NET SatisFAXtion
VoIP FAX Solutions
for Carriers, Enterprise, Small Business and Workgroups

FaxBack is a leader in fax software solutions and fax driver development.
FaxBack's NET SatisFAXtion fax server software enables small business and enterprise to integrate fax into email and carriers to provide secure, highly-reliable fax service to their customers. All FaxBack solutions are highly reliable, secure, and flexible.

NET SatisFAXtion
Carrier Edition
Fax Server Software (VoIP Fax)
Enables 24-672 fax channels (T1-DS3)

- A reliable, high density VoIP fax solution meeting the rigorous demands of carriers, service providers and their customers.
- Designed to work with any VoIP infrastructure, it easily handles up to 672 channels/ports in a single 1U rack without the need for expensive legacy digital fax boards.
- Brings customers complete fax service at Voice-over-IP rates, while implementing an affordable and dependable backend Fax-over-IP infrastructure that really works.

NET SatisFAXtion
Enterprise Edition
Fax Server Software (VoIP Fax)
4-96 fax lines - unlimited users

- A scalable, flexible, full feature fax server solution that enables people to send, receive and manage faxes from their desktop, email, and popular business applications.
- Integrates with document management systems including SharePoint for fax archival and to facilitate HIPAA/SOX compliance.
- Offers the flexibility to seamlessly integrate with existing TDM/VoIP infrastructures or future VoIP deployments.

NET SatisFAXtion
Small Business Edition
Fax Server Software (VoIP Fax)
2-4 fax lines - unlimited users

- Provides all the features and benefits of a high-end network fax server solution at an affordable cost.
- Complete with the core NET SatisFAXtion fax server, it's simple for end-users to send, receive and manage faxes directly from their desktops using email and popular business applications.
- NET SatisFAXtion Small Business Edition can easily be upgraded to the Enterprise Edition.

About NET SatisFAXtion

A full featured, high availability VoIP fax software solution with flexible connectivity.

- **NET SatisFAXtion** may be deployed on the premise through a media gateway, legacy fax card or through a VoIP service provider.
- **Software developers** use our easy-to-use API to integrate fax into software applications.
- **Carriers and Service Providers** utilize industry leading high density workflows to provide highly reliable VoIP fax service to their customers.

Available Fax Clients

E-mail: Send, receive and manage faxes through Microsoft Outlook or any SMTP/POP3 email client.

Microsoft Fax: Simple plug-and-play driver enables complete VoIP network compatibility for this long standing fax manager client.

SharePoint: Brings powerful fax capabilities to SharePoint: for browser based fax, fax document management, and powerful search capabilities.

Fax Machine: Easily and reliably integrates fax machines into VoIP networks, document management, and VoIP fax server solutions.

MFP & Digital Sender: Canon, HP, Ricoh, Xerox.

Additional Features

Document Management: Integration with virtually all document management systems ensures easy fax workflow and complete fax document archiving for both received and sent faxes.

