

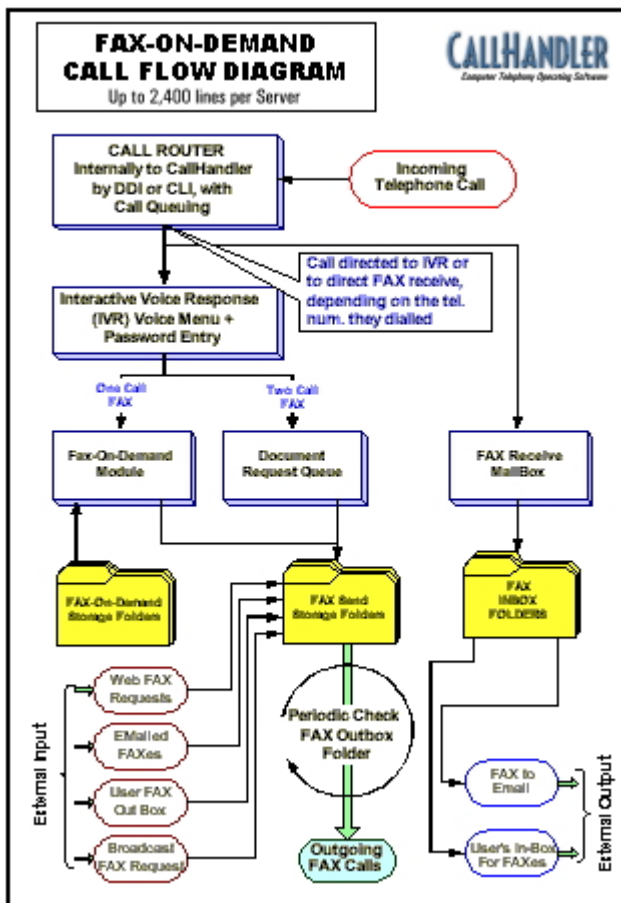
## Fax-on-Demand, Broadcast & Receive

“CallHandler FAX is for companies that want to integrate FAX solutions into their business using Computer Telephony”

### CallHandler FAX Server Solution

CallHandler FAX Server is a versatile, stand-alone Windows NT computer that provides a total solution for all Fax Send and Fax Receive Capabilities. Functions include: One and Two-Call Fax-on-Demand, FAX Server, Fax Broadcast and incoming Fax receive.

The CallHandler FAX Server system makes your important product and support information available to your customers 24 hours a day 7 days a week, wherever they are in the world.



### Fax-On-Demand

Fax-on-Demand is a system that allows your customers to retrieve information automatically by fax. This provides a simple, trouble free method of supplying information to your customers, and frees your valuable time to concentrate on the more important aspects of the business. This also allows the customer quick and easy access to the information they need 24 hours a day 7 days a week. It can also be used in conjunction

with a premium rate telephone service to produce a valuable revenue stream.



Using the phone on their Fax Machine, they dial your Fax-on-Demand number.

When the Fax-on-Demand system answers, the caller is greeted by a pre-recorded voice, which asks the caller to select from a number of options. The caller responds by typing numbers on the phone handset.

When the caller has selected the option they require, the system then prompts them to press the start button on the fax machine. The document they requested is then received by the fax.

### One Call Fax-on-Demand

One Call Fax-on-Demand is where a caller dials in to the system from their fax machine. They are led through a voice menu where they select a fax document to receive. They press Start on their fax machine and receive the fax in one call.

### Two Call Fax-on-Demand

A two Call Fax-on-Demand is where a caller dials into the system from a normal phone. They are led through a voice menu where they select the fax documents they wish to receive. Then they enter the telephone number of their fax machine and hang-up. Their request is placed in a queue, and sometime later the system sends the fax requests to their fax machine.

### Fax Server Service

The Outgoing Fax Service monitors pre-configured folders, these can be local folders, or folders on another PC across a LAN. When image files are placed in any one of these folders, the Outgoing Fax Service retrieves the image file and faxes the fax file out to the destination fax machine.

