

# CommWorld

## FaxFinder Completes ShoreTel's Unified Messaging Package

Communications World of Dallas, Inc. (CommWorld) is the nation's 25th largest dealer of voice communications systems, according to a recent telecommunications industry magazine survey. CommWorld serves the Dallas, Fort Worth and surrounding areas with their own technicians, and serve the entire United States through their National Accounts program. Focusing on multi-site clients CommWorld is an authorized reseller for ShoreTel Communications, a Multi-Tech IP-PBX strategic partner. And, since CommWorld believes in using the products that they sell, they have found that the Multi-Tech FaxFinder® fax server is a perfect add-on to the ShoreTel IP-PBX telephone system.

CommWorld's National Accounts Department is responsible for ensuring rapid response for service at their installations throughout the country. In doing so, they rely very heavily on faxed dispatches and confirmation of service completions. Each agent typically sends and receives hundreds of faxes each day. But, they didn't have an efficient way of delivering these faxes, and wanted a solution that delivered them directly to the user's desktop.

"We use what we sell," explains Jim Hughs, General Manager of CommWorld. "Our office in Dallas uses the ShoreTel IP-PBX telephone system, which has a tremendous Unified Messaging interface and a great integration with Outlook. However, it doesn't have desktop faxing capabilities. The FaxFinder fax server is a perfect add-on to the ShoreTel system to complete the ShoreTel's Unified Messaging package."

The FaxFinder fax server is a turnkey desktop or rackmountable solution that connects to an analog port(s) of a PBX capable of DID to DTMF conversion. It converts faxes to TIFF files allowing you to receive faxes wherever you are as e-mails and send faxes from any application that can print.

With the ShoreTel system, CommWorld is able to assign a single DID number that can be used for both voice and fax for each user on their system. When a call is received, the ShoreTel PBX converts the number into DTMF tones and sends it to the FaxFinder fax server. The fax server answers the call, receives the fax, converts it to a TIFF file, attaches it to an e-mail, and sends it to the correct recipient. Once received, users can view, print or forward the fax as an e-mail to another e-mail user.

"Our National Accounts department now fully utilizes desktop faxing, recouping hours per day that used to be spent walking to the fax machine and waiting for a successful send," said Hughs. "Based on our own experiences with the FaxFinder fax server, we now recommend it to all of our prospective ShoreTel customers."



## FaxFinder

- Sends, receives and routes faxes to/from the desktop
- Receive faxes as e-mails and send from any application that can print
- Distributed fax solution for remote offices and field sales people
- Secure, convenient faxing for LAN users
- Completes unified messaging package

**CommWorld**, located in Dallas, TX since 1989, Communications

World of Dallas, Inc. provides

integrated voice and data solutions for its clients on a nationwide basis.

Focusing on multi-site clients, CommWorld

is an authorized reseller

for Toshiba America, ShoreTel

Communications, ADTRAN, and

MultiTech Systems. As such,

CommWorld specializes in enterprise

level Voice-over-IP solutions,

internetworking, and point-to-point

wireless applications, with factory

trained/certified

technicians in

each discipline.



**COMMWORLD™**  
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