

OpenText™ RightFax

What's new in RightFax 10.6 Feature Pack 2?

OpenText RightFax is a centralized, computer-based fax solution that provides enterprise-grade faxing capabilities across an entire organization. RightFax integrates fax and document distribution with email, desktop, and document management applications, and enables high-volume fax delivery from CRM, ERP, and other host applications. When you need to integrate fax with applications that control your business processes, RightFax is the fax server that gets the job done to accelerate the speed at which you do business.

The latest release—RightFax 10.6 Feature Pack 2—includes many new improvements to the features and functionality of the market-leading fax server software.

User Experience: Designed with the user in mind, the latest release of RightFax includes several enhancements to the end user experience, including newly redesigned tools and additional features.

Compatibility: The latest releases of RightFax provide updated and new interoperability between RightFax and other industry software.

Enterprise-Grade: OpenText has developed several new improvements that will increase the performance and scalability of the RightFax fax server. These enhancements help increase the productivity, throughput, and workload efficiency in the toughest enterprise environments.

Compliance and Security: New features and functionality enhance the security and compliance-grade capabilities of a RightFax server environment.

Administration and Use: New functionality makes it easier to manage and use RightFax. New tools allow for managing the environment more efficiently, resulting in demonstrable time-savings for administrators.

WHY UPGRADE OPENTEXT RIGHTFAX?

- *Advanced Architecture - The software must remain compatible with other pieces*
- *System Optimization - New system features and capabilities can save time and improve the overall product*
- *Increased User Productivity - Upgrading to the latest software streamlines operational processes*
- *Embrace Industry Trends - Upgrades provide a competitive edge by using the latest technology*
- *Business Continuity - Legacy applications become more difficult to support and cause poor network performance [learn more](#)*



User Experience



Compatibility



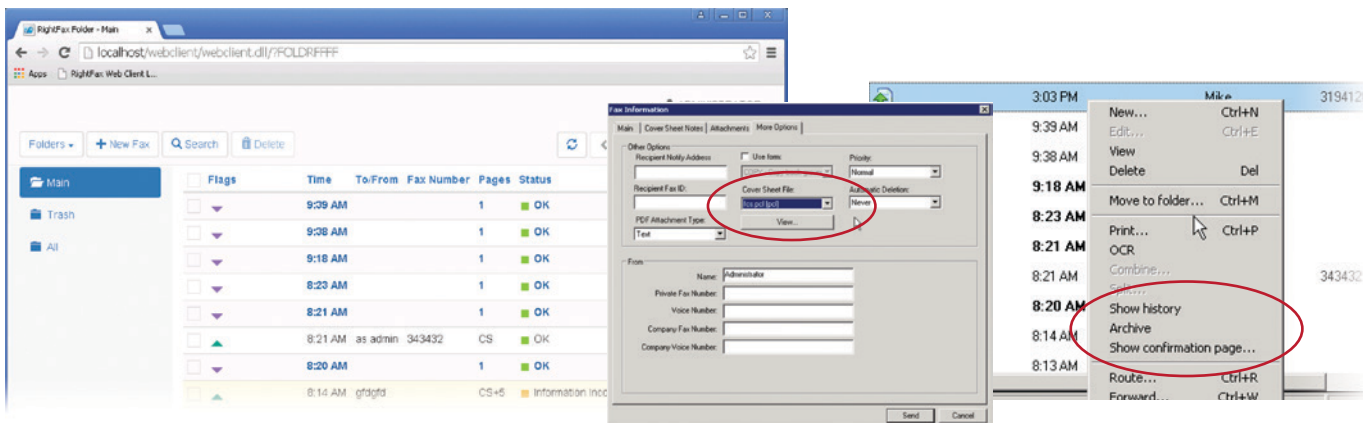
Enterprise-Grade



Compliance and Security



Administration and Use



Newly redesigned Web Client available on the desktop, mobile devices and tablets

Users can preview a cover sheet before sending

New right-click options include Show History, Archive and Show confirmation page

User Experience

Redesigned, Mobile-Friendly RightFax Web Client

The new RightFax Web Client is a newly redesigned user interface that extends usability from desktop to mobile devices and tablets. Users can now send, receive, and manage faxes on the go, from anywhere in the world.

