

For corporate customers, Omtool offers two enhanced, fee-based support packages (Advantage and Advantage Plus) for 100+ users.

## Advantage Support

With Advantage Support (available in North America only), customers can call (888) 303-8098 or e-mail customerservice@omtool.com with inquiries about the use of this product, enabling the product features, or selected document management connectors, and reporting problems or other related support issues. Omtool Advantage Support is available 24 hours a day, Monday through Friday. Support response procedures vary, depending upon the time of each call as described below:

- 8 a.m. – 8 p.m. ET, Monday-Friday: Customer support representatives are available to open support tickets and report estimated response times upon request. There is a **four-hour** response time for all phone inquiries.
- 8 p.m. – 8 a.m. ET, Monday-Friday: “After-hours” emergency support coverage is available for all contracted support customers. A support engineer is available via a paging system to return calls within the designated timeframe.
- Every reasonable effort will be made to meet the estimated response time(s). Response times are estimated, but not guaranteed.
- Unlimited toll-free access to Omtool's customer support department is available to all Advantage Support customers. The toll-free number is accessible from anywhere within the United States and Canada at (888) 303-8098.
- Advantage Support customers under agreement also receive 24/7 access to Omtool's customer support website and

Knowledge Base at [www.omtool.com/support](http://www.omtool.com/support). Advantage Support customers may also use this site (or traditional e-mail) to submit questions. For e-mails sent to support@omtool.com, please allow a 48-hour response time.

## Advantage Plus Support

In addition to the same quality support features as Omtool's Advantage Support package, Omtool's Advantage Plus Support package offers added features and coverage, including enhanced response times:

- Customer support is available 24 hours each day, **seven** days a week.
- 8 a.m. – 8 p.m. ET: There is a **two-hour** response time to all phone inquiries.
- 8 p.m. – 8 a.m. ET and weekends: “After-hours” emergency support is available with a two-hour response time for all phone inquiries.

## Minimum System Requirements

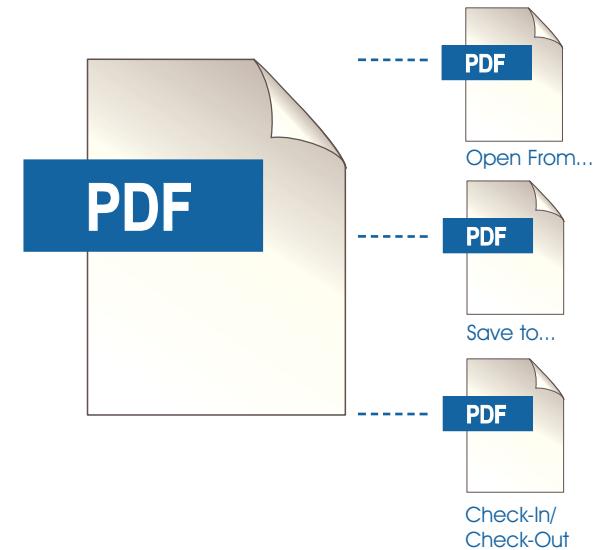
- Intel® Pentium®-class processor
- Microsoft® Windows® 2000 with SP3 or later, Windows XP Professional, or Microsoft Windows Vista
- Microsoft Windows Terminal Services (thin client) running on Microsoft Windows 2003
- 20 MB hard disk space
- 64 MB RAM (128 MB recommended)
- Microsoft Internet Explorer, version 6.0
- Adobe Acrobat Professional or Adobe Reader, version 6
- Supported document management system (DMS) or document repository\*

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## Save, Organize, and Store PDFs Directly Into Your Document Management System



## Swiftwriter® Plug-In for Adobe®

When it comes to corporate documents, the Portable Document Format (PDF) continues to be the pervasive standard for rich documents combining formatted text, diagrams, and pictures. Too often, however, PDFs require many cumbersome steps to temporarily save documents elsewhere before transferring them to/from the corporate document management system (DMS). The result: duplicate files, wasted storage space, and lost time.

