



# E-mail Outbound Faxing Instructions

## INTRODUCTION

We hope that you'll find our outbound service as valuable as your inbound service. ☺

There is a very specific way we handle outbound faxes. We will outline the protocol below so you will fully understand how to send faxes via email through the UFAX E-Mail Gateway.

## REQUIREMENTS

First, you **MUST** send the email that you would like faxed out from the **SAME** email address that your inbound faxes get routed to or it will **NOT** work! This is for security reasons so unauthorized access to your account doesn't take place.

## PROCEDURES

Once the requirements have been met, you simply address the email like the following example to send a fax to someone via email.

Create a new email in your email client just like you would to send a normal email. Let's say for this example you want to send a fax to John Doe and his fax number is 614-555-1212.

In the "To:" field... you need to use the following format **EXACTLY**.

[6145551212@faxsend.net](mailto:6145551212@faxsend.net)

Where "614-555-1212" is the fax number of the person you are sending a fax to. It **MUST** be **EXACTLY** like the example above with no spaces anywhere.

So basically...you can simply copy-n-paste the above example...and change the fax number from 6145551212 to whatever 10-digit fax number you are sending it to and you're done!

If you send a lot of faxes to the same person...then you may want to save that fax email address as a contact inside your email program so you can quickly select it from a list to send future faxes, rather than having to re-type the line each time you send a fax. The next piece after you complete the "To:" field for who you are sending the fax to...is the "Subject" line. Basically...whatever you put in the Subject line, will serve as the "Notes" area of the cover sheet sent out with your fax. So it may say something like "Hi Jane...here is that quote I promised you" or whatever you would normally write in the Memo/Notes section of a fax coversheet.

As far as the "Body" of the email goes, anything you type here will be the first page of your outbound fax. Any attachments that you attach to this email will be appended on the end of the fax in the order that you attach them. (i.e. – You can attach Microsoft Word documents, WordPerfect docs, Excel Spreadsheets, Powerpoint Slides, picture images like .tif, .gif, or .bmp files, PDF files, text files and several others.

So...if you sent a fax to someone and typed no text at all in the body of the email....but you attached a 3 page PDF document...then your fax would go out as the first page being the cover sheet which will automatically have your contact info on it, followed by the 3 page PDF document for a total of a 4 page fax to be sent to the intended recipient.

**\*\*NOTE \*\* - Our Email Fax Gateway is NOT designed to broadcast fax.**

If you try to send several faxes via email at the same time...unpredictable results may occur including several duplicate faxes sent to the same number. Your customers won't like this because of all of the ink, toner and paper used as well as the time spent busying out their fax number. To be safe...simply send your faxes via email one at a time.

If you would like to broadcast fax...we can help you. Simply send an email to: [support@ufax.net](mailto:support@ufax.net) asking about how we handle fax blasts. ☺

## **NOTIFICATION**

The UFA X E-Mail Gateway will send you a confirmation email back stating that your sent fax was either successful or not along with the fax header information which proves that your UFA X number did indeed send the fax to the recipients fax number and that it was successful. So no more customers/vendors saying that they didn't get your fax!

