

# Introduction to RightFax: Overview

## What is a Fax Server?

A fax server allows users to send and receive faxes from virtually anywhere, including directly from their desktops, mobile devices, or email. The flexibility and convenience of a fax server helps to eliminate the need for expensive physical devices that requires staff to repeatedly leave their desks, load documents manually and wait for confirmation notifications.

### Physical Fax Server

Legacy fax servers require additional expenses to properly connect to an on-premise telephony system. Today, most organizations choose to go with virtual servers to avoid wasted resources and reduce administrative overhead.



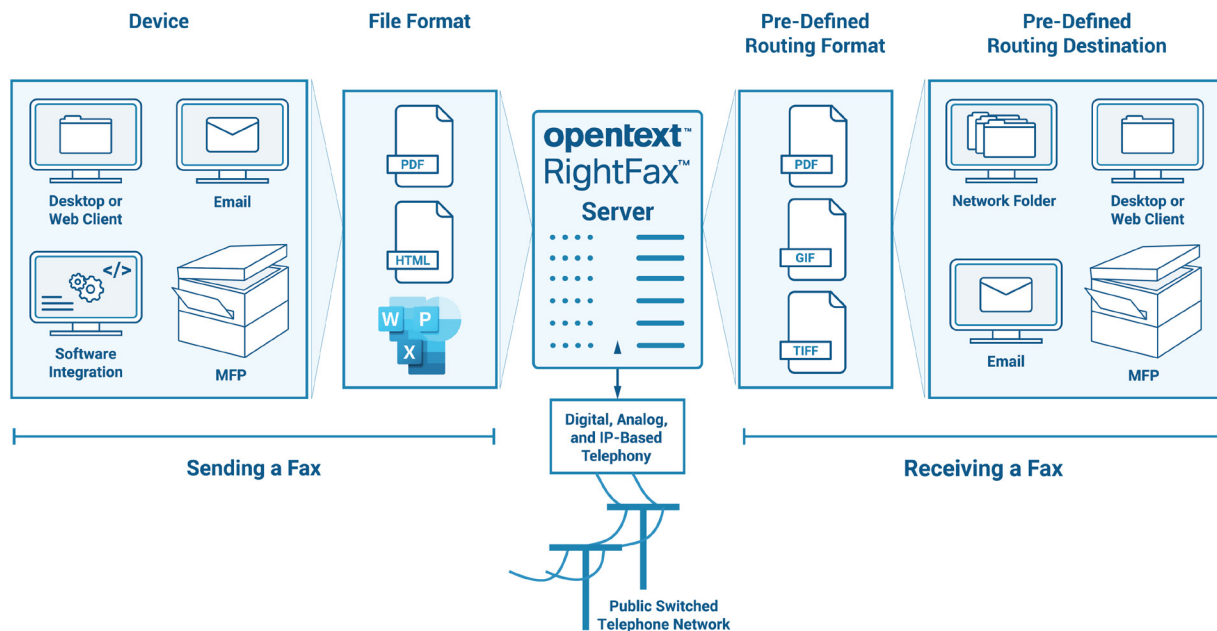
### Virtual Fax Server

Virtual Channels allow organizations to virtualize their fax servers and host them in larger data centers. The benefits of virtualization are that the server can be easily scaled to meet required faxing demands.

## What is RightFax?

RightFax is the industry-leading fax server solution that allows organizations to send and receive faxes electronically, eliminating standalone fax machines and inefficient handling of paper faxes. By turning faxes into part of an electronic workflow, you can easily accelerate the speed of business-critical processes to maximize employee productivity and improve information security.

Plus, RightFax offers the latest enhancements in document delivery technology to seamlessly incorporate fax into all existing office hardware and applications such as Exchange, SharePoint, MFP, EMRs and other back office applications.

