

### *FAXCOM Essentials Training: The Product Training Course for FAXCOM Administrators*



Whether you're new to FAXCOM fax servers or have been managing them for years, the hands-on experience provided in this training course will ensure you always get the most out of your Biscom fax server solution.

#### *What You'll Learn*

- How to use the FAXCOM Server Architecture and its latest features to your advantage
- Best practices for FAXCOM fax server installation, configuration, and software upgrades
- Implement rules for routing faxes to users and UNC's
- Techniques to integrate your FAXCOM solution with Windows, Domino, Exchange, and GroupWise

#### *Who should Attend*

As our development team continually adds new features to our software, anyone involved in managing your fax system, regardless of how long your company has been running FAXCOM, is encouraged to attend.

#### *Tuition Details*

Tuition for this 2.5-day training course is \$1,995.00 and includes:

- Hands-on work with FAXCOM fax servers, Brooktrout fax boards, and FAXCOM Server Queues.
- Training materials covering all FAXCOM course materials.
- Complimentary morning and afternoon refreshments, and lunch will be provided on-site.
- FAXCOM certificate of course completion.

#### *Course Dates & Location*

This 2.5-day course is being offered October 25-27, 2010. The session will take place at Biscom's corporate headquarters in Chelmsford, MA. Day 1 and Day 2 of training will begin at 8:30AM and continue to approximately 5:30PM. Day 3 will begin at 8:30AM and continue to approximately 12:00PM. For maximum benefit, attendees are encouraged to be present for all training sessions on all 3 days.

#### *How to Register*

To register, please go to [www.biscom.com/training](http://www.biscom.com/training) to access our on-line registration form. **Registration must be received no later than October 15 2010**. As class size is limited to ensure that each participant receives a maximum benefit, you are encouraged

#### *Course At-A-Glance\**

**October 25-27, 2010**

Biscom Headquarters, Chelmsford, MA

Tuition: \$1,995.00\*

##### *Day 1*

FAXCOM Server Architecture  
FAXCOM Server Setup

- Installation
- Configuration
- Upgrading

Using the FAXCOM Server with:

- Digital and analog lines
- Routing received faxes

FAXCOM Server Troubleshooting

FAXCOM Suite for Windows

- Application architecture & fax flow
- Installation & configuration
- Overview of MMC Admin
- Client Setup: Desktop, Web, & SMTP
- Troubleshooting

##### *Day 2*

FAXCOM Suite for Windows

- Web Client
- Advanced Fax Routing
- Cover page creation
- Troubleshooting

Exchange (SMTP) Fax

- Application architecture & fax flow
- Exchange SMTP Connector install
- SMTP Gateway configuration
- Outlook Integration
- Troubleshooting

##### *Day 3*

Complete System Setup

Image Indexing Overview

Optional Topics

- FAXCOM for Domino
- FAXCOM for NDS

# FAXCOM Essentials Training:

## The Product Training Course for FAXCOM Administrators

to register as soon as possible. Please note that session fees are non-refundable after each Session's registration deadline date has passed.

After Biscom receives your payment and registration information, you will receive written confirmation of your registration via email or fax.

### Cancellations & Refunds

**Tuition is fully refundable if Biscom is contacted in writing 2 weeks prior to each Session's starting date. No refunds will be given after this date.** If the original registrant is unable to attend the session, a substitute participant may attend. However, Biscom must be contacted immediately to adjust the class list accordingly.

If the training session cannot take place as scheduled due to circumstances beyond Biscom's reasonable control, Biscom's sole responsibility will be to issue a full refund for tuition or to reschedule the class for another date. Refunds will be sent via US mail.

NOTE: Please do NOT make non-refundable airline reservations until you have received written confirmation of your course registration. Biscom will NOT be held responsible for any airline fees incurred by reservations made prior to receiving written confirmation of your registration.

### Local Hotels & Airports

Biscom's corporate office in Chelmsford, MA is centrally located between Manchester Regional Airport and Logan International Airport. For your convenience, we have provided contact information for both airports, as well as hotels located within a 10 minute commute to our facilities.

- ✈ Logan International Airport (BOS)**  
Boston, MA  
(800) 23-LOGAN  
[www.massport.com](http://www.massport.com)  
Drive Time to Biscom: Approx. 40 minutes (30 miles)
- ✈ Manchester Boston Regional Airport (MHT)**  
Manchester, NH  
(603) 624-6556  
[www.flymanchester.com](http://www.flymanchester.com)  
Drive Time to Biscom: Approx. 45 minutes (35 miles)
- 📍 Best Western Chelmsford Inn**  
187 Chelmsford Street, Chelmsford, MA  
(978) 256-7511  
[www.bestwestern.com](http://www.bestwestern.com)  
Drive Time to Biscom: Approx. 5 minutes (2 miles)



- 📍 Courtyard by Marriott**  
30 Industrial Avenue East, Lowell, MA  
(978) 458-7575  
[www.marriott.com](http://www.marriott.com)  
Drive Time to Biscom: Approx. 5 minutes (2.5 miles)
- 📍 Radisson Heritage Hotel Chelmsford**  
10 Independence Drive, Chelmsford, MA  
(978) 256-0800  
[www.radisson.com](http://www.radisson.com)  
Drive Time to Biscom: Approx. 5 minutes (3 miles)
- 📍 DoubleTree Hotel Lowell**  
50 Warren Street, Lowell MA  
(978) 452-1200  
[www.doubletree.com](http://www.doubletree.com)  
Drive Time to Biscom: Approx. 10 minutes (5 miles)
- 📍 Hawthorn Suites**  
25 Research Place, North Chelmsford, MA  
(978) 256-5151  
[www.hawthorn.com](http://www.hawthorn.com)  
Drive Time to Biscom: Approx. 10 minutes (10 miles)

### Additional Questions?

If you have additional questions not answered here, or would like to register via phone, please contact us at (978) 250-8355.

**BISCOM**