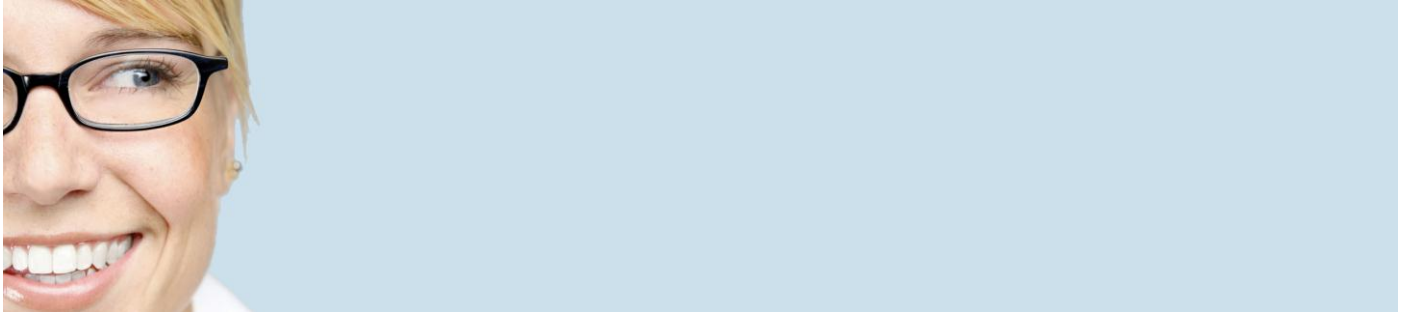


All about Zetafax



The trusted fax server

Equisys is a trusted global provider of software packages for document creation, delivery and management. With over 60,000 customers worldwide, we are renowned for software that is reliable and simple to manage. Zetafax is our award-winning network fax software, used in more than 100 countries and supported by an international network of partners.

Zetafax is highly versatile, suiting both smaller organizations with a single site and large distributed businesses. It allows you to send and receive faxes and SMS messages from your workstation, and can be integrated seamlessly into your business process applications for fast, automated faxing from the desktop or back office.

Zetafax Duo adds the power and features of [Zetadocs PDF](#) to Zetafax, providing a single interface that lets you build multi-part documents on screen as PDFs and then send them securely by email as well as fax. It's ideal for sales quotations, purchase orders, invoicing and statements.

Who can benefit from Zetafax?

Today fax is still one of the most effective ways to send a message. The traditional fax machine, however, is outdated and not always secure. Companies see many hours wasted by employees standing over old-fashioned fax machines as they dial and transmit.

Whether your marketing department wants to send fax broadcasts to your prospective customer base, or your accounts department needs to dispatch invoices and remittance notices quickly and efficiently, Zetafax does the job in a fifth of the time it takes using a conventional fax machine.

Faxing from your desktop using Zetafax is as easy as sending your document to a printer. Instead of being printed on paper, your document is converted into fax format ready to be sent. You can select your corporate, departmental or local office coversheet and letterhead, onto which the fax is overlaid.

Messages can be submitted directly to the Zetafax Server for immediate transmission or for delayed transmission as part of a batch process.

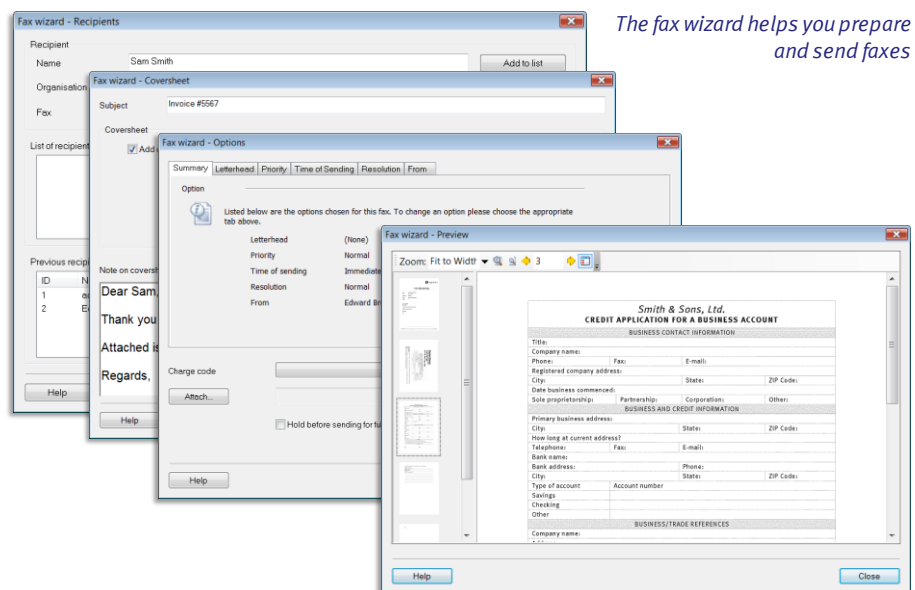
Controlling and auditing use of fax

Zetafax is proven to save up to 80% of the time taken to send faxes conventionally, leading to cost savings that quickly repay your investment. IT administrators can further minimize faxing costs by controlling who is able to send faxes when and where in the world. Costs for international communications can be kept to a minimum with the Zetafax Least Cost Routing (LCR) module.

Being in control of your faxing system is not just about keeping a check on costs. The ability to retrieve information quickly is an important consideration. Any faxes that you send or receive can be archived on your system. This means you have easy access to all your messages, any time you need to view them. There's no longer the need to print out every fax and be lost under a mound of paperwork.

Even before you archive your fax, you can view it in a number of ways. Zetafax gives you the flexibility to view faxes from your client window or your email inbox. Having a universal inbox gives you a fully integrated messaging solution. You can view, send and receive faxes all from one program, and treat faxes just like email.

Zetafax is the complete solution for organizations of any size, no matter how widely distributed your business or how sophisticated your fax requirements.



The fax wizard helps you prepare and send faxes

Simple

Zetafax has been designed to be extremely simple to use. It offers a range of ways to create and send faxes, suiting every business need.

The **Zetafax Client's** fax wizard guides users through the creation and addressing of a fax, offering easy access to the many powerful options available.

Coversheets

Personalized coversheets can help your business identity, allowing you to increase awareness of your corporate branding without incurring any extra costs. Zetafax has a **coversheet editor** for creating suitable coversheets for your business. Coversheets normally have a number of fields on them such as the sender's name and page count that are automatically completed for users. The sender's name is based on the user's logon account, but it may be overridden for any particular fax being sent. Details such as the user's job title, direct dial telephone number, direct fax number and email address can all be added automatically.

Letterheads

Letterheads may be set up for users to overlay output from Microsoft Office and other applications onto, rather like printing onto company stationary, but without the associated costs.

Attachments

Standard attachments such as terms and conditions or brochures may be saved centrally for use by individuals or groups. Zetafax Duo extends this concept with its templates which combines overlays such as letterheads, attachments and personalized text into a single operation. This is ideal for repeated processes such as creating sales quotations or sending financial statements.

Charge codes

For organizations that need to track expenses by project or customer, users can specify a charge code for any fax sent. This may be configured to be obligatory, if required.

Timed sending

Off-peak times and days may be set up, and users then permissioned to send at any time or only during such off-peak periods. This helps ensure that any bulk faxing does not interfere with daily fax server use, and helps reduce call costs. Users may also select to delay sending until any specified time in the forthcoming week.

