newsletter archives
January, 1999

Windows 95/98
Color Printer Driver

Black Ice Software has a new release of the Color Print Driver for Windows 95/98. This new release will enable developers to build color faxing applications faster, thereby reducing time to market. The Color Driver can also be used to build raster image capturing, medical imaging and color document management applications. The Win 95/98 Color Driver outputs 8 bit color, 8 bit grayscale and 24-bit TIFF or JPEG format. It utilizes a device independent L*a*b Color Space Format. The color drivers are capable of writing in many file formats including JPEG, TIFF, PCX, OCX, Microsoft DIB and TIFF CCITT Group 3. Over 42 different page sizes are supported including user definable variable page sizes with up to 600 dpi. Every GDI drawing function is supported, as well as Adobe and TrueType fonts. Black Ice also offers a Color Print Driver for Windows NT 4.0 which includes a valuable NT Resource Kit. The Resource Kit consists of tools to speed up the process of integrating the NT driver with custom applications. The Windows 95/98 and NT 4.0 Color Drivers are compatible with BICOM, Brooktrout, Dialogic, GammaLink, Commetrex and Natural Microsystems fax boards.

Print 100,000 Pages!!!

Black Ice Software certifies and guarantees to print one hundred thousand pages with the NT 4.0 printer drivers in a single session. The test was conducted by creating a Microsoft Word macro and let MS Word to print approximately 2 days. The test computer had an Intel Pentium 200 MHz processor with 64M of memory and it used Microsoft NT 4.0 operating system with service pack 3.0.

How to Route Inbound Faxes

The Impact Fax Server is compatible with several inbound routing methodologies.

1.**Using Direct Inward Dialing (DID) line.**Everybody in the organization has his own unique fax number. For example, John Smith's fax number is 555-4001; Bob Jones's fax

Why use Fax/Voice C++/OCX

Black Ice Software is the only company who offers **Open Architecture** and **Open API** for all of the leading fax and voice hardware on the market and it is royalty free.

Why should your software support more than

number is 555-4002, etc…

Advantage: Easy to set up. It is very common in North America. **Disadvantage**: Expensive solution because it is requires DID line and DID fax boards.

2) **Using DTMF** to give a unique fax extension for each client. For example John Smith's fax number is 555-4119 x 2749.

Advantage: Easy to set up. It is very common around the world.
Disadvantage: Sender must know the extension. Can be difficult to use with fax broadcasting. Also it poses a problem with unattended faxes.

3) **Using Subaddressing** to route inbound fax. The fundamental problem with this technology is that the sender must know the destination subaddress and the sender's machine has to be able send subaddress.

Advantage: NONE! NOT Recommended.
Disadvantage: Sender is responsible for the receivers inbound routing. It is scarcely used.

4) **Use auto-print**. All incoming faxes are printed and manually delivered as mail. This is very common with organizations where the fax server is located in the mailroom and all incoming faxes are delivered with the mail.

Advantage: Simple to use.
Disadvantage: Faxes can be lost and timing of delivery is unreliable. Fax confidentiality is lost

5) **Use shared mailbox.** All incoming faxes are placed in a shared mailbox and several secretaries or clerks manually route the faxes to individuals. This approach is very common.

Advantage: Simple to use.
Disadvantage: Fax confidentiality is lost.

one hardware manufacturer?

In the beginning of the Computer Telephony industry it was an advantage to make strategic alliances with hardware manufacturer's in order to leverage the newest technology and to combine marketing resources. Today almost all of the Fax Server and Voice Mail Server companies are using several hardware manufacturers to satisfy their customer's diverse demands for new technologies. The CT market is evolving so rapidly that not one-hardware manufacturer can keep up with the demand for technology. Our open fax architecture and single API for the leading fax boards gives developers the ability to use standard based building blocks to create complex applications. By providing more flexibility, the developer is able to render innovative communication systems and reach a wider audience. A unified messaging scalable system requirement further complicates the picture. Consider a typical corporate customer: He already has an out dated fax server and wants to upgrade to newer technology. He'd like to keep his old hardware since he paid a lot for it a few years ago. He may start out with a pilot fax server system of 4 ports (using old hardware) but wants to go up to 36 or 48 ports and wants to add voice mail at a later time (getting some new hardware). In addition he wants to do a large volume of fax broadcasting once a week sharing fax and voice resources. A similar scenario: the customer is already sold on the hardware and shopping for a software solution but insists on using one hardware vendor for faxing and another for voice mail. In both situations, unless your fax or voice mail server supports a variety of hardware you've lost the sale.