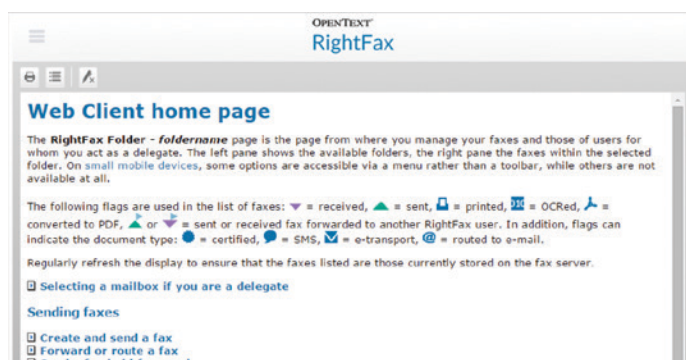
Mobile Device Support: Apple® iPhone®, Blackberry®, Android™, and Windows® mobile phones

Tablet Support: Apple iPad®, Android-enabled and Windows-based tablets

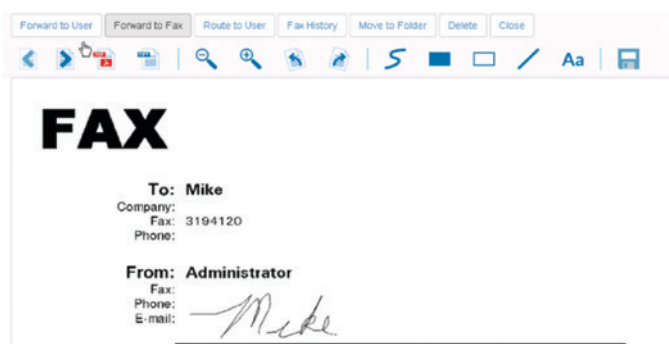
Browser Support: Internet Explorer®, Chrome™, Firefox® and Safari®

New Features and Functionality for Web Client

- Sign a document and fax it: Users can use their mobile device, tablet or web browser access for Web Client sign a document. On mobile and tablet devices, users can use their finger to sign a document, save as a new fax, and send the fax right from their device. On the desktop web browser, users use their mouse to add their signature to any document, save as a new fax and send the fax from their desktop.
- Take a picture and fax it: Users can take a picture from their mobile phone or tablet with their device's camera and send the picture as a fax.
- New Help functionality: Web Client now offers comprehensive online user assistance under a new "Help" user option.



Comprehensive online user assistance tool in RightFax Web Client



Users can make free-hand annotations on faxes

New Features and Functionality for FaxUtil

- Users can place an image on a fax page. Place a picture, logo, freehand signature or any image desired, resize and annotate it if necessary before saving the document to be faxed.
- Users can make freehand annotations on a fax page. Users can draw freehand notes or add signature and save the annotations to the fax image.
- If changing an existing fax, the original version of the fax is saved even when the fax images are altered.
- When users create a cover sheet for a fax, they can preview the cover sheet before faxing.
- Users can view delegate activities in the fax's history log.
- Users can show a DID/DNIS column in the fax list. This new, optional column in FaxUtil allows users to sort and filter by DID/DNIS.
- Users can view a completed time column in the fax list, which is the time stamp of when the fax transmission was completed.
- Users can view and print a confirmation page. Users can right-click on a completed sent fax within FaxUtil and select to view a confirmation page which then can be printed or emailed from within FaxUtil.
- Users and admins can submit faxes for archiving. User and admin can right-click on a fax within FaxUtil and choose to archive it.

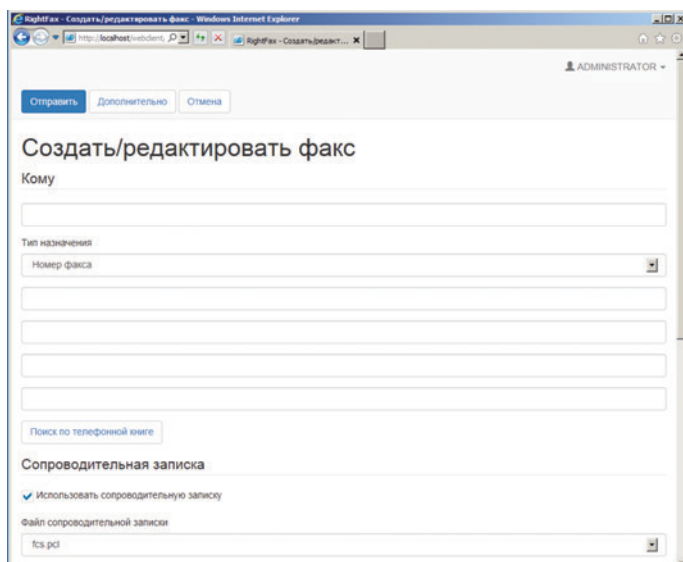
- User can view more detail fax history in FaxUtil
 - The history of a fax includes a more detailed optical character recognition (OCR) record. This new detail includes OCR processing time, the server which performed the OCR function, and any logged errors.
 - Fax history is updated when users initiate "send via email" from the viewer.

