FACSys® 4.9 Product Overview **Better scalability and enhanced functionality!**

4.9 Feature Summary

- Three **new** licensing and pricing models:
  - FACSys Client or Channel Licensing Model
  - FACSys SBS for Microsoft Exchange Small Business Server
  - FACSys LITE for the smaller shop (< users)
- New support models:
  - Better basic support, including installation support on F.A.S.T. agreements.
  - Reduced cost for digital fax card support (Brooktrout, Eicon, Intel/Dialogic).
- Simplified support options for AFM-SDK programming support.
- Help and Manuals now match in content and Help is context Sensitive in Administrator and Desktop Client Modules.
- ON-LINE Help at www.facsys.com/manuals/admin and www.facsys.com/manuals/client
- FACSys queue folder and device management enhancements.
- PDF delivery option to in-box for SMTP, Microsoft Exchange or Lotus Notes mail recipients.
- Inbound archive routing to FTP site or Network Share.
- Improved Lotus Notes integration and functionality
- Enhanced optional Outside IN™ rendering (formerly INSO), up to 250 file formats supported.

Licensing model changes and additions

To respond to the market demand for flexible licensing models so that customer may "RIGHT-SIZE" a faxserver to their requirements. The FACSys SERVER License now has four Models:

1. FACSys Client model
2. FACSys Channel model
3. FACSys SBS (for MS Exchange Small Business Server)
4. FACSys LITE
   - All FACSys SERVERS now require their own license Serial Number This includes Evaluation, Laboratory, Hot-standby, Backup and Development Servers. The user will be prompted for the SERVER DAT file on initial setup. Attempting to use the same SERVER license on two computers on the same LAN will fail.
   - Client and Channel Servers must have either a 10 user DAT file or a 1 channel DAT file at a minimum.
   - Except for SBS and LITE, it is not permitted to mix and match licenses or support models on the same server.
   - Existing customers who want to update or expand an existing system will be able to based on the current license model in effect on the server they want to update. See the product matrix below.
   - There is no formal migration path from Client to Channel Licensing.
   - All customers will require NEW style DAT files as of version 4.9 and the DAT files will not be backward compatible.
   - Upgrades may be requested at www.facsys.com/upgrades
   - NOTE:
     - The CORE code is the same in all versions. The License files control functionality access.
     - You may change license files without re-installing FACSys

Demo Licenses

Unlike previous versions of FACSys that 'clocked down' from 60 days post-installation, all DEMO versions, including the Client, Channel, SBS, LITE, Gateways and Rendering Licenses have an expiration date which emFAST can control (30, 60, 90 days for example).

FACSys 4.9 Product Matrix

FACSys License Model ->>>	FACSys Client	FACSys Channel	FACSys SBS	FACSys LITE
Server	Unlimited Channels	Unlimited Clients	25 users, 4 channels	10 users, 2 channels
Clients	Minimum 10 users required. Packs of 10, 25, 50, 100, 250, 500, 1000, 2500 users	Minimum 1 channel required	DAT file add-ons allowed 10/25 to a max of 75 users and 4 channels	not upgradeable
Channels	Unlimited	Eg. 1, 2, 4, 8, 12, 16, 24/30 (up to 96 per server)	4 max	2 max
Server to Server routing	Works 4.9-> 4.9, 4.8, 4.7 client model only	Works 4.9 to 4.9 channel only	Disabled	Disabled
PDF Delivery	Included	Included	Included	Included
HPCL Renderer	Optional add-on	Optional add-on	Optional add-on	Optional add-on
Outside In™	Optional add-on	Optional add-on	Optional add-on	Optional add-on
Gateway Support	1 below included (choice)	1 below included (choice)	Exchange Only	SMTP ONLY
Exchange Gateway	Optional Choice	Optional Choice	Included	N/A
Notes Gateway	Optional Choice	Optional Choice	N/A	N/A
GroupWise Gateway	Optional Choice	Optional Choice	N/A	N/A
SMTP/POP3 GW	Included	Included	Included	Included
SAP	Option	Option	N/A	N/A
Digital Sender etc	Option	Option	Option	Option
AFM-SDK	Included	Included	Included	Included
Archive Folder Function	Included	Included	Included	Included
Backup/Dev Server	Option	Option	Option	Option
	Apply DAT Files	Apply DAT files	25/4 Included	10/2
Support				
See matrix below	F.A.S.T.	F.A.S.T.	Remote Install incl. for 60 days	Remote Install incl. for 60 days

