

Promotional Announcement

FaxFinder® Fax Server Trade-In Program (offer ends November 15, 2013)

Date: April 30, 2013

I. Summary

Multi-Tech Systems announces the [FaxFinder Trade-In program](#). Existing FaxFinder customers interested in upgrading their FaxFinder to the latest [FaxFinder FFX40 models](#) can receive a manufacturer's rebate of up to \$800 (based on model purchased).

II. Promotional Offer

Multi-Tech Systems understands the importance of a reliable fax server that meets the needs of everyone within your organization. The FaxFinder FFX40 fax server helps meet these needs by providing the latest fax features in a robust network attached appliance.

Customers who are currently using legacy FaxFinder models have the opportunity to trade in their legacy FaxFinder for a new FaxFinder FFX40 fax server and earn a manufacturer's rebate up to \$800.

FaxFinder FFX40 Model Purchased	Manufacturer's Rebate
FF840	\$ 800
FF440	\$ 400
FF240	\$ 200
FF240-IP-2	\$ 200
FF240-IP-UPGRADE-2 (limit 3)*	\$ 200 (each)

* Upgrades must be purchased with corresponding FF240-IP-2

The new FaxFinder FFX40 offers several significant improvements over the legacy FaxFinder FFX20 models:

- HIPAA Compliance
- Integration with Existing Business Operations
- Multiple Routing Options for Inbound Faxes
- Multiple Ways to Send Faxes
- Enhanced Fax Log
- Access to Global Contacts
- PDF-Based Cover Page Support



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III. Trade-In Process

Customers interested in upgrading their legacy FaxFinder to a new FaxFinder FFX40 will follow this simple process to claim their manufacturer's rebate direct from Multi-Tech Systems.

- 1) Customer contacts their preferred Multi-Tech Systems Optimum Reseller and purchases the FFX40 model that best meets their needs. Purchase must be made between May 1, 2013 and November 15, 2013 in order to be eligible for this program.
- 2) Legacy FaxFinder model is uninstalled.
- 3) New FaxFinder FFX40 model is installed.
- 4) Customer downloads and completes the rebate redemption form available at www.multitech.com/faxfinder-tradein.go
- 5) Customer sends completed rebate request to Multi-Tech customer service cservice@multitech.com. Request must include:
 - a) Completed rebate redemption form
 - b) Copy of new FaxFinder FFX40 invoice
 - c) Multi-Tech customer service reviews the rebate request to determine eligibility. Authorized requests are given an RMA number (return goods authorization number).
- 6) Customer updates their rebate redemption form with the RMA number and sends their rebate request to Multi-Tech Systems. Customer is responsible for all shipping charges. Rebate claim must include:
 - a) Legacy FaxFinder equipment
 - b) Copy of new FaxFinder FFX40 invoice
 - c) Copy of completed rebate redemption form
- 7) Multi-Tech Systems receives the customer's rebate claim and validates that all information is accurate and meets the [terms and conditions](#) of the Trade-In Program. Approved rebate claim will be processed.
- 8) Customer receives manufacturer's rebate check from Multi-Tech Systems within 60 days.

IV. Product Comparison (FaxFinder FFX20 and FFX40 Fax Servers)

Technical Comparison:

Feature	FFX20 Family	FFX40 Family
Model Availability	1-port, 2-port, 4-port, 8-port	2-port, 4-port, 8-port
Mounting Method	1-, 2-port Models: Wall Mount 4-, 8-port Models: Rack Mount	All Models: Rack Mount
Internal Memory	256K RAM	1 GB RAM
Outbound Fax Queuing	Faxes queued on client *	Faxes queued on server
Maximum File Size (outbound faxes):		
Client Software	No limit *	36 MB
T.37 E-mail-to-Fax	Not available in FFX20 models	36 MB
Web Services API	Not available in FFX20 models	36 MB
Web Send Fax Page	Not available in FFX20 models	48 MB

* Larger file sizes are queued on the FFX20 client result in longer processing times.

