

Memo to: International Distributors and Resellers
From: Peter Mittler, VP Sales and Marketing emFAST



Dear Colleagues: Good day to you all.

I wanted to send a follow-up message now that I have been back in Toronto for three weeks. Once again I wish to thank-you for all of your hospitality and assistance.

I have searched for common threads through which we can bond our common interest in FACSys, and its related initiatives, and here is a compilation of those thoughts and an update on specific items:

You have all requested:

- Added features, functionality and reliability in the FACSys.
- Updated materials that you can use to sell with.
- More frequent communications from a sales and technical support perspective.



Extending emFAST world-wide

Optus software has been responsive, and we at emFAST have been working together with them to:

1/ **Produce a Hotfix** for SP4a that will extend rendering functionality and reliability. This Hotfix, having been being tested here, is now in the hands of four European technicians for them to put it through its paces. We requested that Nick at Techland in the UK, Ulf at New Technology in Sweden, John at Netopolis in Portugal and Lars/Roger at Infowan in Germany test Hotfix 353-191. If anyone else would like to give it a spin let us know and we will send you the files. We would like to complete testing on this no later than May 26 and release soon thereafter (providing, of course, that we don't find something that requires another round of testing). This HOTFIX provides improved rendering quality and reliability for PS, PDF, PPT and LANDSCAPE XLS and RTF.

2/ **Improve documentation** and training materials that you can translate into your local language for distribution to resellers and end-users.

An example of this is at

ftp://ftp.emfast.com/pub/facsys/viewlets/FACSys_Server_to_Server_Routing.zip
a Viewlet showing how to set up Server to Server routing between FACSys servers on the same LAN. Download the zip, install to its own folder and run the HTML file. If any of you would care to translate the frame instructions into your language, send the text to me and I will create a language-specific version for you... OR you can download the Viewlet builder yourself from www.qarbon.com, take our screen shots, and over write with your instruction text. I will send you the original screen shots if you want to go that route.

A second example of emFAST's documentation and training initiatives is at <http://www.faxserversupport.com/Downloads/emFAST%20White%20Paper%20FACSys%20AD%20Integration%20Scenarios.pdf>
This is a White Paper on the migration and integration between FACSys and Exchange 5.5 and 2000 with and without Active Directory. Again, if you want the Original WORD document to translate with, just ask.

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3/ **Complete the development** and testing of Drivers for the new Brooktrout 1034 card. (the drivers were completed and tested by Rob from Optus Engineering on May 16 and 17 in Brooktrout's Labs in Needham MA). They now need to be packaged and instructions created for installation.

4/ **Complete and test the drivers for Brooktrout NetACCESS** Cards for PRI. In conjunction with Rob, **emFAST** worked at a customer's site to prove capability, and thoroughly test the call disconnect codes. Rob also modified the header string to permit insertion of a company name.

5/ Continue to improve the integration and documentation for FACSys with **third-party partner** products, including but not limited to:

Adobe Capture, Xerox Document Centers, Ricoh e-Cabinet, and SAP

6/ **Support.**

Optus Software continues to be the prime resource for technical support for the International community. However, **emFAST** sees all of your support requests and offers responses when appropriate. The constant liaison between our support technicians and Optus support technicians and engineers, often reveals issues that are common, and this assists in resolutions for all. Some International Distributors and Resellers have already begun to offer **emFAST** F.A.S.T. support contracts to augment their own first-line support. Our role in these cases is to be 'level-two' support for your technicians. We have a 7 x 24 technical support option that you can sell to your customers. As we expand our technician pool, we are seeking people with foreign language skills; we currently have staff who are fluent in Russian, Polish, Romanian, Hungarian, German and Dutch.

Optus software has re-confirmed **emFAST's** role as the Export Distributor for FACSys. Our mandate is to assist you to create materials for sales training and technical training. It is clear that our most effective value-added function is to create those materials in English (so that they are technically accurate and easy to understand) and work with you to produce local-language content. We are very aware that translation of English documents to local language **MUST** be done locally, to properly convert the technical 'jargon' which might otherwise be improperly translated.

To facilitate your conversion of these documents, or any materials that are on our websites (www.emfast.com and www.faxserversupport.com) we will make the ORIGINALS available to you at no cost. All you have to do is ask. Then translate, distribute and go sell. Then buy FACSys from **emFAST!** We are prepared to earn your business and continued patronage.

7/ **Tech-Ed in Barcelona**

Research into the type of potential target audience would indicate that TechED in Barcelona may not be the most effective show for us to attend. Therefore, we have decided not to set-up a FACSys Pan-Euro tech summit in conjunction with TechED. Instead, we would like to arrange a Pan-Euro conference call in the first week of June, and am seeking your advice on which conferencing system to use in Europe. It may actually be less expensive for our conference host to call all 15 European contacts from North America. Any ideas on this would be welcome.

Best Regards, Peter R. Mittler
GREAT SELLING!