Fax resolutions

Zetafax supports the standard draft and high resolutions for faxes. As with most other settings, the default ('Normal') and allowed resolution levels may be set by or for each user, depending upon how much control you wish to exercise over users' permissions.

Viewing and annotating faxes

Zetafax normally handles all faxes in TIFF format and has its own **viewer** to display and annotate faxes. However it's straightforward to configure the fax server to convert email attached faxes to and from other file formats such as PDF. Annotating faxes saves having to print off faxes to mark up areas of interest, to timestamp stamp as received/approved/paid, to sign a fax or to add comments and notes. Keeping these processes on screen saves time and paper.

Faxes may be previewed on screen as they are assembled or once they have been finalized for sending. This helps ensure that users know exactly what their messages will look like when received.

Printing faxes

Users may print on demand any sent or received fax, but also the fax server may be configured to print faxes automatically. This is very helpful for companies who still wish to handle received faxes on paper, but wish to have a central archive store on-line. Each fax sent or received may be printed with a status page that gives transmission details, either full size or reduced in size to save paper.

Forwarding received faxes

Received faxes may be viewed on screen and forwarded by fax, over the network to other Zetafax users, or by email.

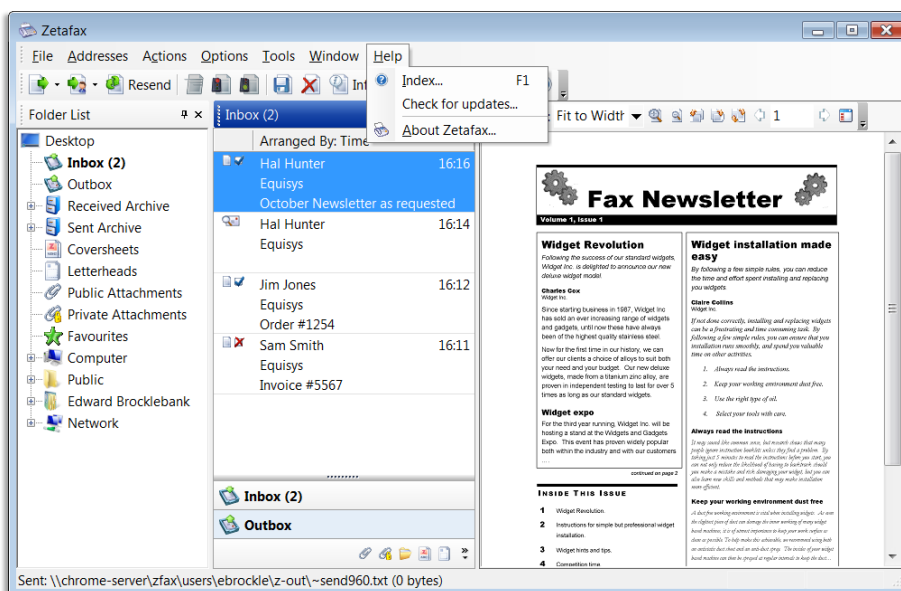
Resending faxes

When a fax has been sent to multiple people and some copies have been sent successfully but others have failed, then simply resending the fax will resubmit it for retrying the failed fax numbers only.

Scanning

Zetafax supports a range of personal and shared scanners for faxing, including multi-function devices (MFPs). In addition, Zetafax Duo handles colour scanning to PDF for emailing. More details are given in the 'Scanners & MFPs' section later in this document.

The Zetafax Client is rich in features and easy to use



Powerful

Now in its fourteenth major release, Zetafax is powerful enough to suit every business use.

Combining multiple documents

The Zetafax Client allows you to send multiple documents as a single fax using its **Multi-document** feature, or you can attach a variety of files to a message in Microsoft Outlook. It's possible to combine different file types such as Word and Excel documents into one fax message. This process is highly visual when using Zetafax Duo, helping you to assemble a composite document easily and in order, ensuring it is received as just one fax or PDF email attachment to be read as you intended.

Mailmerge faxing and PDF emails

The easiest way to send out personalized faxes to multiple sources is to create your mail merge template within Microsoft Word and import your data from an Excel spreadsheet. By adding embedded commands to your document, fax shots can be created that will include personalized information for each recipient. Zetafax Duo extends this feature to personalized PDFs email.

The sort of merge fields and commands that may be used to personalize a fax are the recipient's contact details, sender's contact details, date and time, attachments. The Zetafax API extends this further with automated transmission and program control over sent and received faxes.

Inbox rules

The Zetafax Client provides you with the ability to create 'Inbox Rules', allowing you to manage your messages effectively. For example, you can forward a copy of all faxes from a particular sender to a colleague or have all faxes forwarded when you are on vacation.

Marking messages

Just like email, received faxes may be marked as read or unread, and for follow up.

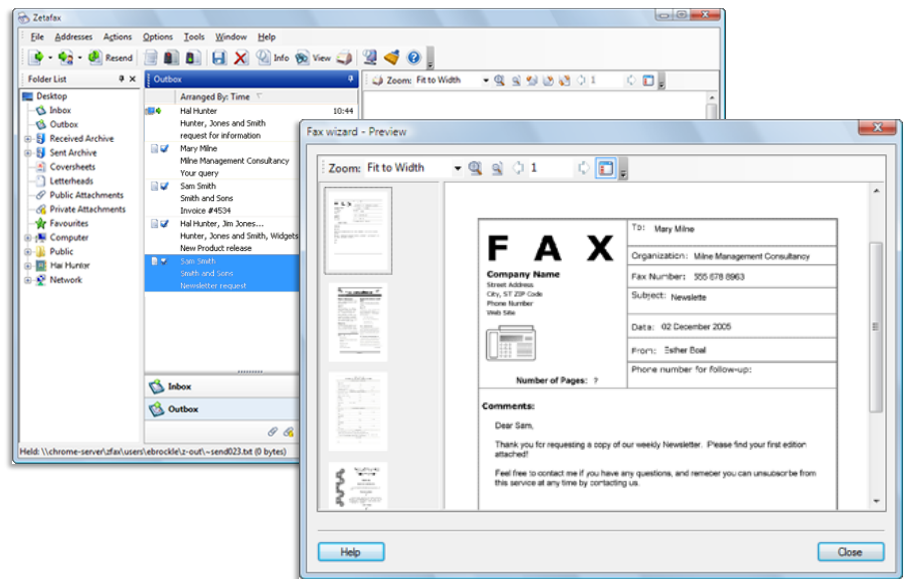
Named senders

Fax machines only have a sender's ID (CSID) to identify them. Zetafax allows users to enter a name for a particular sender ID and this will thereafter be displayed for received faxes from that sender in place of the number, aiding usability.

Control over header line

Zetafax can give users control over the header line added at the top of each fax page that is sent. Fields such as page number, name of sender, name of recipient, date and time may be switched on or off.

Faxes may be previewed before sending



On-screen alerts

Users may choose whether they are alerted by a pop-up or with a balloon message from the Windows task bar. There are optional alerts that a message has been received, a group message has been received, a message is ready to preview, a message has been sent or that a message has failed to be sent.