IV. Product Comparison (FaxFinder FFX20 and FFX40 Fax Servers) (Continued)

Feature Comparison:

Feature	FFX20 Family	FFX40 Family	FFX40 Spotlight
HIPAA Compliance	No	Yes	Secure fax transmission when sending faxes using web interface or web services API. HTTPS encrypts the information being faxed for increased security and compliance with HIPAA and other privacy regulations.
Integration with Existing Business Operations	No	Yes	Open-source web-services API allows customers to integrate the FaxFinder with existing business applications so faxes can be sent automatically without using the FaxFinder client software. Enables platform and language independent implementation based on XML over an HTTPS connection.
Multiple Routing Options for Inbound Faxes	No	Yes	Routing table in FaxFinder enables faxes to be delivered based on department workflow or security needs of the organization. Inbound faxes can be routed to email addresses, archived to share network folders, printed to network printers, or a combination of these options.
Multiple Ways to Send Faxes	No	Yes	Outbound faxes can be sent in a variety of ways, based on department workflow, operating system, or personal preference. Outbound faxes can be sent using FaxFinder client software, web-interface, print-to-fax driver, or existing email client.
Enhanced Fax Log	No	Yes	Creates a record of all fax communication automatically and provides IT administrator options for receiving and using this information.
Access to Global Contacts	No	Yes	Allows direct access to FaxFinder global contacts when selecting recipients using the FaxFinder client or web-interface.
PDF-based Cover Page Support	No	Yes	Allows users to define PDF-based cover pages as PDF forms. Users can use Adobe, Scribus (open source), etc. to create cover page templates.
Appliance-Grade Performance	No	Yes	FaxFinder FFX40 is a network-attached appliance that queues outbound faxes on the server instead of the client and preserves critical fax information in non-volatile memory.

V. FaxFinder FFX40 Unique Sales Propositions

The FaxFinder fax server has been an important element of the Multi-Tech Systems product portfolio for almost 10 years, meeting a growing set of customer needs. Originally, these needs were focused on replacing analog, paper-based fax machines. However, over the years our customer's needs have continued to grow as faxing has become a more critical communications technology for a wide variety of organizations and markets. Whether faxing invoices, purchase orders, legal documents, financial summaries, or medical records, fax continues to be recognized as the preferred delivery mechanism because of its reliability, security, and convenience. The FaxFinder FFX40 fax server allows customers to meet additional organizational needs:

Centralize Operations:

- Eliminate multiple fax machines in a corporate office
- Provide fax services to remote and mobile employees

Cost Savings:

- Eliminate the costs associated with legacy paper-based fax machines
- Replace expensive subscription-based fax services
- Companies justify the switch to a FaxFinder based on the cost savings that are realized

Compliance:

- Healthcare initiatives (HIPAA)
- Government (Sarbanes-Oxley Act)
- Require audit trails for all sent and received faxes

Integration:

- Phone Systems: Important addition to any unified communications system
- Business Operations: Automate outbound faxes based on business rules

VI. Case Study (FaxFinder FFX40 Models and HIPAA Compliance)

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) outlines requirements in terms of faxing personal health information (PHI). The Multi-Tech Systems FaxFinder FFX40 fax server helps healthcare organizations comply with HIPAA regulations for information flow and exchange, and resolves all the fax-related privacy and security issues that are required in a health organization's HIPAA plan.

Both outbound and incoming faxes can be sent and received using an email client. This removes the need for a manual fax machine and therefore no special security measures need to be taken to safeguard the data or the equipment.

- Outbound faxes can be sent from the user's desktop. The documentation does not need to leave the sender's office nor be handled by anybody else.
- Incoming faxes can be automatically routed to the user's mailbox, a network folder, or network printer. This ensures that no one besides the intended recipient and other authorized personnel can see the incoming documentation.
- By using the contact lists in the fax server, recipients can be pre-programmed, minimizing the potential for human error.
- Cover sheets with the required disclaimers can be created and uploaded to the FaxFinder FFX40 and added to new faxes with the click of a button.

