innovaphone Fax:

Easy and convenient from your own PC

Faxes can be awkward: any document that is to be faxed, must be in printed form. The fax machine is often not in the vicinity of one's own desk and the question often remains as to whether the document has really gone through. Users often find it difficult to operate a fax machine, and furthermore, a fax server and additional software are often required. innovaphone provides a particularly lean solution, which allows faxes to be sent quickly and easily from one's own PC.

Special features of the innovaphone Fax solution

The innovaphone Fax solution is a network-wide solution for sending and receiving fax documents and it is compatible with all analogue fax machines. It does not need a server, nor additional software, nor interfaces.

The innovaphone Fax solution is integrated in the existing hardware of the innovaphone PBX. It is simply on-board and works without any additional hardware.

It requires an innovaphone Linux Application Platform, available for the innovaphone 11 series gateway models (except for 1130 gateway), the innovaphone IP6010 gateway or as a virtual solution (VMware). Of course, you can also use the innovaphone Fax solution without an innovaphone PBX. In this case, an innovaphone gateway can be connected to the existing system, and acts as a fax server.
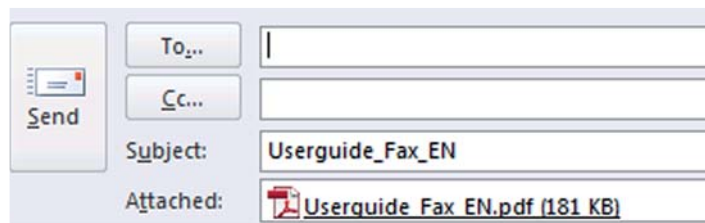
Fast and easy to use

Once the application has been installed and configured via the innovaphone Web interface, faxes can be sent and received via a personal fax number, e.g. from Outlook. The procedure is similar to sending an e-mail message: The user enters all the relevant information in an e-mail window, attaches the documents as required and defines one or more fax recipients.

A recipient is encoded to a fax address using the destination fax number and the domain name of the fax server. It should be taken into consideration that faxes need the pre-fix to get an outside line (usually a zero in front of the number) in the same way as out-going calls.
(e.g. 0071112345678@faxdomain.company.com)

Fax attachments must be digital - the number of pages that can be sent is not limited. Multiple fax documents are always bundled and transmitted as a PDF attachment.

The innovaphone Fax solution supports all Libre Office compatible documents and graphics, such as e.g. doc, jpg or png. However, it is advisable that documents are converted to PDF format, if possible. This ensures that there are no changes to the formatting in the original document. Otherwise, the remaining information included when sending the fax, such as adding a subject or a personal letter, is the same as when writing a normal e-mail. The "Send" button is used to transfer the fax when it is ready to be sent.

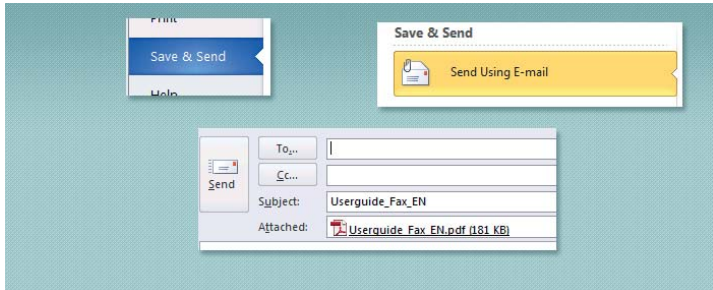
Individual fax cover page

A cover page with various information, such as date, sender address, title, signature of the sender or company logo, can be added to the outgoing fax, as required. The fax solution automatically generates the cover page and adds it to the fax document. The only exception: if a fax is sent and there is not text in the subject line that can be transferred to the cover page. Cover pages are available in various languages and can be changed as required.

Be up-to-date on Sent status all the time - transmission confirmation

The user can determine whether a fax has been sent successfully or not by checking the transmission confirmation. When faxes have been sent successfully, the sender receives a transmission confirmation containing the document sent with the cover page. Thus, the user can again check more closely how his fax was transmitted.

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Current languages supported:

The innovaphone Fax-solution currently supports the following languages: German, Danish, English, Estonian, Finnish, French, Italian, Latvian, Dutch, Norwegian, Polish, Portuguese, Russian, Swedish, Slovenian, Spanish, Czech and Hungarian.
(Other languages on request)

If a fax transmission fails, the sender also receives an e-mail with the reason for the error. This notification or error message can be edited individually using the innovaphone Web interface and can also be translated. These notifications can also be setup differently for master and slave PBXs: e.g. German texts for the master PBX in Berlin and French texts for the slave PBX in Paris.

Fax reception - convenient and flexible

The innovaphone Fax solution can be used to receive faxes around the clock without having to have a fax machine plugged in or a computer that is always switched on. Like e-mails, incoming faxes land in your own e-mail mailbox if they are sent to a personal fax number. The recipient can then work flexibly with the fax documents. Archiving faxes can take place e.g. in digital format directly on the computer. Furthermore, fax documents can be forwarded easily by e-mail to other persons.

Licensing

A port license and a fax license per user are required to use the innovaphone fax telephony solution. The fax license is charged as soon as the function is configured for a user in the PBX – no matter whether it is used (no floating license!) The fax licen-se version must be greater or the same as the PBX software version in operation.

The innovaphone Fax solution is also part of the UC license. This incorporates all innovaphone UC components and is offered at an especially favourable all-inclusive price.

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At a glance

Fax

Fax:
- Fax reception and transmission with personal fax number
- A fax solution that is integrated in the innovaphone PBX, no server!
- No additional software or interfaces necessary
- Confirmation of successful fax transmission
- Message indicating the error reason when fax transmission fails
- Easy archiving of digital fax documents
- Fax reception at any time
- Fax transmission and storage on an existing mail system
- No printed documents required
- Support of all Libre Office compatible documents and graphics
- No page limit for fax attachments
- Serial faxes by simultaneously sending to multiple recipients
- Configurable cover pages (for example, logo, signatures etc.)
- Compatibility with all analogue fax machines

Requirement:
- innovaphone Linux Application Platform; available for the innovaphone 11 series gateway models (except for 1130 gateway), the innovaphone IP6010 gateway or as a virtual solution (VMware)

Licensing:
- A port license and a fax license per user are required

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