Address books

Zetafax has its own address books – both shared and private to each user. Contacts may be grouped together into fax lists for rapid dissemination of information using just a few clicks. Zetafax also maintains a list of recently used fax numbers for each user and supports use of MAPI address books (such as Microsoft Outlook). Alternatively, CSV based contact lists and ODBC compatible databases may be used to give access to contact details in existing databases, rather than having to create copies that would inevitably get out of date. Such flexibility really helps companies' legal compliance, for example marketing departments can easily ensure that fax mailings use cleaned data lists that confirm to data protection legislation. [More about](#) address books.

OCR

Zetafax integrates with leading OCR packages to allow you to convert received faxes into editable text files suitable for reading into a word processor.

Automatic roll-out and updates

It's possible to have the Zetafax Client detect each new update when it is downloaded to your Zetafax Server and offer to install it, easing the process of rolling out upgrades and updates.

Keyboard and mouse shortcuts

Frequent users will appreciate the range of keyboard shortcuts and drag/drop features in the Zetafax Client designed to speed up faxing still further.

Integrated

Users need to send documents directly from whatever software application they use, so Zetafax has the ultimate integration with everyday business software.

Microsoft Platform Support

Zetafax supports the latest platforms from Microsoft including Windows Server 2008 R2, Office 2010, Exchange Server 2010 and Windows 7. If you're planning to upgrade your office systems in the future you can be sure Zetafax will be compatible.

Microsoft Office add-ins

The Office add-ins for Microsoft Word and Excel are standard. They add toolbar buttons for one click faxing. In Word 2010 and Excel 2010, Zetafax also makes use of the Office ribbon and Office button menu for seamless integration.

Microsoft Outlook and other email clients

If you have installed the Zetafax Email Gateway option, you have the added convenience of being able to send and receive faxes using your email client software, such as Microsoft Outlook. This means that when you pick up emails you can pick up any faxes, too. Also, anywhere you can email using your company's email server, you should be able to fax using your company's Zetafax Server.

The Outlook add-in lets you access many of the features of Zetafax from within Outlook such as coversheets, letterheads, delayed transmission, previewing and attachments. Using Zetafax, an email converted to fax can look as great as a message designed especially for fax. This makes it ideal for distribution lists to both email and fax addresses. The integration with the Outlook address book picks up business fax numbers for contacts so that addressing a fax can be the same as addressing an email. Faxes can even be created when Outlook is Offline for sending when a network connection is restored.

Integration with CRM

Zetafax can be integrated with most CRM packages. Zetafax's embedded addressing allows the recipient's name and fax number to be specified in the document being printed. This can be used with the mail merge features in the CRM software to retrieve recipient details automatically for documents sent from the CRM package.

Zetafax Duo can be integrated with **ACT! by Sage** to create merged faxes and PDF files such as sales quotations, requests for proposals, product brochures, terms and conditions, delivery schedules and spreadsheets. These documents can then be faxed or emailed to contacts or groups of contacts within ACT! Users can automatically store these mailings in the ACT! database.

Microsoft Dynamics and SalesLogix

The Zetadocs range from Equisys includes products for Microsoft Dynamics NAV and GP, and SalesLogix. These integrate with Zetafax for sending faxes directly from these applications. [More about](#) the Zetadocs product range.

Other applications

Documents in other applications may be faxed just by printing to the Zetafax printer driver and completing the fax wizard that pops up.

API Toolkit

Developers can use Zetafax's API Toolkit to link any application directly to Zetafax. See 'The API Toolkit' later in this document.

Connection options

Fax Over IP

The Zetafax **Fax over IP Connector** is a software-only solution which enables the Zetafax Server to communicate with a Fax over IP (FoIP or T.38) compatible phone system via the local area network. This removes the need to connect phone lines directly to the Zetafax Server computer, or to reconfigure hardware when moving the server to a different computer (eg for failover systems).

Most new PBXs will support FoIP via a standard Ethernet card and many traditional PBXs now have IP capability available as an upgrade option. Alternatively a separate **T.38 gateway** unit can be connected on the network – these support analog or digital (ISDN) phone lines, and are available in a range of configurations.

The Fax over IP Connector is also required when the Zetafax Server is running under virtualized server environments such as VMware or Hyper-V, as intelligent fax boards and other fax hardware are not supported in those environments.

Intelligent fax boards

Zetafax supports Group III faxing in standard mode (200x100 dpi) and fine mode (200x200 dpi) using the T.30 protocol at a number of different bit rate speeds and using a range of compression techniques.

With an appropriate Brooktrout **intelligent fax board**, Zetafax will use V.34 faxing with error correction (ECM) to reduce the frequency of call failures at the fastest transmission rates, with maximum compression (MMR) to cut call times. The resulting lower running costs usually pay for the additional investment in hardware in a few months.

Intelligent fax boards can be used with digital (ISDN) and analog DID fax lines to support direct dial routing for received faxes.

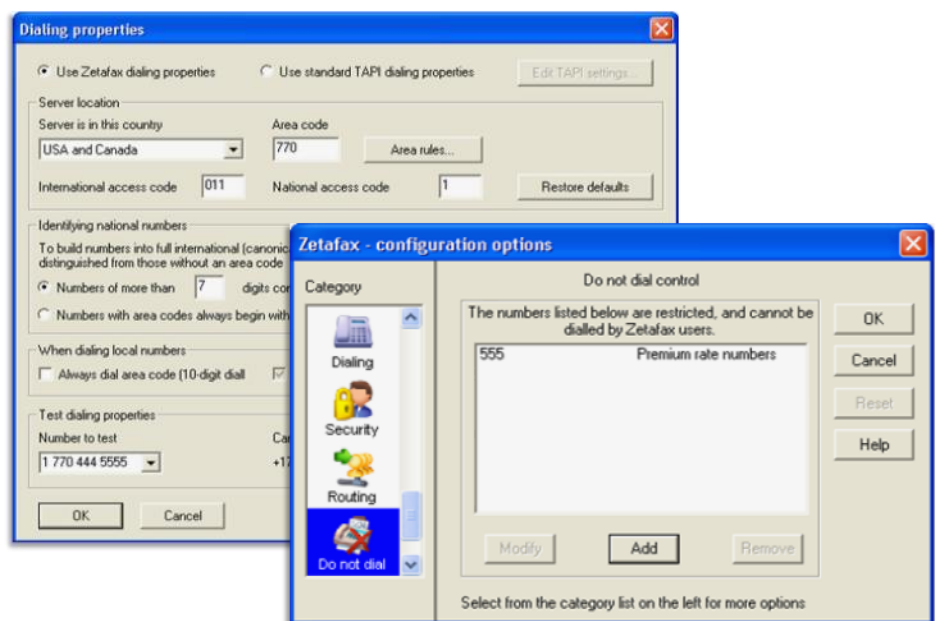
Fax modems

Zetafax supports most standard fax modems, sending and receiving faxes using standard fax compression (MH). Transmission time and connection rate with these devices is less good than with intelligent fax boards, but they can still be a cost effective option for smaller systems or as backup hardware on a failover server.

Text messaging

The optional **SMS Gateway** supports centralised two-way text messaging using the Zetafax Client. One or more GSM modems may be attached to the Zetafax Server to handle the SMS text traffic.

Permissioning controls where and when each user may send faxes



Easy to manage

The Zetafax Server has been designed to be straightforward to install and manage, yet feature-rich for the most demanding installations.

