



OPENTEXT

# RightFax Express

One solution. Multiple choices.

**S**mall and medium-sized businesses (SMBs) have issues similar to those of larger enterprise organizations but have fewer resources to handle them. The same is true for individual departments or branch offices. Without an abundance of staff, time and budget, how do you make sure that your appetite to serve your customers, increase productivity and decrease costs is met?



OpenText RightFax® Express is a fax server solution that allows employees to easily fax from their desktop, email, back-end applications and MFP devices. RightFax Express is simple to deploy, easy to integrate, and provides a best-in-class fax solution for any business that wants an affordable fax solution for all employees. But what makes it suitable for SMBs, departments and branch offices?

### **Productivity and Efficiency**

- **It's easy:** easy to implement, easy to manage and easy to use. Eliminate the complexity of implementation by choosing the deployment model that's best for you and your needs.
- **It integrates:** with email, MFPs, desktop and back-end applications. Empower all employees to fax from applications that they use the most.
- **It's worry-free:** with a small IT footprint and a simple deployment model. Focus on core competencies without the worry of managing your fax server connection.
- **It's made for you:** Built for SMBs, reduce your costs and hassle of information exchange while increasing the productivity and efficiency of your organization.

As an SMB, your competitive advantage over larger companies is your ability to respond and react faster. The sheer nimbleness of your company demands products that are built for you – with faster delivery, faster deployment, faster adoption and easier administration. OpenText RightFax Express is a fax server solution designed specifically to allow all employees in your environment to make faxing a nimble part of your day to day business.

When you send and receive faxes critical to your business, making it easy to do so is instrumental to improving efficiency and productivity. That's where RightFax Express comes in.

Have you ever considered how much time, money and risk manual faxing with standalone fax machines costs your organization?

Running a business of any size is never easy. You are constantly problem-solving and putting out fires. Do you find that one of your problems is the time spent faxing documents and managing paper faxes?

### **Cost and hassle**

If you are still using standalone fax machines, you can increase the efficiency of all employees who fax and provide a higher level of productivity. Paper-based faxing with standalone fax machines also poses a risk to companies bound by law to keep confidential information secure and safe.

Many companies experience the following issues when using standalone fax machines:

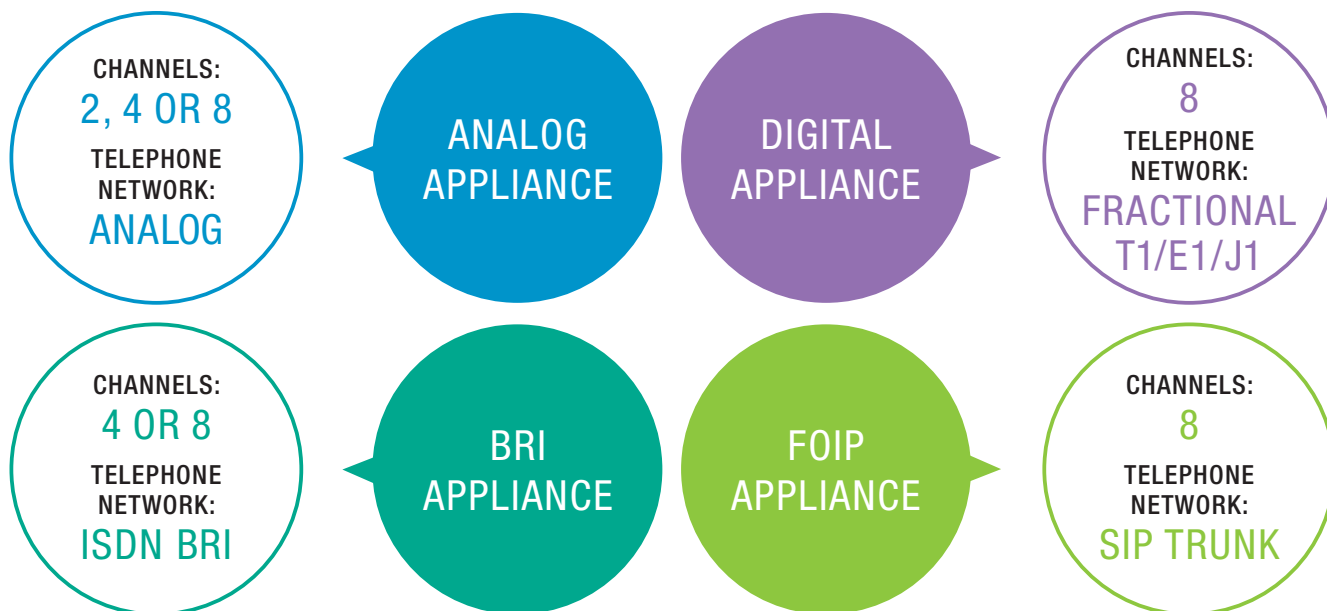
- **Lost Business and Poor Customer Satisfaction:**
  - Lost faxes lead to lost business
  - Errors in manual fax delivery
  - Slower response time in processing paper faxes
- **Loss of Precious Time and Resources:**
  - Printing paper documents and waiting at the fax machine for sending (and resending)
  - Frequent busy signals and waiting for failed transmissions
  - Waiting to receive critical documents on a fax machine
  - Shuffling paper documents instead of electronic documents
- **High Cost of Fax Machine Operation and Maintenance:**
  - Cost of paper, toner, machine maintenance and repair
  - Irritating paper jams
  - Per-line telephone charges for each fax machine
- **Lack of Security, Compliance and Tracking:**
  - Confidential documents sitting in plain sight
  - Greater risk of regulatory and compliance breaches
  - Lack of any tracking method to ascertain exactly who sent or received a fax
  - No electronic audit reporting