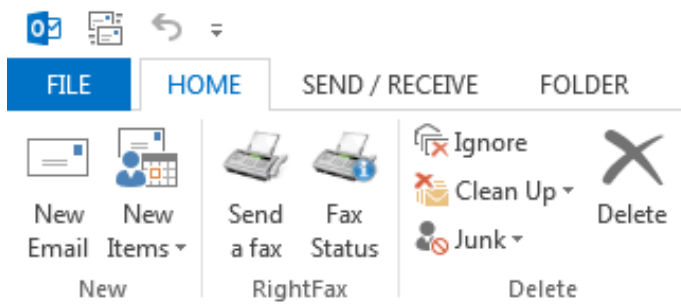


# Introduction to RightFax: Outbound Workflows

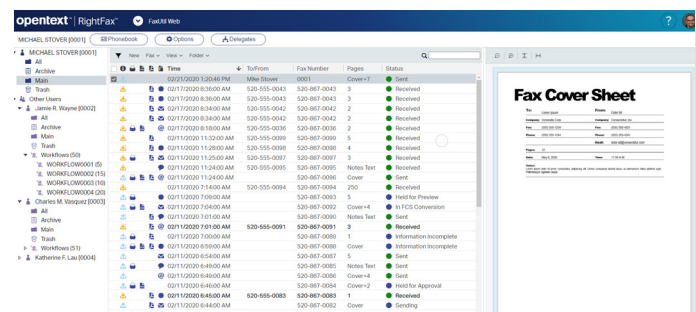
## Outbound Fax Delivery

When you integrate RightFax with email, desktop applications, and MFPs, you can securely send faxes with custom integration options allowing for nearly limitless RightFax integration opportunities:

