

FaxPress™

The Integrated Network Fax Server



Getting Started Guide

CASTELLE

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Overview

This Guide describes:

- FaxPress 9.x package and CD-ROM contents
- FaxPress 9.x Server setup requirements and procedures
- Enabling FaxPress 9.x with the Activation Key
- FaxPress 9.x documentation
- Castelle Support Resources
- FaxPress Customer support agreement and conditions
- FaxPress License Agreement

Introduction

Congratulations on your new FaxPress network fax server. This guide is provided as a printed, introductory supplement to the electronic FaxPress Administrator Guide and FaxPress User Guide, and contains a brief summary of the information you need to know about getting the FaxPress up and running on your network.

The information here is excerpted from the **Introducing the FaxPress** and **Installing the Server** sections of the FaxPress Administrator Guide (online or printed). Use this guide to get started, then refer as needed to the electronic Administrator Guide included on the FaxPress 9.x CD-ROM. For FaxPress documentation details, see **FaxPress 9.x Documentation on page 10**.

Package Contents

Keep the FaxPress box and shipping material. It is specially designed to protect the FaxPress server during transport, the FaxPress packaging should be kept for future shipping purposes. The FaxPress shipment contains:

- FaxPress server
- Castelle FaxPress 9.x CD-ROM
- Power cable
- Printed copy of the **FaxPress 9.x Getting Started Guide**.
- Electronic copies of the **FaxPress Getting Started Guide**, the **FaxPress Email Gateways Guide**, the **FaxPress Administrator Guide** and the **FaxPress User Guide** in online help or printed (PDF) format.

The FaxPress 7500 DID and E&M models will also contain four 6-conductor, cross-wired cables and eight 4-conductor, straight-through phone cables.

About the Castelle FaxPress 9.x CD-ROM

The FaxPress 9.x CD-ROM contains:

- FaxPress 9.x server software
- FaxPress 9.x Client for Administrators
- FaxPress 9.x Client for Users
- Add On Products, including the FaxPress Email Gateways software
- Administration Tools
- Documentation, including electronic versions of the FaxPress Getting Started Guide, FaxPress Administrator Guide, FaxPress User Guide, and Email Gateways Guide.

Note: The FaxPress SBE model does not support email integration features, so the **FaxPress Email Gateways Guide** is not included with SBE servers.

FaxPress Server Setup

Before setting up your FaxPress server, you need to check your system to make sure it meets the Operating System Requirements. Then you can read through the required and optional setup procedures. The System Requirements and both sets of procedures are outlined in the following sections. For more detailed information on setting up the FaxPress 9.x server and Email Gateways, as well as configuring FaxPress users, see the **FaxPress Administrator Guide**, the **FaxPress Email Gateways Guide** and the **FaxPress User Guide**.

Operating System Requirements

Run the Castelle FaxPress server software installation from:

- a Windows NT/2000/2003/XP workstation

If you are installing the FaxPress server software from a remote workstation, make sure it is mapped to the server on which you are installing the FaxPress server software. Setup will detect the operating system used; the operating system used will determine your installation options.

Install the server software onto a workstation or file server running:

- Windows NT/2000/2003/XP or 2000/XP Professional editions
- Novell Netware NDS, Netware 5 or 6 (Pure IP), or Netware Bindery
- Linux (Samba enabled) – Linux installation documentation is available on the Castelle web site

Required Setup Procedures

Setting up the FaxPress server for basic operation requires you to:

1. Connect the FaxPress server to your Local Area Network. FaxPress Ethernet servers use an RJ-45 connector for 100BASE-T topology.

Note: If you are installing the FaxPress server in an NT environment, you must assign the FaxPress a unique IP address. To configure the FaxPress with an IP address, place the unit on the same network segment as the configuring workstation. The installation program allows you to assign the FaxPress server an IP address. To move the server to a different segment after installation is complete, refer to **Administrator Utilities**, in the **FaxPress Administrator Guide (online or printed)** for instructions on changing the FaxPress' IP address.

2. If you are connecting a printer to the FaxPress server, connect the printer cable to the appropriate printer port.
3. Power on the FaxPress. For all FaxPress servers other than the SBE and 2500, simply connect the power cord to the FaxPress and plug it into a grounded outlet. If your FaxPress unit is an SBE or 2500, it has an external power supply (brick); connect the power supply to the FaxPress server, then plug the power supply cord into a grounded outlet. If your server has a power switch, turn it **ON**.

