FaxPress White Paper

Outlook Direct (formerly Exchange Direct)

*for the FaxPress 2500,
FaxPress 5000, FaxPress 7000 and FaxPress 7500*

FaxPress Outlook Direct

FaxPress Server Overview
FaxPress offers a scalable product line that ranges from an entry-level, single-line unit to a high-end, 8-line server. As fax demand grows, additional fax servers can be added to the network without having to replace existing units. One of the benefits of FaxPress is its ability to load share automatically between multiple units.

All FaxPress fax servers are similar in their operation but differ in their capacity and configuration. All FaxPress servers with software version 6.x and higher can operate in heterogeneous multi-protocol environments. They can also concurrently support both TCP/IP and IPX/SPX protocols. All models have the ability to function in Novell NetWare, Microsoft Windows NT/2000 and Linux environments.

FaxPress supports the following Network Operating Systems:
- Microsoft Windows NT 4.0 and Windows 2000 (TCP/IP)
- Microsoft Windows NT/2000 Terminal Server
- Novell NetWare 3.x/4.x/5.x NDS and Bindery mode (IPX/SPX)
- Novell NetWare 5.0 pure IP mode (TCP/IP)
- Linux (RedHat Linux 6.0 with Samba 2.0.3) (TCP/IP)

FaxPress acts as a server on the network, which provides client workstations with access to incoming and outgoing faxes, phonebooks, transaction logs and other fax-related data. FaxPress supports users from multiple file servers. Users from any file server can communicate with FaxPress as long as their network administrator has designated them as a FaxPress user.

The FaxPress product line offers units that are compatible with Ethernet networks. FaxPress supports various network frame types including:
- IEEE 802.3 & 802.2
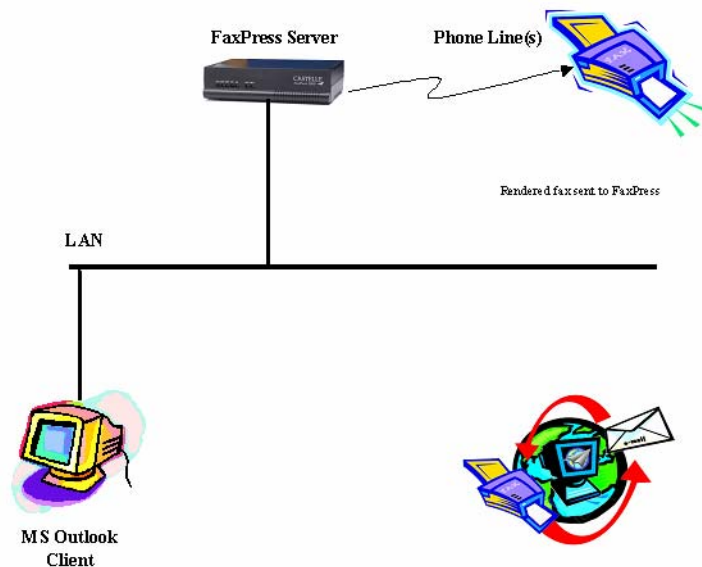- IEEE 802.2 SNAP
- 8137 Ethernet II

FaxPress Outlook Direct

FaxPress Outlook Direct Overview
Castelle's FaxPress Outlook Direct service software provides a simplified, cost-effective way for Microsoft Exchange and Outlook users to send and receive faxes using the FaxPress network fax server. Client rather than server-based, Outlook Direct has the ability to operate independently of an Exchange server, making it ideal for smaller networks. Outlook Direct allows the use of familiar Outlook commands to create, address, and send faxes right from the Outlook inbox, making fax messaging as simple as sending an email. Outlook Direct's integration with Outlook, Fax Address template, and real time fax status viewing tools further simplify your fax messaging.

How it works
The Castelle FaxPress Transport, a service added to your email profile, connects Outlook to the FaxPress server. The FaxPress Transport delivers messages to the FaxPress for faxing, enables viewing of Faxmain's list of inbound and outbound faxes, allows the user to set faxing parameters and if automatic routing is active on your network, will also notify users of personal incoming faxes.

Users can utilize the FaxPress server to send and receive faxes and view incoming and outgoing faxes from within their Outlook or Exchange client. Sending faxes is as simple as sending email. Attachments are rendered into fax documents, allowing you to send an attached file to both fax and email recipients simultaneously. Documents may also be sent as fax messages directly from within most third-party applications.

Sending Faxes
Using Outlook Direct to send a fax message requires that you address your email to the recipient's fax number, rather than the email address. You may either address your fax messages using the Business Fax entries from your Contacts list, or you may address faxes by manually entering the recipient's fax number.

Receiving Faxes
The FaxPress Outlook Direct transport periodically polls the FaxPress queues for incoming faxes and will notify the user of faxes received on the FaxPress. If your telephone system employs an automatic DTMF, DID or assigned line routing that provides each user with a personal fax number, the transport will send an email notice to the user when a new fax is found in their fax mailbox. The fax can either be converted to DCX format and attached to the email notice, or viewed from Faxmain. Your FaxPress transport's Incoming Faxes dialog box allows you to configure the email notices to be received with or without the fax attached, specify the number of notices the transport can send in a specified amount of time, and allow you to print or forward incoming faxes. If your network does not employ automatic DTMF, DID or assigned line routing, all incoming faxes will be stored in the FaxPress Unaddressed Mailbox. The administrator then assigns a router, operator, or user with supervisor privileges to route the unaddressed faxes to the appropriate client mailbox.

Advantages
Outlook Direct unifies fax and email environments, allowing faxes to be sent and received directly from the Outlook client. Users can attach multiple files to a single fax message, or send one fax message to both email and fax recipients simultaneously. With Outlook Direct, faxing is as simple as sending and receiving email.

Outlook Direct vs. Exchange Connector and Native Attachment Gateway
The client based Outlook Direct offers ideal fax and email integration for small office environments. Able to operate independently of an Exchange server, Outlook Direct requires only simple workstation installations of the FaxPress client software in order to use the FaxPress server.

The server based FaxPress Exchange Connector and Native Attachment Gateway also offers email integration, but requires an Exchange server to operate. With no client side installation required, the Exchange Connector and Native Attachment Gateway is ideal for larger offices with an Exchange server and a large number of users.

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