FaxUtil Notifications – Email or Print

- Users can be notified via email when their fax transmissions have started or are in-progress.
- Print notifications for a completed fax optionally include a thumbnail image and metadata.
- Group administrators can be notified via email when a fax needs approval.

Other User Enhancements

- FaxUtil, Web Client, and Print to Fax are available in Russian.



Russian user interface is available for FaxUtil, Web Client and Print to Fax.

Administration and Use

Enterprise Fax Manager Enhancements

Enterprise Fax Manager (EFM) has several improvements in the new release.

- Managing permissions: Users can be either allowed or prevented from creating or editing phonebooks. Users can also be allowed or restricted from granting delegate access.
- Managing the RightFax server list: The RightFax server list can be arranged with drag-and-drop sorting, exported to multiple administrators, and imported by administrators for consistent server management across multiple locations.
- Administrators can include customized ISDN Calling Party information with SIP or H.323 FoIP calls.

- Fax database threads, a variable that is used to improve performance as a system scales, are managed automatically. RightFax will increase or decrease the number of threads needed for bandwidth automatically, which improves system responsiveness.
- In Enterprise Fax Manager, a new description field is available in user accounts where administrators can add notes regarding a user account
- Groups can have up to 9 alternate administrators. For large organizations, there may be a large number of administrators that handle a given group. The number of allowed RightFax administrators increases from one to up to 9 alternate administrators for a given group.

Other Administrative Enhancements

- New server list configuration: For enterprise clients with multiple RightFax servers, administrators can configure a drop-down list of available servers, from which users can choose to connect.
- New RightFax users or customers who migrate to RightFax 10.6 Feature Pack 2 from a previous version: RightFax 10.6 Feature Pack 2 can be installed on a clean system as a fresh install to immediately get an environment up to 10.6 Feature Pack 2, without first requiring interim upgrades. This does not apply to in-place upgrades to RightFax 10.6 Feature Pack 2.
- Archive options can be set at the user level. Archive settings for individual users (archive sent, received, forwarded, routed, deleted faxes) will supersede the group level archive settings.
- Call blocking supports multiple numbers. Numbers can be blocked by area code, country code, prefixes and other telephony codes in addition to specific line numbers.
- Admin can set up multiple auto-reply templates. Auto-replies can be set up for individual and unlimited fax numbers.
- FCL commands can control retries on a per-job basis. Users of the Integration Module can now control their retry count and retry interval on a per-job basis.
- Administrators can specify how to handle errors when faxing without Error Correction Mode.
- Changes to delegate settings are tracked in the Audit report.
- Administrators can set up a second image directory so that if the primary image directory is unavailable, RightFax will seamlessly continue to function.
- NT authentication is now available for the RightFax Web API SDK.

Compatibility

RightFax MFP Connector Enhancements

For added security and increased verification of fax number, MFP users can be required to enter the fax number twice and required to select recipients from the phonebook. These requirements can be enabled for Hewlett Packard®, Ricoh, and Xerox® MFP Connectors.

A+ Enterprise-Grade

RightFax Sync Module Enhancements

- Disabled users can be automatically moved into a RightFax group or deleted. When synchronized with Active Directory, administrators can choose to move users who are no longer active to a new group (such as a “No longer at the company” group) or delete them from RightFax.
- There is now a check box to import disabled users with an Exchange mailbox into RightFax.
- Users with changed Active Directory IDs can be updated automatically in RightFax.
- Prevent synchronization from creating duplicate user accounts.
- If a user is imported into RightFax via synchronization with Active Directory with a missing fax number, the administrator can choose to have that user receive the fax number of the default user account. Blank routing codes can be replaced with the default user's routing code.

RightFax Connect

- RightFax Connect works with a proxy server.

Administrators can disable the Remember Password functionality.

Security

- Increased security for FaxUtil: Administrators can disable or hide the “Remember Password” function so that users are forced to log into FaxUtil with their password every time.
- Improved security for Web Client: The RightFax administrator can configure Web Client to end a user's session when the browser closes. This will require users to log back into their RightFax Web Client account when a new session is opened for increased security and privacy.
- SSL connection to SQL: When coupled with the Encryption Module, which encrypts the fax images, the connection to SSL SQL will also encrypt the fax transactional metadata.

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