

# FAXCOM Essentials Training:

The product training course for FAXCOM Administrators



**June 24—26, 2019**

**Tuition \$3,000.00**

Biscom Headquarters  
Westford, MA

Register at [www.biscom.com/training](http://www.biscom.com/training) to access our online registration form.

Registration must be received no later than **June 14, 2019**. Class size is limited.

Please note: Session fees are non-refundable after the deadline date has passed. You will receive confirmation of your registration via email.

Please do NOT make non-refundable airline reservations until you have received confirmation of your course registration. Biscom will not be held responsible for any airline fees incurred by reservation changes or cancellations.

Whether you're new to the FAXCOM solution 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.

## **COURSE DATES & LOCATION**

This 3 day course is being offered June 24—26, 2019 at 10 Technology Park Drive Westford, MA 01886 at Biscom's corporate headquarters. Class will begin at 8:30am and continue to approximately 4:30pm. For maximum benefit, attendees are encouraged to be present for all sessions during the 3 days.

## **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** \$3,000.00 includes

- Hands-on work with FAXCOM fax servers, Dialogic SR140 and FAXCOM Server Queues
- Training materials covering all course materials
- Complimentary refreshments and lunch provided on-site
- FAXCOM certificate of course completion

## **CANCELLATION AND REFUNDS**

Tuition is fully refundable if Biscom is contacted in writing 2 weeks prior to each sessions 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 session cannot take place as scheduled due to circumstances beyond Biscom's control, Biscom's sole responsibility will be to issue a full refund for tuition or to reschedule the course to another date.

**BISCOM**

## WHAT YOU'LL LEARN

How to use the FAXCOM Server architecture and its latest features to our advantage

Best practices for installation, configuration, and software upgrades

Implement rules for routing faxes to users and UNCs

Techniques to integrate your FAXCOM solution with Active Directory, Web Client, SMTP Email, Exchange, and much more.

## SAMPLE COURSE AT A GLANCE

\*Topics subject to change based on attendee interest

DAY 1	DAY 2	DAY 3
<b>FAXCOM Server Architecture</b>	<b>FAXCOM Suite</b>	<b>Complete System Setup</b>
<b>FAXCOM Server Setup</b>	<ul style="list-style-type: none"><li>• Web Client</li><li>• Advanced Fax Routing</li><li>• Cover page creation</li><li>• Troubleshooting</li></ul>	<b>Overview Optional</b>
<ul style="list-style-type: none"><li>• Installation</li><li>• Configuration</li><li>• Upgrading</li></ul>	<b>Exchange (SMTP) Fax</b>	<b>Topics</b>
<b>Using the FAXCOM Server with:</b>	<ul style="list-style-type: none"><li>• Application architecture &amp; fax flow</li><li>• Exchange SMTP Connector install</li><li>• SMTP Gateway configuration</li><li>• Outlook Integration</li><li>• Troubleshooting</li></ul>	<ul style="list-style-type: none"><li>• Advanced Fax Routing</li><li>• DocFlow</li><li>• FAXCOM Dashboard</li><li>• Job Tracking</li></ul>
<ul style="list-style-type: none"><li>• Digital and analog lines</li><li>• Routing received faxes</li></ul>		
<b>FAXCOM Server</b>		
<b>Troubleshooting</b>		
<b>FAXCOM Suite</b>		
<ul style="list-style-type: none"><li>• Application architecture &amp; fax flow</li><li>• Installation &amp; configuration</li><li>• Overview of MMC Admin</li><li>• Client Setup: Desktop, Web, &amp; SMTP</li><li>• Troubleshooting</li></ul>		

## TRAVEL INFORMATION

Biscom's corporate office in Westford, MA is centrally located between Manchester Boston Regional Airport (MHT) and Logan International Airport (BOS).

### LOCAL AIRPORTS

Logan International Airport (BOS)

Boston, MA

(800) 23-LOGAN [www.massport.com](http://www.massport.com)

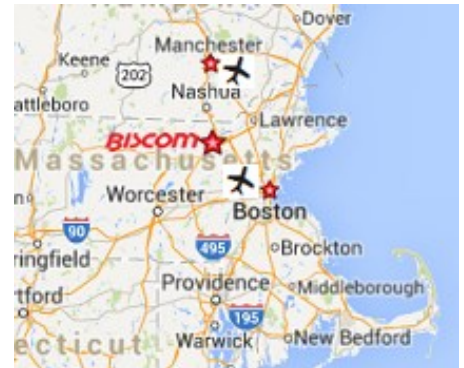
Drive time to Biscom: Approx 40 minutes (40 miles)

Manchester Boston Regional Airport (MHT)

Manchester, NH

(603) 624-6556 [www.flymanchester.com](http://www.flymanchester.com)

Drive time to Biscom: Approx 35 minutes (33 miles)



### LOCAL HOTEL

The Hampton Inn & Suites of Westford is offering a corporate discount room rate to all customers attending the upcoming Biscom training session starting at \$139/night. The rates include a buffet breakfast and is conveniently located 0.5 miles from Biscom's headquarters.

The hotel amenities include an on-site meeting room, fitness room, heated indoor pool, on-site laundry, and WIFI.

Reservations can be made directly with the hotel (978) 392-1555. Travelers must identify themselves as associates of BISCUM and/or book online at [www.westfordchelmsfordsuites.hamptoninn.com](http://www.westfordchelmsfordsuites.hamptoninn.com) and use Corporate Booking Code: **0003215329** to receive the special rate.

Transportation to and from Boston Logan Airport or Manchester NH Airport is available through:

BORDER LIMOUSINE [www.borderlimousine.com](http://www.borderlimousine.com)

978-458-9400 - from Boston Logan Airport

603-511-5400 - from Manchester NH Airport

CENTERLINE TRANSPORTATION [www.centerlinetransportation.com](http://www.centerlinetransportation.com)

978-342-6200

Shared van service.

### ADDITIONAL QUESTIONS

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



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