

# Alcatel-Lucent OpenTouch Fax Center

## Release 9

The [Alcatel-Lucent OpenTouch® Fax Center](#) offers a significant return on investment (ROI) with reduced costs compared to leading legacy fax server solutions. This scalable, full featured, software-only Fax over IP (FoIP) solution is ideal for enterprises realigning their business processes and workforce to IP environments. The OpenTouch Fax Center supports mobility and faxing anywhere, anytime.

The OpenTouch Fax Center integrates seamlessly with Voice over IP (VoIP) technology and the T.38 fax relay capabilities provided by leading Alcatel-Lucent VoIP gateways. The application enriches unified messaging with faxes as well as e-mail and voice messaging.

Alcatel-Lucent Enterprise application partner, XMedius®, completes our fax offer with a fast, secure and robust IP fax software solution. This solution is a proven market leader in T.38 FoIP, ranked number one for five consecutive years in the global IP fax market in addition to receiving numerous IP telephony awards.

### Features

- Provides a full software-based solution with Microsoft® Windows environment on the server side
- Supports SIP/T.38 and G.711 protocols
- Enables transmission and receipt of faxes from:
  - Anywhere through secure web access
  - Any SMTP-based e-mail messaging system (advanced features using user forms available for Microsoft Outlook messaging)
  - Any desktop application using a virtual fax printer
  - Any T.37 compatible multifunction printer
- Assures system management from anywhere with secure web administration

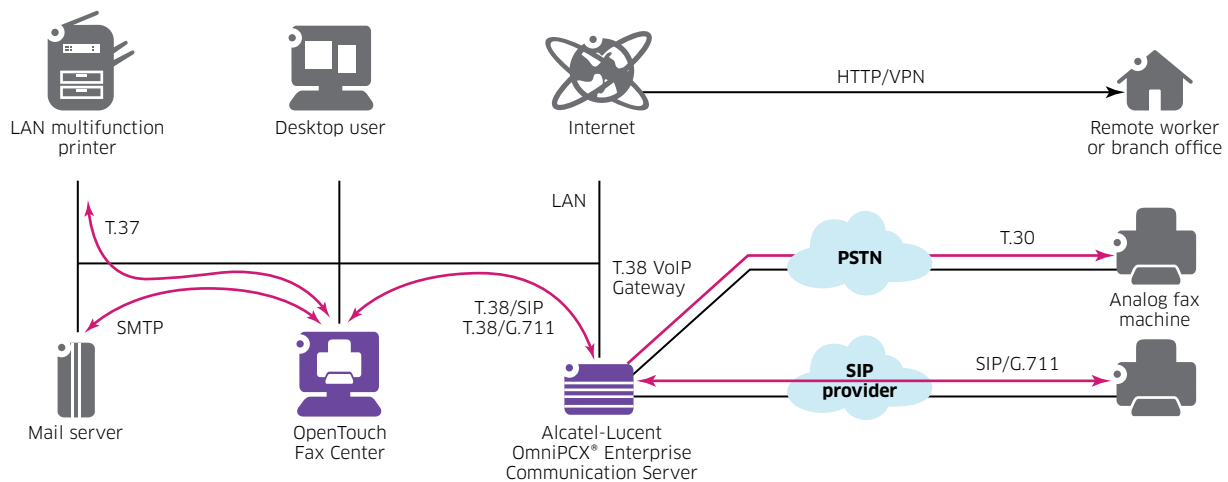
### Benefits

- Hardware-agnostic and easy to deploy software solution
  - Provides seamless IP-PBX integration and virtual machine support
- Improves collaboration and productivity
  - Manages large fax volumes and delivers high scalability, reliability and availability
  - Offers document communication, processing and storage
  - Streamlines business workflow
  - Improves customer interaction
- Cost savings and ROI
  - Reduces ongoing fax machine related costs
  - Eliminates junk faxes, reduces printing costs
  - Reduces energy consumption in support of eco-sustainability initiatives
  - Reduces single purpose hardware and analog circuits
- Facilitates security and compliance
  - Routes sensitive documents to designated recipients
  - Provides an audit trail of transactions

### Datasheet

[Alcatel-Lucent OpenTouch Fax Center](#)

Figure 1. Boardless FoIP



## Highlights

### Lower telecom costs – increase employee productivity

Boost productivity as users no longer need to leave their desks to access the fax machine. Reduce telecom costs significantly compared to traditional faxing by eliminating costly analog phone lines, hardware, maintenance and supplies, saving organizations thousands of dollars per year.

