








The Best Becomes Better

etherFAX is very pleased to announce some significant new features and enhancements to our services.

ETHERFAX NEW FEATURES

-  Programmable CSID (Call Subscriber Identification)
-  Inactive Call Rejection
-  Real-time call rejection for disabled DID numbers
-  Inbox Fax Alert
-  High Availability/Load Balancing
-  Dialer System Optimization
-  Call Metrics



Programmable CSID (Call Subscriber Identification):

Customers now have the ability to program their default CSID this is for incoming calls only. Default Caller ID and Caller CSID are honored from the sending fax server. When programmed, an incoming fax will display the value entered in this field within the etherFAX customer portal.

Default CSID:
Sets the default CSID for all incoming/DID channels owned by this account

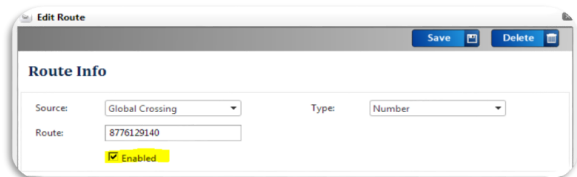
Inactive Call Rejection: When this option is enabled etherFAX will reject (Busy Out) all incoming fax calls for a particular account if it detects that the fax server is off-line. etherFAX will NOT queue the inbound faxes, and the sending party will receive a NG

Fax Settings

etherFAX Features

- Enable mid-fax resume from last page sent
- Disable automatic re-dial attempts
- Inactive Call Rejection
Rejects all incoming calls to this account if it becomes inactive (off-line).
- Allow International Dialing
- Enable Fax Archiving

Real-time call rejection for disabled DID numbers: This feature is enabled by default and non-configurable. If a DID number is disabled, etherFAX will automatically reject any incoming calls to this number.



Inbox Fax Alert: In some instances a customer's fax server maybe connected but be experiencing problems retrieving faxes.

When configured, etherFAX will send an alert when faxes are queued up for more than 15 min. This feature can be found in the alerts section.

High Availability/Load Balancing: Fax servers/applications can be configured to operate in stand-alone or active-active configuration. Inbound traffic will be load balanced between all customer servers/applications on the same etherFAX account.

Dialer System Optimization: The dialer system has been optimized to further sanitize customer-dialed numbers by converting numbers to a canonical format. For example when the dialed number 908-555-1212 is presented to etherFAX, it will be converted to +1-908-555-1212. If an incomplete number is presented, etherFAX will automatically reject the call.

Call Metrics: The ability to select custom date ranges and view detailed call metrics. This information is available in the Call Metrics tab within the customer portal.