



## OVERVIEW



### BENEFITS OF REAL-TIME FAX OVER IP

#### Reduced costs

- Reduces long-distance charges
- Eliminates long-distance PSTN charges on fax traffic between field office local calling areas
- Reduces annual PBX maintenance costs
- Lowers total equipment maintenance and management costs

#### Reduced complexity and simplified deployment

- Decreases complexity by merging voice, fax and data on one network
- Reduces the amount of hardware and telephony equipment to manage
- Reduces deployment and management time and costs by eliminating the need to install or maintain fax boards
- Eliminates the need to maintain fax ports on PBX

#### Technology consolidation

- Eliminates the need to deploy and maintain remote fax servers
- Takes advantage of excess capacity by sharing fax server resources throughout the entire network including remote locations
- Takes advantage of existing IP infrastructure

#### Lower disaster preparedness costs

- Eliminates the need to purchase back-up boards or advance replacement contracts required for host-based fax platforms
- Allows organizations to simply re-host software license on a new server

#### Lower obsolescence costs

- Eliminates the traditional multiyear board replacement cycle due to form factor obsolescence such as ISA, PCI (3.3vt/5.0v), PCI-x, and PCIE among others. Changes to hardware are no longer factors because there are no longer boards.

Note: This information combines the benefits of both hardware-based and software-based T.38 offerings. Not all benefits are available with each individual solution.

## Captaris® RightFax® Support for Fax over IP

### OVERVIEW

Organizations around the world are looking to consolidate voice, fax and data resources to cut costs and simplify their communications infrastructure. Voice over IP (VoIP) and Fax over IP are two technologies which have become critical to organizations as they create a unified strategy for voice and data communications. These technologies allow companies to reduce their total cost of ownership by eliminating telephony hardware and consolidating the management of voice, data and fax communications on one system.

Using Fax over IP, organizations can extend the benefits of their IP infrastructure by integrating fax servers with their VoIP network. Fax over IP transmissions use the Internet for all or part of their journey from sender to receiver. Fax over IP offers three major benefits: 1) leveraging the backbone of the Internet for fax communications; 2) consolidating voice, data and fax communications under one system; and 3) helping organizations to avoid long-distance telephone tolls—similar to the savings that RightFax users have realized for years using intelligent Least-cost Routing techniques.

Millions of fax machines and servers across the world can communicate only if they use the same “dictionary” and the International Telecom Union (ITU) has adopted telecommunication standards to govern faxing. The most widely used include:

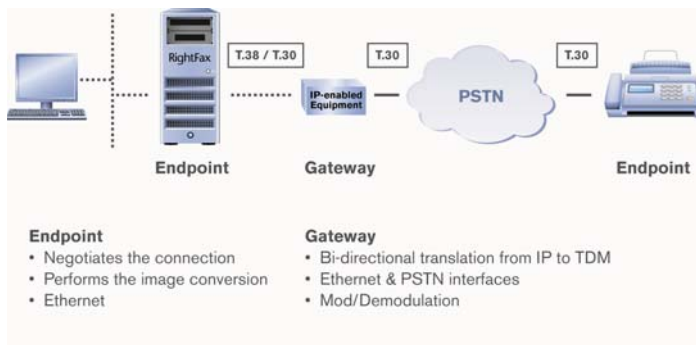
- T.30—faxing over the Public Switched Telephone Network (PSTN)
- T.37—store-and-forward faxing over the Internet (delivered as email attachments)
- T.38—real-time faxing over the Internet (delivered like a fax call)

RightFax supports all three ITU protocols. The main driver for advancements in IP faxing is T.38 which supports real-time delivery and receipt of faxes. It is also predicted to have the highest demand within organizations that want to leverage their IP infrastructure and reap the benefits of real-time fax communications. T.38 support is available from a class of intelligent fax boards that can provide either T.30 PSTN or T.38 Fax over IP output or via the fax server software directly without the use of a fax board. The chart below outlines some of the benefits available with both options.

### HOW IT WORKS

With RightFax 9.3, Feature Pack 1 (FP1), organizations have two options for implementing Fax over IP. They can use either a fax board solution (Brooktrout TR1034) or a software-only solution (Brooktrout SR140).

Using either option, the RightFax Server can “talk” to network equipment such as IP-PBX, routers or media gateways that support Fax over IP protocols. In this scenario, the fax document travels as IP packets to on-premise, IP-enabled communications equipment (or over the external Internet to a hosted fax provider) and then over the Internet for all or part of its lifecycle, much like a regular VoIP phone call. In some scenarios a fax transmission may never touch the PSTN at all; although (depending on the organization's IP environment) in most business settings the fax will eventually end up on a recipient's PSTN-based fax machine.



## RIGHTFAX SUPPORTED T.38-BASED FAX OVER IP SOLUTIONS

### Cantata Brooktrout

- Brooktrout SR140: software-only intelligent fax platform that supports Fax over IP. No boards are required. Available with RightFax 9.3 Feature Pack 1 or later versions
- Brooktrout TR1034: an intelligent fax board offering with support for both Fax over IP and PSTN

T.37 support is also available through Captaris. Consult your sales representatives for details.

## LINKS TO DATASHEETS FROM SUPPORTED FAX OVER IP VENDORS

### Cantata Brooktrout

<http://www.cantata.com/products/sr140/pdf/SR140.pdf>

[http://www.cantata.com/products/tr1034/pdf/TR1034\\_0906.pdf](http://www.cantata.com/products/tr1034/pdf/TR1034_0906.pdf)

## ABOUT CAPTARIS, INC.

Captaris, Inc. is a leading provider of software products that automate business processes, manage documents electronically and provide efficient information delivery. The products of Captaris and its subsidiary Castelle, including Captaris RightFax, Captaris Workflow™, Captaris Alchemy® and the Castelle FaxPress line of products, are distributed through a global network of leading technology partners. We have customers in financial services, healthcare, government and many other industries, and our products are installed in all of the Fortune 100 and many Global 2000 companies. Headquartered in Bellevue, Washington, Captaris was founded in 1982 and is publicly traded on the NASDAQ Global Market under the symbol CAPA. For more information, please visit [www.Captaris.com](http://www.Captaris.com).

### RightFax is Represented by:

©2007 All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the written permission of Captaris. The following are registered trademarks and trademarks of Captaris: Captaris, the Captaris logo, Alchemy, RightFax and Captaris Workflow. FaxPress is a trademark of Castelle. All other brand names and trademarks are the property of their respective owners. MC0010377 RA1207