

CallXpress® and RightFax® - Always the Right Solution

Reliable. Secure. Integrated.

If documents are key to your business, then RightFax is the right solution for you. RightFax from OpenText together with CallXpress brings increased efficiency, flexibility and security to faxing and electronic document delivery. It's the ideal solution for companies in such fields as healthcare, financial services, manufacturing, education, law and government.

CallXpress seamlessly integrates with RightFax to provide a world-class, Unified Communication solution that allows organizations to:

Increase Productivity

- Provides true unified messaging (i.e. the ability to receive, send and manage voice, fax and e-mail from a single location)
- Common user administration with the ability to administer RightFax users through the CallXpress administration program

Improve Responsiveness to Customers

- With CallXpress automated attendant any information stored in a fax library is available to your customers around the clock
- Custom IVR applications can send information such as account summaries or order inquiry status to customers via fax

Save Money

- Reduces the need for paper, modems and stand-alone fax machines
- Provides a single number for both voice and fax¹
- Delivers cost-effective DID routing
- FoIP cost savings
 - Offers a boardless software FoIP solution
 - Unifies voice, fax, and data communication onto a single IP network

Provide Document Security

- Helps to comply with government regulations and safeguarding the privacy of your information
- Secure delivery safeguards information and provides an audit trail

¹ Not supported with Fax over IP

ELECTRONIC FAXING AND DOCUMENT DELIVERY MADE EASY

RightFax Requirements

Operating System

- Microsoft Windows® 2003 Server (32 bit only)

Microsoft SQL Server

- SQL Server 2005 Express Edition
- SQL 2000 and 2005 Server, Standard and Enterprise Editions

Minimum Hardware Requirements

- 2.64 GHz or higher Pentium IV compatible CPU
- 1 GB memory
- 10 GB hard disk
- Single and dual CPU systems
- DVD drive
- SVGA (800X600) or higher resolution monitor
- Keyboard

Client Supported Operating System

- Microsoft Windows XP Professional (32/64 bit)
- Microsoft Windows Vista (32/64 bit)

RightFax Supported E-mail Systems

Microsoft Exchange

- Exchange 2003 and 2007

Microsoft Outlook®

- Outlook 2000, XP, 2003 and 2007

Notes Client and Domino Server

- Lotus Notes R6.5, R7, R8

RightFax is the Right Fit for Any Size Organization

Whether you're a small business or a large enterprise, RightFax can be scaled to precisely meet your needs. Purchase RightFax as part of an AVST bundled solution, or as a stand-alone application. Either way, its flexibility and modular licensing will ensure the protection of your investment.

RightFax Business Server

- Ideal for company, department or workgroup deployments
- Scalable from 1 to 30 channels
- Unlimited user licenses
- Available integrated with CallXpress or as a stand-alone fax server

RightFax Enterprise Server

- Ideal for national or global organizations that want to combine the power of multiple RightFax Servers on their networks
- Features intelligent least-cost routing, load balancing, and Windows NT security authentication
- 1 to 1024 channels
- Unlimited user licenses
- Available integrated with CallXpress or as a stand-alone fax server
- Includes the RightFax Web Client™, OCR Router™, OCR Converter™, Docs-On-Demand™, and TeleConnect™

RightFax Enterprise Suite

- Ideal for national or global organizations
- Provides the feature set of RightFax Enterprise Server with the following add-on modules included: E-mail, PDF, and SNMP Alerting modules.
- 1 to 1024 channels
- Unlimited user licenses
- Available integrated with CallXpress or as a stand-alone fax server

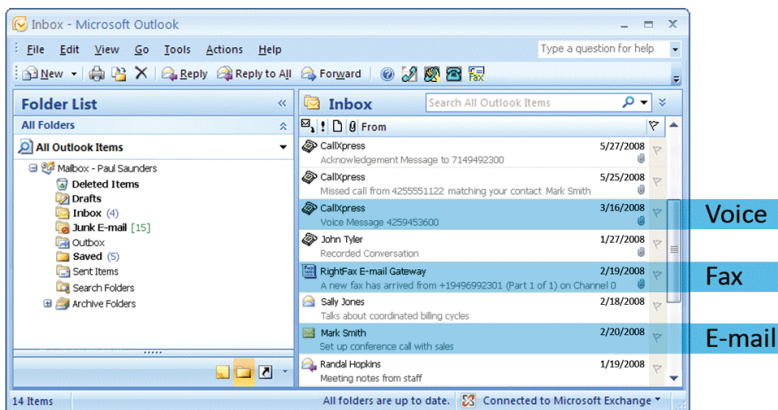


Figure 1: Single access to Voice, Fax, and E-mail

RightFax Features and Benefits

Fax over IP (FoIP)

Organizations are looking to consolidate voice, fax, and data resources to cut costs and simplify their communications infrastructure. VoIP and FoIP are two technologies which have become critical to enterprises 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.

