

# Solving the Multi-Function Device and Fax Card Problem

## Technical Note

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## Disclaimer

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## Summary

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### The Problem

Clients have fleets of multi-function devices (MFDs) and many of these devices have a fax card installed. At a cost of approximately \$700 each ex-GST the capital costs can be significant, particularly if the devices are under a finance agreement.

Additionally, there is an ongoing telecommunication cost for devices connected to the Public Switch Telephony Network (PSTN) via legacy analogue lines. As we know Telstra has announced they're exiting ISDN services within nbn Fixed Line footprints by 31 May 2022.

For organisations with a compliance requirement the traditional fax card process may leave gaps in meeting compliance process. The organisation can easily obtain the required meta data for downstream systems and processes.

*The problem is therefore **cost** and **efficiency**.*

### The Solution

The solution is to connect your multi-function devices to RightFax. This technical note details how the RightFax SMTP connector for MFDs functions.

The SMTP Connector allows scanned documents on SMTP capable multifunction devices to be sent via the RightFax server providing a one-way connection from the device to the RightFax server.

### Requirements

- SMTP-enabled MFD.
- SMTP server (including transport rule).
- IIS (SMTP server) installed on the RightFax server.
- SMTP Connector for MFDs installed on the RightFax server.
- A SMTP domain that is explicitly set up for intercepting fax jobs from the MFD.

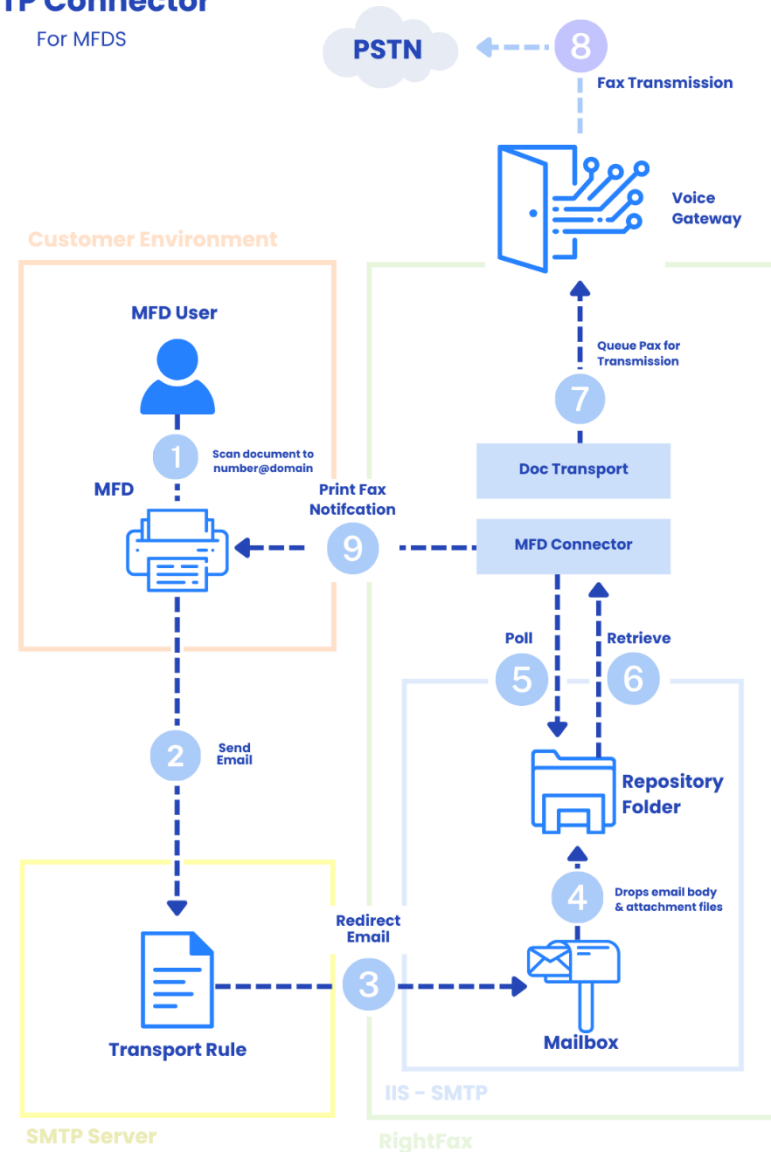
The next page of this document details our Solution Design.

## Solution Design

1. MFD user scans a document and sends it to number@domain. This domain is a fictitious domain. e.g. @FAX
2. The SMTP-capable MFD sends the email to the SMTP server.
3. On the SMTP server, a transport rule will redirect all emails containing the fictitious domain to a mailbox located on the RightFax server. IIS (SMTP server) will be installed locally on the RightFax server which will host this mailbox.
4. IIS (SMTP) will place the email body and attachment files in a nominated "drop directory" for processing.
5. On the RightFax server, the MFD connector polls the repository folder path for any new files/jobs.

### RightFax SMTP Connector

For MFDS



## Solution Design cont.

6. If there are new files/jobs in the repository folder, the MFD connector picks up the job for processing.
7. The fax is queued for transmission by the DocTransport module via the nominated Voice Gateway (this could also be a CUCM, SBC, SM, etc).
8. The fax is transmitted via PSTN (public switched telephone network).
9. The MFD Connector prints the fax status (success/fail) on the MFD.

### RightFax SMTP Connector For MFDS

