

## SENDING AND RECEIVING FAXES VIA EMAIL

January 2010

Communications cluster by **Faxpl@form** The world's best platform for FASPs  
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# 1. WELCOME

Thank you for choosing our solution. This document contains information on activating and using our email-to-fax and fax-to-email service.

## 2. SYSTEM REQUIREMENTS

The following lists the minimum system requirements for using the FaxPlatform email-to-fax and fax-to-email service:

Any Computer/Laptop running a Windows operating system (2000 or later) or Apple Macintosh Office Outlook/ Outlook Express 2000 or later

NB: This service requires online connectivity to the mail server chosen.

## 3. RECEIVING A FAX

### 3.1. Setup

In order for you to receive a fax you simply to have sign up and accept your invitation. You can then give out your FREE fax number to those wishing to send you a fax. Faxes sent to your fax number will be forwarded as to the email address you used when you signed up.

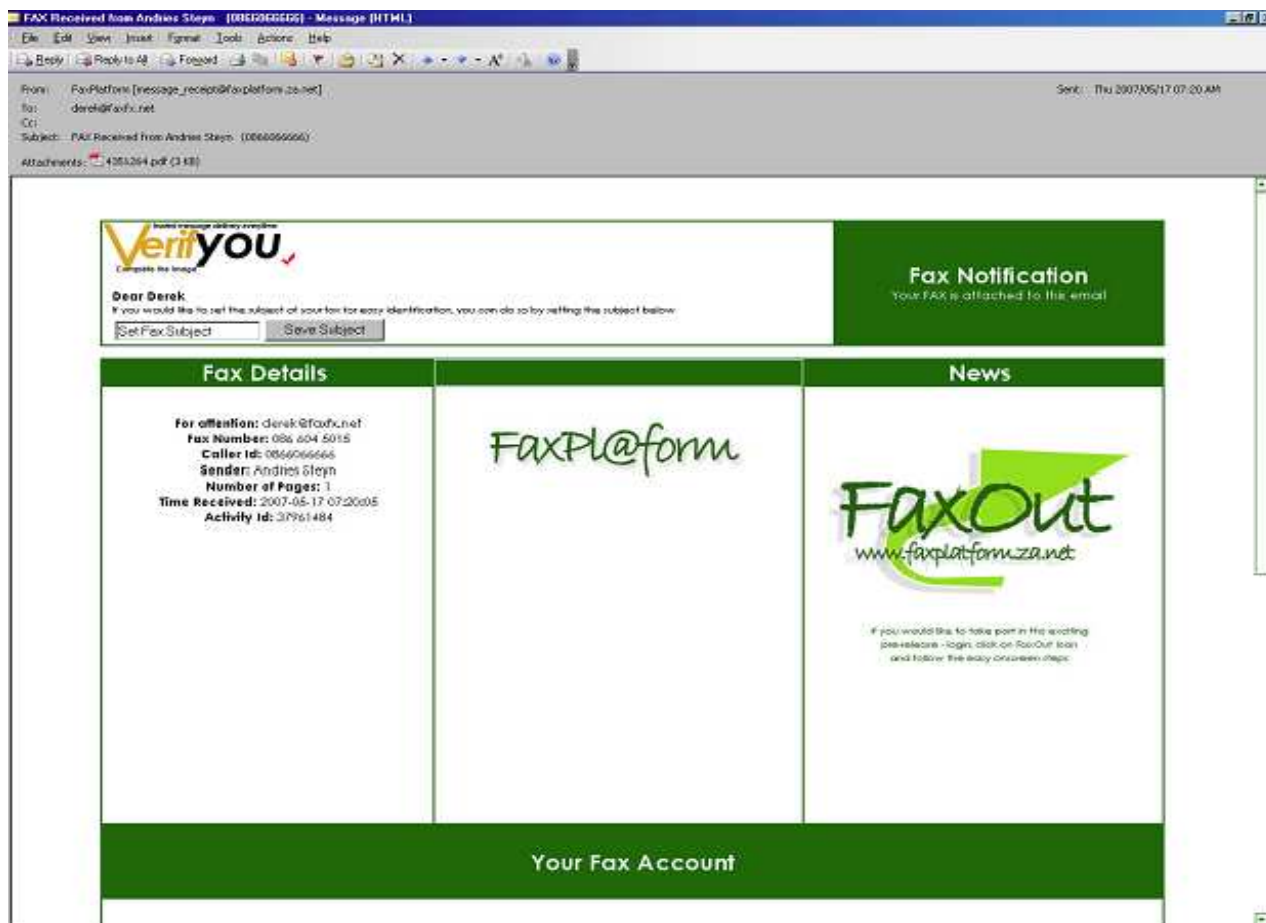
For detailed instructions on signing up, please refer to the document HOW TO SIGN UP