Developer API: Complete SDK and API at all product levels. Supports API's from open TEXT file, SOAP/XML to ActiveX objects for complete integration and control.
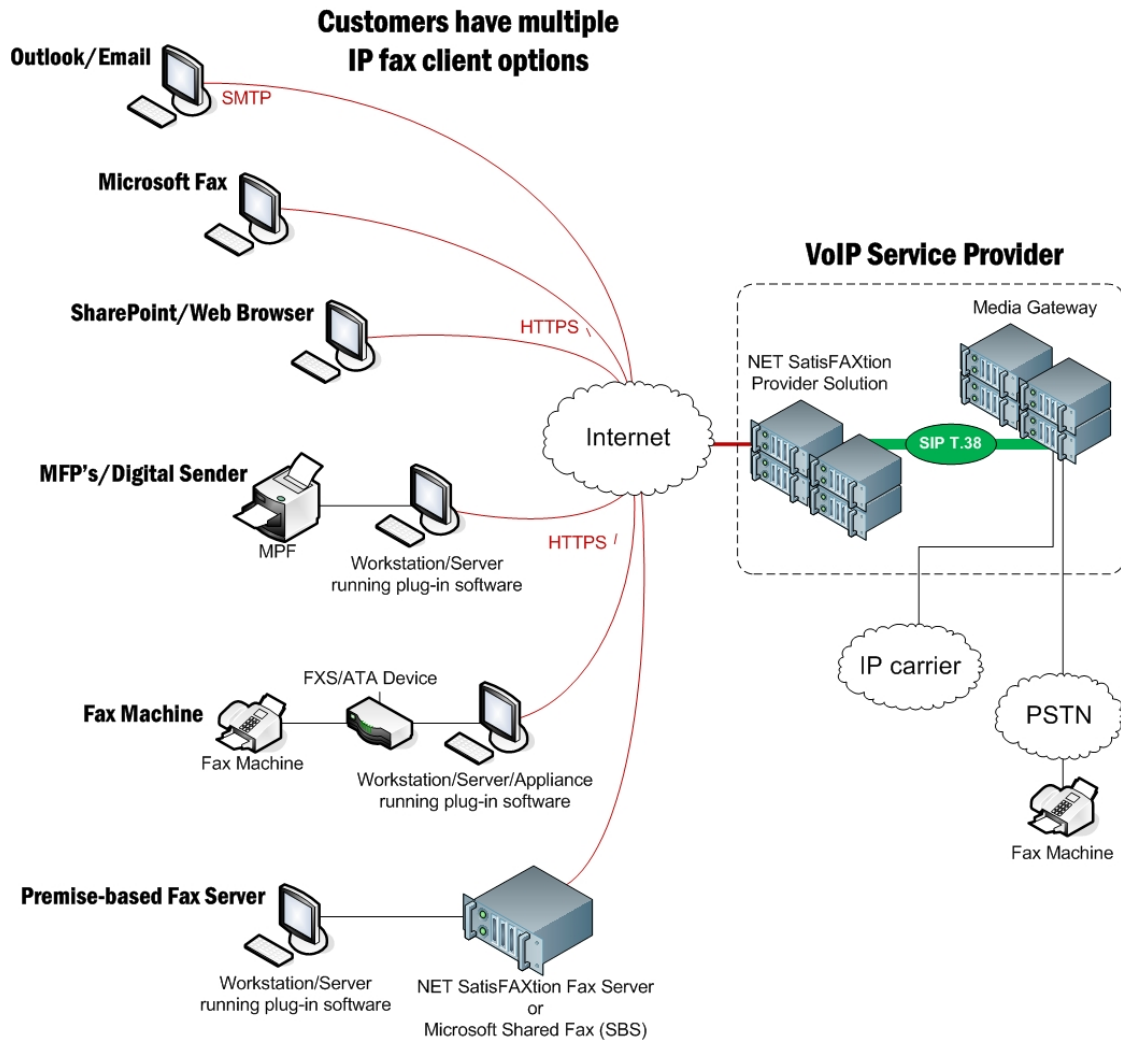
Print Automation: Automatically pulls the fax address off of the printed page for automated addressing of high volume fax jobs.

NET SatisFAXtion - Carrier Edition

Enable Customers with Secure, Flexible Faxing Options with Easy Implementation and Management for the Carrier.
Targeted for carriers and service providers wanting to offer complete and full featured VoIP fax services to their customers. This solution gives carriers the reliability they demand, easy integration into their VoIP infrastructure, and the client features their subscribers want. Supports densities up to 672 channels/ports in a single 1U rack. This carrier grade fax solution is licensed with AudioFax/Catch Curve patent coverage.

Recommended VoIP Media gateway Solution: The AudioCodes Mediant 3000 MediaGateway features scalability to a full OC3 in a 2U rack mounted chassis at a fraction of the cost of comparable VoIP Gateways.

AudioCodes Mediant 3000

High Availability
Full fault tolerant and load balanced architecture. Flexible design enables tight integration with existing VoIP networks.

