



Friendly Email Configurator™

Web-Based, Remote Configuration of Email Settings

Main Features

- Web-based application to be added to xSP's support site
- Creates new email accounts in user's preferred email client on user's PC
- Restores existing email accounts
- Eases manual editing of email account settings

Easy Deployment

- Minimal integration required with xSP's site
- No integration with other systems

What is APR™ ?

APR – *Automatic Problem Resolution* – is a technology that automatically detects, pinpoints, and fixes a wide range of connectivity and Internet-related problems.

Designed for non-technical users, APR was originally developed by Friendly in 1997 to reduce support costs for xSPs.

The technology has undergone continuous development over the years in response to the evolving needs of our customers around the world.

The 'One Click' Solution for Email Configuration

Email-related problems account for 25% of the calls reaching ISP Help Desks - representing a major, ongoing expense.

Friendly's Email Configurator is a **smart, low-cost, Web-based** application that **configures email settings** and **fixes email problems ... *in seconds***, dramatically decreasing these costly and time-consuming calls.

This user-friendly solution is ideal for **new, existing, and migrating** subscribers. This product includes Friendly's APR (Automatic Problem Resolution) technology.

Benefits

- Reduces support calls
- Enhances user experience
- Quickly & efficiently modifies/changes email settings for large subscriber bases
- Handles email setting changes during migration from one ISP to another

Main Screen

Simplifying **Deployment** and **Support** of the **Digital Home**

For more details: www.friendly-tech.com



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As Easy as 1,2,3 ...

Basically, all the subscriber has to do is:

1. Enter the xSP's support site (or receive the Email Configurator's URL via email)
2. Enter his username
3. Click "Go" to re-configure his email account!

Features

- Creates new email accounts in user's preferred email client on the user's PC
- Restores existing email accounts
- Solves email problems
- Diagnoses user's PC & searches for existing email account with predefined POP server
- Searches for & replaces specific e-mail settings, e.g., change of SMTP server name
- Changes username, if required
- Enables manual editing & remote configuration of email settings

Supported Platforms

- Outlook Express 5 and above
- Outlook 97, 2000, XP, Vista
- Windows 98 and above
- IE 5.5 and above

Changing an Existing Account

Advanced Settings

Additional Products from Friendly Technologies

Since 1997, Friendly Technologies has been providing ISPs, Telcos, and CPE Vendors around the world with a wide range of solutions, including:

- TR-069 ACS Server and CPE Remote Management
- Support Automation
- Broadband Self-Installation and Connectivity

Contact Information

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