**OpenText RightFax Express is the fax solution designed for SMBs to get rid of their fax machines.**

## One solution. Multiple appliance choices.

RightFax Express was designed to offer SMBs a best-in-class fax solution with a number of appliance choices. These options were designed to offer a choices based on the type of telephone network within your organization. Every option keeps your fax server safely on-premises, within your control.

## 4 Appliance Models to Choose From



OpenText RightFax Express is available as an all-in-one appliance that includes all of the software and hardware needed to connect RightFax Express to your business. This “plug-and-play” appliance offers a simple deployment option for those SMBs which prefer a simple solution. You’ll find everything you need all to get up and running within minutes. Connect your appliance using analog phone lines, digitally with a T1/E1/J1, BRI, or via Fax over IP (FoIP) with SIP Trunk.

This is perfect for those SMBs with limited or no IT staff to manage a new application on their server. This preconfigured, high performance appliance option will bring desktop faxing the fingertips of all employees quickly and easily.

***Each appliance model has the same great features. Get rid of standalone fax machines and start faxing electronically.***

## Benefits of OpenText RightFax Express

SMBs approach IT investments differently than large enterprise organizations. While SMBs face many of the same challenges as enterprise organizations, they have tighter budgets and fewer resources to handle large fax server implementations. RightFax Express makes it easy for SMBs to save time and money, and to free-up other valuable resources.

### Easy and Hassle-Free

- Requires limited or no IT staff for installation, deployment, management and maintenance
- Minimizes the learning curve with an intuitive, easy-to-use web interface