High Density/Performance Fax Drivers
Highest density drivers on the market: scales to a full DS3 (672 ports) in a single 1U rack. Kernel mode drivers with JBIG compression. Integrated diagnostics. DTMF digit collection.
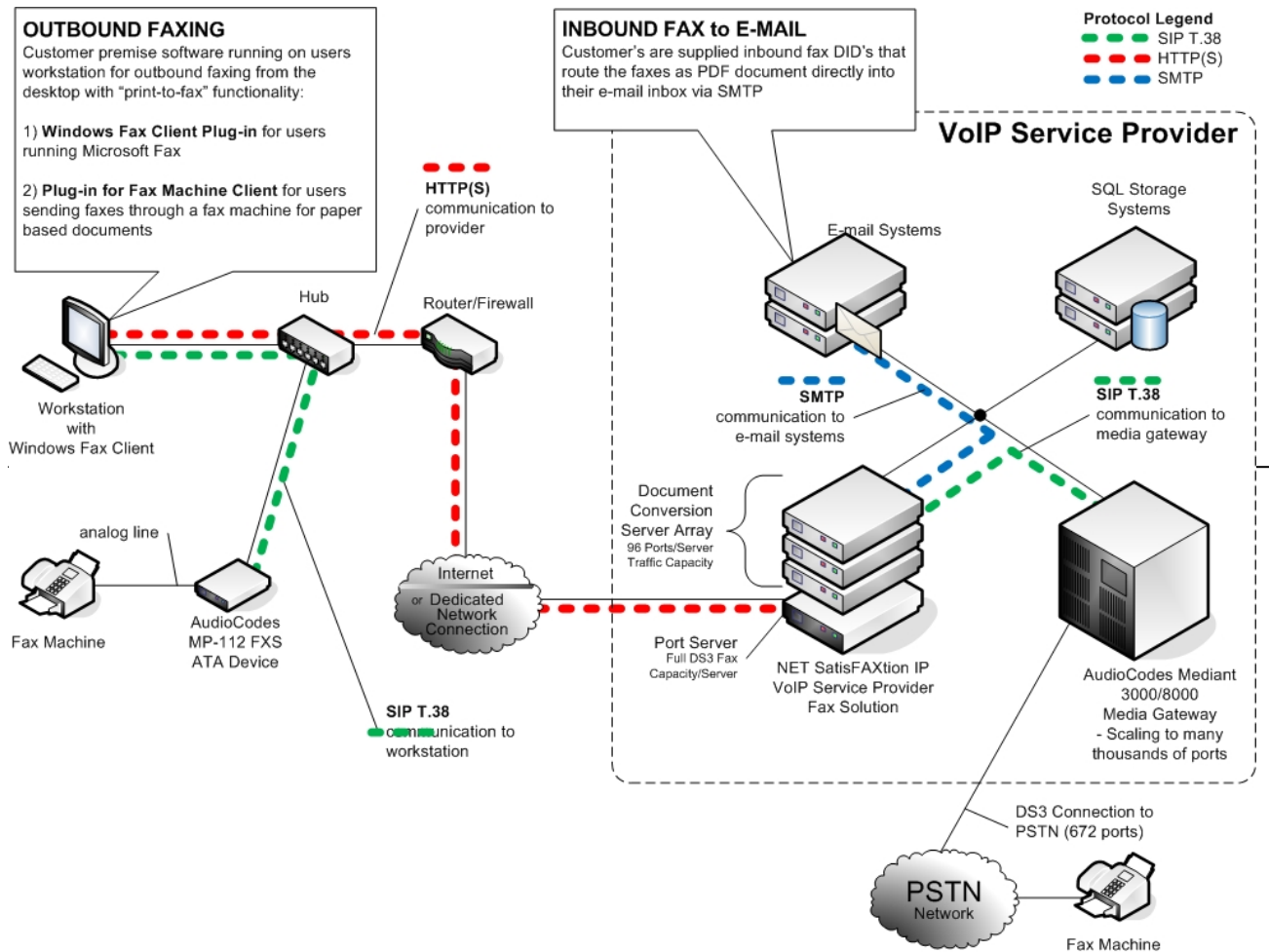
Seamless VoIP Integration
Supports popular T.38/VoIP media gateways including: AudioCodes, Sonus, Cisco and certified VoIP carriers.

White Label Branding
Label with your company name, colors and logo for a consistently branded customer facing solution.

