

Fax over e-mail

The smart way to manage incoming faxes

Introduction

Fax communications are still a primary means of transmitting documents from business to business, but they don't easily lend themselves to organization and archiving. In recent years, several means of receiving faxes to an e-mail inbox have been developed; most of them primarily convert the fax to a bitmapped image format (such as TIFF) and then e-mail it. This results in several problems: these methods aren't usually a part of the phone system, which means your customers lose visibility, security, and control over faxes coming into their businesses; the bitmapped images usually produce very large files; and many business PCs don't readily have the software to view the images.

To help rectify this imbalance of usability and manageability, ESI's **IP Server 900** business communications system includes a **fax over e-mail** feature. It automatically converts incoming faxes to documents in the almost universally used **Portable Document Format (PDF)**, and e-mails them to a pre-defined address where they can be viewed, printed, archived, or forwarded as necessary. Most PCs can easily open PDF documents for viewing, and the file sizes are usually much smaller than the bitmapped image files that other solutions use to e-mail faxes.

The IP Server 900 supports a maximum of two simultaneous fax over e-mail sessions. This capability is used only for inbound fax transmissions; the system currently has no outbound e-mail to fax (or desktop faxing) capability.

Requirements

- **ESI system** — An IP Server 900.
- **Licensing** — The IP Server 900 must have the ESI Mobile Messaging license enabled in order to send faxes to users' e-mail addresses, and each relevant user must have ESI Mobile Messaging configured. (For more information on ESI Mobile Messaging, see the *ESI Mobile Messaging User's Guide*, ESI # 0450-1232).
- **Networking** — The IP Server 900 must have data connectivity to the e-mail server.

Programming

Programming for fax over e-mail is performed by an IP Server 900-certified ESI Reseller. When configuring how CO lines, pilot numbers, or DID numbers will ring into the system, the Reseller selects the fax over e-mail destination. For CO lines and pilot numbers routed to fax over e-mail, the faxes will be e-mailed to the system operator's ESI Mobile Messaging destination. For DID numbers routed to fax over e-mail, an associated user station number is selected and faxes will be e-mailed to the user's ESI Mobile Messaging destination.

About ESI

ESI (Estech Systems, Inc.) designs and manufactures high-performance phone systems for businesses and organizations. ESI uses advanced technology to design IP and digital communications systems that integrate built-in capabilities, advanced features, and highly differentiated applications into flexible products that are easy to use and keep employees productive. ESI has sold over 250,000 business communications systems through hundreds of factory-trained Certified Resellers. Founded in 1987, ESI is a privately held corporation with headquarters in Plano, Texas.



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