FAXCOM® CV Plus

BISCOM

Certified Partner
Centricity® Practice

- **Integrates with GE Centricity® EMR**

- **Enables medical offices/clinics and hospitals to choose an enterprise-level fax solution they can upgrade according to changing fax volumes**

- **Includes everything needed for users to be sending and receiving faxes within minutes**

- **Enables fax capabilities to be extended to Outlook users, SMTP Mail users, Web browser users, and Biscom's own FAXCOM Client users in addition to GE Centricity EMR users**

- **Allows users to receive faxes as either TIFF files or PDF files**

- **Imports fax completion statuses into the patients' chart**

- **Imports the rendered fax image into the patients' chart**

- **Sends flags on failed faxes to the original sender or an assigned administrator**
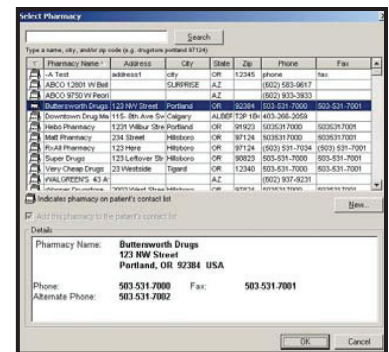
Integrates with GE Centricity EMR

FAXCOM CV Plus is a fully-featured, customer-installable, enterprise-level fax solution that is fully integrated with GE Centricity EMR. Users run their FAXCOM CV Plus-integrated GE Centricity EMR application to do all of the following:

- Fax prescriptions, letters and documents - anything that can be printed

- Select fax recipients from the Centricity EMR Contacts list

- View the status of transmitted faxes

- If specified as the fax administrator, resolve any fax transmission errors

Choose an Upgradeable Enterprise-Level Fax Solution

While both FAXCOM CV and FAXCOM CV Plus are fully integrated with GE Centricity EMR, the two products were designed to meet different faxing requirements. Specifically, FAXCOM CV is an entry-level, two-line fax solution for smaller sites whose basic need is to transmit faxes from GE Centricity EMR. FAXCOM CV Plus, on the other hand, is for larger sites needing more fax lines and additional faxing capabilities. Table One compares each of the CV products as a guide in determining which is most suitable.

Faxing in GE Centricity EMR

	CV	CV Plus
Fax out from Centricity	Yes	Yes
Fax out from any application		Yes
Receive faxes to printers	Yes	Yes
Receive faxes to users		Yes
Two fax phone lines	Yes	Yes
Unlimited fax phone lines		Yes
Windows 2000 & 2003 support	Yes	Yes
Thin Client support	Yes	Yes
Analog fax phone lines	Yes	Yes
Digital (T1, PRI) fax phone lines		Yes
Direct Inward Dial (DID)		Yes
Integrate with email		Yes
Fax archiving		Yes
Job Tracking and Reporting (optional)		Yes
Least Cost Routing		Yes
Native document translation		Yes
APIs		Yes

Includes Everything You Need to Implement a Fully-Featured Fax Solution

The FAXCOM CV Plus package includes the following components:

- FAXCOM Server software and a TR1034 fax board, where the board can be:

    2-channel Analog
    4-channel Analog
    8-channel T1/PRI
    16-channel T1/PRI
    24-channel T1/PRI

- FAXCOM Suite for Windows software

- Appropriate installation and user documentation from Brooktrout and Biscom.

Have Users Sending and Receiving Faxes within Minutes

Although there are many capabilities of FAXCOM CV Plus that you can implement through configuration settings, you have to do only the following to quickly be up-and-running:

- Configure the fax ports

- Send a test fax to confirm successful installation

- Create a FAXCOM Queue to integrate your users and network resources with the FAXCOM Server, and create one fax service user (location of care) in the FAXCOM Queue User List to implement integration with Centricity.

According to your needs, you can then extend fax capabilities to user applications in addition to Centricity by doing the following:

- Assign Windows network users to the FAXCOM Queue, via either of the following methods:

- Add the users to the FAXCOM Queue User List, either by importing Windows domain users to be fax users or entering the users manually.

    Or

- Integrate the FAXCOM Queue with Active Directory or another LDAP-compatible directory service, to enable users listed in the directory to access fax capabilities.

    Or

- Create policies based on users' email domain addresses that give the email-defined users access to fax capabilities.

Optionally, extend fax capabilities to the following user applications IN ADDITION to Centricity:

    - Outlook users
    - SMTP Mail users
    - Web browser users
    - Biscom's own FAXCOM Client users

Notable Product Features

The following are just some of the notable features of FAXCOM CV Plus:

- Translation Server component that converts application file attachments to fax format

- Fax batching, whereby multiple faxes to be transmitted to the same telephone number are delivered in one call, eliminating redials of frequently used numbers and providing more timely and cost effective fax routing

- Inbound routing methods (routing criteria) that include FaxPort, Dialed Digits (DTMF or DID), TSID, and Caller ID; Destination Types that include Host Port, Session, Printer, SMTP email, SMTP email via LDAP, FTP, UNC, Quarantine, and Hang up

- Support for the Quarantine Doctor utility, whereby faxes are "quarantined" on the fax server (and not delivered for further routing) because they meet the user-specified criteria for isolating faxes that may be "spam" faxes, i.e., junk mail faxes

- Least-Cost-Routing, which enables the routing of faxes via a TCP/IP-based data network to a remote FAXCOM Server, thereby minimizing/eliminating long distance telephone costs

- Comprehensive alarm monitoring and notification, including notification via paging system, SMTP Mail, SNMP traps, console beep, and local/remote printer hard copy

- Optional Job Tracking and Reporting module that monitors the progress of both inbound and outbound faxes in a database and raises an alarm whenever an expected event fails to occur within the allotted time period. The Job Tracking module also includes a Web browser-based interface to the database that includes ready-made reports of fax activity

- Archiving of copies of fax jobs according to Job Type and Result Type, and automatic cleanup of the archived faxes

System Requirements
FAXCOM CV Plus has the following requirements:
- Pentium III system, 1 GHz (or higher)
- 512 MB RAM
- 4 Gigabyte available space
- Either Windows 2003 or better with NTFS file System
- Internet Explorer 5.5 or higher
- At least one PCI slot
- Fax boards provided by Biscom
- Dedicated server recommended