OUTBOUND FAXING
Customer premise software running on users workstation for outbound faxing from the desktop with "print-to-fax" functionality:

1) **Windows Fax Client Plug-in** for users running Microsoft Fax

2) **Plug-in for Fax Machine Client** for users sending faxes through a fax machine for paper based documents

INBOUND FAX to E-MAIL
Customer's are supplied inbound fax DID's that route the faxes as PDF document directly into their e-mail inbox via SMTP

Protocol Legend
- SIP T.38
- HTTP(S)
- SMTP

VoIP Service Provider

SQL Storage Systems

E-mail Systems

HTTP(S) communication to provider

Hub

Router/Firewall

Workstation with Windows Fax Client

analog line

Fax Machine

AudioCodes MP-112 FXS ATA Device

Internet or Dedicated Network Connection

SMTP communication to e-mail systems

SIP T.38 communication to media gateway

Document Conversion Server Array
96 Ports/Server Traffic Capacity

Port Server
Full DS3 Fax Capacity/Server

NET SatisFAXtion IP VoIP Service Provider Fax Solution

AudioCodes Mediant 3000/8000 Media Gateway - Scaling to many thousands of ports

SIP T.38 communication to workstation

DS3 Connection to PSTN (672 ports)

PSTN Network

Fax Machine

HTTPS Fax over the Internet
HTTPS allows for highly reliable fax over the Internet without the latency and packet loss issues associated with G.711 and T.38. Fax clients and premise-based fax servers can transmit fax over the Internet via HTTPS in a secure and real-time format for lower traffic volumes, compliance and security.

HTTPS Reduces Network Bandwidth
Using the HTTPS protocol can reduce network traffic up to 80% over direct point-to-point T.38 transmissions, while still supporting up to a full DS3 (672 ports) per 1U rack-mount system and allowing for high-density.

HIPAA/SOX Regulatory Compliance
SSL encryption, in combination with the T.38 real-time fax protocol, guarantees regulatory status and legal standing required for the medical, financial, legal, and shipping markets.

Integrates with Existing Infrastructure & Workflows
Ties in with exiting client billing, user authentication and databases. Scalable SQL storage of all fax transaction data is available for existing applications tie-in.

Account Management, Authentication & Billing
User authentication, billing and reporting can be integrated into your backend network system with real-time packet based integration during the fax call setup phase. Account provisioning and user management functionality can also be tightly integrated to existing backend database systems (SQL, Oracle) and outward facing to the subscriber with web browser access via SharePoint.

SharePoint Browser Client
Scales to millions of documents and terabytes of storage per server in an easily managed solution.
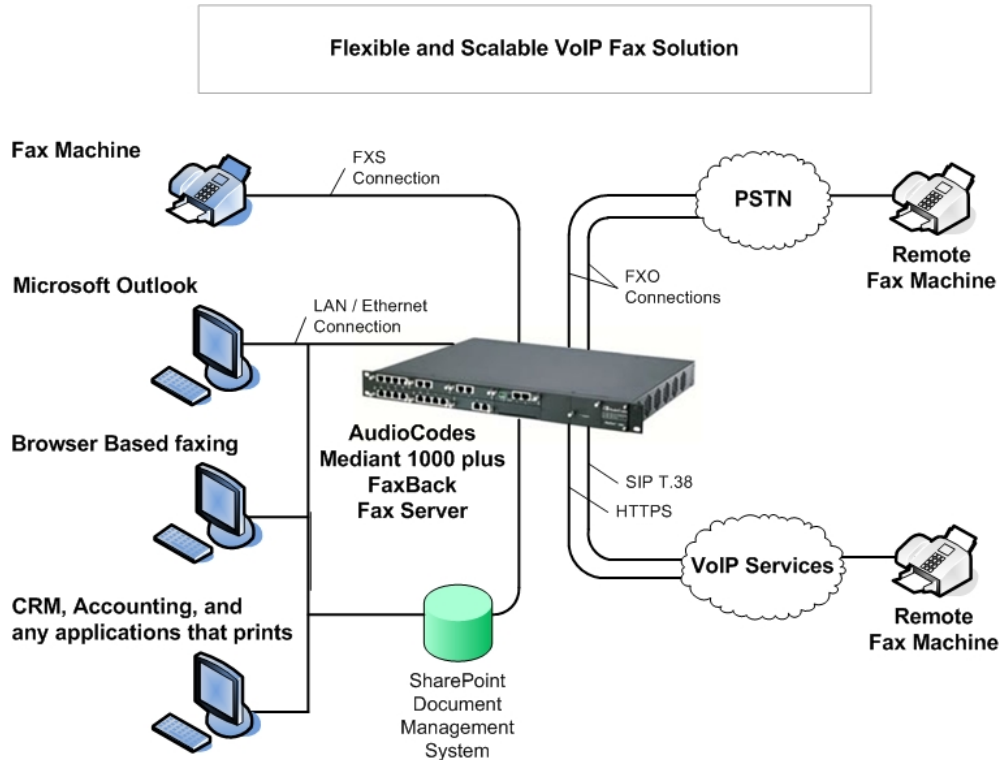
NET SatisFAXtion - Enterprise Edition