### Eliminates Cost and Quick ROI

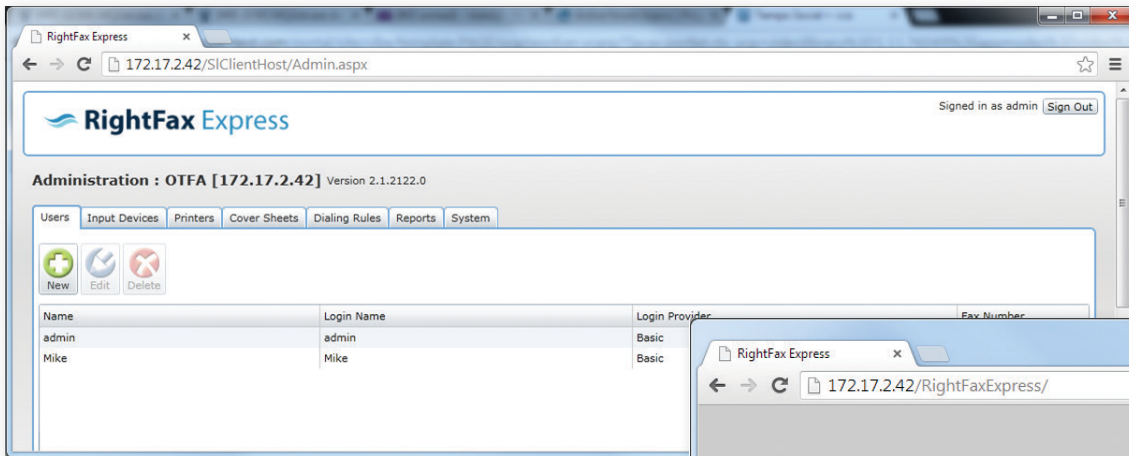
- No per-user fees or user limits
- Eliminates costs associated with fax machines including supplies, repairs, and separate phone lines
- Fax enable your MFP fleet at no additional cost
- Accelerates ROI through a low total cost of ownership and freedom from other, more expensive document distribution methods

### Increased Productivity and Efficiency

- Increases productivity and empowers employees to fax from their desktop by eliminating time spent manually faxing and delivering paper documents
- Provides technical agility by turning paper faxes into electronic documents
- Enables enterprise-class productivity and efficiency across your entire organization by integrating fax with email, MFPs and existing business applications
- Solves document distribution problems wherever you do business with worldwide availability in 16 languages
- Manage your faxes from anywhere in the world via web-based accessibility using Internet Explorer, Firefox, Safari and Chrome
- Hybrid option with RightFax Connect can scale instantly with your faxing needs to handle bursts and peaks of fax traffic

***Create faster routes to revenue  
by increasing the speed of  
exchanging documents.***





## Features of OpenText RightFax Express

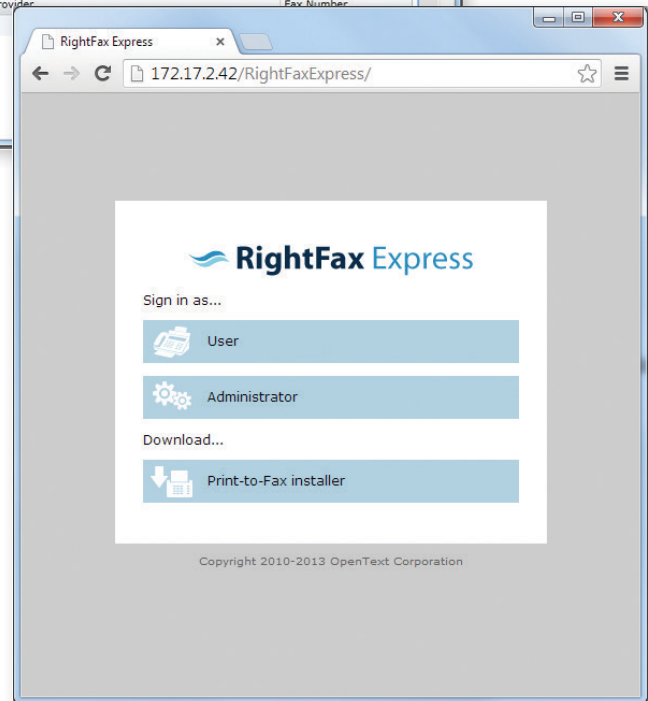
RightFax Express provides all the key features and functionality you need to empower your entire organization to fax electronically, right from the desktop.