API for Fax/Voice Server Engine

The Fax Server engine API was designed for System Integrators to rapidly build a custom user interface for a fax server or integrate the fax server with existing systems. This simple but powerful API is based on Black Ice Software's uniquely designed MAPI transport layer. The fax API is licensed and shipped with the fax server engine. It includes the source code for the "stand alone" client software. The client software integrates with the printer drivers and comes with a viewer. The fax server engine is fully compatible with the Impact Fax™ Server and has the same feature set as the Impact Fax Server**.**

Server Features:

•Inbound Routing with DID, DTMF, and Subaddressing.
•Supports BICOM, Brooktrout, Commetrex, Dialogic, and GammaLink Fax Boards, and any Class 1, Class 2, and Class 2.0 modem.
•Analog, DID, Digital T-1, E-1 and ISDN lines are supported
•The server is scaleable from a single line (port) to 255 lines (ports or channels).
•Remote administration, no maintenance staff is required.
•Fully integrates through MS Exchange with other vendors' E-Mail, Voice-Mail and Pager.
•Impact Fax Server is a Windows NT Service.
•Fax to E-Mail
•Active monitoring: Able to send E-mail

or fax if there is a system failure or send E-mail messages periodically about the System status.
•Prints every received fax automatically.

•User activity report, such as the number of faxes that have been sent by Users, cost and transmission time statistics.

Fax & Voice C++/OCX New Features and Enhancements

The Computer Telephony Magazine's 1998 Product of the Year Award winning Fax C++/OCX SDK and Voice C++/OCX now supports Natural MicroSystems AG Series Fax Boards (please see our Web Page for a complete listing). NMS boards are a critical addition to the Fax C++ and Voice C++ to satisfy developers demand to provide a simple integration for a variety of Fax and Voice boards. The open Fax and Voice architecture with the addition of the NMS to the Fax C++ further extended its reach to developers. With the addition of the Natural MicroSystems support, we have increased the options for developers and we have extended our open Fax & Voice architecture. Natural MicroSystems, a leader in the high-density voice board market, will make a major contribution to the fax industry. NMS high quality fax technology further increases the competition between fax and voice hardware manufacturers and the gives additional choices for integrators and developers.

New Enhancement:

- Dialogic DNA driver 3.0 support is added.
- GammaLink driver 3.1 support is added. No more configurations file!
- Added multi-document sending with Class 2 modems. This feature allows you to send cover page on low resolution 100 DPI and the rest of the fax on high resolution 200 DPI.
- Call Switching for Voice C++. Indispensable feature for PC based PBX's and Voice Mail.

Cover Page Generator now with

•NT Domain User Import

•Export/Import Users by comma separated text file.
•Automatically forward faxes to Users
•Automatically forward faxes to E-mail address.

•Billing. Export out billing information.

Annotation SDK/OCX

The Annotation SDK now has an Active X control interface and a Visual Basic sample application. The Active X control enables Microsoft Visual Basic and Borland Delphi developers to combine other Black Ice Software products and build complex Image Document Management or fax applications.

OCX

The Cover Page Generator is updated with an Active X custom control and Visual Basic Sample code. The Cover Page Generator is one of the last products to receive an Active X interface. The ActiveX control enables Microsoft Visual Basic and Borland Delphi developers to combine other Black Ice Software products and build complex fax applications. The cover page generator is currently shipped as part of the TIFF SDK. The TIFF SDK received an Active X control interface in November of 1998.

NT 4.0 Driver

There is a new feature to launch an application directly from the driver. Until now, it was only possible to launch an application through an NT service. In some instances, this approach is unacceptable.