

Oct 22-24, 2018
Tuition: \$2,500.00*

Biscom Headquarters
Chelmsford, MA

To register, please go to
www.biscom.com/support/training to access our
on-line registration form.

Registration must be received no later than Oct 12, 2018. As class size is limited to ensure that each participant receives a maximum benefit, you are encouraged to register as soon as possible.

Please note: 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.

FAXCOM Essentials Training:

The Product Training Course for FAXCOM Administrators

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 2.5-day course is being offered October 22-24, 2018. The session will take place at 321 Billerica Rd Chelmsford, MA Biscom's corporate headquarters. 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.

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 \$2,500.00 and includes:

- Hands-on work with FAXCOM fax servers, Dialogic SR140 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.

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 reservation changes or cancellations.

What You'll Learn

- How to use the FAXCOM Server Architecture and its latest features to your advantage
- Best practices for the FAXCOM solution installation, configuration, and software upgrades
- Implement rules for routing faxes to users and UNC's
- Techniques to integrate your FAXCOM solution with Active Directory, Web Client, SMTP Email, Exchange, and more.

Course At-A-Glance*

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

Travel Information

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 a hotels located within a 10 minute commute to our facilities.

Local Airports

Logan International Airport (BOS)

Boston, MA
(800) 23-LOGAN 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
Drive Time to Biscom: Approx. 45 minutes (35 miles)

Local Hotel

The Chelmsford Radisson is offering corporate discount room rates to all customers attending the upcoming Biscom training session. The rates include breakfast for one. They also offer **complimentary shuttle service to and from Biscom**.

The hotel amenities include a 24-hour Business Center, Fitness Center, Heated Indoor Mineral Pool, and the Independence Bar and Grill.

Reservations can be made directly with the hotel 978-256-0800 or 1-800-333-3333. Travelers need to identify themselves as associates of **BISCOM** and/or book online www.radisson.com/chelmsford and enter PCR #52366 to ensure they receive the negotiated special rate.

[Click here](#) for additional hotel information.

A major credit card or written corporate guarantee is required to hold a reservation for the night of arrival. Cancellations must be received by 4 pm the day of arrival. All "no show" guaranteed reservations will be billed for the first night's room and tax to the guarantor.

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

BORDER LIMOUSINE www.borderlimousine.com

978-458-9400 - from Boston Logan Airport
603-511-5400 - from Manchester NH Airport

CENTERLINE TRANSPORTATION 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.