GATEWAY Licensing

a. All Servers will ship with an SMTP/POP3 mail gateway license. FACSys SBS will ship with a FACSys Exchange Small Business Server Gateway license. No other mail gateway license can be added. FACSys SBS will only install on an Exchange SBS server.
b. FACSys LITE will ship with ONLY an SMTP Gateway license. No other mail gateway license can be added.
c. All Client and Channel based Server licenses will ship with an SMTP gateway plus ONE mail gateway license of the customer's choice from this list: a) FACSys Fax Connector for Exchange license or b) Lotus Notes Gateway license or c) GroupWise Gateway license.
d. SAP Gateway Licenses will be provided at no additional cost with the purchase of the SAP Commserver Software. SAP Gateway Licenses will only install on Client and Channel based Server Licenses, not on SBS or LITE.
e. Any type of Server License can add an optionally purchased:
    a. HPCL/PS Renderer License (to render HPCL and Postscript attachments)
    b. Outside IN™ Renderer License (to render up to 250 different file type attachments)
    c. HP Scanner/Digital Sender Gateway License to fax enable these devices.
    d. Xerox Document Centre License to fax-enable these devices.

Rendering Licensing

The DEFAULT rendering service for FACSys 4.9 will be Native Applications, specifically MS Office and Adobe Acrobat (full version). Some customers may still wish to render legacy application attachments and for that they will need the FACSys Outside IN™ Rendering License Option and the Outside IN™ installer files.

SERVER TO SERVER ROUTING Enablement

The ability to do Server to Server routing across platforms is permitted as follows:

	To/From FACSys Client Version	To/From Channel Server Version	To/From SBS*	To/From LITE*
FACSys Client Version	Yes	No	No	No
FACSys Channel Version	No	Yes	No	No
FACSys SBS	No	No	No	No
FACSys LITE	No	No	No	No

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12 Macintosh Road, Branchburg, New Jersey, USA, 08876

+1 (866) 4 EMFAST or +1 (866) 436-3278 or International +1 (416) 283-8411 FAX +1 (416) 208-6770
www.facsys.com www.faxserversupport.com www.emfast.com

Context Sensitive Help: To make FACSys more user friendly for administrators and users

- The online HELP modules for FACSys Administrator and FACSys Desktop Client have been created with top level context sensitive "F1" functionality.
- The HELP screens and the Manuals have exactly the same content.
- The Help files are now online on the web at www.facsys.com/manuals/admin and www.facsys.com/manuals/client

Queue Performance Enhancements: To improve FACSys performance:

- Improved method to handle attachments so that naming of outbound attachments are now based on envelope id.
- Improved numbering scheme for ~tmp files: to increase the number of tmp files that FACSys can accommodate.

Device Management Enhancement: To simplify administration

- FACSys Administrator has been enhanced to enable management of General features on multiple channels of a device, within a Single Dialog. You can now select them all device channels and activate them in one step.

Inbound PDF Attachment Enhancements

- If you are using an SMTP Gateway and/or an Exchange Gateway or a Lotus Notes Gateway you can now choose to receive faxes in your e-mail inbox as:
  - Intel DCX, (e-copy) Simplify UNI, TIFF G3, TIFF G4, or TIFF MH (as previously provided by FACSys) OR
  - Image ONLY PDF file (non-text searchable) OR
  - PDF with Original TIF image (delivers a TIFF file AND a non-text searchable PDF File)

Inbound Routing of TIF files to a Network Share or FTP Archive: to facilitate 'compliance'

Many customers and third-party document management Independent Software Vendors (ISV's), particularly those in the document management arena, have requested the functionality to copy inbound fax files from the \facsys\queue folder to a network share archive folder. FACSys 4.9 introduces the ability to route inbound faxes to an 'archive' location either on a network share or on an ftp site.

