

# Product Retirement – Upgrade Path Announcement

## Supported Products to be ExtraFax Version 7.x & 8.x



**November 09, 2009**

Extracomm Inc. is announcing the retirement of ExtraFax version 6.5.x

Extracomm will discontinue Technical Support for ExtraFax 6.5.x effective February 1, 2010.

Additional information on ExtraFax Version 8 is attached.

### **Contents:**

1. Features – Functions – Benefits of ExtraFax Version 8
2. Supported Platforms
3. Maintenance Plan Options
4. ExtraFax V8 End-User Pricing

Please contact your Extracomm Authorized Reseller or Extracomm regarding upgrades and maintenance plan options.

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## 1.0 New Features – Functions – Benefits of ExtraFAX Version 8

Feature	Function	Benefit
Cover Page Wizard.	<b>Using a Wizard style interface, create cover pages seamlessly.</b>	No development experience required to create cover pages for use in ExtraFAX
Built-in Probes, Alerts to monitor ExtraFAX server status	<b>Option to configure various different alert types (Task Status, Fax Hardware Online/Offline, Outbound, Inbound queue thresholds, Error Messages) all with e-mail notifications.</b>	Pro-active monitoring in ExtraFAX with real time e-mail notifications will alert Administrators to potential problems on the ExtraFAX server.
Port Management Console.	<b>Incorporate a management console where channel real time output can be accessed without the need to have access to the server operating system.</b>	Ease of Administration and removes the restriction of having to access the operating system to see any port console windows.
Integration with SAP	<b>SAP integration with ExtraFAX to easily send faxes directly from SAP using SMTP. Also route incoming faxes from ExtraFAX to SAP. Import user preferences and inbound routing information from SAP.</b>	Now it is possible to send/receive faxes in a way that is natively supported by SAP.
SMPP Support	<b>Send and receive SMS messages using an SMPP connection with your Telco Carrier.</b>	With no requirement for hardware SMS devices, SMPP allows you to send SMS messages through a SMPP connection via the Internet that is established between your organization and your Telco Carrier provider. SMPP is especially good for companies that need to send / receive high volumes of text messages.
Using Skype to send SMS messages.	<b>Send SMS messages using Skype.</b>	With no requirement for hardware SMS devices, Skype provides a pure software solution for outbound text messaging. International SMS costs can be greatly reduced. The ExtraTxt Skype interface provides a cost effective way to dispatch text messages as an alternative to purchasing and maintaining SMS hardware devices.
iNotes Integration	<b>Ability to incorporate the Fax Options and Fax Address button in the iNotes web mail interface.</b>	With more and more users accessing e-mail from a web browser, this new feature provides added flexibility that previously was only available through the Lotus Notes client interface.
Cover Page Preview	<b>Add the ability for end users and administrators to preview what the available ExtraFAX cover pages look like before they are used.</b>	Removes the limitation where users cannot preview what a selected cover page looks like before they use it.

## 1.0 New Features – Functions – Benefits of ExtraFax Version 8 continued.

3 of 9 barcode generator	<b>In addition to being able to create QR Codes, now you can create 3 of 9 bar codes directly within ExtraFax so that they can be used with your fax documents.</b>	No need to purchase a 3 <sup>rd</sup> party barcode program to generate and use 3 of 9 bar codes within ExtraFax.
Improved Reporting	<b>Now you can more easily distinguish between SMS/MMS/Fax jobs when creating reports and obtain graphical reports about line usage, how long jobs are sitting in queue and taking to process.</b>	Useful for capacity planning and easier to distinguish ExtraFax usage. Fax VS. SMS VS. MMS
Reminder Notification for pending Fax jobs that must be approved	<b>When the workflow approval feature in ExtraFax is active, multiple reminder notifications will be sent to individuals who must approve pending fax jobs.</b>	Remove the limitation where in previous versions of ExtraFax only one notification was sent to the required approver(s). The additional reminders will help to ensure the approval process is completed, thus avoiding unnecessary delays.