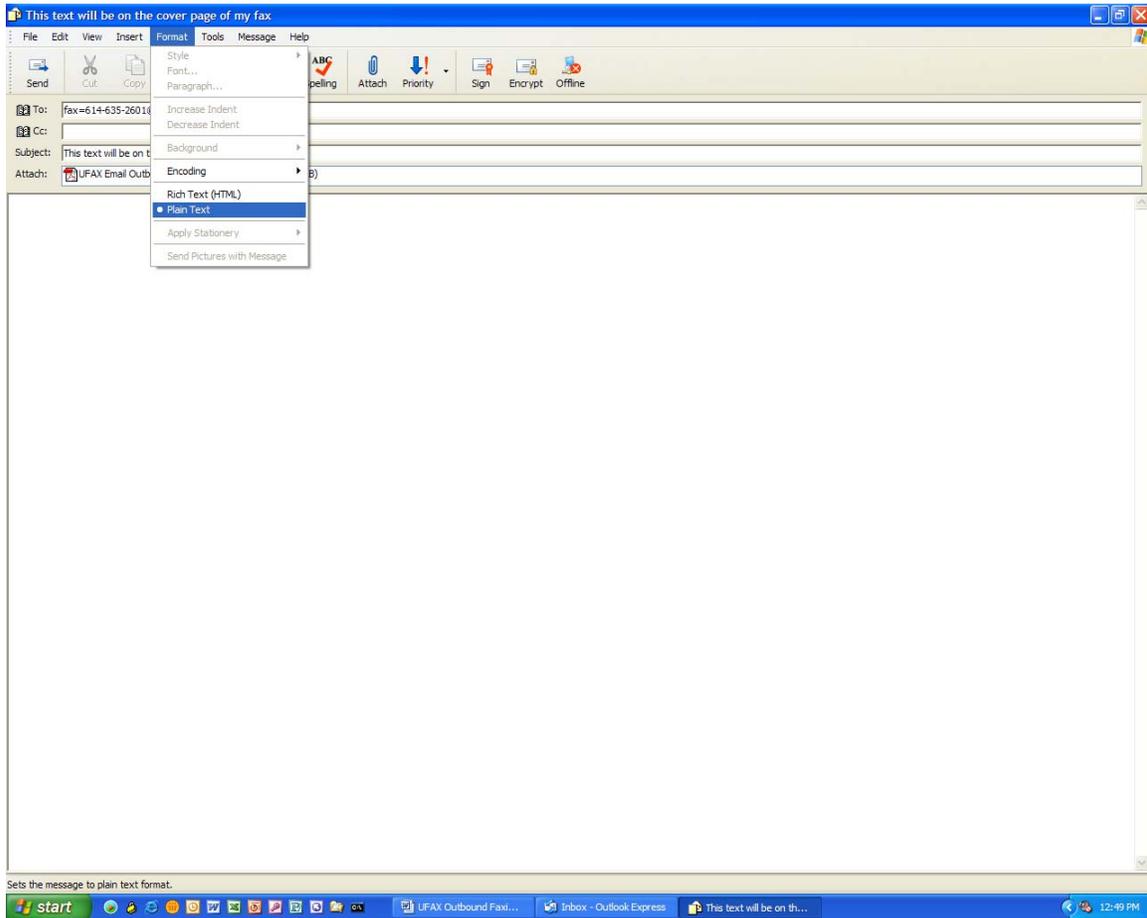
## **SUPPORT**

NOTE: If you send a fax via email and notice that the first page of the fax after sending it has some garbage on it and you don't want this page to appear...you have to send your fax as a "Plain Text" email and also ensure that you do not send a signature file in your email when sending faxes via email. By doing this...you will eliminate that first page all together which ensures that only your cover page and attachment(s) get sent.

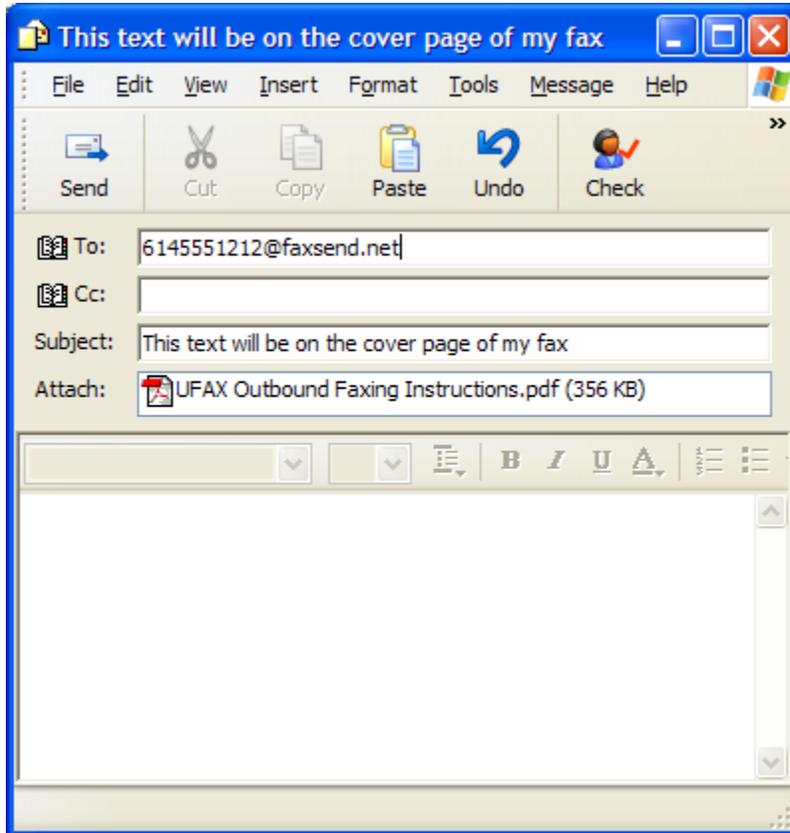
The following pages describe how to send an email as plain text using Microsoft Outlook Express and Microsoft Outlook.