### 3.2. Fax delivery

Faxes sent to your number will be delivered to your email address as an HTML or Plain text email, with the PDF Fax attached. You can;

Set the Fax Subject for easy retrieval

View Transmission details



## 4. SENDING A FAX (EMAIL-TO-FAX)

### 4.1. Setup

In order to use FaxOut Email to Fax you will require a login username and password – this will enable you to login to your account, view your current balance and billing detail, purchase credits (unless credit has been allocated by your company) and view your fax logs.

To access your account you need to go to the login URL supplied in the Welcome email from your Fax Provider, when you first signed up, with the username and password allocated to you. Should you have lost your Welcome email or are unable to contact your Fax Provider – please email to [support@faxplatform.com](mailto:support@faxplatform.com) - we will forward you the correct contact and support information

Once logged in, click on the "Services" Link to ensure that the FaxOut service has been allocated to your account and that is "Active".

Account Number	Account type	Service Account	Access	Status
987654	Fax In 0854123456			Active
987654	Account for Billing	FaxOut	Private Service	Active
987654	Account for Billing	PDF Encryption	Private Service	Active
987654	Account for Billing	SMS	Private Service	Active
987654	Account for Billing	SMS Notifications	Private Service	Active

Note: If you have YaBroo installed on your computer, you do not need to uninstall it for Email to Fax to work. For more information on YaBroo please visit [www.yabroo.com](http://www.yabroo.com)

Next you need to ensure you have sufficient credit in you account before sending a fax. Click on the "Billing Detail" link – check the top of the page for your balance.

Account Holder	Account Id	Status	Verified Cell Number	Credit Limit	Reserved	Balance
Example User	987654	✗ Active	✗		10.50	0.00

If you have insufficient credit – click on the "Buy Credits" Link or image. You will be taken to the payment details page. Whether you make payment by credit card or by direct deposit a minimum deposit of R100.00 is required.

#### 4.1.1. Paying by Credit Card

Enter your credit card details in the form provided and the amount you wish to purchase in Rands then click on the "save" icon

Create payment 987654

Payment Details



REMEMBER THAT ONLINE TRANSACTIONS CAN TAKE A FEW MINUTES TO BE PROCESSED.PLEASE BE PATIENT, AND DO NOT RESUBMIT THE TRANSACTION.YOU WILL BE NOTIFIED UPON SUCCESS OR FAILURE OF YOUR CREDIT CARD TRANSACTION.

**Due to high volumes of credit card fraud, FaxOut credits purchased by credit card will only be allocated during normal office hours.**

**Please note that you will be asked to verify your credit card after the first payment.**

Payment type:	Credit Card
Cardholder name:	Example User
Credit Card Number:	5221123456789101
Expiry Date: (MM/YYYY)	02 2010
CVV Number:	123
Card type:	MasterCard
Amount:	105.00 <i>Greater than R100.00</i>
Email:	example@faxplatform.com

Once your payment has been recorded you will be given a reference number for future communications. Provided that this is not a first time payment with your credit card and you have undergone the verification procedure detailed below then the payment will reflect immediately.

**Payment Details on account 987654**

**Payment recorded, Please supply the following reference number during further communications.**

<b>Reference:</b>	<b>FXPHAXVTNVRV</b>
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**First time** payments made by credit card are limited to R500.00 and we require that you verify the amount deducted from your bank account prior to allocation of the funds to your fax account. The verification process is a once off procedure and protects both parties against potential fraud.

Your account will be charged with a random amount that is slightly LESS than the payment recorded, for example if you entered an amount of R105.00 then you may be charged R104.22. You will need to check your credit card statement to verify the exact amount charged. Once you have this information go back to your "Billing Detail" and click the link under status that should now read "Pending verification"

Account Holder	Account Id	Status	Verified Cell Number	Credit Limit	Reserved	Balance
Example User	987654	✘ Pending verification ✘			10.50	0.00

Select the payment reference from the drop-down selector and enter the actual amount that was charged to your credit card, then click on the "save" icon.

