



# Frequently Asked Questions

## OpenText Fax Appliance A10x FP1

OpenText Fax and Document Distribution Group  
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### Introduction

The OpenText Fax Appliance A10x allows you to go from stacks of paper to automated document distribution. OpenText incorporates all the features and capabilities you need into a simple and affordable turnkey fax solution that's easy to install, configure, and use. Fax Appliance comes with all the necessary hardware and software you need to allow network users to send and receive faxes from the appliance, from their desktops, and from multi-function products (MFP).

This document provides answers to frequently asked questions about the product line, obtaining support, how to order, and other common questions.



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## Support for OpenText Fax Appliance A10x

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### **1. Is support required for the OpenText Fax Appliance A10x product family?**

Yes, the first year of standard support is included in the MSLP of the system. Customers do not need to purchase a separate first year support plan.

### **2. What does standard support include?**

Standard support includes unlimited telephone support and online support as well as a one year hardware warranty. The hardware warranty allows customers to ship, at their expense, a defective unit to an Authorized Repair Center where it will be either repaired or replaced with an equivalent or better model.

### **3. What is the expected turnaround time for a unit to be repaired under the standard one year warranty?**

Turnaround time is ten business days, not including shipping times. Delays involving back ordered components may extend the turnaround time. Ten business days is an estimate and not a guarantee.

### **4. Is an Advanced Swap program available?**

Yes. Customers who wish for the peace of mind of an enhanced support program may purchase one for an additional charge. When an Appliance which is covered by an active Advanced Swap plan is replaced, a replacement unit will be sent to a customer via courier, and typically will arrive the next business day. Actual shipment times depend on customer location and local customs processing time.

### **5. If a unit is replaced, will the customer receive a new or refurbished unit?**

If a unit cannot be repaired, OpenText reserves the right to replace the unit with a refurbished unit which has been restored to factory configuration which matches a new unit.



## Accessing Technical Support and the Knowledge Center

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### 1. Who do I call for technical support?

OpenText technical support can be accessed via the following toll free numbers:

- North America (800) 540 7292
- EMEA (800) 9 808 808
- Asia (800) 679 440

### 2. Are Saturday hours provided for standard support plans?

Telephone support hours for standard support are Monday through Friday.

- North America 08:30 - 20:00 EST
- EMEA 08:00 – 18:00 GMT
- Asia Pacific 08:30 - 20:00 EST

The OpenText Knowledge Center is available 24 x 7 x 365

### 3. Will I have access to online support and knowledge base with my OpenText standard plan?

Customers will be given access to OpenText Online Support Resources including the [Knowledge Center](#) (KC) and [Customer Self Service](#) (CSS). The OpenText Knowledge Center can be found at <http://knowledge.opentext.com>.

## OpenText Fax Appliance A10x Hardware Configurations

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### 1. What channel densities are available?

The A102 model supports up to two analog channels. The A104 supports up to four analog channels.



## **2. Is Fax over IP supported?**

Yes, when utilizing an analog telephone adapter. An ATA is a device used to connect one or more standard analog telephones to a digital telephone system (such as Voice over IP) or a non-standard telephone system.

## **3. Do I have to connect phone lines to all the ports?**

No. Customers have the option to install between one and the maximum number of ports on the unit.

## **4. If a customer purchases an A102 and later needs more channels, can they upgrade their unit?**

No.

## **5. What Operating System does the A10x run on?**

The A10x family runs on an embedded operating system which has been customized for the Appliance.

## **6. Does the Fax Appliance A10x run antivirus software?**

The A10x family does not run antivirus software, but the appliance does run a firewall that locks down all unneeded ports for increased security. Please see the OpenText Fax Appliance Security whitepaper for more details.

# **OpenText Fax Appliance A10x Hardware Configurations**

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## **1. How can I receive my faxes?**

Inbound documents may be routed to a user's web client inbox, email address, printer, or network location. Developers may want to process inbound fax images further. The administrator may optionally have the Fax Appliance deliver inbound metadata with faxes routed to a network directory,



## 2. How can I send my faxes?

Outbound documents may be sent from the web client, print-to-fax driver, standard email client, and MFP using the scan-to-email capability of the MFP. The Fax Appliance SDK also allows developers to send faxes.

## 3. Can users attach files to send as faxes?

Yes, including Microsoft Word (.doc and .docx), Excel (.xls), PowerPoint (.ppt, .pptx), RTF, PDF (1.3 and later), text files, XPS, and Graphic files (GIF, TIFF, BMP, PNG).

## 4. How can I be notified about my faxes' status?

The Appliance tracks inbound and outbound faxes and can notify users by email or by printing a confirmation sheet which gives fax job status. The Fax Appliance SDK also provides notification options.

## 5. Can I assign billing codes to a fax job?

Yes, up to two billing code fields are available. The billing code fields may be searched by the Administrator using the reporting capability. The Fax Appliance SDK also provides billing code options.

## 6. Can I receive inbound faxes to a network printer?

Yes, the fax appliance supports any network printer, including MFPs, which support Port 9100 printing. The Administrator does not have to install unique printer drivers for each network printer.

