

EXCHANGE CONNECTOR

Exchange Connector links Esker Fax directly to Microsoft® Exchange Server®, allowing end-users to conveniently send, receive and manage faxes through their standard Outlook® or Exchange email boxes. Exchange Connector joins the power of fax with the familiarity of email, helping enterprises achieve their unified messaging goals – and improve communication efficiency throughout the enterprise.

FAX AS EASY AS EMAIL

With fax/email integration enabled by the Esker Fax Exchange Connector, everyone in your organisation can send and receive faxes through their email interface, unifying many of their messaging activities under a single client. The use of a familiar interface eliminates the need for user training. To send a fax, users click the “Send a New Fax” button within their email window, directly enter or select a fax recipient from their address book, compose a message, attach files, and the transmission is immediately received at its destination as a fax. The Send Fax Outlook form supplied with Esker Fax makes sending faxes simple and intuitive.

ADDRESS BOOKS

Esker Fax users can select fax numbers from global, contact, or personal fax/email address books – with the option of sending to multiple addresses or distribution lists. Users maintain their personal fax address books along with personal email addresses.

NATIVE FILE ATTACHMENTS

Attach files to faxes in more than 40 formats, including Microsoft Office 2000/97/95, Lotus SmartSuite®, WordPerfect® Office and others.

AUTOMATIC ROUTING OF INCOMING FAX

With a simple point-and-click configuration at the server, organisations can automatically route incoming faxes as email directly to any number of users.

FAX STATUS AND NOTIFICATION

Esker Fax provides a convenient Fax Status folder within Outlook that contains one entry for each fax sent. Esker Fax maintains the current state of each fax in the status folder to provide immediate feedback to the user as Esker Fax processes and sends the message.

Esker Fax offers the option to notify users of faxes received or delivered via their preferred e-mail notification – taskbar icon, audible sound, etc. Notification messages delivered to users’ inboxes include:

- ◆ Recipient’s name
- ◆ Fax number
- ◆ Status
- ◆ Completion time and date
- ◆ Pages sent
- ◆ Duration
- ◆ Cost
- ◆ Account to be billed
- ◆ Message ID
- ◆ Received CSID
- ◆ Log messages (if any)

NO CLIENT TO INSTALL

Exchange Connector enables direct fax-server-to-mail-server communication, so there is no need to install a separate fax client. For inbound fax, the client workstation only requires image-viewing software capable of displaying a TIFF file. A TIFF viewer is provided with Esker Fax.

COMPREHENSIVE ADMINISTRATION

The Exchange Administrator manages all administration and configuration, including users’ defaults and rights, inbound destinations, fax server locations, Least Cost Routing and

Load Balancing, log levels and archiving. And Esker Fax takes full advantage of Exchange database fields for filling in cover page information, billing, routing and more.

MICROSOFT CLUSTERING SUPPORT

Esker Fax is cluster-aware to simplify the Exchange installation and configuration process, and to ensure that the failure of an individual server doesn’t affect the availability of the entire service. A server cluster provides high availability by making application software and data available on several servers linked together. If a server stops functioning, the failover process automatically shifts the workload of the failed server to another server in the cluster, ensuring continuous availability for critical applications and data.

EXCHANGE CONNECTOR TECHNICAL SPECIFICATIONS

- ◆ Supports Microsoft Exchange 2000 and 5.5
- ◆ Supports any email client that communicates with Microsoft Exchange 2000 Server or Microsoft Exchange Server – Microsoft Exchange, Microsoft Outlook, Microsoft Outlook Express, SMTP, POP3
- ◆ Native support for “FAX” address type (stored in local or global address books)
- ◆ Requires Microsoft IIS server 4.0 on Esker Fax server

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