Powerful and Robust Fax Server Software Designed to Scale Across an Entire Enterprise
Designed for larger organizations demanding a full-scale fax server solution. Bringing powerful fax software abilities to every end-user across multiple locations, faxes can be created and sent directly from any application and automatically received in the recipient's email inbox. A reliable and scalable fax solution that enables organizations to easily manage faxes electronically. Integrates with any document management system, including SharePoint, to archive all faxes. Offering the flexibility to seamlessly integrate your existing infrastructure with current or upcoming VoIP deployments.

Recommended VoIP Media gateway Solution: The AudioCodes Mediant 1000 combines the VoIP Media Gateway and fax server into a single, high density, flexible rack mounted solution. AllowsT1 (digital) and FXO, FXS and analog/T1 lines and integrates fax machines into the IP environment.

AudioCodes Mediant 1000

Flexible and Scalable VoIP Fax Solution

Scalable
Transmits high volumes of fax traffic across multiple locations. Implementing email fax capability with enterprise applications and existing infrastructure is simple and direct.

Supports Multi-Function Printers (MFP Devices)
Integrating with MFP devices such as Xerox, HP or Canon devices. NET SatisFAXtion centralizes faxing so that users can transmit faxes from the same device they use to print, scan and copy.

Integrate Fax Machines
Integrates fax machines into the network. Archive and track all fax machine activity. Fax machines are a convenient scan and fax device. Maintain the ability to fax documents that are not on your computer like hand written notes and diagrams.

Advanced Reporting Tools
The Report Wizard lets managers and administrators use pre-built or custom design reports to monitor all aspect of the fax process like individual fax usage, overall department fax volume, billable faxes, sent and received fax totals, and much more. Utilizing XML with SQL query reporting techniques allows IT professional and support staff to quickly and easily generate detailed fax transaction reports.

Inbound Fax Routing
Inbound faxes can be automatically routed to email boxes, department folders or network printers using a wide range of routing and tracking methods including DID and CSID.

Protect Confidentiality and Increase Security
Facilitates compliance with privacy regulations such as HIPAA and Sarbanes-Oxley (SOX). Tracking features monitor when faxes were delivered and who they were delivered to. Integrates with leading document management systems including Microsoft SharePoint, to maintain an archivable record of every sent and received fax

Fax from Any Application
Print-to-fax technology – simply print and fax documents generated from common applications such as Microsoft Office and Word, and deliver them as high-quality faxes.