When the unit is powered on, the red and green LEDs flash through a power-on sequence for about 15 seconds. The red LED remains illuminated after the sequence completes. This indicates that the FaxPress server is functional, and ready for software installation.

4. Install the FaxPress 9.x Server Software (requires a Windows NT or Novelle Master File Server). The FaxPress unit and the FaxPress' Master File Server will each require a static IP address. To start the installation process, insert the FaxPress 9.x Installation CD-ROM in your workstation or server. The FaxPress server software installation procedure will vary depending upon your operating system and server hardware.
5. Install the FaxPress Client for Administrators on a network workstation, using the same CD-ROM. The FaxPress Client for Administrators includes FaxPress, the Windows-based FaxPress administration and fax transaction utility. You'll use FaxPress for configuring the FaxPress server, as well as creating and configuring users.
6. Activate the FaxPress 9.x software with the Software Activation Key. For details, see **FaxPress 9.x Product Activation Key**, below.
7. Connect the RJ-11 phone jacks to the ports on the FaxPress server.
8. Configure the FaxPress server's Line Settings and Dialing Properties. To make these settings, open FaxPress (**Start>Programs>FaxPress>FaxPress**), select a server (by name or serial number) in the FaxPress Neighborhood hierarchy, and right-click on it to log in as Supervisor. With the server selected in the FaxPress Neighborhood hierarchy, right-click again and select **Properties**. Then click the **Line Settings** and **Dialing Properties** tabs.
9. Send and receive a test fax using one of the three generic, pre-created FaxPress accounts (Supervisor, Guest and Unaddressed) to confirm the FaxPress is operational.
10. Install the FaxPress Client for Users on the user workstations.
11. While still logged in to the FaxPress server as Supervisor, create and configure new FaxPress users.

Optional Setup Procedures

After the FaxPress is up and running, you may decide to:

- Join the FaxPress to the network domain - this procedure enables Single Sign On for Windows, and applies only to Microsoft Windows networks
- Install the FaxPress Archive
- Install and enable one of the FaxPress Email Gateways - this procedure applies only to servers that support the FaxPress Email Gateways

FaxPress 9.x Product Activation Key

The FaxPress server's FaxPress 9.x software must be activated with a Product Activation Key. This Key is determined by your FaxPress unit's serial number.

Castelle provides three ways to access the Activation Key Request page and obtain your FaxPress unit's key code:

- Use the dialog box that appears at the end of the FaxPress Server installation; click the **Obtain Key from Web** button in this dialog box, and use the on-line form to obtain your key.

A rectangular button with a light gray background and a thin black border. The text "Obtain Key from Web" is centered on the button in a black, sans-serif font.

- Use the Activation Key Request page on the Castelle web site, at:
<http://www.castelle.com/cgi-bin/fp90keycode.pl>
- Use the FaxPress utility. This method will apply if you skip the Activation step after installation, or if you try a 30-day evaluation of the server. Use the procedure below that applies to you.

If you skip Activation after installation, follow these steps:

1. Go to FaxPress's FaxPress Neighborhood, (**Start>Programs> FaxPress>FaxPress**), then click on the FaxPress 9.x server you have installed. Log in as supervisor, with no password. The Product Activation Key dialog box appears.
2. In the Product Activation Key dialog box, click the **Obtain Key from Web** button to go to Castelle's Activation Key Request page for your FaxPress unit's Activation Key code.
3. Follow the directions in the Request page to receive your unit's Key code. Write this code down exactly as it is given.
4. Close the Web Browser. In the Product Activation Key dialog box, select the Activate Product radio button, then enter the 16-digit Activation Key code exactly as given in the Activation Key field. Include all hyphens, and exclude spaces. **The Activation Key code must be typed in to work correctly. Do not cut the Activation Key code from the Request page and paste it into the Activation Key field.**
5. Click **Enable**.

If you have tried a 30-day evaluation, follow these steps:

1. Go to FaxPress' FaxPress Neighborhood, (**Start>Programs> FaxPress>FaxPress**), then click on the FaxPress 9.x server you have installed. Log in as Supervisor.
2. Expand the Administration (Supervisor) mailbox branch of the FaxPress Neighborhood tree for the FaxPress 9.x server you wish to activate.
3. Select the Product Activation Key item in the Administration Mailbox list.
4. Double-click the FaxPress 9.x item in the Product Name list on the right side of the FaxPress screen.
5. In the Product Activation Key dialog box, click the **Obtain Key from Web** button to go to Castelle's Activation Key Request page for your FaxPress unit's Activation Key code.