FoIP offers Major Benefits

- By enabling users to send faxes over an IP-based network, organizations can leverage their investments by implementing FoIP into their IP communications backbone, reducing the cost of analog and ISDN lines.
- Enterprises can also take advantage of cost savings with boardless Fax over IP capabilities saving time and money on hardware and related maintenance.

E-mail Integration

More than ever before, organizations today rely on the collaborative capabilities of voicemail, fax and e-mail to quickly exchange and manage information. CallXpress, together with RightFax, ties these vital tools together and provides access to all voice, fax and e-mail messages via telephone or computer. RightFax can integrate with either Microsoft® Exchange®, Lotus® Domino or Notes® environments, and provides a full set of fax-unified messaging features. This allows users to listen and respond to e-mails over the phone, forward faxes, and receive, send and manage tasks - all from their desktop.

PDF Converter

The PDF Converter allows you to convert PDF and PostScript files to fax format, making it ideal for document-centric Mac and graphic-intensive enterprises.

Docs-on-Demand

Docs-on-Demand provides access to library documents via touch-tone phone using Fax-on-Demand, or from a website using Web Fax Tools.

OCR Converter and OCR Router

The OCR Converter converts received faxes from a graphic format to text using character (OCR) technology. The OCR Router uses the same technology to convert information on the first page of incoming faxes into information that can be used to route the fax to the correct recipient.

TeleConnect

TeleConnect provides users the convenience of 24-hour access to their fax mailboxes via a touch-tone telephone. Users can use RightFax's automatic forwarding, printing, and notification features to manage faxes at any time of day, from any location, with a single telephone call.

Web Access

Web Access provides fax sending, receiving, and management through an Internet browser and provides intuitive .NET-based Web interface.

Integration Module

The integration module automates the delivery of business-critical documents such as invoices, purchase orders and statements. It is the solution for organizations that want to automate document delivery from multiple back-office applications such as CRM, document management, ERP, and more.

Shared Services Module

Provides the ability to share a single database and improves the load balancing, system performance and database consolidation. Ensures high availability of FaxUtil client across the organization to maintain user productivity and support business continuity.

RightFax Features Comparison

Feature	RightFax Business Server	RightFax Enterprise Server	RightFax Enterprise Suite
Maximum Channels	30	1024	1024
PSTN Fax	Yes	Yes	Yes
Fax over IP	Yes	Yes	Yes
Network-wide Desktop Faxing	Yes	Yes	Yes
Broadcast Fax	Yes	Yes	Yes
Scheduled Delivery	Yes	Yes	Yes
Library Documents	Yes	Yes	Yes
Fax Archival	Yes	Yes	Yes
Phonebooks	Yes	Yes	Yes
Active Directory Synchronization	Yes	Yes	Yes
Windows Authentication	Yes	Yes	Yes
SMTP E-mail Integration	Yes	Yes	Yes
Microsoft Exchange Module	Optional	Optional	Yes
Lotus Notes Module	Optional	Optional	Yes
PDF Module	Optional	Optional	Yes
Multi servers sharing a single SQL database	No	Yes	Yes
OCR Routing and Conversion	No	Yes	Yes
Intelligent Least Cost Routing	No	Yes	Yes
Docs-on-Demand	No	Yes	Yes
TeleConnect	No	Yes	Yes
Business Application Integration	Optional	Yes	Yes
SecureDocs Encrypted and Certified Delivery	No	No	Yes
SNMP Alerting Module	No	No	Yes
Web Access	Optional	Optional	Optional
Integration Module	Optional	Optional	Optional
Shared Services Module	Optional	Optional	Optional



About AVST

For nearly 30 years, AVST has been shaping the evolution of communications, with more than 10 million users worldwide that have relied on CallXpress. As the world of communications advances, you can be assured that the award winning products from AVST have your future covered. To learn more visit www.avst.com or contact us at +1.949.699.2300.

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