Below are a couple of screenshots of how to send a fax using Microsoft Outlook Express as "Plain Text".

This first screenshot shows how to select "Plain Text" as your format for sending the fax via email:



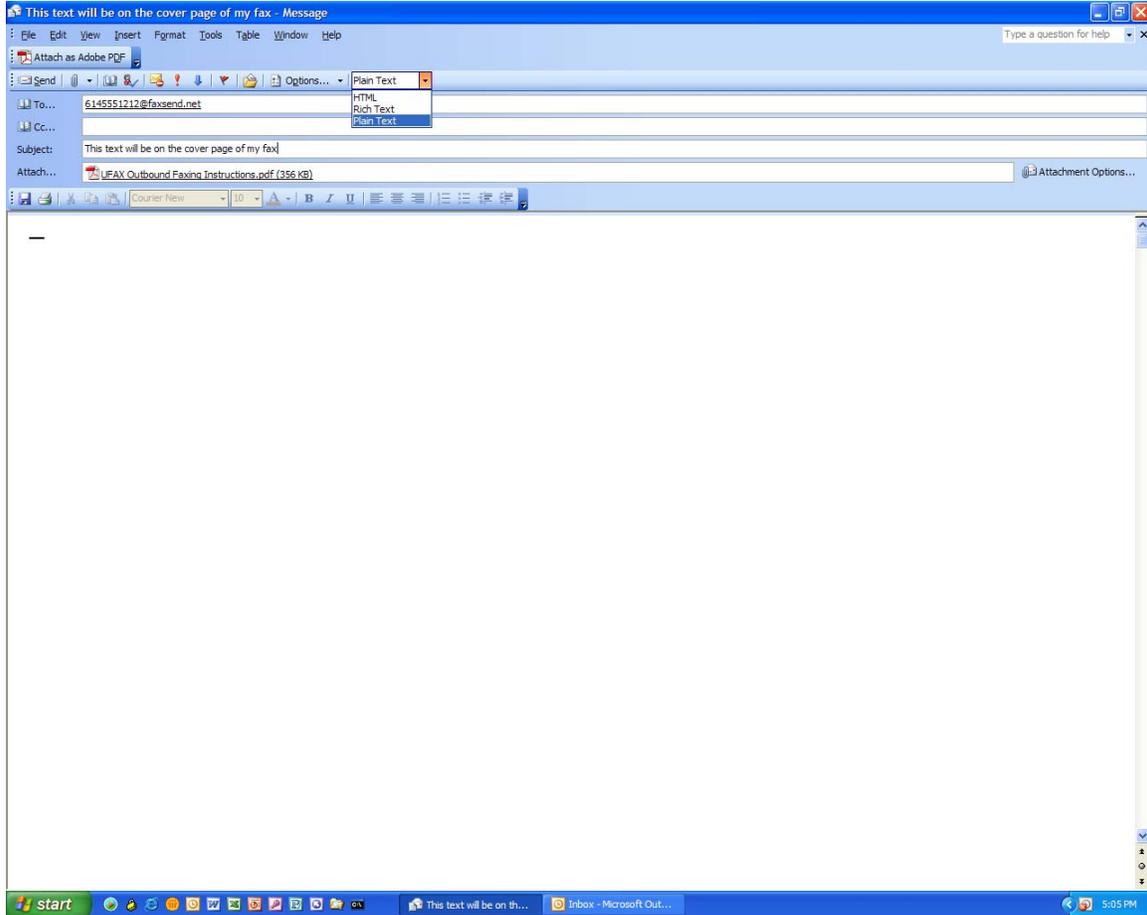
The second screenshot shows how to send an attachment as a fax:



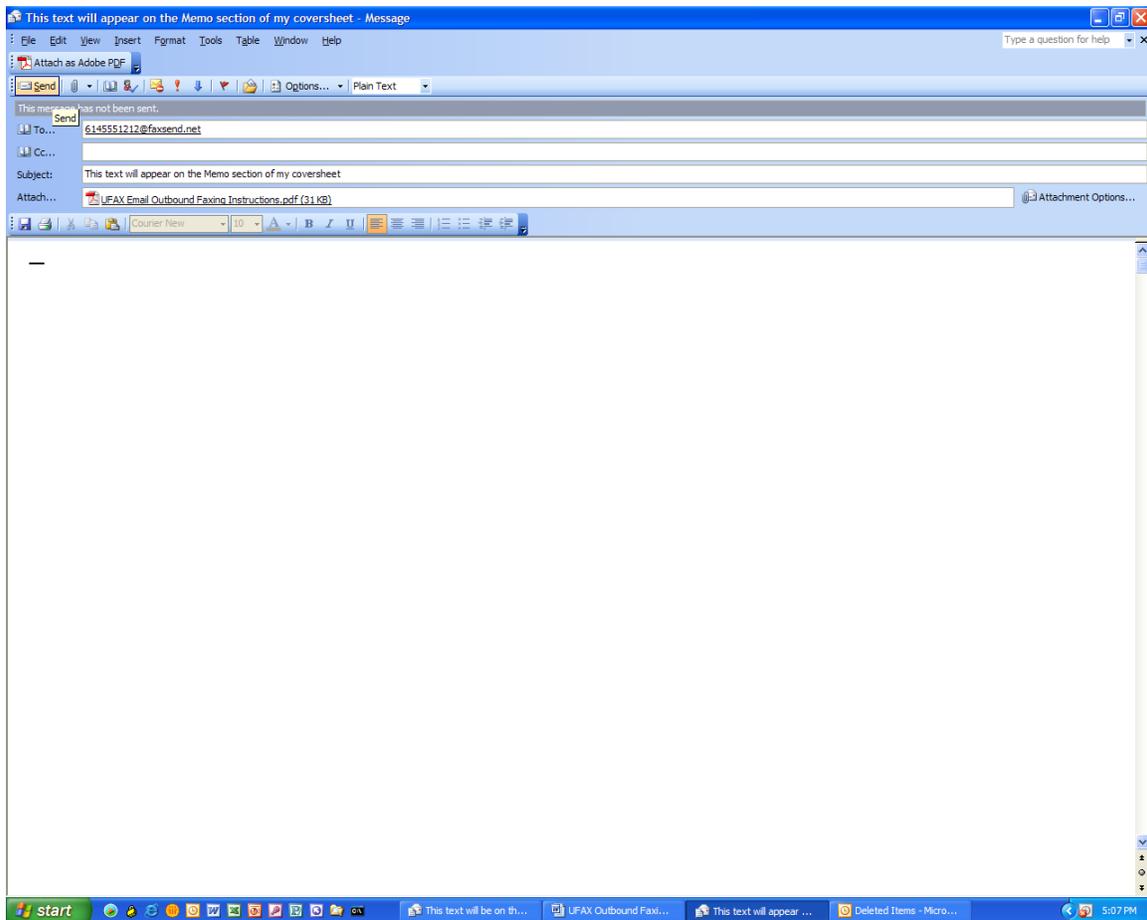
Finally...please ensure that there is no text anywhere in the body of the email and click on the "Send" button...that's it!

Below are a couple of screenshots of how to send a fax using Microsoft Outlook as "Plain Text".

This first screenshot shows how to select "Plain Text" as your format for sending the fax via email:



The second screenshot shows how to send an attachment as a fax:



Finally...ensure that there is nothing in the body of the email and simply click on the "Send" button...that's it!



## UFAX Web Access – Faxing Instructions

### REQUIREMENTS:

In order for UFAQ Web Access to work properly...you must use Microsoft Internet Explorer from a Windows XP, Vista, 7 or 8 computer. (A future enhancement to UFAQ Web Access will allow any browser to use the website)

**\*\* NOTE \*\*** - if using Microsoft Internet Explorer version 10...you MUST put the fax.ufax.net website in compatibility mode in order to see the login fields and use UFAQ Web Access.

#### **\*\* To put Internet Explorer 10 in compatibility mode \*\***

While in Internet Explorer 10, hit your ALT key, which will bring up the Menu Bar. Choose Tools and then click on "Compatibility View Settings". Add ufax.net to the "Add this Site" box, then click on Add and then click on Close.

