

# Boot Camp & Custom Technical Training for OpenText RightFax Fax Server

3 Day Boot Camp Structured Technical Training for Administrators

## Boot Camp Local Course

Designed and delivered by Connectis Group, this training program is designed for IT staff that require technical competency in all facets of RightFax v16 core server components, implementation, maintenance, features, processes and management. Students will gain the knowledge and hands-on experience needed to manage the major components of RightFax, remote board servers, modules and Microsoft Exchange.

A qualified, certified and experienced RightFax Engineer Administrator will deliver the course content with a range of real-world topics. Students will be learn by installing and administrating RightFax on their laptops and will be guided through our **150 page training manual** containing **more than 10 hands-on practical labs** that they'll keep at the end of the training. *OpenText has not scheduled local training this year.*

## Course Objectives

- Install, configure, maintain & upgrade RightFax & doc transport servers
- Install & configure desktop & web clients
- Create and manage users, groups, signatures, forms, remote board servers, printers, billing codes, dialing rules and library documents.
- Perform routine database maintenance & backup
- Effectively troubleshoot techniques for applications & services
- RightFax Command line & GUI administration ... and much more

## Course Outline

- System Requirements & Planning for RightFax & SQL Server integration
- Architecture & Components: folders, control panel applets & services
- RightFax SQL database Configuration, maintenance & backup

Select between Boot Camp structured 3 day training or Custom per hour training

opentext™  
**RightFax**

### BENEFITS

- *Students will learn to manage all major components of the Right-Fax Server.*
- *120+ page training manual provided for each student*
- *More than 10 hands-on practical labs*
- *Certificate provided for each successful student successfully completing tests.*
- *Lunch & refreshments provided daily*



- Create & manage users, groups, signatures, forms, remote board servers, printers, billing codes, dialing rules & library documents.
- RightFax command line & GUI admin utilities.
- Troubleshooting techniques, tools & resources
- Optional Modules (Integration, Exchange, Notes, OCR, SNMP & more)
- Over 10 hands-on labs using virtual machines technology to emulate a complex RightFax environment with Exchange & remote board servers

## Lunch, Workstation & Location

- Lunch & refreshments provided daily during Boot Camp training for each student
- Students are encouraged to bring a laptop suitable for a RightFax install
- Training daily 8:30am - 5pm
- Connectis office 600 Bowes Rd. Unit 32, Concord, ON, Canada L4K 4A3

## Fees

Enrollment is limited to 6 students to ensure quality attention is provided to each student and will receive a certificate upon successful completion and passing the tests.

- \$3,300 + HST / single student, includes daily lunch
- \$3,000 + HST / student (min. 4 persons)
- Payment options contact Jazz at 905.695.2200 press '1' or jazz@connectis.ca
- Custom hourly training is available in 2 hour increments @ \$225/hr.

There are **no prerequisites**, however the pace of this course is geared towards IT staff with Windows Server 2012 (or higher) and TCP/IP networking administrative experience.

## Custom Training

*The following suggested training divisions may be provided upon request*

## Intro

- What's a Fax Server & how can it help
- The RightFax Fax Server Software
- How RightFax works
- The screen menus and icons

## FaxUtil

- Fax Utility description
- Starting Fax Util
- Fax Util screen menus
- What is a Mail Box
- Using your Mail Box
- Setting Preferences

## Creating & Sending

- Faxing with RightFax
- Creating a Fax
- Sending a Fax
- Fax Status (Successful and Failed Transmissions)
- Sending Options
- Deleting a completed fax
- Holding a Fax for preview

## Receiving Faxes

- How to receive a fax
- Receive fax options
- Viewing a received fax
- Deleting a received fax

## Viewing & Annotating

- RightFax Viewer
- Fax Viewer for Windows

## Printing

- Print Options
- Automatic printing
- Printing sent and received faxes
- Printing from FaxUtil
- Printing from the Viewer
- Printing Fax Histories

## Forwarding & Routing

- What is Routing a Fax
- What is Forwarding a Fax
- Redistributing Faxes
- Forwarding Faxes to a Fax Machine
- Forwarding Faxes to Network users
- Routing to a Network User

## Phonebooks

- Creating and using Phonebooks
- Individual Entries
- Creating Group Entries
- Copying Entries
- Using Phonebooks to Send Faxes
- Importing Phonebook entries from databases
- Deleting & Printing Phonebook listings

## Managing Attachments

- What is Release a Fax
- Transmission History
- Combining Faxes.
- Scanning Faxes
- Creating and Attaching Library Documents
- Using Library Documents
- What is OCR. (optional)
- Broadcast faxing

## Installation

- Software Installation
- Fax Over IP
- Fax Board Installation: Dialogic Brooktrout



## Services & Applets

- RightFax FaxServer
- RightFax BoardServer
- RightFax WorkServer

## Email Gateway

- RightFax RPC Module
- RightFax Queue Handler

## Server Maintenance

- Starting & Stopping Services
- Inbound Routing Strategies
- Backing up RightFax Databases

## Server Utilities

- CHGUSER/CHGUSER2
- PHNPRINT/PHNPRT2
- DBCHECK
- FAXDUMP/FAXDUMP2
- FAXAGE/FAXAGE2
- KEYBUILD
- ORPHAN

## Client Applications & Utilities

- FaxUtil
- Enterprise Fax Manager
- FaxStatus
- Quick Fax
- PCL6 Driver
- Hints & techniques

To learn more about Connectis, visit: [www.Connectis.ca](http://www.Connectis.ca)

### Connectis Group

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### About Connectis Group

Connectis document automation solutions help customers streamline paper, fax and eform document processes. Organizations will speed up document processing, improve customer satisfaction and profitability. Our solutions and services are focused on invoice & document capture, intelligent electronic forms automation, document management & cyber security, training, backup solutions, antivirus protection and application cloud enablement.