This accomplishes the following:

- It reduces the number of files in the FACSys queue thereby facilitating peak performance.
- It permits users with varying document management systems to hook into the network share and manage the images and associated metadata.
- It facilitates third-party programmers to access the FACSys data without the possibility of corrupting the FACSys queue folder.
- It allows a central repository for ALL inbound faxes coming into multiple FACSys servers to be gathered in one location for further processing.
- It permits FACSys to optionally segregate inbound faxes into logical groups based upon inbound routing criteria (User Name/Alias in the case of a fax that is manually routed to a user or group or DID/DNIS/DTMF in the case of a fax that is automatically routed to a user or group).

The Archiving function can be set to:

- Global:
  - all users, all faxes from one server archived to one location.
  - Real World Example: for Compliance purposes a firm may wish to archive ALL inbound faxes. By invoking this feature of FACSys all fax documents for all users on a server can be routed to one location for further processing by a third-party application.
- By Server:
  - all users, all faxes from multiple FACSys servers archived to one OR multiple locations.
  - Real World Example: An organization has FACSys Servers in 5 different cities and wants to archive all the faxes into a third-party document management system and KNOW which faxes came from which system. By invoking this feature of FACSys one simply has to sort the files on the network share or FTP location based on the filename to see all the archived files by server since the server name is in the filename.
- By user definition that overrides the global location:
  - Which permits
    - All faxes to multiple locations to be pre-sorted and grouped into an archive based on 'topical' DID numbers.
  - Real World Example: An insurance company has faxservers in three cities. Each FACSys server has a separate DID number for the following types of inbound faxes:
    - Auto
    - Commercial Property
    - Residential Property
  - These inbound fax 'TYPES' are routed by DID to FACSys users:
    - AutoClaims
    - CommercialClaims
    - ResidentialClaims

- The Routing target folders are named similarly so that the correct type of document appears in the correct target archive folder.

Improvements to the F.A.S.T. Basic Support Agreement

Channel and Client License Models

Previously the Basic F.A.S.T. Agreement Schedule 'A' included support on ONE SERVER for Exchange OR the Client Desktop plus an additional fee for installation support. Now the Basic Agreement for the Client and Channel Models INCLUDES:

- Basic remote FACSys installation support (including Desktop Client) with an analog fax device.
- Support for any ONE of the following Gateways
  a. SMTP/POP3 Gateway
  b. FACSys Fax Connector for Exchange or
  c. Lotus Notes Gateway or
  d. GroupWise Gateway
- Schedule 'B' items have been modified per the matrix on the next page.
  a. Notably, Digital FAX CARD support has been reduced in price.
  b. Application support for ANY third-party application using AFM/SDK, Embedded Codes, Word Macros or Customer AFM/SDK API or support for Embedded codes to print from any OS: UNIX, AS400, WIN & DOS (per O/S) is now charged by the hour, in blocks of time.
  c. Multi-year prepaid discounts are now available.

FACSys SBS and FACSys LITE

These are new FACSys license models, designed for the smaller customer. For these two models only, and in North America only, emFAST Inc. will assist with BASIC installations within the first 60 days from date of purchase. International distributors will choose whatever support model is appropriate for their local market. SBS and LITE customers in North America will then have the further option to purchase a F.A.S.T. agreement that carries their support to 14 months post purchase for a reduced price.

Note that FACSys SBS and LITE are intentionally reduced functionality licensed faxservers, therefore the installation time should not exceed 45 minutes on a properly pre-configured system.

New features added in Lotus Notes Gateway for 4.9

- Intelligently check for an attachment in a fax message and accordingly process the message
- Logging in Lotus Notes Gateway
  - When a Faxserver log is enabled, Lotus Notes Gateway logging is also enabled. VimIn.log and VimOut.log are created in the FACSys directory
- Inbound delivery of TIF and PDF now available to Notes users

FACSys 4.9 Service Pack 'roll-up' and minor adjustments

Since the release of FACSys 4.8 on December 15, 2003 there was one formal update 4.80.11. These fixes have been rolled into 4.9.