At this point...your Internet Explorer 10 browser should be able to login to UFAQ Web Access. ☺

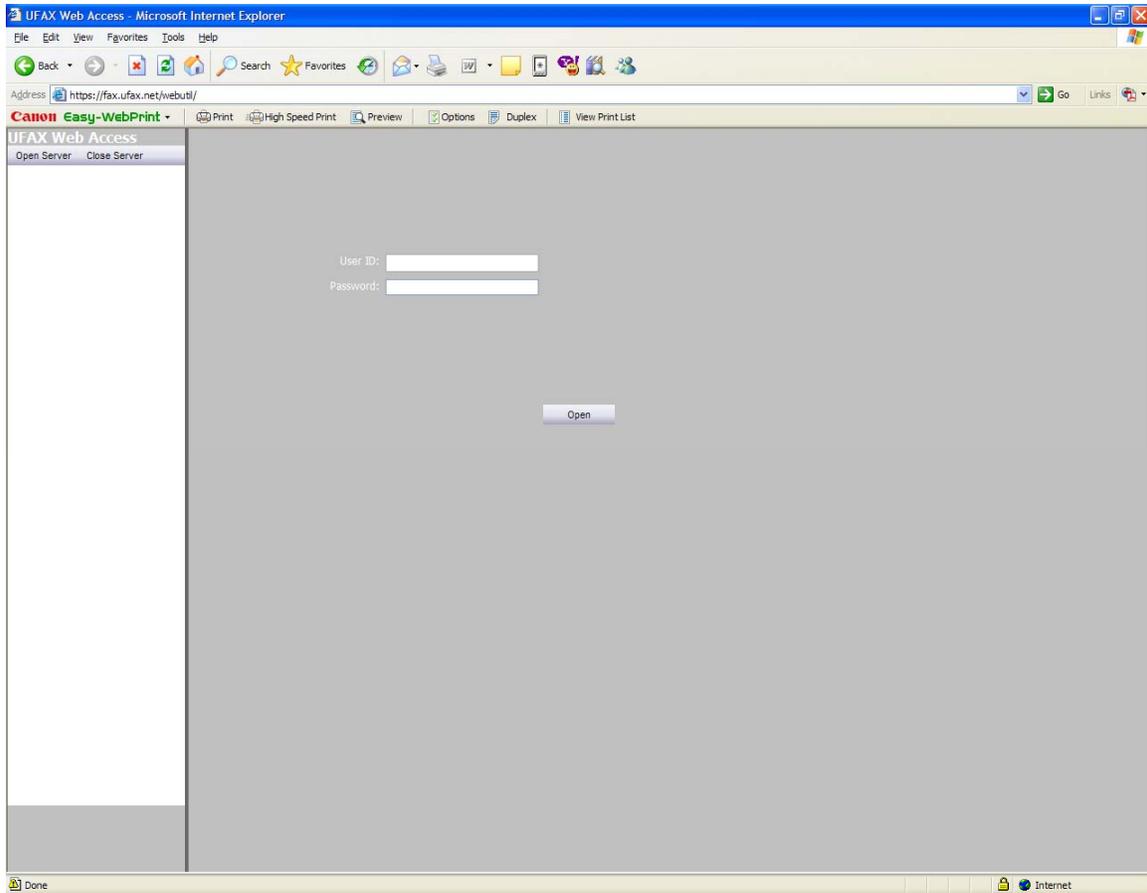
### INSTRUCTIONS:

Go to: <http://www.ufax.net> and scroll to the bottom-right portion of the home page where you will find a gray fax machine icon labeled "UFAX Web Access Login". Simply click on this icon to launch the UFAQ Web Access Login Page:



The icon looks like this: 

The login page should look like this:



Simply enter your 10-digit UFAF number as your User ID.  
(i.e. – If your UFAF number is 513-555-1212, enter 5135551212 as the User ID)

The password is whatever you selected when you first signed up with UFAF.

Next...click on the "Open" icon to login and you will see the below screen with all faxes that you have sent and/or received from the past 45 days.

**\*\*NOTE\*\*** - If your password does not work or you forget what you changed your password to at any time...send an email to [support@ufax.net](mailto:support@ufax.net) asking for your UFAF Web Access password to be reset. Please be sure to include your UFAF number in the email.