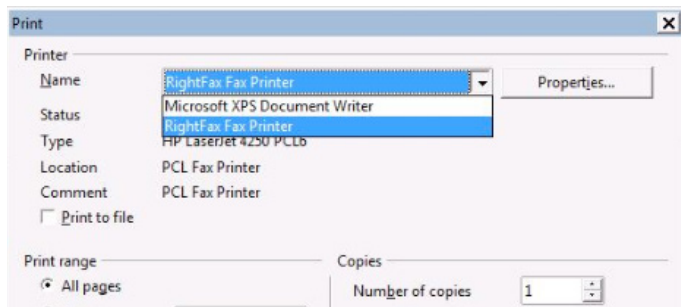
### Email



### Web Clients



### Print



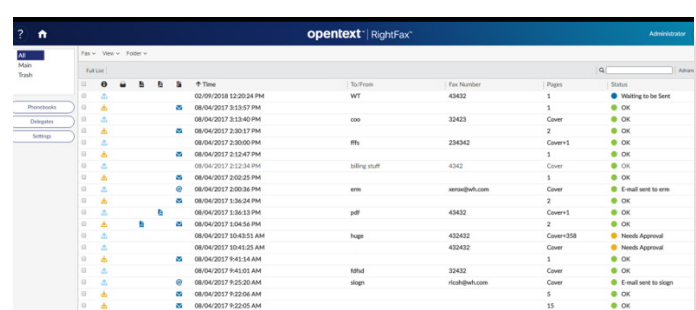
### MFPs



## Business Applications



## Desktop Client



# Introduction to RightFax: Inbound Workflows

## Inbound Fax Delivery

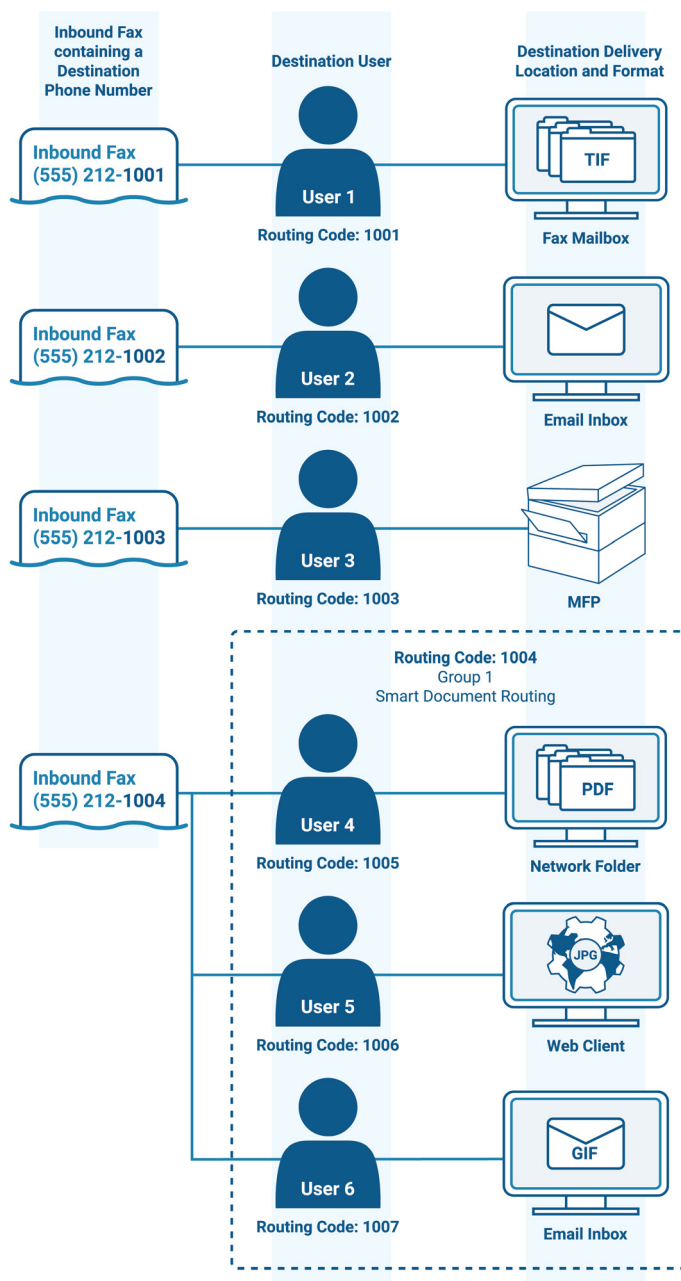
There are multiple ways to deliver faxes to the right users, including by Direct Inward Dialing (DID), Bar Codes and Dual-tone Multi-frequency signaling (DTMF) routing. The most common way is to use a portion of the dialed fax number or DID. RightFax users are assigned a Routing Code that is used to match the number provided by the phone system along with the received fax.

### How DID Routing Works

#### About DID Routing

Once a portion of the DID is matched to a user's routing code, the user's preferences are considered for the final delivery location and the file format of the fax.

Possible delivery locations include: Fax Mailbox, Email Inbox or a Network Directory. Faxes can be delivered as a TIFF, GIF or PDF.



#### Understanding Smart Fax Distribution

RightFax groups can be configured so that received faxes that match the Group Routing Code are distributed to members of the group based in either a round-robin or load-balancing rule set.