A central prioritised queue

The fax server has a prioritised queue for all users' messages, with urgent, normal and background parts to the message queue. Users may be permitted to submit messages with differing priority settings, which are then placed in the appropriate part of the queue. This helps ensure that large fax mailings don't interrupt regular use, and key staff can be provided with better service levels. Once queued, a message may be **rushed** to the front of the queue by a user who has been granted appropriate authority. Alternatively, it may be placed on **hold**.

Restricting fax use

The **Do not dial number restriction** option allows you to specify numbers that you do not wish to be dialed by selected or all users. You can specify:

- Individual numbers that should not be dialed
- All International communications to be blocked
- Area codes that should be barred, such as premium rate fax lines

Other administrator settings let you control when and how each user can fax.

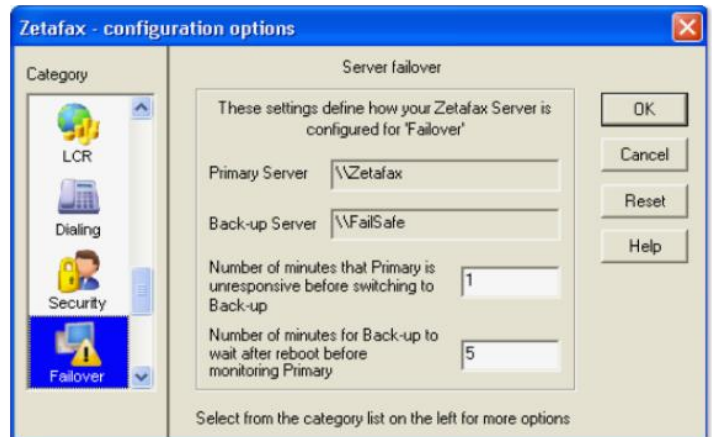
Archiving

Zetafax allows you to archive every fax sent or received on disk, allowing users to retrieve them days or even months later. Both centralized and local archiving is supported, with messages being stored with their full transmission history. You can also print faxes automatically on any network printer, with an optional status page giving the connection time and details.

Junk fax filtering

Zetafax's junk message filter blocks incoming faxes from specific fax senders. It enables you to specify fax and SMS telephone numbers from which you do not want to distribute messages to your Zetafax users. Junk messages may be stored in a designated 'junk' folder and also archived, should compliance requirements demand it.

Server failover setup



Server failover

To help reduce the impact of system failure on your faxing requirements, you can set up a second Zetafax Server that will detect issues with your primary Zetafax Server, and activate itself on failure to allow faxes to continue to be sent. This allows you to deal with problems such as system crashes and hardware failures, and to carry out system upgrades without interrupting use of Zetafax.

The Zetafax Server may also be run under VMware, using the features within VMware to move the server to a different computer if required without interruption in service.

Administration tools

The Zetafax Server includes a **Server Console** for real-time monitoring of the fax server's activity and a Microsoft Management Console (MMC) based **Configuration Program** for setting up users, devices, and permissions.

A Zetafax Server may be managed remotely using the **Zetafax Remote Administration** program.

The **Event Viewer** in Windows allows you to view any problems that may occur on the Zetafax Server during everyday use. It provides information about events such as errors, warnings, and the success or failure of tasks. Some critical events are noted in on-screen messages, as well as in the event log.

Zetafax's use of the Windows Event Log Service means that it is compatible with third party event log monitoring products, helping you manage a Zetafax Server as part of your wider IT infrastructure.

The **Performance Monitor** in Windows allows you to monitor the performance of Zetafax Servers either locally or remotely. It uses a number of counters to track data, such as failed faxes for a specified device. You can view this data in real time, log it for future study, use it in charts and reports, and set alerts to warn when a threshold value is exceeded. This data may be used to determine device bottlenecks and whether it may be necessary to add an additional device to your fax server.

Fax usage reporting

The reporting facility of the Zetafax Server allows the data stored in the server's central fax log to be presented in the form of useful reports, which can be configured to show only the data pertaining to certain users, specified time periods, or to selected destinations. Graphical and tabular reports can be created for:

- the average number of faxes sent each hour over a set period of time
- the number of faxes sent each weekday for a set period of time
- all stored information about each fax sent within a set time period
- the number of pages sent to each country within a set time period
- a summary of each fax sent over a set period of time, showing the sender, receiver's information, the date and time sent, and the time taken for each fax that has been sent from your organization
- the number of faxes, the number of pages and the time taken to send

These reports may be filtered by charge codes, country of destination, sender, recipient and route the fax was sent.

Zetafax Email Gateway

The Zetafax Email Gateway is a standard component of the Zetafax Server software. It allows email users to address and send a message to a fax recipient as if they were sending an email. The Email Gateway can also deliver received faxes as email messages with graphics attachments.

The Email Gateway converts email messages into a fax format before submitting them to the Zetafax Server's main queue. The body text of the email message is converted and sent as the text on the coversheet of the fax. Any file attachments, such as word processor or spreadsheet documents, are converted by the Email Gateway to fax format.

Notification

When you send a fax via a manual fax machine or fax software from a PC, you are instantly notified whether the fax was transmitted successfully or not. Similarly, when you send a fax through the email gateway, it will return via email confirmation of successful transmission. If required, on successful transmission, the gateway can also forward a copy of the faxed document as it was sent. If the transmission failed, an explanation of why is included in the returned email message.

Receiving Faxes

The Email Gateway can be configured so that received faxes are forwarded to a user's email inbox. The fax is delivered as a message with a graphics attachment. The Exchange Connector comes with special Outlook forms that allow received faxes to be viewed just like emails. Now, users can collect their faxes along with their emails, wherever they are in the world – an extremely convenient feature.

Zetafax Outlook Extensions

The degree of Zetafax's integration with Microsoft Outlook exceeds that offered by most other fax servers. When users wish to send a fax from their Outlook client software, they are able to use the features similar to those available within the Zetafax Client. The Send Fax form and integrated viewer allow you to address and view a fax. Users are also able to specify various sending options, such as a choice of coversheet or letterhead to be used with their fax. To provide these features in the email client, the Zetafax Outlook Extensions must be installed on each client machine as an Outlook addin. This can be done remotely using Group Policy in a Windows Active Directory domain.

The API Toolkit

The Zetafax API or Application Programmers Interface allows developers to interact directly with the Zetafax Server without using the Zetafax Client. Some basic functions of the API can be used on purchase of the standard Zetafax license, however for more complex use, an additional add-on license for the API is required. This can be purchased at any time by contacting your reseller or Equisys directly.

There are several ways of submitting messages to the Zetafax Server using the Zetafax API. These methods have been designed to make the automatic sending of messages from other applications extremely easy to implement.

SMS messages, as well as faxes, can be submitted to the Zetafax Server with the Zetafax API. This makes it simple to send SMS messages directly from other applications to mobile phones.

Submit files

The simplest method of sending messages is to create a text file in a directory on a file server - a 'SUBMIT' file. This file can contain both the contents of the message and the addressing information, or these may be broken into two files. Zetafax scans the directory for new files and automatically handles any files it finds, sending messages to either a fax addressee or mobile phone via SMS. The Zetafax Client can be used to monitor the process and resubmit any faxes that fail repeatedly.

