

Visendo fax@MAIL FAQ

Find out:

- ✓ Who is Visendo
- ✓ What is Visendo fax@MAIL
- ✓ Why Visendo fax@MAIL is so special

Visendo[®]
Simplifying Messaging



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Who is Visendo?

We are an **Internet Systems Integrator** specialized in Microsoft technologies. We have always been one of the top 3 companies on the markets we entered. We were one of the first three Microsoft gold partners in e-commerce on the German market: this is the highest level for a Microsoft partner. Hence, you, as a potential customer, have this guarantee of our top quality for your projects.

What is Visendo fax@MAIL?

Visendo fax@MAIL works as a fax fax@MAIL without special connectors. With the help of the Internet standard SMTP receive faxes by e-mail to your mail fax@MAIL (eg Exchange or Lotus Notes) and have them available in the inbox

Why is Visendo fax@MAIL so special?

- **Advanced conversion options**
The fax@MAIL provides several options for formatting, attaching and integrating files in Windows email clients as well as "on-the-Fly" conversions.
- **Fax over IP / ISDN Router Compatibility**
Naturally, the fax fax@MAIL works via ISDN routers, LAN CAPI protocol or TCP / IP.
- **Microsoft Windows Vista and Microsoft Windows 2008 Server compatibility**
- **64-bit version**

Which use cases are possible with fax@MAIL?

As a Fax Server on a network

By combining ISDN, fax@MAIL and a Exchange fax@MAIL all employees can receive faxes at their workplace.

As an additional fax machine at the working place

If you have an ISDN card in your PC and want to use it to receive faxes.

For receiving faxes at home

Modern PCs start automatically if a call comes to the ISDN card directly. This works with the suspend mode. So faxes are saved or delivered to an email account and you have them at hand if you are on the way.

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Mobile office

Do you travel a lot? fax@MAIL forwards faxes to your mobile email account so that you are always up to date.

What hardware and software requirements must we meet?

Microsoft® SQL Server , MySQL or Microsoft® Access (MS Jet Provider & MDAC not supported by Microsoft on X64) as the database backend.

E-Mail Server / Microsoft® Exchange - SMTP & POP3 compatibility must be given.

Microsoft® XML Parser 6

Supported Operating Systems

- All Microsoft Windows 64-Bit Versions
- Microsoft Windows 2003
- Microsoft Windows 2008 , 2008 R2
- Microsoft Windows XP Professional Service Pack 2
- Microsoft Vista
- Microsoft Windows 7

What type of hardware do I need to install fax@MAIL?

There are all PCI ISDN cards and supports USB modems and ISDN cards.

Also, the use of TCP Remote CAPI or CAPI is XCAPI, SurfCAPI etc. of course possible.

Can the fax fax@MAIL be used with Microsoft Outlook?

In conjunction with our e-mail client plug-in using Microsoft Outlook.

For default features like E-Mail reports for sent and received faxes, the plug-in is not needed.

Can I use the Visendo fax fax@MAIL in a virtualized environment?

Sure! You only have to note that no PCI ISDN cards can be emulated. One solution could be implemented by TCP CAPI, CAPI or remote, XCAPI, SurfCAPI and USB devices.

Is there a limitation of the trial period and what is the price of the fax fax@MAIL?

Yes, the demo is for 30 days. Then you can simply upgrade to a licensed version. The starting price for the **Visendo fax fax@MAIL** is 289,- € including VAT.

For the current version, please visit our **Support Forum** and **the Integrated**

Update Function of the software. You will also find download options on our website Visendo.com.

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How many MSNs can I create with Visendo fax@MAIL?

In Visendo fax@MAIL, you can create as many as you want, depending on your license. In Standard and Express Edition there is only one account possible. Each account must be assigned to an ISDN device.

Can I convert incoming faxes to PDF or image formats?

Yes, incoming faxes can be converted into various formats: PDF, JPG, TIFF and SFF.

Can I change the content of the e-mail notification?

Yes. You can configure both subject and body completely individually, pure text as well as HTML code.

Can fax@MAIL send faxes?

No. This feature is reserved for our product Visendo Fax Server.

What happens, if the SMTP server is not available?

The E-Mail containing the fax are stored in the folder MailQueue and tried to resend periodically. You also have the possibility to automatically print the fax in case of an SMTP error.

For further information, please visit us on:

website: <http://www.visendo.com>, [Product downloads](#)

Blog: <http://www.blog.visendo.com>

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