**Verify billing account for automated payment allocations**



**Please supply us with the amount that appeared on your bank statement for the associated reference**

<b>Reference:</b>	FXPUZZBVQJZA (2010-02-01 11:15:57) 105.00
<b>Amount deducted from your bank account:</b>	104.22

**Please verify possession of your cell phone**

<b>Cell Number:</b>	<input type="text"/>	✘
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**Verification history**

Once saved your verification history will be updated accordingly.

**Verification history**

2010-02-01 12:40:13	Account Verified
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### 4.1.2. Paying by Direct Deposit

Select the "Direct Deposit" option from the drop-down selector. The bank account details are provided - simply enter the amount you have deposited and click on the "save" icon

Create payment 987654



### Payment Details

Payment type: Direct Deposit

### Direct Deposit Details

Bank Name	FNB
Branch	Fishhoek
Branch Code	202309
Account Name	Faxplatform
Account Number	62095182764
Account Type	Current

Amount: 0.00 *Greater than R100.00*

Once your payment has been recorded you will be given a reference number for future communications. Payments will reflect in your fax account once we have confirmed the deposit into our bank account. Allocations are done Monday to Friday, during office hours.

### Payment Details on account 987654

**Payment recorded, Please supply the following reference number during further communications.**

Reference: **FXPHAXVTNVRV**

## 4.2. Sending a fax from an Outlook mail client

1. Create a new email and enter in the "To" field; enter the recipient fax number (without the leading 0) as follows:  
[+27number@fax.faxplatform.com](mailto:+27number@fax.faxplatform.com)

It is possible to send to multiple recipients by adding their email-to-fax address in either the "To..." or "Cc..." fields

2. Enter a subject for your own reference.

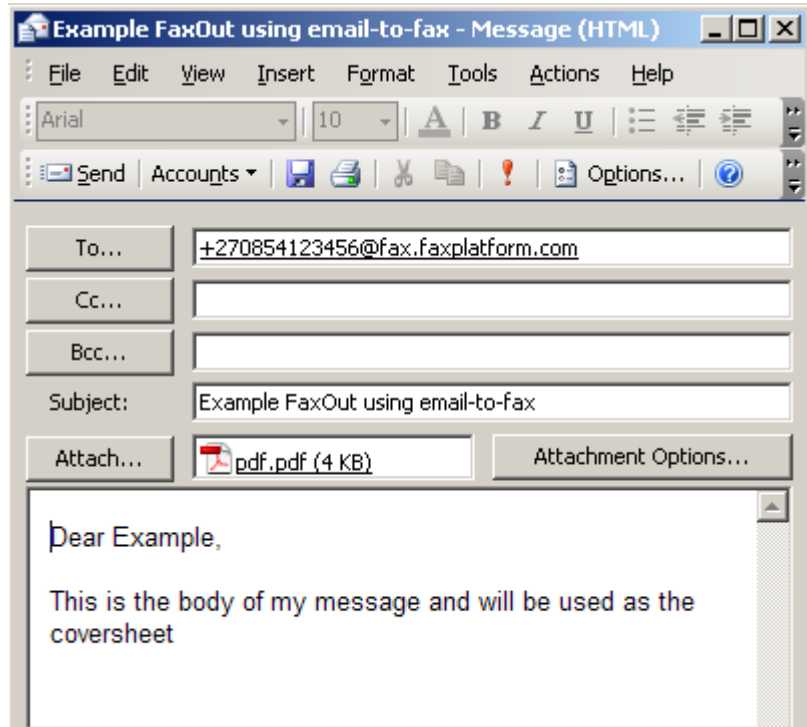
3. The Body of your email will be used as the coversheet.

4. Attach the document you want to send and it will be sent as a fax to the supplied fax number.

**Note:** supported file formats currently include: pdf, tiff, txt, doc, rtf, ppt, csv, xls, bmp, gif, jpg, png and xml

5. Your fax using email-to-fax is now ready to send – click the send button.

You should receive an automated email notification that the fax has been received by our system, followed shortly by a fax delivery notification.



## 5. ADDITIONAL INFORMATION

FaxPlatform is the Intellectual Property provider and can be contacted should you fail to be able to contact your Fax Provider - we will forward you the correct contact and support information

Web: <http://www.faxplatform.com/>

E-mail: Technical Support [support@faxplatform.com](mailto:support@faxplatform.com)