Embedded addressing

Addressing instructions can be embedded into documents created by word processors and other applications to indicate where a fax should be sent, together with a wide range of settings such as the time of sending, priority, resolution, coversheet, and letterhead to use. The commands are embedded in the document using a special syntax, for example:
 %%[Fax:123 456 7890]

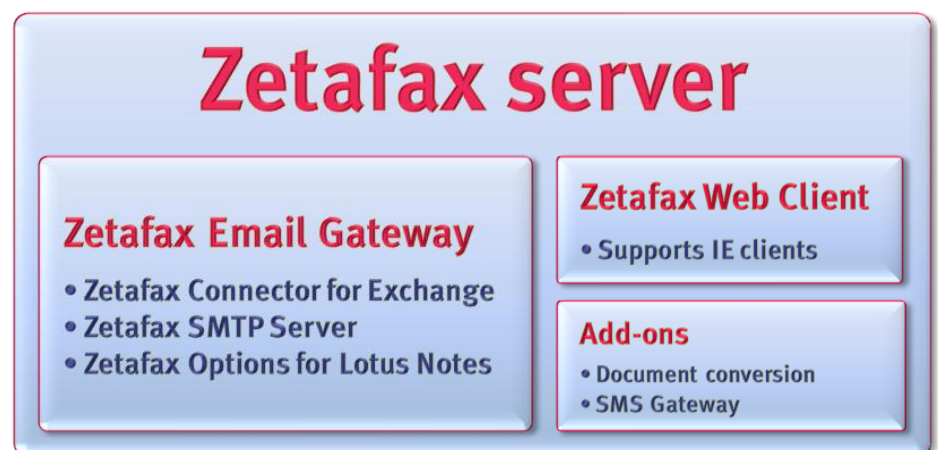
When the document is printed using the Zetafax printer driver, the Fax Merge addressing commands are used by the Zetafax Client in place of the addressing dialogs. Provided adequate details are given using Fax Merge, no dialogs will be displayed and the fax or faxes will be submitted to the Zetafax Server automatically.

When sending faxes automatically from other Windows applications, it may be simplest to embed the addressing information in the message itself using Fax Merge commands, prior to printing it using the Zetafax Windows printer driver.

Programmer APIs

The most powerful ways of passing faxes across to the Zetafax Server for sending are using the programmer APIs. These allow for the monitoring of the status of a queued message, including the retrieval of a full history log once a message has completed.

The programmer APIs may be used with most programming environments and languages, including C#, .NET, COM, C++ and C.



Email integration and web client support are standard

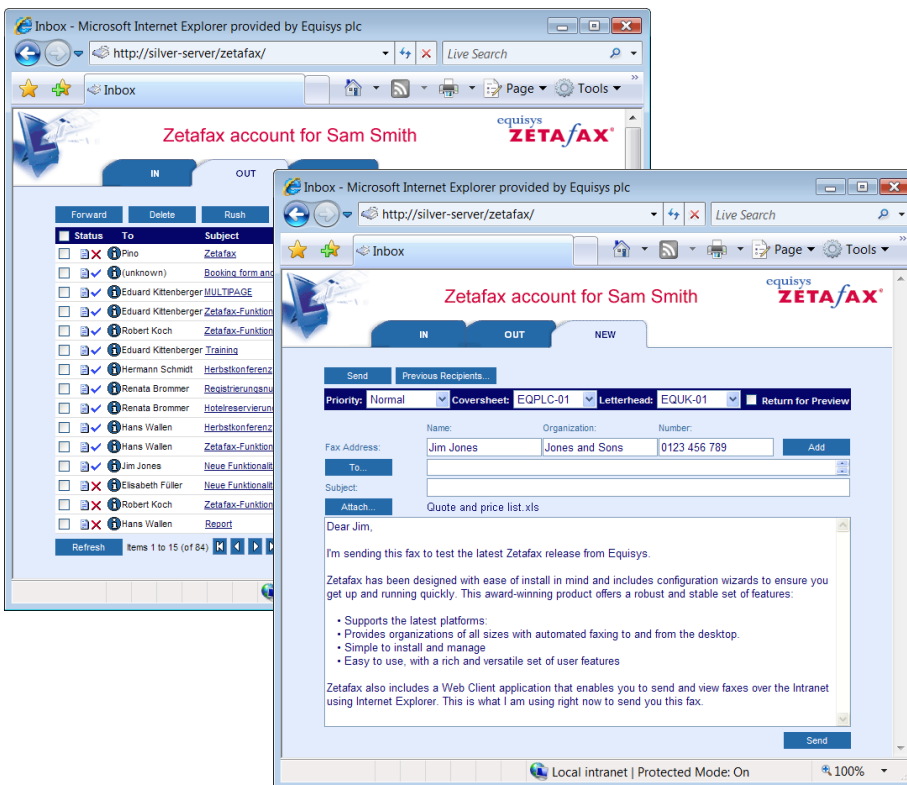
Document conversion

Zetafax converts most regularly used document types, such as word processing documents, spreadsheets and PDFs, into TIFF format so that they can be faxed as attachments. The Zetafax Client will also convert files in the following formats to faxes: ASCII, BMP, DCX, EPS bitmaps, GIF, JPEG, PCX, PICT, Targa, TIFF and others. Any other file format file can sent as a fax by printing to the Zetafax printer driver from the application that created it.

The conversion of files attached to messages submitted by Microsoft Outlook and other email clients can be handled by the Zetafax Email Gateway by having the relevant applications installed on the Zetafax Server so that it can run them up to perform file format conversion. An alternative, that is both more flexible and handles higher throughput, is to install the optional Zetafax **Document Conversion** add-on.

Using the Document Conversion add-on, the Zetafax Server can convert over 225 file types, including word processing, spreadsheet, presentation, graphics and database files, to fax TIFF format without having to install the authoring application on the Zetafax Server. With this add-on, Zetafax is enhanced in the following areas:

Zetafax Web Client



Web Client

Users of the Web Client are able to attach files of any of the supported file types to new outbound messages.

API Toolkit

Users of the Zetafax API can fax file attachments of any of the supported file types from third party applications because Zetafax will render them into TIFF format documents. Without the Document Conversion add-on, users of the web client and API are only able to submit text and graphics file formats such as BMP, JPEG, and TIFF.

Email gateway

The Zetafax Email Gateway can be configured to use either the native application or the Document Conversion add-on to convert files to TIFF format. If using the Document Conversion add on, it is not necessary to install rendering applications on the Zetafax Server itself and the conversion of attached files to TIFF is speeded up – a requirement when traffic levels are high.

[More about](#) the Document Conversion add-on.

Scanners & MFPs

The Zetafax Client supports TWAIN-based personal scanners for faxing. Zetafax Duo extends use of such scanners for colour scanning to PDF for emailing. In addition, the Zetafax Server supports network attached scanners such as Hewlett Packard Digital Senders. Users can walk up to a shared scanner, identify themselves to it, and then scan and send messages directly from the device or via their desktop, removing any need for old-fashioned fax machines.

eCopy

The Zetafax Connector for eCopy integrates with eCopy's ShareScan OP software so that users may fax paper documents directly from multi-function devices (MFPs).

When you send a fax from an MFP, it is automatically associated with your email application, allowing you to manage faxes alongside other messages. If a failure occurs during sending you will be notified and the fax will be resubmitted to the Zetafax server automatically without your having to waste time returning to the MFP.

Sent documents can be archived centrally for compliance or corporate policy and individual usage can be tracked and permissioned. There is also an option to attach coversheets automatically to outgoing faxes, ensuring customers receive a professionally finished document each and every time.

The result is an MFP that's as simple to use as a fax machine, but with the advanced features of a true network fax solution.