- Eicon drivers/cards: problem fixed with the Eicon drivers providing an invalid image to the Faxmanager.
- Eicon: licensing changes. Drivers are now provided at no cost for Eicon Cards. PRI support is extra.
- Eicon: Support added for Eicon Analog cards.
- Eicon: Fix for proper mapping of Eicon errors.
- Eicon: drivers providing wrong sent page count when using FFC for confirmations.
- Brooktrout: Fix for changing fonts on Page Header for Brooktrout 1034 cards.
- Brooktrout: Fix for Trufax header
- Brooktrout: Fix for 3 digit page number display on the Page Header for Brooktrout 1034 cards.
- Desktop: problem where Images do not open properly after re-login repaired.
- Gateways: Fixed a problem with embedded Outlook messages in FFC.
- Active Directory: fix to take care of all the different Attachment types.
- Active Directory: fix to take care of Printer Options.
- Office 2003 fix in Desktop Client.
- Problem fixed where Printing to Xerox printers failed intermittently.

Conclusion

emFAST Inc. is pleased to present FACSys 4.9. We look forward to listening to our customers, resellers and distributors and including new initiatives in future releases of FACSys®.

We welcome your suggestions at sales@facsys.com or sales@emFAST.com
The emFAST Team.

Purchase Decision Flow Chart (SKU's for SBS, LITE support and OUTSIDE IN™)

FACSys 4.9 Licensing Model 2004-3
Thursday, December 02, 2004
Call your FACSys Authorized Reseller or Distributor for pricing

FACSys Enabled

em FAST

FACSys LITE
10-491001
Max 10 users & 2 channels
PDF Image Delivery Included
SMTP Gateway ONLY included

Entry level Customer Buy FACSys Lite

Which Model fits the customer's needs?

Exchange Small Business Server Buy FACSys SBS

FACSys SBS
10-492001
25 users included (expandable)
4 channels max included
PDF Image Delivery Included
SMTP Gateway included
Exchange SBS Gateway Included

Not Scalable
To expand must purchase full product with a $500 Conversion discount

FACSys SBS Client License expansion above 25 users
10 Users 20-00010 OR 25 Users 20-00025
Channels NOT expandable. To expand must purchase full product with a $500 conversion discount.

FACSys LITE Support
60 days post purchase support including installation and board setup:
North America Only
30-1001 Option to purchase
12 month F.A.S.T. agreement for months 3-14

FACSys SBS Support
60 days post purchase support including installation and board setup:
North America Only
30-2001 Option to purchase
12 month F.A.S.T. agreement for months 3-14

FACSys Client Model

Needs unlimited Channels & fax bandwidth

Client or Channel?

Needs unlimited users

FACSys Channel Model

FACSys Server 10-493001
Comes with Admin user only
PDF Image Delivery Included
SMTP Gateway included
ONE Gateway of your choice
AFM-SDK License Included

NOTE
A FACSys SERVER REQUIRES either a Channel or a Client License and WILL NOT WORK without one or the other.

FACSys Server 10-494001
Comes with Admin user only
PDF Image Delivery Included
SMTP Gateway included
ONE Gateway of your choice
AFM-SDK License Included

FACSys Client License
Select combinations as needed

10 Users 20-490010	250 Users 20-490250
25 Users 20-490025	500 Users 20-490500
50 Users 20-490050	1000 Users 20-491000
100 Users 20-490100	2500 Users 20-492500

FACSys Channel License
(Purchase multiples as needed)
FACSys Channel License 20-490001

Gateway License
SMTP POP3 included
ONE OF Exchange, Lotus Notes or Groupwise included