### Sending and Receiving Documents

- Quickly send faxes without ever leaving your desk using your email application, a web client or print-to-fax driver
- Fax different documents formats such as PDF, Microsoft Word, Excel, and PowerPoint as well as text and graphic files as easily as sending an email
- Automatically notify users of transmission status on sent or received faxes via email or a printer
- Inbound faxes delivered directly into user's mailbox
- Easily send faxes from SMTP email systems
- Cloud-based email support (Google®, Yahoo®, Office 365® and others)

### Simplified Administration

- Easily manage all users, devices, printers, cover sheets, reports and system configuration with an easy-to-use administrative tool
- Easily add users using Active Directory
- Easily add contacts to an address book
- Quickly run reports by date or other fax information and easily export to CSV or XML formats



### Tracking and Reporting

- Add optional billing codes to track faxes based on account numbers or client numbers
- Receive printed or emailed notifications of transmission status
- Track failed faxes with a failed fax report to manage failures
- Provide an electronic, full audit trail of all fax transmissions for compliance and audit readiness

***RightFax Express provides all the key features and functionality you need to empower your entire organization to fax electronically, right from the desktop.***

## OPENTEXT RIGHTFAX EXPRESS FEATURES AND FUNCTIONALITY

<b>NUMBER OF USERS</b>	<ul style="list-style-type: none"><li>■ Unlimited</li></ul>
<b>NUMBER OF CHANNELS</b>	<ul style="list-style-type: none"><li>■ Analog Appliance: 2, 4 or 8</li><li>■ Digital Appliance: 8</li><li>■ BRI Appliance: 4 or 8</li><li>■ FoIP Appliance: 8</li></ul>
<b>ADMINISTRATION</b>	<ul style="list-style-type: none"><li>■ Simplified account creation and integration using Active Directory</li><li>■ Simplified configuration of user preferences</li><li>■ Automated daily backups</li><li>■ Multiple Administrators</li><li>■ Easy migration of users and fax history of Fax Press to new RightFax Express accounts</li></ul>
<b>SEND, RECEIVE AND MANAGE FAXES</b>	<ul style="list-style-type: none"><li>■ Via a web client using Internet Explorer, Firefox, Safari and Chrome</li><li>■ Via email applications by integrating with email</li><li>■ Via connections with MFPs</li><li>■ Via Print-to-Fax driver</li></ul>
<b>PHONEBOOKS</b>	<ul style="list-style-type: none"><li>■ Personal phonebooks can be imported and exported via a CSV file</li><li>■ Create a shared, global address book which is accessible to all fax users</li></ul>
<b>MFP CONNECTORS</b>	<ul style="list-style-type: none"><li>■ Unlimited MFP and network scanners equipped with scan-to-email feature, both via SMTP</li></ul>
<b>BILLING CODES</b>	<ul style="list-style-type: none"><li>■ Use up to 2 optional billing codes to track faxes</li></ul>
<b>EMAIL INTEGRATION</b>	<ul style="list-style-type: none"><li>■ SMTP integration with any email application, including cloud-based email support such as Microsoft Office 365 and Google Apps</li></ul>
<b>ATTACHMENT TYPES</b>	<ul style="list-style-type: none"><li>■ Microsoft® Office documents (Word, PowerPoint® and Excel®), PDF, JPEG, GIF, TIFF, XPS, Text, HTML</li></ul>
<b>NOTIFICATIONS</b>	<ul style="list-style-type: none"><li>■ Email and Print notifications</li></ul>
<b>ARCHIVING</b>	<ul style="list-style-type: none"><li>■ Automatically send fax images and metadata to a network folder for archiving</li></ul>
<b>REPORTING</b>	<ul style="list-style-type: none"><li>■ Develop reports of fax traffic for internal reporting and audit preparedness</li><li>■ Reports may be filtered by sender, date, billing code, recipients, etc</li><li>■ Export report data to CSV or XML</li></ul>
<b>LANGUAGE SUPPORT</b>	<ul style="list-style-type: none"><li>■ English (US), English (UK), French, French Canadian, Italian, German, Spanish, Portuguese, Brazilian Portuguese, Dutch, Simplified Chinese, Japanese, Arabic, Thai and Hebrew</li></ul>
<b>VIRTUALIZATION</b>	<ul style="list-style-type: none"><li>■ Microsoft Hyper-V</li><li>■ VMware ESX® 3.01. or later</li><li>■ VMware vSphere® 4.0 and later with VMotion®</li></ul>
<b>INTEGRATION METHODS</b>	<ul style="list-style-type: none"><li>■ Web services APIs</li><li>■ Drop Directory</li><li>■ .NET® API</li><li>■ Simple Fax Utilities</li><li>■ SMTP</li></ul>
<b>CUSTOMIZABLE VOICE PROMPT</b>	<ul style="list-style-type: none"><li>■ Customizable a voice prompt file and upload it to replace the default prompt for fax extension digits.</li></ul>