Inbound Faxes

Zetafax supports, as standard, a wide range of routing options for received faxes. This includes DDI or DID routing, where each user is given a personal fax number to receive faxes to the Zetafax Client, via the Zetafax Web Client or by email.

Manual routing

When you add a new analog fax line to a Zetafax Server you specify the user to receive faxes received on that line. This is the person who is notified when faxes are received without any specific information about for whom they are intended. That person can then view the new faxes, and either print them or forward them manually to the appropriate user.

Direct dial routing

In most European countries, including the UK, direct dial calls are supplied via a digital (ISDN) line. The simplest way to configure direct dial faxing with Zetafax is to install a separate ISDN line for faxing and connect this to the Zetafax Server. Many ISDN operators offer two direct dial options: **Multi Subscriber Numbering (MSN)** where only ten or fewer separate numbers are required and **Direct Dialing Inward (DDI)** for more numbers. Zetafax can be used with both options.

For **Direct Inward Dialing (DID)** with analog lines, a typical option in North America, Japan and Australasia, Zetafax supports routing of faxes to desktops using either DTMF tones or analog DID lines. Some service providers do not allow outbound calls to be made on DID lines, so you may also need to install conventional telephone lines for sending faxes.

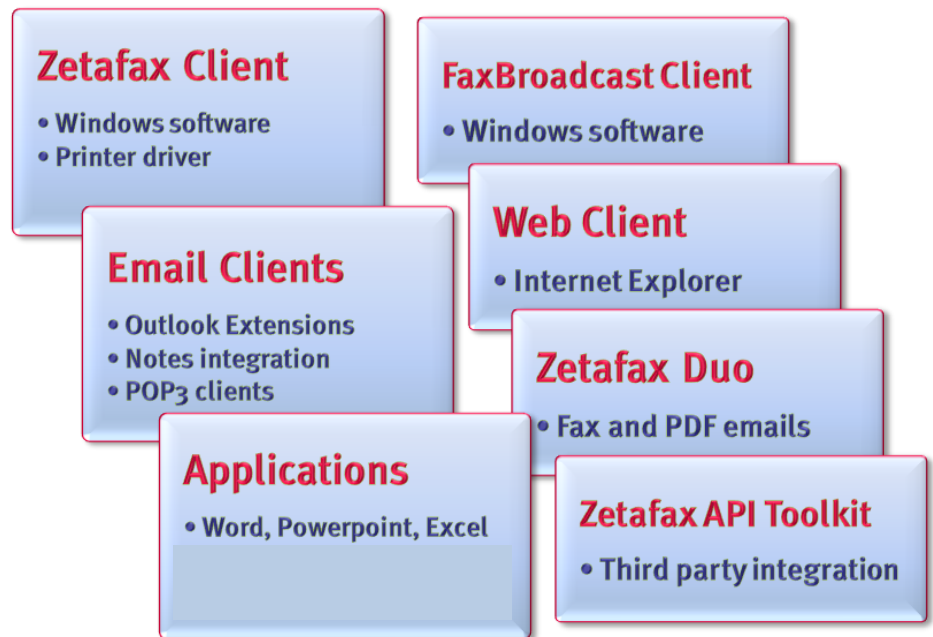
Analog extension connections from a PBX can be used with analog intelligent fax boards to route faxes to users' desktops provided that sufficient spare direct dial numbers exist on the PBX. DTMF tones are typically used to convey the direct dial number dialed to the fax server.

For systems with phone lines connected directly to the Zetafax Server computer, Equisys recommends Brooktrout and Dialogic Diva Server intelligent fax for supporting direct dial routing. Options are available for Basic Rate Interface (BRI) ISDN2 lines, Primary Rate Interface (PRI) ISDN30 lines, and analog DID lines.

Direct dial routing is also supported in Fax over IP (FoIP) environments, using the Zetafax FoIP Connector with an IP enabled PBX or T.38 gateway unit.

Station ID suffix routing

If you are sending a fax to another Zetafax system, you can specify the recipient's username so that the fax is routed directly to that user. This is done by adding the username to the end of the destination fax number,



A wide range of client options

separated by a colon; for example 123 4567:Brian. You can also set up other routing names for use with this mechanism such as extension numbers or descriptive names such as SALES.

T.30 sub-addressing

Although rarely used, the ITU Group 3 fax T.30 specification has been extended to allow for sub-addressing in addition to the basic fax number.

Sender ID routing

This looks at who sent the fax to determine the intended recipient, using rules configured by the administrator or by individual users.

Automatic forwarding

In this type of routing all faxes for a specific user will be forwarded to another user. This might be used when someone is sick or away on vacation.

Least Cost Routing (LCR)

If your business has more than one location and more than one fax server, then the Least Cost Routing module allows you to reduce the cost of sending faxes by linking two or more Zetafax Servers in different locations. LCR forwards a sent fax to the fax server closest to the intended final destination of the fax. Server to server communications via WAN (using shared files) or email (WAN or Internet) can be configured, as can routing rules based on location, fax size, network user and time of day. Faxes submitted via LCR can also be encrypted between fax servers. Should the link between servers be

broken, automatic re-routing of faxes can be enabled.

For example, a company with offices in London and New York may choose to configure its London server to route all faxes to North American destinations via its New York server. Transmission of the fax to its final destination over the telephone network from the New York server may give savings compared to the cost of long-distance transmission from the point of origin of the fax in London.

A number of other factors besides the destination of the fax may be important in deciding which server a fax is to be sent from. For some slower network links, the time taken for network transmission may represent an unacceptable delay for urgent faxes, so the server may be configured to send all urgent faxes directly, rather than via a distant server. Faxes from certain users may be deemed too sensitive for transmission over the Internet, and may be sent directly. The size and time of sending of faxes may have an effect on network and Zetafax Server traffic. The time of sending may also have additional effects on telephone call rates, so these parameters may also be reflected in the routing rules.

LCR is a powerful option available in Zetafax Corporate edition.

Technical specification: Fax Server

The **Zetafax Server** is Microsoft Windows based and can be licensed to support up to 180 fax lines: analog, T1, ISDN (BRI and PRI) or T.38 (Internet fax). The server software is known for its reliability and is suitable for use in mission critical installations, normally configured to run as a Windows service. It can integrate with your email servers using the **Zetafax Email Gateway** option.

Integration with Microsoft Exchange

The Zetafax Email Gateway has native integration with Microsoft Exchange using the **Zetafax Connector for Exchange**. [More about](#) configuring the Zetafax Email Gateway for Exchange.

The following configurations of Microsoft Exchange are supported:

Microsoft Exchange Server 2010
 Microsoft Exchange Server 2007
 Microsoft Exchange Server 2003
 Microsoft Exchange 2003/2007/2010 in clustered Windows 2003/2008 Server environments (the Zetafax Connector for Exchange only)

Integration with IBM Lotus Domino and Notes

The Zetafax Email Gateway also integrates natively with Lotus Domino and Notes using the **Zetafax Options for Lotus Notes**.

The following configurations of Lotus Domino are supported:

Lotus Domino 6.5, 7, 8 and 8.5.

Integration with SMTP Mail systems

The Zetafax Email Gateway can connect the Zetafax Server to other SMTP mail systems using the **Zetafax SMTP Server**. This enables faxes to be sent and received from a range of email clients. [More about](#) configuring the Zetafax Email Gateway for SMTP.