- A fax confirmation sheet of the fax transmission can be sent to the user's email and printed.
- Faxes and log summaries can be stored on a shared folder or user machine to comply with administrator user rights.

VII. Pricing (FaxFinder FFX40 Models)

Manufacturer's suggested retail price for all FaxFinder FFX40 models is listed below. All products include a limited 2-year manufacturer warranty. Warranties can be extended to a total of 5-years with an optional Overnight Service plan for U.S. customers.

Model Number	Product Description	MSRP
FF240	2-port V.34 Fax Server	\$ 1,799.00
FF440	4-port V.34 Fax Server	\$ 2,599.00
FF840	8-port V.34 Fax Server	\$ 4,199.00
FF240-IP-2	2-channel IP Fax Server	\$ 2,199.00
FF240-IP-UPGRADE-2	2-channel IP Fax Server Upgrade	\$ 800.00

Additional Build Options:

- EU Includes European power cord
- GB/IE Includes Great Britain/Ireland power cord

VIII. Service and Support

Multi-Tech's comprehensive Support Services programs offer a full array of options to suit a customer's specific needs. For additional information on Support Services as well as other service offerings, visit www.multitech.com/services/support.go

Installation Support

Multi-Tech Installation Support Service delivers priority service with the ability to work one-on-one with an experienced Multi-Tech technical support engineer and guide customers through the installation of our products. Customers receive priority service with the ability to remotely work one-on-one with an experienced Multi-Tech technical support engineer, who will guide them through the installation process. Once Installation Support Services are purchased, our technical support team will respond within two standard business hours to assist with an installation or schedule a time that meets their needs.

Two-Year Product Warranty

All Multi-Tech products include a limited two-year warranty that includes on-line technical support, 24-hour website support and ftp support.

Extended Warranty and Overnight Services

To give your customers peace-of-mind and protect their investment, our Extended Warranty Service Plans are available to purchase and ensure Multi-Tech products are covered for one-, two-, or three-years beyond the two-year limited manufacturer's warranty, with an optional Overnight Service plan for U.S. customers.

IX. Terms and Conditions

The FaxFinder® Trade-In Program (the “Trade-In Program”) is subject to the following Terms and Conditions (collectively, “Terms”). If you have any questions regarding the Trade-In Program or these Terms, please contact cservice@multitech.com. “You” or “your” as used in these Terms means you, an individual, if you are submitting the rebate claim as the individual end purchaser of the New Product, or if you are submitting the rebate claim on behalf of your employer or a third party, “you” or “your” means the legal entity of the employer or third party as applicable as the end purchaser of the New Product. The “Trade-In Equipment” means the FFX20 or FFX30 equipment that you are trading in, and the “New Product” means the FFX40 equipment purchased by you.

1) Eligibility Rules.

- a) The New Product must be purchased between May 1, 2013 and November 15, 2013.
- b) Rebate claims must be submitted by completing the Mail-In Rebate Redemption Form, along with the Trade-In Equipment and the invoice for New Product as proof of purchase, to be received by Multi-Tech Systems no later than November 29, 2013.
- c) The individual or the company, as applicable, submitting the Mail-In Rebate Redemption Form must be the same individual or company identified as the purchaser on the invoice for the New Product as proof of purchase.
- d) Participation in this Trade-In Program is open to residents of the U.S. and Canada only.

2) Rebate.

- a) The applicable rebate payable under this Trade-In Program is set forth in the Mail-In Rebate Redemption Form.
- b) One Trade-In Equipment must be returned to Multi-Tech Systems for each rebate claim submitted. The rebate is subject to any limitations set forward in the Mail-In Rebate Redemption Form.

3) Process.

- a) All costs of submitting the rebate claim are your responsibility, including without limitation, all shipping costs of the Trade-In Equipment.
- b) Rebate claims must be submitted using the required Mail-In Rebate Redemption Form provided by Multi-Tech Systems. Failure to submit the (i) required form, (ii) Trade-In Equipment, and (iii) invoice for the New Product as proof of purchase, will result in the rejection of your rebate claim as incomplete. If your rebate claim is incomplete, no rebate will be issued.
- c) Multi-Tech Systems will process and fulfill all complete rebate claims within sixty (60) days of receipt. All rebate claims will be paid in the form of a check in U.S. dollars. Applicable tax, if any, is your sole responsibility.