6. Follow the directions in the Request page to receive your unit's Key code. Write this code down exactly as it is given to you, or select the Key code and copy it (Ctrl-C).
7. Close the Web Browser. In the Product Activation Key dialog box, select the Activate Product radio button, then enter or paste in (Ctrl-V) the 16-digit Activation Key code exactly as given in the Activation Key field. Include all hyphens, and exclude spaces. If you paste the code into the Key field, make sure you delete the space after the 16 required characters.
8. Click **Enable**.

FaxPress 9.x Documentation

Electronic Documentation

Castelle provides electronic versions of the Getting Started Guide, the Administrator Guide, the Email Gateway Guide, the User Guide, as well as additional FaxPress-related documentation:

- in the Documents folder on the Castelle FaxPress 9.x CD
- in the Administration Tools folder, an optional component of the FaxPress Client for Administrators installation.
- by pressing F1 in the FaxPress application (online help). Certain sections of the FaxPress application are also context-sensitive.
- on the Web. If your workstation has an Internet connection and the FaxPress client installed, you can access this documentation right from your desktop by going to **Start>Programs>FaxPress>Documents on Web**, or to **<http://www.castelle.com/support/documentation>**

Ordering Printed Documentation

To order printed copies of FaxPress documentation, including the Administrator Guide, the Email Gateway Guide, the User Guide, and the Getting Started Guide:

1. Use your Web browser to navigate to:
<https://docstore.kinkos.com/castelle>
2. Select the document or documents you wish to purchase from the Castelle documentation list.
3. Click the 'Add to Cart' button for each selected document.
4. Click the 'Proceed to Checkout' button when you have made your selections.
5. Fill in the necessary forms to complete the purchase of the Castelle documentation.

Castelle Resources

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Toll Free: (800) 289-7555
Fax: (408) 852-8100
Email: sales@castelle.com

Castelle International Sales

Main: (408) 852-8000

Technical Support

To qualify for technical support, your FaxPress must be registered with Castelle. For more information about product registration, visit Castelle's Customer Services web page at:

<http://www.castelle.com/support>

Technical support is available by mail, fax, e-mail, or phone from 6am to 5PM Pacific Standard Time.

Phone: (408) 852-8080

Fax: (408) 852-8180

E-mail: support@castelle.com

Please be ready to provide the following information to the Castelle technical support representative who answers your call:

- Company name, contact phone number, email address & fax number
- The type and model number of your unit
- The unit's 8-digit serial number, printed on the bottom of the unit
- The version number of the FaxPress software you are using
- The version number of the unit's firmware
- The version number of the network software you are using
- The network topology (e.g., Ethernet)
- The name and version numbers of the email system and clients you are using
- A clear description of the problem or its symptoms

Web Site

The Castelle web site provides a point of departure for a variety of information.

Information regarding the following topics is available at <http://www.castelle.com/products/FaxPress>

- FaxPress Server Hardware and Software
- Sending, Receiving and Managing Faxes
- Castelle Internet Faxing (CIF)
- Email Integration
- Network Integration
- Automatic Routing and PBX Integration
- Network Faxing (See White Paper on this subject)
- FaxPress Features and Functionality (See White Paper on this subject)
- FaxPress Quick Facts and Specs (See FaxPress Brochure)

FaxPress Support Agreement

Subject to Castelle's Terms and Conditions, upon Castelle's receipt of a completed Web-based Product Registration Form for the FaxPress Product ("Product"), Castelle will provide you ("Customer") with the following support services for the Product at no charge ("Standard Support"):

Standard Support includes the following:

Hardware Warranty

A defective Product will be repaired and returned to you at no cost, including labor, parts and one way shipping within one year from original date of registration. Under the warranty terms, you must contact Castelle's Technical Support for a diagnosis before returning it for repair. A Pay Per Incidence ("PPI") may apply. Technical Support can be reached by phone at (408) 852-8080. Average repair time is between 7 and 10 working days. You are responsible for one-way shipping charge.