**To print a fax** in UFAX Web Access:

**\*\*NOTE\*\*** - To print a fax or save a fax image to your PC...you **MUST** have Adobe Acrobat Reader installed on your PC. Simply double-click on any fax that you wish to print or save and it should open up where you will see a printer icon. Click on the printer icon and Adobe Acrobat Reader will automatically launch the fax on your PC. At that point...you can save the PDF fax image to your computer OR you can simply print it to your local printer.

If you follow the directions above and Adobe Acrobat Reader is NOT launched on your PC showing you the fax...then you need to allow for pop-ups for the website fax.ufax.net

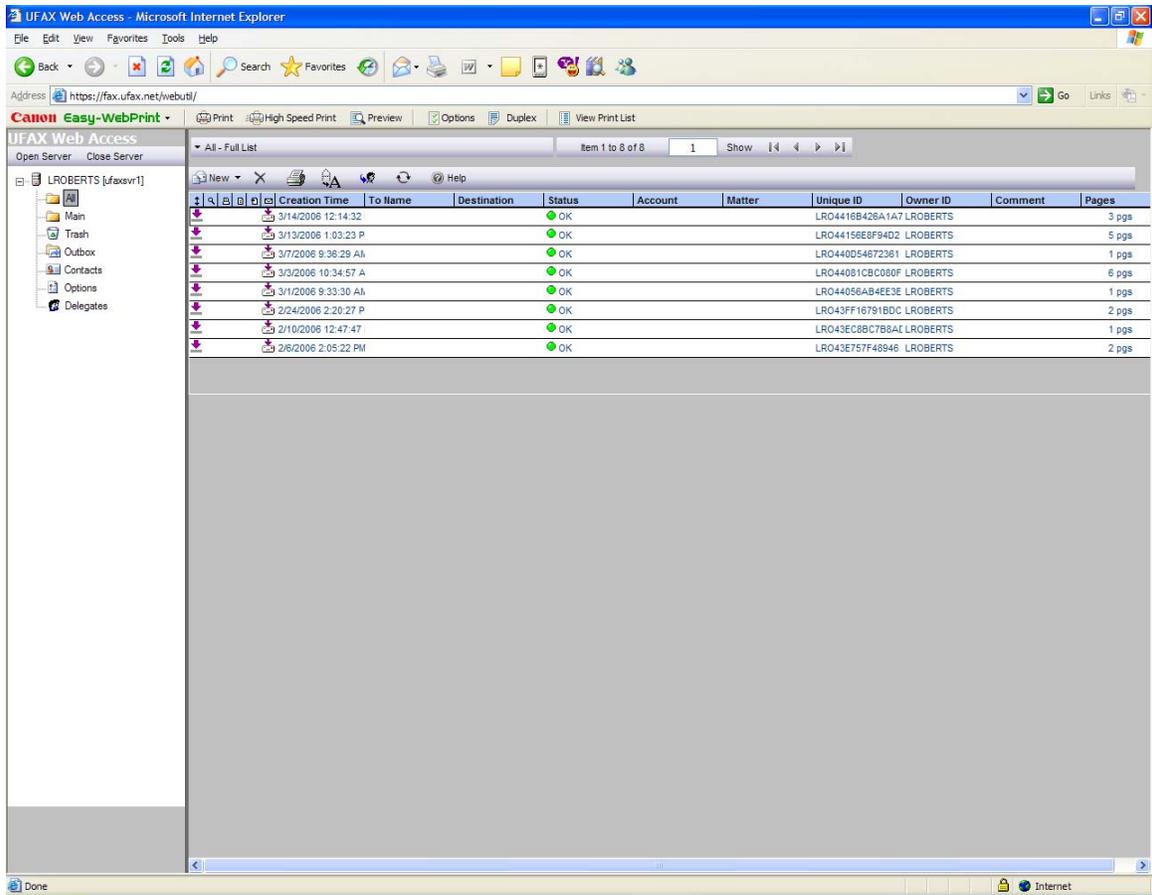
To allow for pop-ups in Internet Explorer...click on Tools, Pop-up Blocker Settings...then make sure you type in fax.ufax.net and add it to your list of allowed pop-up sites.