## 7. Can I print faxes on a local printer?

Yes.

## 8. Can I send faxes from any application?

Utilizing the Print-to-Fax driver allows you to fax any document that can be printed.

## 9. Can I retry a fax if the receiving line is busy?

Yes. The system automatically resends a fax when the receiving line is busy. You can resend a failed fax to the same or a different fax number.

## 10. Can I send faxes from my email account?

The following format is used:

**<ToCompany>-<ToName>-<FaxUserID>-<FaxNumber>@FAX**



The <FaxNumber> field is mandatory and the rest are optional.

Examples include:

- 12345@fax Fax will be sent to 12345
- Eric-12345@fax Fax will be sent through the Fax Appliance A10x from mailbox of Eric
- Jansen-Eric-12345@fax ToName field will be Jansen
- Philips-Jansen-Eric-12345@fax ToCompany field will be Phillips

This structure can be used in either the 'TO:' fields or the 'CC:' fields. The subject field of the message will appear as 'cover sheet notes'. If the SMTP return address matches an email address for a user, then the fax is automatically sent from that user's account.

## 11. Can I fax paper documents?

Yes, by using either the built-in scan-to-email functionality of a multifunction product, a network scanner, or by scanning the paper documents at a local scanner and then attaching the scanned output in PDF or TIFF format using the send fax wizard or by using the drop directory.

## 12. Can I archive my faxes?

Yes, all faxes which are both sent or received are archived on the hard drive of the Appliance. The administrator may optionally automatically archive faxes to the network.

# OpenText Fax Appliance A10x Hardware Configurations

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## 1. How many faxes can I send and receive in a day?

To determine how many fax lines are needed, estimate the amount of fax traffic the server will need to handle in a peak eight-hour period and take into account heavier traffic times. Future growth should also be considered. The average fax machine sends and receives one page per minute per phone line. In an eight hour day, the maximum number of pages which can be sent or received would be approximately 1,000 for the A102 and 2,000 for the A104. However, most companies never want their customers to receive a busy signal when trying to send a fax, so the recommended number of pages is less than the maximum.



## **2. What email systems are supported?**

The Fax Appliance will integrate with, send, and receive messages to any SMTP compliant mail system including Microsoft Exchange and Lotus Notes.

## **3. What browsers are supported?**

Microsoft Internet Explorer 9, Microsoft Internet Explorer 8, Microsoft Internet Explorer 7, Microsoft Internet Explorer 6, Firefox 4, 3, Safari 4, Safari 3, Chrome 10, 9.

## **4. What Operating Systems are supported?**

The A10x fax client is web based and supports a variety of browsers. The Print to Fax driver runs on Windows 7 (32/64 bit), VISTA (32/64 bit), and XP (32/64 bit).

## **5. Can users create their own accounts?**

The administrator can enable user account self-creation and user initiated password recovery.

## **6. How do I apply updates?**

The Administrator may apply updates by pressing the “Apply updates” button in the administration system tab.

## **7. What languages are available?**

The OpenText Fax Appliance was designed for customers worldwide. All screens, including administration screens and notifications, are available in English (USA), English (UK), French, French Canadian, Italian, German, Spanish, Portuguese, Brazilian Portuguese, Dutch, Arabic, Hebrew, Simplified Chinese, Japanese and Thai.

## **8. Is an SDK available for customized development?**

Yes. The Fax Appliance supports easy deployment of automated, outbound faxing in almost any environment through the Drop Directory feature, allowing faxes to be sent without user intervention. Third-party applications can access the Drop Directory to submit outgoing faxes. Drop Directory polls the Drop Directory folder for outbound faxes and submits them to the Fax Appliance for faxing. The Drop Directory supports fax jobs submitted in any native document format supported by the Fax Appliance.

The Fax Appliance also supports the development of custom fax applications using the SDK.



## For More Information

For more information on OpenText Fax Appliance visit <http://faxsolutions.opentext.com> or contact your OpenText sales representative at:

- North America: [captaris.sales@opentext.com](mailto:captaris.sales@opentext.com) or (800) 304-2727
- EMEA: [salesmea@opentext.com](mailto:salesmea@opentext.com) or +971 4 390 0281
- Western Europe: [saleseurope@opentext.com](mailto:saleseurope@opentext.com) or +3 (0)23 565 2333
- Asia/Pacific: [salesapac@opentext.com](mailto:salesapac@opentext.com) or +852 2824 8223

## About OpenText

OpenText is the world's largest independent provider of Enterprise Content Management (ECM) software. The Company's solutions manage information for all types of business, compliance and industry requirements in the world's largest companies, government agencies and professional service firms. OpenText supports approximately 46,000 customers and millions of users in 114 countries and 12 languages. For more information about OpenText, visit [www.opentext.com](http://www.opentext.com).

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**www.opentext.com**

North America	United States	Germany	United Kingdom	Australia
+800 304 2727	+1 847 267 9330	+49 89 4629 0	+44 0 1189 848 000	+61 2 9026 3400