To address this issue, Omtool™ offers Swiftwriter Plug-In for Adobe, v3.0 – a free, one-click solution that integrates Adobe PDF documents with popular document management systems.

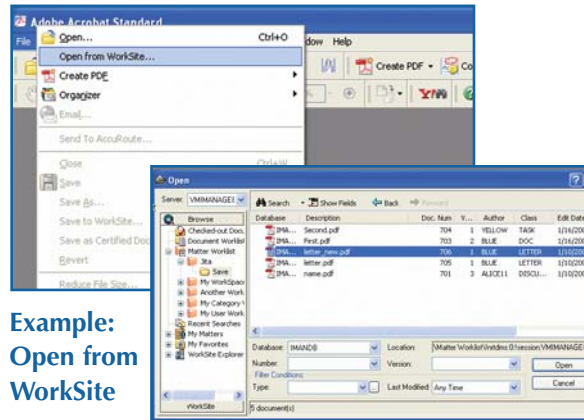
### “Open From...” DMS Feature

Using Omtool’s Swiftwriter Plug-In for Adobe, v3.0, users can open documents stored in leading document management systems or other repositories – right from within Adobe Acrobat Professional or Acrobat Reader. Swiftwriter presents a toolbar icon and “Open from...” command option (e.g. “Open from WorkSite®” or “Open from SharePoint®”). For example, a user can choose “Open from...” in the File menu, which opens a simple search dialog from the DMS application. The user selects the PDF he wants to open. Swiftwriter “checks out” the document from the DMS and opens it in the chosen Adobe application.

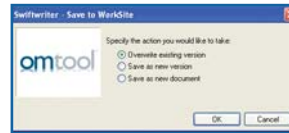
### Simple “Save To...” DMS Feature

Similarly, you can also save PDF documents from Adobe Acrobat Professional or Adobe Reader directly into those same DMSs using the toolbar icon and “Save To” command tailored to each DMS. A simple dialog appears that optionally

prompts for any required ID and password and presents application-specific parameters that enable the user to connect to the DMS server; enter appropriate indexing, description, and profiling information; and store the PDF in the correct location.



Example:  
Open from  
WorkSite



Example:  
Save to WorkSite

### Streamlined Check-In/Check-Out

If the PDF document was not originally opened with Swiftwriter’s “Open from...” function, then when the user selects the “Save to...” option, it will save the file as a new document in the DMS. It invokes the native DMS check-in/profile screen and allows the user to enter profile information and save the document. The document is now checked out of the DMS, automatically.

If the PDF was opened using Swiftwriter’s “Open from...” function (and therefore the document is currently checked out of the DMS), the user is prompted with the following options during the “Save to...” process:

- Replace original document
- Create new version of original document
- Create new document

When a document is closed in Adobe Acrobat Professional or Adobe Reader (either by closing the document itself or the entire application), any documents that have been opened and checked out using Swiftwriter’s “Open from...” function are automatically checked back into the DMS.

The Swiftwriter Plug-In is compatible with the following document management repositories:\*

- Interwoven iManage® InfoRite®, versions 5.2+
- Interwoven WorkSite/FileSite/DeskSite, versions 8.0+
- Microsoft SharePoint 2003+
- Open Text DOCS Open®, versions 3.96+
- Open Text eDOCS®, versions 5.1+
- WORLDOX® GX

### “Send to” Omtool AccuRoute®

If you have Omtool’s AccuRoute v2.2 document capture and handling solution installed, Swiftwriter’s “send to AccuRoute” feature allows direct access to AccuRoute’s capture, conversion, and distribution capabilities for more streamlined document management throughout your enterprise. For more information about AccuRoute, visit [www.omtool.com](http://www.omtool.com).

### A Range of Support Options

Omtool’s Swiftwriter Plug-In for Adobe is licensed as a no-charge download at [www.omtool.com/SwiftwriterDownload](http://www.omtool.com/SwiftwriterDownload). For individual users, Omtool offers free basic support that includes access to product updates, an Installation Guide, and product FAQs.