After doing this try again and you will be successful. If you are still getting blocked you may have another pop-up blocker installed. Some of the most common are: Yahoo Toolbar, MSN Toolbar, Google Toolbar, etc. You will need to allow for pop-ups in that software as well.

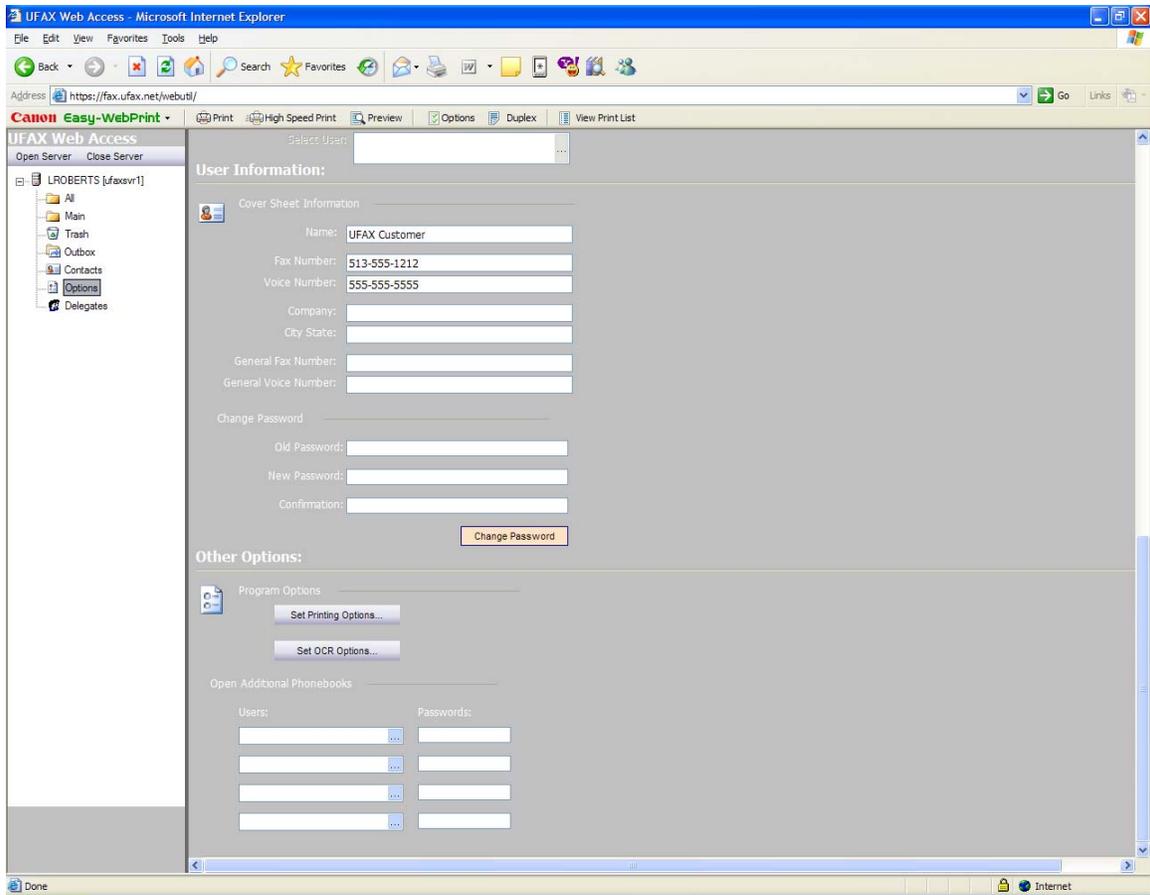
To get your free copy of Adobe Acrobat Reader you can go to the Adobe Reader link below and download it.



The link goes to <http://www.adobe.com/products/acrobat/readstep2.html>



Once you login...you may change your password by clicking on "Options" off to the left side and then scrolling down until you see the "Change Password" section as seen below:



Of course the old password will be whatever you are currently logged in with and your new password can be whatever you like.

Once you type your new password and type it again on the confirmation line...click the "Change Password" icon to make your new password active on your account.

Next...click on "All" off to your left to see a listing of all of your faxes and feel free to double-click on any of the faxes to view/edit/annotate them directly in the web browser.

The following section explains in detail step-by-step how to send faxes from within UFAQ Web Access...how to Forward faxes, how to combine faxes and how to split faxes within UFAQ Web Access.

