

AltiGen

Fax Integration Complements Unified Messaging Suite

Traditional telephone systems have become obsolete with the convergence of voice and data and Voice over IP. Not only are they expected to deliver voice communication, but also voicemail, unified messaging, automatic call distribution, call recording and activity reporting solutions. AltiGen's IP phone systems provide customers with a complete business communication solution designed to improve the way businesses communicate today, with the flexibility to easily add more advanced capabilities as business needs change in the future. The Multi-Tech FaxFinder® fax server complements AltiGen's VoIP Phone System by adding distributed faxing as part of a unified messaging suite of applications.

"Selecting a phone system is one of the most important decisions facing businesses today," explains Niel Levonius, Sr. Product Marketing Manager at AltiGen. "It will not only determine a company's ability to leverage the applications and technology currently supporting their business, it also determines the complexity and cost of implementing new technologies in the future. That is why it is important to look beyond voice applications and consider integrating other applications, such as fax, into your IP solution."

By integrating faxing into your IP solution, you fill the missing gap by delivering faxes, along with voicemail, to one inbox. Adding fax to your unified messaging initiatives allows users to take back control of their business communications. Unified messaging allows companies to gain a competitive advantage, improve customer service and employee productivity, all while realizing tremendous cost savings.

The standalone FaxFinder fax server easily connects to an analog port on AltiGen's VoIP Phone System. The unused numbers from the AltiGen's phone system's DID lines are used for fax numbers, providing employees with their own individual fax number. When a fax call is received, the AltiGen system forwards the call to the FaxFinder fax server. The fax server answers the call, receives the fax, converts it to a PDF or TIFF file, attaches it to an e-mail, and forwards it to the mail server where it is sent to the recipient's mailbox. Once received, users can view, print or forward the fax as an e-mail to another e-mail user.

In addition, the FaxFinder fax server, used in conjunction with the AltiGen IP phone system will help reduce monthly phone bills. The solution allows you to share inbound and outbound trunks for fax services rather than having dedicated fax lines reducing monthly service costs.

"AltiGen is committed to delivering industry leading applications and advanced features to arm our customers with the best available VoIP solutions," said Levonius. "Our alliance with Multi-Tech is vital in that it allows us to deliver to our customers a fax solution that completes their unified messaging goals."

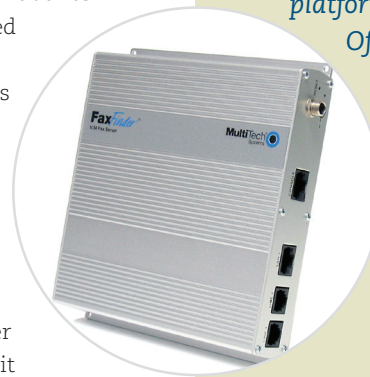
FaxFinder and AltiGen

Solution Benefits:

- Fax enables complete Unified Communications – VoIP, Conferencing, Presence, Soft Phones, Unified Messaging and Fax
- Distributed fax solution for remote offices and field sales people
- Delivers faxes directly to the desktop
- Reduces monthly phone bills

Solution Components:

- FaxFinder Fax Server at corporate site
- AltiGen Server Software
- 1 or 2 analog ports on AltiGen's Scalable Unified Communications platforms – Max1000, Office 2, Office 3



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- Niel Levonius, Sr. Product Marketing Manager at AltiGen

Multi-Tech FaxFinder

The FaxFinder fax server is a turnkey desktop solution that connects to an analog port(s) of a PBX capable of DID to DTMF conversion. It converts faxes to PDF or TIFF files allowing you to receive faxes wherever you are as e-mails and send faxes from any application that can print. The solution provides distributed faxing capabilities, over a WAN, from a corporate office to small remote offices as well as to field sales people. In addition, it provides secure, convenient faxing for LAN users offering a high degree of privacy for both the sender and recipient.

Features:

- Utilizes DTMF to route faxes to e-mail
- Phonebook stores up to 300 unique fax numbers
- Faxes converted to PDF or TIFF files
- Built-in TIFF viewer shows thumbnails, zooms, rotates and flips
- Includes a send fax client compatible with Windows XP, 2000, 2003, and NT (32-bit versions only)
- Super G3 V.34/33.6K fax communication
- Web server interface for system configuration and management
- Window-based manager for easy firmware updates, copying configuration files and phonebook synchronization
- Connects to 10/100BaseT Ethernet
- Two-year warranty

Model No.	Description
FF120	1-port V.34 Fax Server
FF220	2-port V.34 Fax Server
FF420	4-port V.34 Fax Server
FF820	8-port V.34 Fax Server

AltiGen IP Phone System

AltiGen's all-in-one IP phone systems include standard PBX functionality, a comprehensive voice mail system, call detail reporting, call recording on demand, and an advanced auto attendant. The system is easily scaled in both size and capability.

Benefits of AltiGen's VoIP Technology:

- Concurrent support for legacy analog telephones and newer IP phones
- Telecommuters now have a working corporate telephone extension at home
- Easier Extension and multi-site administration
- More features and information available on IP phones
- Consolidated infrastructure requirements resulting from the use of existing data networks
- Unified corporate appearance over multiple locations
- Reduced long distance toll charges through Voice over IP trunking



About AltiGen

AltiGen Communications, Inc. (NASDAQ: ATGN) is a leader and market innovator in Voice over Internet Protocol (VoIP) telephone systems. As one of the first companies to offer VoIP solutions, AltiGen has been deploying business phone systems since 1996. We design, develop and support VoIP phone systems and call center solutions that combine high reliability, affordability, and feature rich, integrated IP communications applications. That's why we now have more than 10,000 customers worldwide, with over 15,000 systems in use. Our telephony solutions are primarily used by small to mid-sized businesses, companies with multiple locations, corporate branch offices, and call centers.



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About Multi-Tech

Multi-Tech Systems is an ISO 9001:2000 certified global manufacturer of award-winning telephony, Internet, remote access, and device networking products that connect voice and data over IP networks. With a long history inventing products known for their reliability and performance, Multi-Tech still employs the same mission from which the company was founded: to provide quality solutions that solve real business problems.