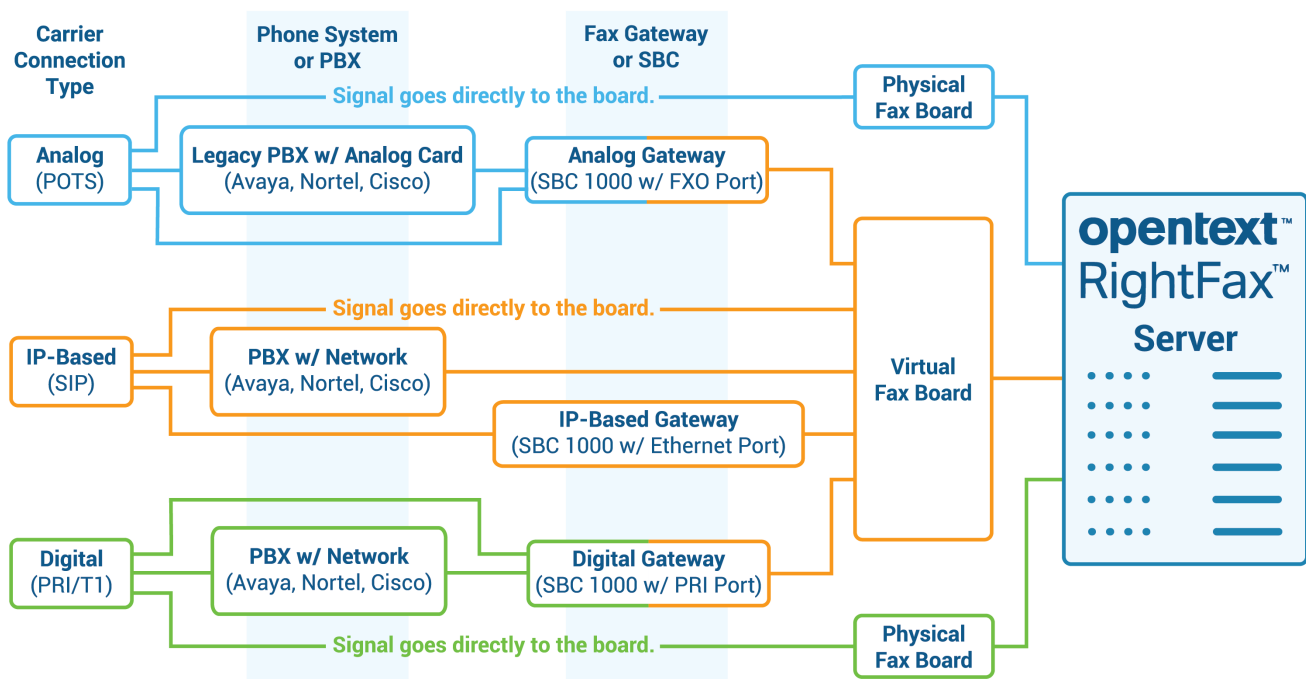
RightFax uses the user's preferences to determine the final delivery location and file format.

# Introduction to RightFax: Telephony Options

## RightFax Telephony

Telephone infrastructure or telephony management can be one of the most complex portions of a fax solution implementation. Understanding the capabilities of your telephone carrier and the type of signal they're able to provide will help you determine the optimal path for delivery to RightFax.

Below, each row provides an example for how your telephone system can be configured with RightFax:



### Legend

- Analog Signal
- SIP Signal
- Digital Signal

### Definitions

- POTS - Plain Old Telephone Service
- PRI / T1 - Primary Rate Interface
- IP-Based - Internet Protocol Based
- SIP - Session Initiation Protocol
- PBX - Private Branch Exchange
- Gateway - Signal Converter
- SBC - Session Border Controller

## RightFax Telephony Considerations

When it comes to implementing your preferred telephony solution, the market leading RightFax fax server is the proven choice for providing flexible, scalable, and cost-effective solutions.

Deployment Location	On-Premise	Hybrid	Cloud Hosted	Pure Cloud
<b>Telephony</b>				
Telephony for fax managed by	Customer	Vendor	Vendor	Vendor
Telephony Service Level Agreement	No	Yes	Yes	Yes
Telephony Equipment Needed?	Yes	No	No	No
VPN Required?	No	No, but typically available if desired for greater security	Yes, so the managed solution appears to be on your network	No, but typically available if desired for greater security
<b>Capital Expense</b>				
Fax Server Software	Yes	Yes	No	No
Fax Server Boards or "soft" boards	Yes	Optional (you can keep some on-site telephony if you choose)	No	No
<b>Operating Expense</b>				
Montly Hosting Fees	No	No	Yes	No
Per-user Charges	No	No for users Yes for phone numbers	No for users Yes for phone numbers	Yes for users Phone numbers are typically included in user charges
Volume-based charges (per fax page)	No	Yes	Yes	Yes
License Support and Maintenance	Yes	Yes on server software	No	No