Software Support

Castelle offers, at no additional cost, new software releases within 60 days of the original equipment registration date. You can download minor software updates from the Castelle Web site.

Technical Support

Technical support is offered free of charge for sixty (60) days from the original registration date, via telephone, fax and email Monday to Friday, 6am to 5PM (PST), excluding Castelle holidays.

Castelle's Customer Services Web Site

Castelle's Customer Services Web site offers 24/7 and unlimited free access to useful product-specific technical information. We encourage you to make use of this valuable and comprehensive resource first, before phoning for technical support. The Web site can be accessed at <http://www.castelle.com/support/>.

The following additional options are available for a fee for support of Castelle Products:

1. Extended Support Services

You must purchase an Extended Support Agreement in order to receive the benefits listed below. The duration of the Extended Support is twelve (12) months from the date of purchase of the agreement. Extended Support is available to you at the time of original equipment purchase or anytime thereafter. Please contact Castelle's Sales Department at 1-800-289-7555 or email us at sales@castelle.com for a quote. The benefits provided by Extended Support are:

Hardware Warranty

A functionally equivalent replacement of the Product will be sent to you within one business day, free of charge, after a Castelle technician has diagnosed that a replacement unit is needed. Castelle will make commercially reasonable efforts to meet this goal. A purchase order or credit card is needed as collateral to cover the cost of the Advance Swap. You are responsible for one-way shipping charge. This benefit does not apply to obsolete Castelle products.

Software Upgrades

You will receive free software upgrades proactively from Castelle within six (6) weeks of all new releases. You can download minor software updates from the Castelle Web site.

Technical Support

Support is provided at no charge for the term of the Agreement via email or telephone, Monday to Friday, 6am to 5PM (PST), excluding Castelle holidays. Technical Support can be reached by phone at (408) 852-8080 or by fax at (408) 852-8180 or by email at support@Castelle.com. Castelle's Customer Services Web site offers 24/7 unlimited free access to useful product-specific technical information. We encourage you to make sure of this valuable and comprehensive resource first, before phoning for technical support.

2. Pay Per Incident Support and Services

Technical Support is also available on a per incident basis, if the Standard Support Period has expired and you do not have Extended Support. Pay Per Incident service is delivered on an incident basis, which is a single support issue. Please log on to Castelle's Web site at www.castelle.com/support/programs/default.htm, or call Castelle's Sales Department at 1-800-289-7555 for the current price of PPI. The service provided will be charged to your VISA, MasterCard, or American Express card. Castelle will use reasonable commercial efforts to provide support services in a professional manner but does not guarantee that every question or problem will be resolved to your total satisfaction.

3. Out of Warranty Repair

If your Product is out of warranty and requires service, you can call Castelle's Sales Department at 1-800-289-7555 or email us at sales@castelle.com for a price quote to repair your defective unit. Castelle warrants the repaired part and labor for a period of ninety (90) days.

4. Software Upgrade Support

We offer 30 days of no charge technical support to customers who purchase software upgrades.

FaxPress Support Services Terms and Conditions

1. Definitions

"Current Release" means the most current release of the Software listed on Castelle's published price list.

"Error" means the failure of the Software to perform substantially in accordance with the Documentation.

"Documentation" means technical manuals and other documentation relating to the use of the Hardware and Software, which are delivered with the Product.

"Hardware" means the fax server equipment provided as part of the Product.

"Previous Sequential Release" means the release of Software, which has been replaced by the Current Release.

"Product" means Castelle's FaxPress product which is enclosed herewith and which has been purchased by Customer.

"Software" means the Castelle FaxPress Network Software programs contained in the Product, including all corrections, modifications, enhancements, Upgrades and Updates to such software, which may be provided to Customer by Castelle.

"Services" or *"Support"* means in general the services or support provided by Castelle to Customer pursuant to and under the terms of this Agreement, whether Standard Support or Extended Support as the case may be.

"Upgrades" means one (1) copy of all major revisions and corrections to the printed Documentation and/or the Software that are made generally available by Castelle to its customers who are entitled to receive Support Services.

"Updates" means one (1) copy of minor Software patches that are made generally available by Castelle to its customers who are entitled to receive Support Services.

2. Customer Responsibilities

- You will provide Castelle reasonable access to all necessary information and personnel to answer questions about any problems reported by Customer regarding the Product. You also agree to promptly implement all Updates and Upgrades provided by Castelle.
- You will ensure that one Extended Support contract is associated only with one registered Product.

