant to assign incoming fax numbers to multiple users in bulk.

## System Requirements

- A FAXCOM Server 3000 through 9000
- NetWare Server 5.1 or higher
- NDS version 6.0 or higher
- For the FAXCOM Client, a Windows-based workstation running the NetWare Client
- For the FAXCOM Web Client, either MS Internet Explorer 4.X (or higher) or Netscape Navigator 4.5 (or higher), with NT 4.0 Server (running SP5 or higher), or Win2000 Server, running IIS 4.X or higher as the Web Server.

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