Quick and Easy Installation and Setup
NET SatisFAXtion can automatically detect hardware, ports, network protocols and install on Microsoft operating systems and servers. Incorporating Microsoft Installer (MSI technology) provides new levels of file resiliency. Easily create and manage users groups, so that valuable administrator time can be spent on other important IT projects.
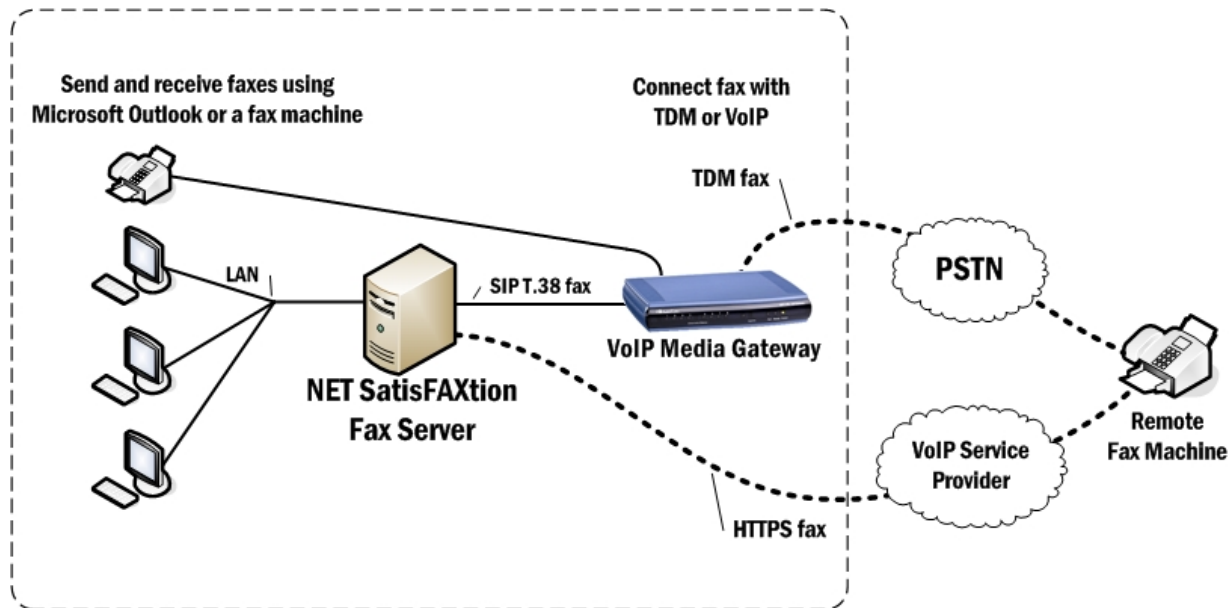
NET SatisFAXtion - Small Business & Workgroups

A Full Featured Fax Software Solution for Smaller Organizations, Workgroups and Departments.
A reliable, easy-to-use fax solution that enables everyone to efficiently send, receive and manage faxes from their desktop through email and popular business applications like Microsoft Word. NET SatisFAXtion integrates with leading document management systems to facilitate HIPAA/SOX compliance. Flexible set up options: connects with traditional phone lines or VoIP networks.

Recommended VoIP Media Gateway Solution: AudioCodes MP114 easily plugs into your network or internet connection removing the need to purchase expensive legacy fax cards and gaining flexibility to connect to current and future VoIP deployments.

AudioCodes MP114

Integrate Fax Machines
Integrates fax machines into the network. Archive and track all fax machine activity. Fax machines are a convenient scan and fax device. Maintain the ability to fax documents that are not on your computer like hand written notes and diagrams.

Fax from Any Application
Print-to-fax technology – simply print and fax documents generated from common applications such as Microsoft Office and Word, and deliver them as high-quality faxes.

Automate Inbound Fax Routing
Capture inbound faxes and route them electronically to individual recipients, departments or printers using a variety of options: DID routing via digital DNIS or analog DTMF in addition to Port or manual routing.

Full Support for today's all-in-one printers (Multi-Function Printers/MFP's)
Integrating with MFP devices such as Xerox, HP or Canon devices. NET SatisFAXtion centralizes faxing so that users can transmit faxes from the same device they use to print, scan and copy.

Simple Administration
Easily create and manage users groups, so that valuable administrator time can be spent on other important IT projects.

HIPAA/SOX Regulatory Compliance
SSL encryption, in combination with the T.38 real-time fax protocol, facilitates regulatory status and legal standing required for the medical, financial, legal, and shipping markets. Tracking features monitor when faxes were delivered and who they were delivered to. NET SatisFAXtion integrates with leading document management systems including Microsoft SharePoint, to maintain an archivable record of every sent and received fax.

Advanced Reporting Tools
The Report Wizard lets managers and administrators use pre-built or custom design reports to monitor all aspect of the fax process like individual fax usage, overall department fax volume, billable faxes, sent and received fax totals, and much more. Utilizing XML with SQL query reporting techniques allows IT professional and support staff to quickly and easily generate detailed fax transaction reports.

Quick and Easy Installation and Setup
Earmarked by many as the easiest fax server to get up and faxing, FaxBack has a long history of developing fax technology that installs effortlessly. NET SatisFAXtion can automatically detect hardware, ports, network protocols and install on Microsoft operating systems and servers. Incorporating Microsoft Installer (MSI technology) provides new levels of file resiliency.