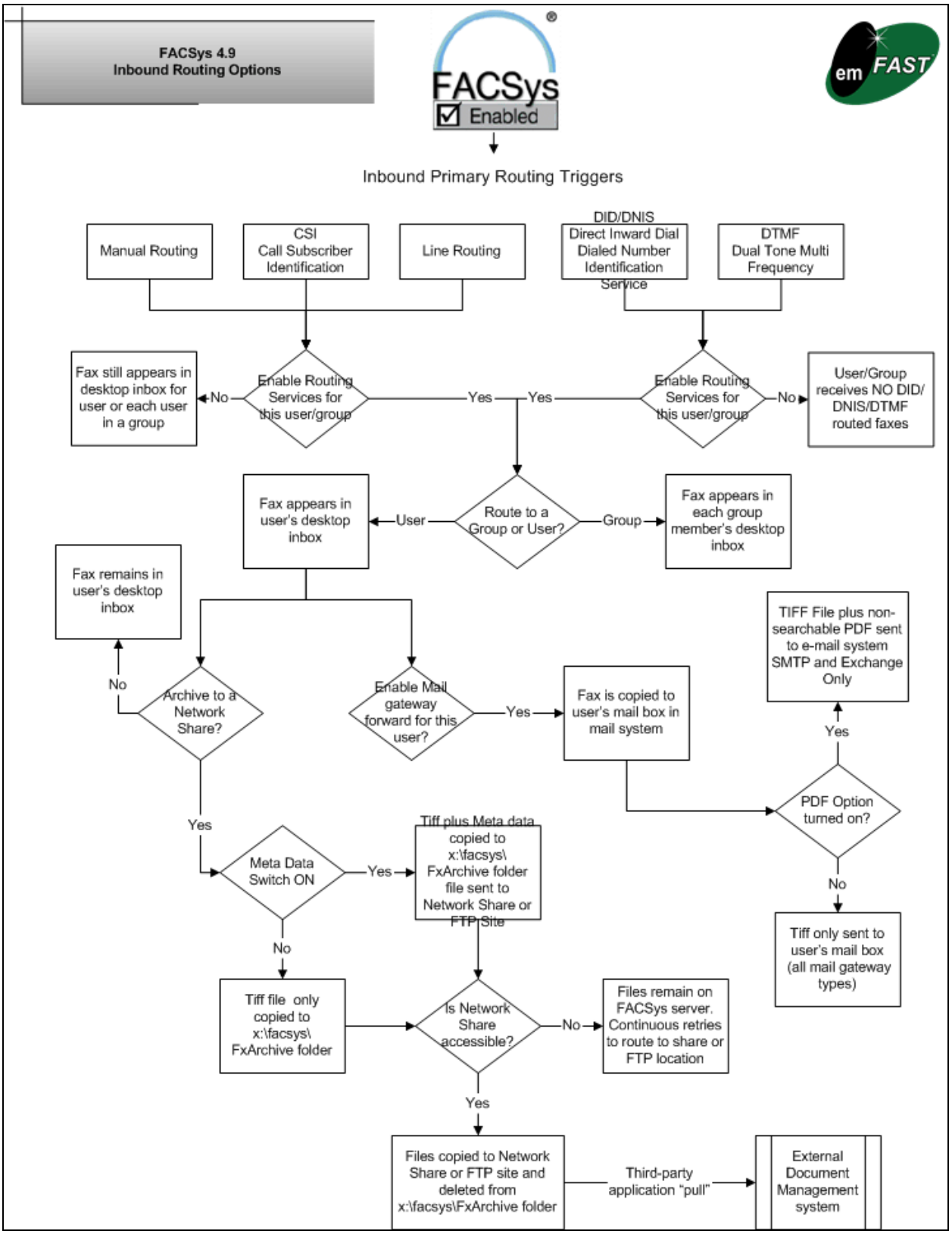
Purchase ADDITIONAL Gateway Licenses:

FACSys Fax Connector for Exchange	71-490080
Gateway License for Lotus Notes	71-490081
Gateway License for GroupWise	71-490082
Gateway License for HP	71-490083
Gateway License for Xerox	71-490084
Gateway License for SAP	71-490085

Add-on Options

FACSys HPCL-PS Rendering Service	71-0040
FACSys OutsideIn™ Rendering Service	71-0041
SAP COMserver Gateway	50-0200

F.A.S.T. Support Annual Contract
Annual Fee for Basic F.A.S.T. Service One Gateway PLUS Installation Included

Support Client License Model		Support Channel License Model	
30-0050	<50	30-0002	1-2
30-0100	51-100	30-0004	3-4
30-0250	101-250	30-0008	5-8
30-0500	251-500	30-0012	9-12
30-1000	501-1000	30-0016	13-16
30-2500	1001-2500	30-0030	24-30
31-0002	Additional Server		
31-0003	Pre-Install Consult		
31-0004	Card Swap SBR	12pct MSRP	
31-0005	Installation (Now Included)		
31-0006	OS Support		
31-0008	SAP Support		
31-0009	Add'l Gateway Support		
31-0020	Digital Card support		
31-0018	Application Support		
31-0016	Training 1/2 day		
31-0019	Onsite Tech + expenses		
31-0025	7x24 Support		
31-0027	Multi-Year Prepaid Discount	2 yrs 10%; 3 yrs 20%; 5 yrs 35%	

FACSys 4.9 inbound routing option summary