**\*Final feature list is subject to change without prior notice.**

## 2.0 Supported Platforms

### Server Platform Support

- ExtraFax server runs on a Lotus Domino server for Windows 2000/2003/2008, Linux as a server add-in task or on a Lotus Notes client as a standalone process.
- For other server operating systems, such as OS/400, AIX, Solaris, the ExtraFax engine can be configured to run on a Notes client (Windows 2000/XP/Vista) allowing respective Domino server environment users to send/receive faxes.

### Hardware

- Processor: Pentium III 500MHz or faster.
- Memory: 128MB (minimum memory recommended for Domino server), 512MB or more is recommended.
- Hard Disk: 2 GB min, 4GB or more is recommended.
- One or more analog phone lines, DID trunk lines or ISDN lines.
- Dedicated system recommended for medium to heavy use.

### Software

Versions of the following software or any subsequent updated versions may be used:

- Lotus Domino Server 6.x,7.x, 8.x for Windows XP/Vista/2000/2003/2008
- Lotus Notes Client 6.x,7.x, 8.x for Windows 2000/2003/XP/Vista

### Fax Modems Supported

- Class 1 (Serial) Generic fax modems
- Class 2 (Serial) Generic fax modems
- Class 2.0 (Serial) Generic fax modems
- Dialogic Brooktrout fax boards
- GammaLink fax boards
- Eicon fax boards

### Client Support (Print-to-fax Driver)

- Lotus Notes Client 6.x,7.x, 8.X (Windows 2000/2003/XP/Vista)
- Installations without a Lotus Notes client also supported.



### 3.0 Maintenance Plan Description

	Standard Maintenance	Maintenance Plus
<b>Pricing and Features</b>	15% of current list (\$200 US minimum)	25% of current list
Maintenance Releases	✓	✓
Web Support	✓	✓
Email Support	✓	✓
Phone Support	✓	✓
Training Place	✓	✓
Upgrade Protection		✓

**How to Purchase Maintenance and Plan Renewals:**

The first year of Standard Maintenance is included with the purchase of ExtraFax. Maintenance Plus plans can be purchased at the time of product sale or within 30 days of the purchase. The Maintenance Plan is an annual, renewable plan and an invoice will be sent to you 60 days prior to the end of the current plan.

**Term of Plans:**

Plans are based on a calendar year from January 1<sup>st</sup> to December 31<sup>st</sup>. Plan dates are flexible and can be tailored to meet your business calendar year schedule.

**Standard Maintenance Offering:**

This plan includes the items mentioned in the above table and the price is based on 15% of the current list price or a minimum of \$200 US. Upgrades are not covered, but are available for purchase at a minimum 30% of the current list price.

**Maintenance Plus Offering:**

This plan includes the items mentioned in the above table and all upgrades, including major server releases, such as from 6.5 to 8. Whenever there is a new server version, the price for an existing maintenance plan is adjusted to reflect the new list price, if changed, for the remaining maintenance period (from the date that the customer is sent a requested license key). The price for this plan is 25% of the software's current list price. This upgrade protection means that you will never need to purchase a version upgrade. ExtraFax typically has a version upgrade every 10 to 18 months.

Contact information for our Technical Support:

**Web Support:** [www.extracomm.com](http://www.extracomm.com)  
FAQ's, Support Forum and Product Documentation

**Email Support** [support@extracomm.com](mailto:support@extracomm.com)  
Send us your questions in an email

**Voice Support:** 1-905-709-8602 Option 3; from 9 to 5 pm EST

#### 4.0 ExtraFax Upgrade Pricing – Effective March 31, 2009

Upgrade from		Upgrade Price
ExtraFax 5.x & 6.X	Upgrade includes 1 year of Standard maintenance coverage	68% of MSRP
ExtraFax 7.0	Upgrade includes 1 year of Standard maintenance coverage	58% of MSRP
ExtraFax 7.0.x	Upgrade includes 1 year of Standard maintenance coverage	38% of MSRP

Maintenance	Price
<b>Standard Maintenance</b>	Annual Fee 15% of MSRP
<b>Maintenance Plus (Include all upgrades)</b>	Annual Fee 25% of MSRP

\*MSRP stands for **Manufacturer's Suggested Retail Price**