NET SatisFAXtion - Products & Technologies

FaxBack has transformed fax-over-IP technology into a reliable, consistent and secure VoIP fax framework that easily scales and adapts to the diverse needs and infrastructures of telephony providers and enterprise, solving the security, service assurance, and regulatory compliance issues of existing Fax-over-IP methods

Service Provider Solutions

Today's telephony and VoIP service providers require secure solutions that are cost-effective, easy to deploy and manage, and readily adapt to new market requirements. While providers struggle to identify and implement a viable Fax over IP solution, they remain challenged by performance issues including reliability, security and the inability to send and receive real-time faxes from the computer desktop. Meanwhile, potential service subscribers, while seeking a more convenient faxing method, continue to fax directly via the PSTN or dedicated Internet faxing services. With NET SatisFAXtion's secure and reliable VoIP Fax solutions, service providers can take telephony communications to a new level, developing a competitive advantage and providing a value-add for subscribers hoping to realize capital and operations savings by outsourcing fax transmission and administration services.

Real Time Faxing from the Desktop

These easy-to-deploy, scalable VoIP Fax solutions deliver real-time SIP T.38 faxing capabilities to computer workstations and fax machines, allowing business users and service subscribers to reduce costs and increase productivity by electronically automating inbound and outbound faxing.

Secure, Friendly and Compliant

NET SatisFAXtion's innovative, reliable and cost-effective SIP T.38 technologies solve the security, service assurance and regulatory compliance issues of existing Fax over IP methods by allowing faxes to be sent securely, via SSL, over the Internet in a friendly HTTPS protocol. Our scalable, high-quality, carrier-class solutions require no dedicated and costly fax board hardware, equal or exceed PSTN reliability, require minimum bandwidth and scale to a full DS3 (672 ports) in a single 1U rack-mount system.

Single Integrated Platform

The NET SatisFAXtion Port Server provides a single integrated platform that facilitates seamless fax communications and includes a SDK with powerful API's that easily adapt to the diverse needs and infrastructures of VoIP service providers.

Business Fax Solutions

In addition to our Port Server solution, FaxBack also offers premise-based VoIP Fax and dedicated fax hardware network fax server products for SMBs and enterprise. Our products deliver automated, desktop faxing functionality to businesses of every size, eliminating fax machines and automating workflow processes while cutting costs and increasing return on investment.

Boardless VoIP Fax

With all the features and capabilities of traditional network fax servers, NET SatisFAXtion IP uses the SIP T.38 real-time fax protocol built into VoIP media gateways to transmit fax documents that are printed from the user's computer desktop, significantly increasing productivity while reducing cost of ownership. The software leverages VoIP architecture, eliminating the need for expensive fax board hardware while extending converged telephony applications and services. With this product, businesses equipped with VoIP systems at multiple locations can fax across their WAN or the Internet at no cost.

Streamlined Workflow

NET SatisFAXtion products automate inbound and outbound fax traffic. End-users can send, receive and manage fax documents from their desktop, email and other business software applications. Centralized administration and reporting tools simplify network fax management. Also, tight integration to information workflow systems can be achieved with the fax server via inbound routing.

Fax Archival and Management

For organizations mandated to comply with consumer privacy or healthcare regulations, NET SatisFAXtion products help meet regulatory compliance by providing private and secure fax messaging as well as real-time notifications and automated tracking and archival capabilities.

Progressive Technology

The most stable and reliable fax solution on the market today, NET SatFAXtion fax products use the latest core technologies, including .NET, XML and SQL, ensuring the highest level of reliability, performance and vendor support.