The Zetafax SMTP Server is compliant with the SMTP/POP3 Internet email protocols.

Fax server hardware requirements

Microsoft® Windows® 7: 1.4GHz Pentium®-compatible CPU or faster, 1GB RAM (1.5GB recommended)

Microsoft Windows Server® 2008 R2 (64 bit): 1.4GHz Pentium-compatible CPU or faster, 1GB RAM (1.5GB recommended)

Microsoft Windows Server 2008 (32 bit & 64 bit): 1GHz Pentium-compatible CPU or faster, 1GB RAM (1.5GB recommended)

Microsoft Windows Server 2003(32 bit & 64 bit): 550MHz Pentium-compatible CPU or faster, 512MB RAM (1GB recommended)

Microsoft Small Business Server 2003: 550MHz Pentium-compatible CPU or faster, 512MB RAM (1GB recommended)

Microsoft Small Business Server 2008: 2GHz (x64 processor) or faster for single core, 1.5GHz multi-core Pentium-compatible CPU or faster, 4GB RAM

Microsoft Small Business Server 2011: 2GHz (x64 processor) or faster for single core, 1.5GHz multi-core Pentium-compatible CPU or faster, 4GB RAM

Microsoft Windows Vista® Business, Enterprise or Ultimate Edition (32 bit & 64 bit): 1GHz Pentium-compatible CPU or faster, 1GB RAM (1.5GB recommended)

Windows XP Professional (32 bit): 300MHz Pentium-compatible CPU or faster, 512MB RAM (1GB recommended)

A compatible fax device is required. To support over 10 users, a server operating system is required such as Windows Server 2008 R2. To support over 25 users, multiple fax lines or when using the Email Gateway, we recommend you use a dedicated fax server.

For a virtualized server with Fax over IP:
 VMware® ESX (32 bit & 64 bit, including version 4.0)
 VMware ESXi (32 bit & 64 bit, including version 4.0)
 VMware vSphere® Suite
 Microsoft Hyper-V®

Fax devices

Zetafax supports these types of fax board, fax modem and Fax over IP software:
 Dialogic®/Brooktrout® intelligent fax boards
 SR140 (FoIP) when purchased as part of the Zetafax Connector
 Most Class 1, Class 2, Class 2.0 and Class 2.1 fax modems
 Most Active CAPI 2.0 ISDN controllers (supporting T.30 protocol)

[More about](#) supported fax devices

IP phone systems and gateways

The Zetafax Fax over IP Connector uses Brooktrout SR140 technology, and supports a range of phone systems and gateway units using the Fax over IP (FoIP or T.38) protocol.

[More about](#) IP phone systems and T.38 gateways

Scanners and printers

Zetafax supports these scanners and printers:
 TWAIN compatible scanners
 Hewlett Packard 8100c Digital Sender*
 Hewlett Packard 9100c Digital Sender
 Hewlett Packard Network ScanJet 5
 Selected Canon, Gestetner, HP, Konica-Minolta, Lanier, Ricoh, Savin, Sharp and Toshiba MFPS†
 Windows compatible graphics printers

*Only supported with the SMTP Server.

†Supported in conjunction with eCopy ShareScan® OP.

GSM devices

Equisys recommends this GSM modem for use with the Zetafax SMS Gateway:
 Wavecom® Fastrack® Modem M1306B

Technical specification: Fax Clients

Zetafax supports an outstanding range of client-side options. The **Zetafax Client** is powerful Windows software that incorporates a fax printer driver so that documents may be sent from virtually any Windows software by 'printing' to Zetafax. The **Zetafax FaxBroadcast Client** is designed for high volume faxing, while the **Zetafax Web Client** allows users to send and receive messages via Internet Explorer. Zetafax also integrates with Microsoft Exchange, Lotus Domino and most SMTP email systems to allow you to send and receive faxes from within your **email client** such as Microsoft Outlook. **Zetafax Duo** adds a highly visual 'document builder' to assist with the production of business documents for both faxing and emailing as PDFs. For extra flexibility, faxes can also be automated and sent directly from **Microsoft Office** applications or using the **API Toolkit**.

Zetafax Client platform support

The Zetafax Client and its associated fax printer driver can be installed remotely using Group Policy in a Windows Active Directory domain. [More about](#) deploying the Zetafax Client to users.

The Zetafax Client supports these operating systems:

Microsoft Windows 7
 Microsoft Windows Server 2008 R2 (64 bit)
 Microsoft Windows Server 2008 (32 bit & 64 bit)
 Microsoft Windows Server 2003 (32 bit & 64 bit)
 Microsoft Windows Vista Business, Enterprise or Ultimate Edition (32 bit & 64 bit)
 Microsoft Windows XP Professional (32 bit)
 Microsoft Windows Terminal Services, Citrix Presentation Server 4 and 4.5 or Citrix® XenApp® 5 with Microsoft Windows Server 2008 (32 bit & 64 bit) or Windows Server 2003 (32 bit & 64 bit)
 Languages: Danish, Dutch, English, French, German, Greek, Hebrew, Italian, Norwegian, Polish, Portuguese, Spanish, and Swedish

Zetafax FaxBroadcast Client

The FaxBroadcast Client supports these operating systems:

Microsoft Windows 7
 Microsoft Windows Server 2008 R2 (64 bit)
 Microsoft Windows Server 2008 (32 bit & 64 bit)
 Microsoft Windows Server 2003 (32 bit & 64 bit)
 Microsoft Windows Vista Business, Enterprise or Ultimate Edition (32 bit & 64 bit)
 Microsoft Windows XP Professional (32 bit)
 Language support: English

Zetafax Web Client

The Web Client software may be installed at the server for use with browser-based clients:

Internet Explorer 5 onwards
 Language support: English

Microsoft Outlook Extensions

The Zetafax Outlook Extensions can be installed remotely using Group Policy in a Windows Active Directory domain. [More about](#) deploying the Outlook Extensions to users.

The Zetafax Outlook Extensions are addins for:

Microsoft Outlook 2010 (32-bit only)
 Microsoft Outlook 2007
 Microsoft Outlook 2003



Other email clients

The Zetafax Options for Lotus Notes supports Lotus Notes clients version 6.5 or later.

The Zetafax SMTP Server option supports these POP3 clients:

Microsoft Outlook 2003/2007/2010
 Microsoft Outlook Express
 Qualcomm Eudora

Zetafax Duo

The Zetadocs PDF Client software and its printer driver is included in Zetafax Duo for preparing documents for both faxing and sending as PDF emails. It supports:

Microsoft Windows 7
 Microsoft Windows Server 2008 R2 (64 bit)
 Microsoft Windows Server 2008 (32 bit & 64 bit)
 Microsoft Windows Server 2003 (32 bit & 64 bit)
 Microsoft Windows Vista Business, Enterprise or Ultimate Edition (32 bit & 64 bit)
 Microsoft Windows XP Professional (32 bit)
 Microsoft Windows Terminal Services, Citrix Presentation Server 4 and 4.5 or Citrix[®] XenApp[®] 5 with Microsoft Windows Server 2008 (32 bit & 64 bit) or Windows Server 2003 (32 bit & 64 bit)

Zetadocs PDF requires Microsoft .NET Framework version 2.0. It is recommended that systems have Pentium class CPUs of 1 GHz or higher with 1 GB RAM or more. Integrates with Microsoft Office Outlook 2003/2007/2010 and with Microsoft Word versions 2003/2007/2010. Active directory integration for rapid and easy deployment to all network users. Zetadocs PDF creates PDF files which are readable using Adobe Reader software version 5 and later. It handles PDF attachments created in PDF 1.2, 1.3, 1.4 and 1.5 standards.