### Security and compliance

Protect document privacy and facilitate regulation compliance, such as the Health Insurance Portability and Accountability Act (HIPAA) and the Sarbanes-Oxley Act. The OpenTouch Fax Center routes sensitive documents in TIFF or PDF format through VoIP network security and virtual private network (VPN) encryption to approved recipients and designated secure printers.

### Scalability

The OpenTouch Fax Center software-based solution is scalable up to tens-of-thousands of users.

### Easy integration with e-mail

Easily integrate with existing e-mail systems to enable users to send and receive faxes from their desktops. Advanced features using user forms available for Microsoft Outlook.

### Positive environmental impact

Reduce paper use, save water, preserve forests and help saving energy.

### Overall system reliability

Borderless FoIP technology pioneered by industry leader XMedius.

## Technical specifications

### Protocol support

- T.38, G.711 transparent, SIP, SIP-TLS
- T.38 error correction mode (ECM)
- IPv6

### Fax communication characteristics

- Support for Group 3 fax and transmission speed of up to 33,6 kb/s
- Support for 100x200, 200x200, 300x300 and 400x400 resolutions

### Inbound routing

- Methods: dialed number identification service (DNIS), call station ID (CSID), automatic number identification (ANI), DTMF codes
- Destinations: user, e-mail, printer, folder

### E-mail server support

- Microsoft Exchange™ 2016/2019
- Any SMTP-compliant mail server
- Microsoft Office 365

### Send faxes

- From web access
  - Compatible with Section 508 of the US Rehabilitation act
  - Compatible with the European e-inclusion requirements
- From email client
- Any software using print to fax driver
- Multifunction printer using T.37 protocol
- Scheduled faxing
  - DTMF codes sending support
  - Number discrimination

### User interface available in several languages

- English
- French
- German
- Italian
- Portuguese
- Spanish
- Russian

### Notification of fax arrival

- To one or several email addresses
  - HTML or text format
  - Fax attachments in PDF or fax TIFF
- To one or several printers
- To one or several users (web interface)
- Into a folder

### Administration – serviceability

- Active Directory® directory service/ Microsoft Exchange integration
  - Single Sign On support based on Kerberos authentication
  - Multi-time zone support
  - Graphical fax port monitor
- Exportable transaction logs
- Backup/restore server settings and faxes with script automation
- Mass provisioning
  - SNMP traps
- Localization of the administrator interface
  - English
  - French

### Accounting facilities

- For an outgoing fax call; generate ticket on the OmniPCX Enterprise Communication Server

### Server conversion of documents

- 45 file formats are supported including:
  - Adobe® PDF
  - HTML, JPEG, GIF and RTF
  - Output to G3 and G4 TIFF fax formats in fine and ultra-fine resolutions

### Multifunction printers support

- Multifunction printers (Sagemcom, OKI® Printing Solutions, Hewlett-Packard®, XEROX®, Lexmark™) with scan-to-e-mail or T.37 functionality

### Operating systems

- Server: Microsoft Windows Server
- Server virtualization:
  - ESX/vSphere R5.x, R6.x
  - Support of VMware V-motion and VMware HA
  - Microsoft Hyper-V virtualization environment: Windows Server 2016/2019
- Clients: Microsoft Windows 7/10

### Hardware requirements

- Microsoft Windows Server-compatible platforms
- Minimum configuration: 1.8 GHz Processor, 4 GB RAM, 50 GB hard drive, 100Mbps Ethernet Card (server running only fax server, two simultaneous fax channels, 50 users)
- Typical hardware requirements:
  - 2 CPU Cores (logical or real) @1.8 GHz
  - 2 GB of RAM
  - 100 Mbps network adapter
  - Hard disk storage: for 100,000 outbound faxes ~ 40 GB, for 100,000 inbound faxes ~ 15 GB

### Provisioning

- Up to 15,000 users and 30 simultaneous fax channels