The telephone number of the destination fax machine can be passed in the filename of the image file, or within an attached text file. The attached text file can have one or more destination fax telephone numbers, which will result in the Fax being broadcast to these.

### Fax Receive

Received fax calls are transferred to the Fax Receive Service, which saves the fax to a file in the InBox folder.

The Fax Receive Service can be configured to save all faxes to a single folder or to a folder with the DDI number (the number dialled by the caller), so each user or department can have their own DDI number and InBox for faxes.

### How Do I Create The IVR Voice Menus?

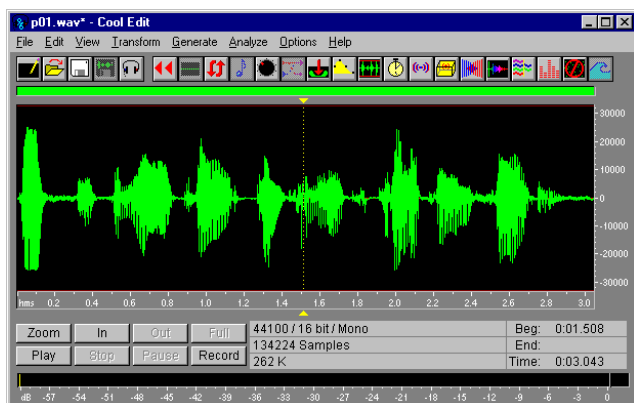
The CallHandler FAX Server is supplied with the IVRSB Tool this allows the user to quickly create and edit voice menus using a graphical menu editor.



### How Do I Record The Audio Files?

The CallHandler FAX Server is supplied with the CoolEdit™ audio file editor, which is a simple to use, feature-rich audio editing system.

Audio files can be recorded using a standard soundcard in a PC. The audio files can then be edited using the CoolEdit™ software. All voice files are stored in a standard \*.WAV format and are therefore suitable for creation with any suitable audio editor that supports this format.



The above diagram shows a typical sound wave loaded into CoolEdit™ for playback and editing. Multiple sound images can be connected together to produce a continuous playback file. Silence can be removed or added as required.

### How Do I Load Fax Images Onto The System?

There are a number of options for loading fax documents to the CallHandler FAX Server system. The documents are stored in a standard \*.TIF image format.

- Create the fax document you want to load onto the system using your favourite Microsoft word processor then simply 'print' the document to the FaxOnDemand folder on the CallHandler FAX Server system. A printer driver is supplied with the system for this purpose.

- Scan the image into your image editing software e.g. PaintShop Pro™, then save the image to the FaxOnDemand folder on the CallHandler FAX Server system. Save the file in TIF format.
- Fax your image into the CallHandler FAX Server system. The image file will appear in the FaxInbox folder, just move it to the FaxOnDemand folder and rename it.

### Can I get usage information from the system?

Whenever a call is made to the system, an entry is made in a report file. The entry records the line number, the Fax mailbox selected, the date, time and duration of the call, also if the call was successful. The server screen displays the activity on each line, and also the last few lines of the history report

### System Features:

#### Fax Features:

- Up to 360 Outgoing Fax Channels per chassis
- Up to 96 Incoming Fax Channels per chassis
- One Call Fax-on-Demand Support
- Two Call Fax-on-Demand Support
- Supports V27ter, V29, v34 and V17

#### IVR Features:

- Graphical Drag and Drop Interface
- Familiar Explorer Style Menu Trees
- Extendable with Service Objects
- Standards based XML Script File

#### CallHandler System Features:

The underlying architecture for CallHandler FAX Server is Chelston's CallHandler. CallHandler is an open architecture standards based software platform for running and managing telephone related applications.

- Web Browser Maintenance Screens
- Windows NT Operating System
- Win 95/98/NT Controller interface
- Drag and Drop Maintenance of System Services
- Add-on functionality. E.g. Voice mail, SoftPBX, Conferencing, etc.
- Open Architecture for ease of customisation and interconnection
- ISDN Basic Rate Line Type
- ISDN Primary Rate Line Type (E1/T1)
- Most Worldwide ISDN protocols supported
- Comprehensive Diagnostic Logging
- Call Traffic Logging

