



FREQUENTLY ASKED QUESTIONS



1. Where is FACSys and what is Weblive Facsys?

FACSys is the original brand of the Fax communication software developed by emFast Inc. before the acquisition of emFast Inc. by Solgenia Canada in 2011. FACSys has been rebranded into Weblive Facsys to expand the capabilities of the solution with more features for Unified Communications, allowing customers to leverage more than just faxing capabilities.

2. Is FACSys discontinued and what is involved in migrating to Weblive Facsys?

Solgenia's Weblive Facsys is built exactly on the same code base as the original FACSys and is absolutely under active development and support.. The code base was refreshed to tightly align with the most recent technology and to include a new API for connecting with the entire Solgenia Weblive Facsys Unified Communications Suite. Migration from FACSys to Weblive Facsys is easy and any existing customization will continue to work without any modifications.

3. Difference between Weblive Facsys and FACSys solution?

Weblive Facsys is a combination of Solgenia's Unified Communications platform (Weblive) and the FACSys platform. As a result of this integration, Solgenia has created a suite that offers more than just web conferencing or fax capabilities individually, and addresses the broader Unified Communication needs of the industry including voice, video, fax and presence.

4. Can I choose to only use Weblive's fax features or do I need to add more infrastructure?

You can continue to use Weblive Facsys as a standalone fax solution without the need to install any additional software on the client or server. You can choose to invest in expensive hardware and deploy more on-premise server solutions or cut the costs and simply connect to our Genialcloud services if you want to add more features like web conferencing, phone, chat or more.

5. Changes from Facsys v5.1 to Weblive Facsys?

There have been significant improvements as part of the solution upgrade. End users get all the features and functionality of the 5.1 Suite plus the added functionality of a larger Unified Communications solution, improvements and enhancements such as audit trail, improved UI, and more.

6. Are there changes to the Support Program?

There are no changes to the standard Solgenia support program after Weblive and Facsys were merged.

7. When is the next release for Weblive Facsys?

There is at least one major release and more than one maintenance release planned for 2015.

8. I have heard there is a modular approach to Weblive Facsys?

Yes. The solution is offered on a modular basis and you can buy any one or more components as needed.

9. If I created an application using Facsys v5.x SDK/API, will it work with Weblive Facsys (6.0)?

Yes, it will work seamlessly. There are no changes to the SDK. Also, there is no cost associated with the Weblive Facsys SDK - it's FREE with the Weblive Facsys Enterprise Channel license.

10. Can I suggest new features or improvements to the Weblive Facsys solution?

Yes, absolutely. Weblive Facsys is in active development and we accept all our customer suggestions and recommendations to improve all our solutions.

11. Do you support the latest Microsoft Products?

Yes, we support the latest Microsoft Office solutions including Office 2013 and Office 365.

12. Is there custom development or professional services available for Weblive Facsys?

Yes. We offer a comprehensive set of professional services, including integration, custom enhancements and configurations. Please ask us for details.

13. What are the complementary solutions to Weblive Facsys?

Solgenia has key solutions that help your business address the needs for enterprise communication, collaboration, business intelligence, content management and more. Weblive Facsys is an integral part of our overall solution offering and is one of our strongest solutions that has been serving the market's needs for over 30 years.