## FCC Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

## Europe-EU Declaration of Conformity

With support for over a dozen languages, and Telco approval in many countries, OpenText Fax Appliance is ready to use worldwide. The Fax Appliance A10x conforms to the following EU declarations:

- EN55022:2006 + A1:2007
- EN55024:1998 + A2:2003
- EN61000-3-2:2006 + A1:2009
- EN61000-3-3:2008
- EN60950-1:2006 + A11:2009
- Your contact information (email and phone)

## Digital Device Warning

This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA. On the interface card modules of this equipment, there are labels that contain product identifiers in the format US: 6npIS00BOX500. If requested, this number must be provided to the telephone company.

## Telecommunication Standards

- TIA/EIA-IS-968
- ETSI ES 203 021

## Fax Processing

- Channels vary by model, available in 2, 4 or 8 PSTN channels.
- Analog using RJ-11 connectors
- ISDN BRI using RJ-45 connectors
- FoIP using RJ-45 connectors
- Digital using RJ-45 connectors

- ITU T.30, Group 3 V.37 Fax
- MH, MR, MMR
- Normal and fine resolution: 100x200, 200x200
- Letter, Legal, A4, A3, and B4 page sizes with scaling

## Physical Description

- Dimensions (H x W x D) 32 x 34.5 cm (12.6 x 13.6 inches) x 1U
- Weight 2.5 kg (5.5 lbs)
- 2, 4 or 8 RJ-11 connectors depending on model
- Networking Interface: Two 10/100/1000Base-T Ethernet ports (RJ-45)
- Operating Temp: 5-40C
- Relative humidity: 20-90% noncondensing
- Mounting: Desktop or 19" rack (brackets included)
- Power Supply: Single, universal 90-260 VAC; 50-60 Hz universal input
- RJ11 phone cables included
- RJ45 Ethernet cable included

## Safety and EMC Standards

- UL60950-1
- EN60950-1
- FCC 47 CFR part 15 Class B
- CE Mark (EN55022 Class B, EN60950-1, EN55024, EN300386, EN61000-3-2/3-3)
- Environmental Specifications ETS 300019-2-1
- Storage T1.2, ETS 300019-2-2
- Transportation T2.3
- ETS 300019-2-3 Operating T3.2
- WEEE Directive
- RoHS
- China RoHS
- TUV Rheinland
- CCC

## About OpenText

OpenText is the leader in Enterprise Information Management (EIM). EIM enables organizations to grow the business, lower costs of operations, and reduce information governance and security related risks. OpenText focuses on the key drivers of business success to improve business insight, strengthen business impact, accelerate process velocity, address information governance and provide security.

OpenText Information Exchange solutions help organizations integrate and extend their information exchange systems and processes in order to improve their efficiency, decrease security risk, and lower their transaction cost for internal and external information exchange. For more information visit: [faxsolutions.opentext.com](http://faxsolutions.opentext.com).

[faxsolutions.opentext.com](http://faxsolutions.opentext.com)

**NORTH AMERICA +800 304 2727 ■ EUROPE +31 (0)23 565 2333 ■ AFRICA, MIDDLE EAST +971 4 390 0281  
JAPAN +81 3 5472 5273 ■ CHINA +86 21 28909063 ■ HONG KONG +852 2824 8223 ■ AUSTRALIA +61 2 9026 3480**

Copyright ©2012-2013 Open Text Corporation OpenText is a trademark or registered trademark of Open Text SA and/or Open Text ULC. The list of trademarks is not exhaustive of other trademarks, registered trademarks, product names, company names, brands and service names mentioned herein are property of Open Text SA or other respective owners. All rights reserved. For more information, visit: <http://www.opentext.com/2/global/site-copyright.html> (12/2013)01594EN