Introduction:

Extracomm offers a full complement of Professional Services for ensuring a quick and successful deployment of ExtraFax from the smallest business to the largest global enterprise.

These services can be delivered through the web or on-site.

Rates for courses of training are dependent upon which course is selected as well as any travel expenses.

extracomm

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DOCID ECEFX0207

QuickStart Essentials

During an ExtraFax QuickStart Essentials , the System Engineer will accomplish the following:

A) Planning

1. Environmental Survey
   Customer will be sent an environmental survey via email to be filled out and submitted prior to Step #2 of the Planning stage. The survey will include important questions regarding the customer's environment, personnel, and needs

2. Pre-QuickStart Conference
   Prior to the scheduled QuickStart, and after the environmental survey has been completed and submitted, the assigned Systems Engineer will meet with the customer via telephone to review the following items, to ensure that the time of the actual service is spent efficiently and wisely.
   1. Review environmental survey responses
   2. Review ExtraFax hardware and software requirements
   3. Review fax hardware/software requirements
   4. Scheduled start times and end times for the service
   5. Discuss who will be involved during the installation, configuration, and training portions of the QuickStart
   6. Review the schedule – what will be accomplished during the QuickStart
   7. Review license information – how many licenses purchased, how many installations will be done, how many servers, etc.
   8. If it will be a remote service, instructions for logging into the Sametime meeting will be reviewed and a browser test will be done to ensure that there will be no connectivity issues during the service
   9. If customer purchased a QuickStart Essentials Plus or QuickStart Premier, discuss available options for the additional time (see below)
   10. Which servers will ExtraFax be installed on?
   11. Who will be using the application?
   12. Review security settings

B) Installation/Administration Tasks

*Please note that the QuickStart Essentials includes the installation and configuration of ExtraFax on one dedicated/client machine. For installation on a Domino server, or multiple
Domino servers, please refer to description of QuickStart Essentials Plus and QuickStart Premier, below.

1. Installation of ExtraFax
   a. Run installation executable
   b. Start ExtraFax server
   c. Enter license key
   d. Review options for supporting web clients
   e. Verify Server setup
2. Review upgrade procedures for future reference
3. Install Fax board, if necessary
4. Installation of ExtraFax clients (Notes and/or web clients, if necessary)

C) Configuration

1. Configure the ExtraFax server
   a. Create server configuration documents
   b. Review options and save settings
   c. Configure multiple ExtraFax servers, if necessary
2. Configure Fax-on-Demand
3. Configure HP Digital Sender (optional)
4. Configure Port
5. Cover pages
   a. Customizing cover page
   b. Available cover pages
6. Set Security options
   a. Domain level and/or User/Group level
7. Other configuration items
   a. Defining telecomm carrier
   b. Defining access hours
   c. Controlling long distance
   d. Blocking fax numbers
   e. Least-cost transmission
   f. Limiting operator's access
   g. Automatic/manual CSID inbound routing
   h. Configuring DID/DTMF Inbound Routing
   i. Setting up inbound routing by Port/Fax card's inbound channel
   j. Changing the Foreign Domain Name
   k. Archiving
   l. User Preferences
   m. Image masking
   n. Specifying recipient's fax number
8. Configure ExtraFax clients
   a. Fax delivery options

D) Monitoring

1. Server Maintenance
2. Accounting and Statistics
3. Review Fax Log

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QuickStart Essentials Plus– QuickStart Essentials Premier

During an ExtraFax QuickStart Essentials Plus, the Systems Engineer will perform the ExtraFax installation/configuration on a Domino server. During an ExtraFax QuickStart Premier, the Systems Engineer may also accomplish the following, depending on customer needs and available time (to be determined prior to scheduled service):

A) Administration Training (Maximum of 10 people per session)

1. Review installation and administration tasks
2. Review/demonstration of Configuration tasks, including creation of Monitor documents
3. Review/demonstration of monitoring options

B) End User Training (Maximum of 10 people per session)

1. Sending Faxes
2. Receiving Faxes
3. User Options

C) Application Integration/Customization

1. Integrating ExtraFax in customer applications

D) Additional Server/Client installations

1. Setting up least-cost routing for multiple sites

E) Additional Services

Additional services available at an hourly rate:

A) Additional application integration/customization
B) Administration training
C) End User training
D) Additional Server/Client installations

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