ADVANTAGE
TECHNOLOGIES

Advantage Connections Newsletter

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Product Highlight

The Advantage Advanced Auto-Reply Module Ensures Auto-Reply Faxes Get Delivered

The Advantage Advanced Auto-Reply Module is a tool that lets you reply to incoming faxes with a user-defined template that features a thumbnail image of the first page of the original fax. The tool ensures a high success rate of outbound auto-reply faxes using complex logic to determine the proper outbound fax number to send the auto reply to. It uses the following three ways to determine the number:

1. The CSID of the incoming fax
2. The ANI (Caller ID) of the incoming fax
3. A translation table that can be used to translate the fax number of faxes that fail using the above methods. The translation table is automatically populated with the CSID of the failed fax and your fax administrator can edit the table with the proper fax number to ensure a successful transmission in the future.

To learn more about our Advanced Auto-Reply Tool, call us at 866.730.1700 or email info@atechnologies.com.

From the Blog

Advantage Turns 20

This year, Advantage Technologies is celebrating its 20th year in business! The world has changed a great deal over these last two decades. When we first started our company back in 1997, cable modems were an emerging technology, DVD was "the next big thing", and of course, the paper fax machine was a mainstay of most any office.

But as technology advanced, so too did Advantage.

We are proud to still be helping clients from far and wide enjoy the advances in fax server technology as a RightFax Partner and Distributor. We are forever thankful to have a loyal client base without whom all our hard work would be meaningless.

Over these past two decades, as we have helped our clients meet the challenges of securely delivering and storing electronic communications, our customer base has grown considerably along with our reputation. We are proud of the numerous awards and accolades we have won over the years. Most importantly, we greatly appreciate our clients, employees, and partners for their contributions to our continued success.

This 20th anniversary is also an occasion to look to the future because without question, our greatest achievements lie ahead of us. We believe the fax industry, and the technology industry in general, will evolve faster than ever before. And, we at Advantage will happily be at the forefront of the evolution.

-Barry Malter, President

Check out our blog regularly to stay up-to-date.

Tech Tip

Use the Advantage IQ Fax Archive Tool to Improve RightFax Performance

Advantage IQ Fax Archive for RightFax is a great tool that lets you organize, store, and route faxes in an efficient manner. By offloading these tasks, organizations can improve document management workflows and run a healthier RightFax system.

Take a healthcare company as an example. Regulatory laws require them to keep patient health information (PHI) faxes for at least seven years. If they send and receive 1.2 million faxes per year, storing that many faxes will negatively impact the performance of their RightFax system, which isn't designed to function as an archive server that could properly handle such a heavy fax load. Furthermore, the RightFax client and web client are not optimized for searching of fax metadata. They only facilitate some basic searches; so, if you are searching a massive amount of faxes the search would be extremely slow. And, although RightFax can perform basic OCR functionality, the RightFax client and Web client have no ability to do full text searches on the OCR'd image.

Highlights of the [Advantage IQ Fax Archive](#) tool include:

- Automatically removes the fax image and record of the archived fax from the RightFax database so your system stays optimized.

- Allows searching on all fax metadata including complex searches on multiple fields and date ranges.

- Automatically OCR all faxes as they are archived, so you can do a full text search on the archived fax.

To learn more about the IQ Fax Archive for RightFax solution, call us at 866.730.1700 or email info@atechnologies.com.

Announcements

Live Webinar: Fax Archive Solutions for RightFax

Join us to for a quick, focused webinar to learn about our affordable archive solution for RightFax that lets fax intensive organizations store heavy fax loads securely and efficiently without negatively impacting the performance of their RightFax system.

May 3, 2017 at 1:00PM Eastern

[Register](#)

Support Renewals

If you are an Advantage Support customer and are planning to decommission RightFax modules, channels or servers, be sure to notify Advantage at least 90 days prior to your support expiration date. Within 90 days all support contracts need to be renewed with the same licensing as the previous year.

RightFax 16 Release

OpenText continues to invest in the RightFax product line. The next version of RightFax, release 16, is anticipated to be available in the coming weeks. RightFax 16.2 will follow the current version, RightFax 10.6. The version number "jumped" to be aligned with the naming convention of other OpenText Release 16 enterprise products.

Advantage Technologies, Inc.

Our Expertise. Your Advantage.

Questions?

Let's Talk

866.730.1700   info@atechnologies.com   www.atechnologies.com

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