4) Trade-In Equipment.

- a) You are solely responsible for the de-installation of the Trade-In Equipment and the removal of any sensitive data that exist within the Trade-In Equipment.
- b) You represent and warrant that you have all right and authority to submit the rebate claim, to trade in the Trade-In Equipment and to agree to these Terms.
- c) You, on behalf of yourself and your company, if applicable, represent and warrant that you have all right, title and interest in the Trade-In Equipment, free and clear of any liens or encumbrances of any nature whatsoever. By submitting the Mail-In Rebate Redemption Form and the Trade-In Equipment to Multi-Tech Systems, you hereby convey, transfer, grant and assign all right, title and interest in and to the Trade-In Equipment to Multi-Tech Systems, in perpetuity.
- d) You represent that the Trade-In Equipment is not counterfeit, stolen or fraudulent.

- e) The delivery of the Trade-In Equipment to Multi-Tech Systems shall be final and effective to transfer title of the same to Multi-Tech Systems. You acknowledge and agree that the Trade-In Equipment will not be returned to you in whole or in part.

5) General Program Terms and Conditions.

- a) All rebate claims are subject to Multi-Tech Systems final review and approval. Rebate claims cannot be combined with any other promotional offer or special pricing. Multi-Tech Systems retains the right to request additional information when processing your rebate claim. Multi-Tech Systems is not responsible for lost, late, missing, incomplete, illegible or misdirected rebate claims.
- b) This Trade-In Program is void where prohibited or restricted by law. This is a limited time offer.
- c) If Multi-Tech Systems determines that your rebate claim is inaccurate or misrepresented by you, Multi-Tech Systems reserves the right to charge you a recycling fee and shipping, among any and all other remedies available to Multi-Tech Systems.
- d) THESE TERMS ARE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH MINNESOTA LAW, AND NO CONFLICT OF LAWS OR PROVISIONS OF ANY JURISDICTION WILL APPLY TO THESE TERMS. BY SUBMITTING A REBATE CLAIM, YOU AGREE THAT ANY DISPUTE OR ACTION AT LAW OR IN EQUITY ARISING OUT OF OR RELATING TO THESE TERMS WILL BE FILED ONLY IN STATE OR FEDERAL COURT IN MINNESOTA, AND YOU HEREBY IRREVOCABLY CONSENT TO THE EXCLUSIVE JURISDICTION OF SUCH COURTS.
- e) MULTI-TECH'S TOTAL LIABILITY ARISING OUT OF THIS TRADE-IN PROGRAM IS LIMITED IN ITS ENTIRETY TO THE APPLICABLE REBATE PAYABLE ACCORDING TO THESE TERMS.
- f) These Terms and the corresponding forms constitute the final and exclusive agreement to the Trade-In Program and supersede any prior or contemporaneous agreements or representations, whether oral or written. Multi-Tech Systems reserves the right to amend, modify or discontinue this Program without notice. These Terms may be modified, amended or supplemented at any time as indicated by the effective date noted above and by submitting the rebate, you agree to be bound by any such later dated Terms. These Terms shall not otherwise be amended except in writing and signed by an authorized representative of Multi-Tech Systems. If any portion of these Terms is deemed invalid or unenforceable, such invalidity or unenforceability shall be construed so as to best advance the spirit of these Terms and shall not affect the remainder of the Terms, which shall continue in full force and effect.

X. Additional Information

The Multi-Tech website has been updated to include a unique [landing page](#) containing several sales tools for the FaxFinder Trade-In Program including:

- Sales Flier
- Mail-In Redemption Form
- Sales Video
- [Terms and Conditions](#)

If you have any questions regarding the FaxFinder Trade-In program, please contact your Multi-Tech Systems sales representative:

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