3. Exclusions

- Castelle has no obligation to provide any Support Services relating to problems arising out of: (i) Customer's failure to implement all Upgrades and Updates provided to Customer; (ii) use of the Software on a CPU other than the designated CPU for which such Software was designed and licensed for use; (iii) neglect, misuse, or accidental damage of the Hardware and/or Software; (iv) modifications, corrections, or workarounds performed by a person not authorized by Castelle; and (v) the use of the Software and/or Hardware with computer hardware, software, supplies or materials not meeting Castelle's specifications as provided in the Documentation.
- Castelle has no obligation to repair or replace any Hardware for any FaxPress product models that Castelle has determined obsolete.
- Castelle reserves the right to decline to support any Hardware or Software that has not been on continuous support with Castelle or has been modified by Customer or a third party without Castelle's

prior written consent. If Castelle decides to support such Hardware or Software, Customer will be responsible for paying Castelle's then-current standard charges to restore such Hardware or Software to a condition or version acceptable to Castelle prior to Castelle starting Support Services.

- Product Support Services do not include: (i) onsite services and expenses connected with the installation, configuration, relocation, or reconfiguration of the Hardware and/or Software; (ii) the cost of tools, accessories, media or other expendables required by Castelle to perform any Support Services; or (iii) maintenance or support of operating system software. Castelle does not provide a Product on loan.

4. Supported Versions of Software

Upon the release of new Software, Castelle will continue to support the two major releases prior to the new release as follows:

- (a) The release immediately prior to the new release will be supported indefinitely.
- (b) The release prior to that will be supported for sixty (60) days following the official release of the new release.

For example: When new release Version 3 is released and officially announced on March 1, Version 2 will be supported indefinitely. Version 1 will be supported through April 30 of the same year.

5. Limited Warranty

CASTELLE WILL PERFORM THE SUPPORT SERVICES WITH REASONABLE EFFORTS AND QUALIFIED PERSONNEL. IN CONNECTION WITH THE SUPPORT SERVICES RENDERED AND THE COMPUTER SOFTWARE, HARDWARE AND DOCUMENTATION PROVIDED BY CASTELLE IN THE COURSE OF PROVIDING SUCH SERVICES, CASTELLE MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY OR NON-INFRINGEMENT. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

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7. Force Majeure

Castelle shall not be liable for any loss, damage, or penalty resulting from delay due to causes beyond its control, including, without limitation, delays by its suppliers or acts of God.

8. No Assignment

Customer shall not assign, delegate, subcontract or transfer any portion of its rights, duties or obligations under these terms and conditions and any attempt to do so will be void.

9. General

The provision of Support Services by Castelle to Customer will be governed for all purposes by the laws of the State of California, USA without regard to conflict of laws principles. If any provision of these Terms and Conditions is held by a court of competent jurisdiction to be unenforceable, the offending provision will be deemed severed and the remaining provisions will remain in full force and effect. If any provision of these Terms and Conditions is inconsistent with, or cannot be fully enforced under, the laws of your jurisdiction, such provision will be construed as limited to the extent necessary to be consistent with and fully enforceable under such laws. This Agreement is the final, complete and exclusive agreement between the parties relating to the subject matter hereof, and supersedes all prior or contemporaneous understandings and agreements relating to such subject matter, whether oral or written. The parties agree to the nonexclusive jurisdiction of the State and Federal Courts in the State of California, U.S.A. for all purposes under this Agreement.

License Agreement

Notice to User

This is a legal agreement between you, the end-user, and Castelle ("Agreement"). BY OPENING THIS SEALED PACKAGE, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, PROMPTLY RETURN THE UNOPENED PACKAGE AND ACCOMPANYING ITEMS. (Including written materials, CD-ROM disk and binders or other containers) TO THE PLACE YOU OBTAINED THEM FOR A REFUND.

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4. MULTIPLE MEDIA SOFTWARE. The SOFTWARE package contains a CD-ROM disk, which you may use only as stated in this Agreement.

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Castelle warrants that it has the right to license you to use the SOFTWARE. Castelle warrants that the media on which the SOFTWARE is furnished will be free of defects in materials and workmanship under normal use for a period of two (2) years from the date of receipt. Some states do not allow limitations on duration of an implied warrant, so the limitations may not apply to you.

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