Fax Protocols
· ITU T.38 and T.37 (email) V.34 Super G3
· JBIG Image Compression
· Error Correction Mode (ECM)
· MH, MR, MMR Fax Compression

Call Control Signaling
· SIP T.38
· Call Setup: G.711 & G.729
· HTTPS (SSL) Fax over the Internet

SIP Proxy & Authentication
Supports SIP proxy and authentication
connections to secure VoIP systems and services

Scalability
· Up to a full DS3 (672 ports) per server
· Enterprise and carrier grade reliability
· Coexists with dedicated fax hardware

Supported VoIP Systems

SIP T.38 supported devices & systems
  - VoIP media gateways
  - FXO/FXS VoIP devices
  - VoIP service providers

Certified VoIP Systems
  - AudioCodes (Mediant, TrunkPack & MediaPack lines)
  - Cisco & Sonus
  - Patton & MultiTech

Supported VoIP Systems

  Cisco: 1700, 1800, 2800, 3600, 3800, AS5400, AS5800
  AudioCodes Mediant: 1000, 2000, 3000, 8000
  Certified VoIP Carriers: Quest, AT&T

Enterprise Features
· Microsoft WorkFlow activities
· Load Balancing
· Least Cost Routing
· High Availability / Redundancy
· SharePoint / SQL Storage
· Citrix / Microsoft Terminal Server Support

Support for Dedicated Fax Hardware
· Dialogic (Cantata/Brooktrout/Eicon)
· Patton, Mainpine, Perle & other RAS devices
· Class 1/Class 2 devices

Automatic Inbound Fax Routing
· DID (DNIS and DTMF)
· CSID
· Channel or Port
· IP Address & LDAP
· Outlook, other email clients or Active Directory

SDK
Extensive ActiveX and open file XML tag based API's

Hardcopy Faxing Support
· Fax Machines with VoIP FXS or ATA devices — Fax machine
  connections with FXS or ATA devices that support SIP T.38.
  You can still use your regular fax machine to fax hardcopy
  documents
· HP Digital Sends and MFPs supporting SS 4.0 or higher
· MFPs (Xerox, HP, Lexmark, Minolta) and other devices that
  support scan-to-email or T.37 interface

Server Document Conversion
Will convert any of the following document types at
the server when attached to faxes via email (Outlook):
Microsoft Office Documents, Adobe PDF, TIFF (class F), PCX/
DCX, Text/ASCII/RTF and any Windows applications that support
"Print-To..."

Notification
· Client Email Notification: Sent and received faxes
· Email Resend: Fax image returned in notification
  server health and status monitor
· Remote administration
· Real-time fax and port status
· Inbound fax notification

Automatic Setup & Installation
· Automatic fax hardware detection & configuration
· Automatically browses for network VoIP systems
· LaunchPad™ - Web based client deployment of user
  software installations for enterprise deployments
· Automatic user creation

Supported Fax Clients
· Microsoft Outlook and Office
· Microsoft SharePoint — Web Browser Interface
· Microsoft Fax (client and SBS/Shared Fax)
· Lotus Notes / Domino
· SMTP Email Clients

Workflow Integration
· Inbound faxes are automatically routed to applications and net-
  work locations
· Supported fax formats: PDF or TIFF
· Destinations: network folders, email addresses and printers
· Print Automation – Complete zero development automatic fax
  integration for business applications

Archive & Billing Features
· Automatic fax archiving: PDF or TIFF
· Archive images with automatic page split (TIFF)
· Server and client billing code management

Licensing of Catch Curve (AudioFax) Patents
US Patents:
  4,994,926/5,291,302/5,459,584/6,643,034/6,785,021
CND Patents: 1329852/2101327

Email Gateway Support
· Microsoft Exchange
· Microsoft Small Business Server
· Lotus Domino / Lotus Notes
· SMTP/POP3 based email systems

NET SatisFAXtion - About FaxBack

FaxBack has delivered innovative, reliable, and cost-effective fax messaging products for nearly 25 years. NET SatisFAXtion streamlines information processes, reduces the cost of doing business, and simplifies the way organizations communicate.

From the beginning, FaxBack's emphasis has been on real-time network communications. Our products are easy to install with intuitive and user-friendly interfaces that do not require complex and difficult back-end coding. Customers have grown dependant on both our fax software solutions and product innovations, knowing that as technology changes and grows, FaxBack will continue to provide software products that help build efficiencies, improve performance and grow their bottom line.

In addition to the most experienced development team in the fax messaging industry, we provide dedicated and exceptional professional services and some of the industry's best pre-sales engineers available. Our technical support team is essential to our ongoing success, offering: highly accessible and rapid technical support.

Looking forward, FaxBack remains committed to pioneering the future of fax
communications, fueling the next generation of development and market growth and delivering inventive products and technologies consistent with 21st century messaging needs.

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