Supports TWAIN and WIA compatible scanning devices
 Language support: English, French, Italian, Spanish

Microsoft Office and other applications

In addition to its native integration with Outlook, Zetafax has native integration with:

Microsoft Word 2010, Excel 2010
 Microsoft Word 2007, Excel 2007
 Microsoft Word 2003, Excel 2003
 ACT! By Sage (Zetafax Duo)

Technical specification: Other components

Zetafax also supports other configurations, such as use with Terminal Services, Citrix or on a disconnected laptop.

Application Servers

The Zetafax Client can be deployed to users with the software running on supported application servers. The application server session can be enabled on a wide range of operating systems including Apple Macintosh, UNIX, Handheld PCs, and Network Terminals.

Network users can be provided with faxing capabilities in branch offices or at remote sites and can use Zetafax in thin-client sessions over the WAN or using remote access. For large volume faxing, Zetafax also supports embedded addressing in the application server environment.

Zetafax supports these application servers:
 Microsoft Windows Server 2008 Terminal Services
 Microsoft Windows Server 2003 Terminal Services
 Citrix XenApp, Citrix Presentation Server and MetaFrame versions 1.8 or XP

If using Zetafax in application server environments, we recommend you use a dedicated fax server and install the Zetafax Client only on the application server. [More about](#) on using Zetafax in a terminal services environment.

Laptop fax server

The Zetafax Server comes with the option to install a copy onto a notebook computer, so users can send and receive faxes while away from the office. When you start the Zetafax Client, it automatically detects if your PC can connect to a network fax server. If not, a version of the Zetafax Server can be run locally, using the fax modem in your PC.

The personal laptop fax server option supports:
 Microsoft Windows 7
 Windows Vista Business or Ultimate
 Microsoft Windows XP Professional
 Class 1, Class 2, Class 2.0 and Class 2.1 laptop fax modems

Zetafax Configurations

Zetafax is available in a number of different editions – each includes the Zetafax Server (with its Email Gateway and the Web Client software) with the Zetafax Client software, Email Client support and Microsoft Office integration for the licensed number of users.

- **Zetafax Business edition** is designed for smaller networks
- **Zetafax Corporate edition** is for customers with a minimum of fifty fax users
- **Zetafax Enterprise edition** has a company wide license for high volume faxing across multiple locations in larger businesses
- **Zetafax FaxBroadcast** is designed especially for fax broadcasts
- **Zetafax Duo** is top of the range; it includes Zetadocs PDF client software to offer powerful automation features and PDF emailing

All editions support two fax lines as standard using a range of fax hardware, DDI for routing inbound faxes direct to users, queue management, remote monitoring and reporting.

Zetafax add-ons extend the product for extra fax lines, for extra users, for integration with eCopy, to handle SMS text messages, to convert more file formats and for developers.

Additional line license for fax or SMS

As the number of Zetafax users grows, the volume of faxes into and out of your company may increase. Server support for these can be bought in single unit licenses or, if you think your needs will grow quickly, as an unlimited line add-on pack. These additional lines allow you to split your fax traffic between different fax or SMS lines, reducing the time faxes take to be sent.

Additional user licenses

As your fax needs grow you may wish to add additional users to your Zetafax system. Licenses for additional users are available for this.

Fax over IP Connector

The Zetafax Fax over IP Connector enables the Zetafax Server to communicate with a Fax over IP (FoIP or T.38) compatible phone system via the local area network, to send and receive faxes without the need to connect phone lines directly to the Zetafax Server. See the section on 'Connection Options' above for further details.

Corporate Edition features upgrade

The Corporate Edition add-on is ideal for deployment by corporate organizations needing Least Cost Routing and/or support for Windows child domains and cluster environments when using Microsoft Exchange - but who may not have 50 or more fax users. Examples include companies wanting to supply Zetafax to departments or other groups of users.

This add-on offers all the features of the Corporate Edition except Software Assurance, which must be purchased separately.

SMS Gateway

The Zetafax SMS Gateway add-on allows networked Zetafax users to send text messages to colleagues and to customers' mobile devices direct from their desktop. Text messages can also be received by an individual directly on their desktop, or processed by your own application using the Zetafax API.

The SMS Gateway add-on requires a GSM modem which may be available as part of a bundle with the Zetafax SMS Gateway.

FaxBroadcast

Zetafax FaxBroadcast has been introduced to help with the process of sending large scale fax broadcasts to fax addresses stored within databases or within files on your system. The FaxBroadcast module is available separately, and can be run as a background program on a client PC allowing jobs to be carried out quickly with the minimum of disturbance.

Services

Software Assurance

Membership of the Zetafax Software Assurance Program protects your investment in Zetafax software: for the program's annual fee, software version upgrades and updates are supplied at no further charge, and information on new releases and updates are communicated as a priority.

Keeping your software up to date helps ensure that your system supports new releases of the operating system or applications, and so helps avoid compatibility issues affecting your Zetafax system. It can also avoid you being inconvenienced by a potential problem which has been corrected in a service pack or other update.

The Zetafax Software Assurance Program is offered for all new Zetafax systems, with one, two or three years' membership available. A one year Software Assurance contract is included with all new starter systems and upgrades.

Zetafax Update Service

Zetafax updates are delivered by download to subscribers of Software Assurance. Registered subscribers are notified by email about critical updates, and can check for relevant updates from the Zetafax Server Monitor program.

The Zetafax administrator can choose which updates are installed on the server and made available to users. Client machines can be updated using Group Policy, or the automated "check for updates" feature in the Zetafax Client, or manually.

Technical support

Online support is available to all customers through the **Equisys Knowledgebase**, which contains technical tips on how to get the most from your system, guides on implementation, and common fixes for known issues: www.equisys.com/support/knowledgebase.

Zetafax includes extensive online help, including answers to common questions or problems. This information and other self-help resources can also be found at: www.equisys.com/support.

Equisys provides technical support through our offices in the United States and the United Kingdom, and in other regions via our accredited distributors. You should contact your local distributor for details of the support services available in your country. Contact details of your nearest Zetafax distributor can be found at www.equisys.com/buy.

Premium Support

Zetafax Premium Support provides customers with telephone and email support for the duration of the contract. Zetafax Premium Support is available for one, two or three year contracts.

Over 95% of support calls logged with Equisys are answered within two hours and all emails are answered within 24 hours.

Please note that Zetafax Premium Support service is available only in the United Kingdom and United States. Please contact your local supplier for details of support services offered in other countries.

Software maintenance

Zetafax Software Maintenance combines Software Assurance with technical support, giving you access to all software version upgrades and Premium Support for a period of one year. Software Maintenance is also available for two and three year contracts at discounted prices.

Please note that Zetafax Software Maintenance is available only in the United Kingdom and USA. Please contact your local supplier for details of support services offered in other countries.

We always welcome comments and suggestions about our software or documentation. Please contact Equisys or any of our international distributors if you have any comments you would like to make.

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Free evaluation system

Download a free Zetafax evaluation system from www.equisys.com. For further information, please call Equisys or speak to your local software supplier.