

Next Generation Document Exchange: FAQs

NGDX is a topic that potentially generates many questions. This document has been created to answer the most common of these user questions.

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NGDX FAQs

General Positioning

What benefits to fax does NGDX provide?

- + Simple
- + Fast
- + Colored
- + High Resolution
- + Individual Documents remain intact

What benefits to E-Mail does NGDX provide?

- + Direct End-to-End connection, no server hopping
- + Transmission does not commence before the counterpart station confirmed it is ready for reception
- + Qualified transmission report
- + Document authenticity

Why should I rather use NGDX than fax or E-Mail?

- NGDX unites the advantages of both fax and E-Mail and even provides the legal security known to fax. Additionally, NGDX is downward compatible to classic fax solutions.

Prerequisites and Technical Details

What are the minimum requirements to successfully send a document via NGDX?

- A Document (for more details about supported documents, please refer to the Question: "What sort of documents can be transmitted via NGDX?")
- Telephone connection via ISDN or SIP
- A compatible counterpart station (all counterpart stations that are capable of receiving a classical fax)
- A modern document exchange solution (such as the OfficeMaster Suite 7_{bx})

What sort of documents can be transmitted via NGDX?

- Documents must be valid PDF documents without active content. Thus, invoices in ZUGFeRD 2.0 and PDF/A format can be transmitted.
- Ferrari electronic AG provides solutions that check the documents due for delivery for necessary formats. If none of these formats are detected, the solution converts it into a PDF file.

This process prevents the distribution of malicious code.

Do I necessarily need a fax number or is an E-Mail address/SIP number sufficient?

- Fax numbers are regular calling numbers. In order to use NGDX, at least one call needs to be forwarded to the document exchange server, which in turn has to forward the call to the telephone network.

What happens if my company does not have any fax numbers left?

- You may use any calling number for communication via Fax/ NGDX.

What protocols are used for transmission?

- The document is transmitted through the telephone network. More specifically, the protocol T.434 is used for coding the document stream. T.434 in turn relies on signaling via T.30, which is transmitted via T.38 or G.711.

Do you have a recommendation on which line to use?

- Using fiber optic or copper cable play no role in the decision-making process. It is more important to define the maximum number of VoIP voice channels that can or should be used for a transmission. The more channels, the lower the transfer time.

Does the transmission process of NGDX use encryption?

- When talking about encryption, one has to differentiate between document encryption and transport encryption. Both variants are possible in theory. However, as transport encryptions are usually decrypted by the media gateways of the carrier or within the companies, it cannot provide full auditability, thus being worthless.
- Encrypting the actual document is therefore the better choice. The only prerequisite is that both, the sending as well as the receiving party need to support document encryption/decryption.

Integration

Is NGDX compatible to other fax solutions?

- T.434 is a fax norm that has been defined for many years. Due to its speed limitations within the analog and ISDN telephone network, it did not receive wide acceptance. A couple of solutions on the market support T.434 and thus also NGDX.
- During the so-called training, the sender and receiver negotiate the best possible transmission type. This training is carried out before each transmission session with NGDX and provides downward compatibility.

How long does it take to transfer documents via NGDX?

- In order to answer this question, several aspects need to be considered. If NGDX is supposed to be transmitted via ISDN or G.711, the transmission speed will be at 14,4kBits/s, which equals the common transmission speed of fax. If, however, T.38 is available throughout the entire transmission route (from sender to receiver) packet switching will be used, allowing much faster transmission speeds.
- Please bear in mind that the transfer time for document transmission via NGDX heavily depends on the actual document size, as each individual bit needs to be transmitted, as opposed to just the gray-scales on traditional fax. .

- The following gradations are possible:
 - Only products by Ferrari electronic AG offer full NGDX compatibility
 - Modern fax-server solutions that support T.38 offer the use of FastFax (quick transmission speed for fax documents)
 - Alternatively, common fax delivery to an IP-/ISDN-/analog fax solution is also possible.

Up to which grade is NGDX downward compatible?

- NGDX is downward compatible up to an analog fax device. Find the individual gradations in the question above

Supposing I send a colored, 10 page document via NGDX and the receiver receives it in grayscale. Is there any benefit in sending it via NGDX?

- Yes, there is. The sending party does not have to bother about the capabilities of the receiving party. The aforementioned training (negotiation of the transmission type) does this process automatically. The sender always receives the corresponding feedback as to whether a black and white image (fax) or a real document (NGDX) has been transmitted. This feedback also shows if and how (NGDX or Fax) the document was transmitted. Hence, NGDX solutions can already send to an enormous amount of counterpart stations.

Can NGDX transmit E-Mails?

- Documents sent via NGDX are routed through the telephone network. E-Mails are only sent for additional and optional notifications.

Is NGDX compatible to other E-Mail servers?

- NGDX itself has nothing to do with email servers. The document exchange servers that support NGDX can be integrated into different e-mail servers depending on the functional range.

Can I use NGDX without Groupware?

- NGDX does not require any groupware. It can be an individual application with small memory or a large solution.

What integrations are possible?

- The products of Ferrari electronic allow the integration of NGDX to Exchange Server versions 2013 and upwards as well as to Exchange Online (Office 365), any E-Mail servers, multifunction devices and SAP systems.
- There are also integrated storage options at database and file level. Users can come from various LDAP-compatible sources or be maintained locally in the solution..