

Discovery Questions for the FaxFinder® Fax Server

The following questions will help identify customers who could benefit from a Multi-Tech FaxFinder® fax server, which allows faxes to be sent from any application that can print - and received as emails from anywhere. With increased production, and no paper or toner costs, the FaxFinder completes the Unified Communications solution and provides rapid ROI.

Questions to start the conversation:

- What is the current faxing situation?
- What would the ideal faxing solution be?
- What is the current fax volume?

FaxFinder Model Selector Table

Estimate the amount of fax traffic the server will need to handle in a peak eight-hour period. Take into account heavier traffic time and adding more ports, if needed. In addition, consider how those needs might grow in the future. The table below may provide guidelines for selecting the appropriate model based on usage.

	FF130 (1-port)	FF230 (2-port)	FF430 (4-port)	FF830 (8-port)
Fax transmission capacity per 8-hour period	480 pages	960 pages	1,920 pages	3,840 pages
File Upload Size	6 MB maximum using web Send Fax page 4.5 MB maximum using the client, API, or T.37	6 MB maximum using web Send Fax page 4.5 MB maximum using the client, API, or T.37	11 MB maximum using web Send Fax page 8.25 MB maximum using the client, API, or T.37	11 MB maximum using web Send Fax page 8.25 MB maximum using the client, API, or T.37

Additional considerations for selecting a FaxFinder solution:

1. How many simultaneous incoming/outgoing fax lines are required?
2. Will the FaxFinder be connected to a phone system?
 - a. Which phone system?
 - b. How many analog station ports are available?
 - c. Are there additional DID numbers to use for fax numbers?
 - d. Are they interested in purchasing additional DIDs to come in on their existing PRI/T1?
3. If not connecting to a phone system, how many analog PSTN lines are available?
4. What is the annual cost of the fax solution today, including paper, toner, maintenance, analog phone lines, licensing fees, etc.?
5. How critical is faxing to their operations? (If faxing is a critical part of their business, make sure to add an Extended Warranty with Overnight Replacement.)