**To send a fax** in UFAQ Web Access:

Simply login...click on "New" icon....the cursor will then be sitting in the cover sheet section...here you can type what you want to say for the cover sheet Memo. Next...click on the "To" button...it will bring up a screen labeled "Document Recipients"...here is where you type information for all recipients of this fax. The only field that is required here is the fax number. By default...the cursor is sitting in the name field...so if you want to type the name of the person you are sending the fax to...do it here. Then...the field directly below that says fax. Here is where you type the 10-digit fax number. So type 614-635-2601 for example. Next...click the "Add Recipient" button that is listed there and you will see the system add your new recipient in the box below. If you want to send the fax to more than one person...repeat the process for each new fax number that you are sending to. When finished...click the "Close" button...you will now be back to your screen where you typed in your cover sheet memo. You will also notice the new recipients that you entered in the gray background just above the "To:" button. If you would like to attach a document such as a PDF or Word document for faxing...click on the "Attachments" button...you will see the ability to upload three attachments simultaneously. Simply click the browse button and find the document(s) on your PC that you will be uploading. Once you have done that...click on the "Upload" button. You will get confirmation that the document(s) was uploaded. Next...click on the "Close" button to get out of the "Attachments" window. Now you will be back in your "Document Info" window...simply click on the "Send" icon to send your faxes...that's it!

**To forward a fax** in UFAQ Web Access:

You can right-click on any fax and choose "Route/Forward"...then choose "New Destination". From here you handle it like a new fax...you can forward the fax to any email address(s) or fax number(s) in the USA or Canada. When entering a fax number you simply type the 10-digit number including area code.

**To combine faxes** in UFAQ Web Access:

Let's say there are 3 different faxes that you want to combine. First...you click on one of the three faxes to highlight it. Next...you hold the CTRL key down and left-click on the second fax that you want to combine. Now you should have two faxes highlighted simultaneously. Finally...you continue holding the CTRL key down and left-click on the 3rd fax that you want to combine...with all three faxes highlighted, right-click on one of the highlighted blue faxes and select "Combine...". You should now get a "Combine Faxes" window showing the three faxes that you selected to combine along with detail of each fax including start and ending pages for each fax. Here you can tell it to combine only certain pages from each fax into your newly created fax. Once you have the pages selected properly for each of the separate faxes...Click **OK** to combine the faxes. A new fax appears in your UFAQ Web Access list with the current date and time and an "Information not Complete" status. The original faxes are not automatically deleted after they are combined. To view the combined fax, highlight it, right-click, and select the **View** option. To send the new combined fax, double-click it and complete the fax addressing information as normal.

**To split faxes** in UFAQ Web Access:

To split one fax into two or more faxes:

1. Go to the right pane and highlight the fax to split, right-click, and select **Split** from the drop-down menu. The **Split Fax** dialog box displays.
2. Enter one or more page ranges to split out. Separate each page range with a comma to indicate a separate fax. For example, for a 10-page fax, enter "1-5,6-10" to create two separate faxes, one including pages one through five and the other pages six through 10.
3. Press the **View Fax** button to preview the original single fax before splitting it.
4. Check the **Keep Original Fax** option if you do not want the original fax deleted from your mailbox after the split.
5. Click **OK** to split the faxes.

To view a split fax, highlight it, right-click, and select the **View** option. To send a new split fax, double-click it and complete the fax addressing information as normal.

### **Additional Features of UFAQ Web Access**

While you are in UFAQ Web Access...feel free to click on the help button at any time for additional help...the help section is descriptive and helpful. The help button is located on every screen in the toolbar...it is a Question Mark icon and contains a lot of detail about the various areas of UFAQ Web Access.

Optical Character Recognition allows you to have UFAQ Web Access create an editable text file based on a fax that you received...that can sometimes be helpful when you need to copy-n-paste text from a fax. For help using OCR...click on the Help icon in the toolbar and search on OCR.

You can also annotate faxes directly in the browser...you can rubber-stamp, mark-up, and even insert text onto faxes from the main viewing window when you open a fax to view. To learn more about annotation...click on the UFAQ Web Access help icon and search on annotate.

If you have any questions/concerns or need additional help, please send us an email to [support@ufax.net](mailto:support@ufax.net).

Happy faxing! ☺