



The Power of Fax in Your Email

Your Desktop Fax Solution

As a leader and pioneer in multimedia messaging solutions, we combine the best features of fax technology and the convenience of email into one powerful and easy-to-use solution.

This sophisticated Desktop Fax solution enables our customers to seamlessly integrate the power of fax into their existing email service. Users can send, receive, save, file, forward and track faxes in seconds--right from their desktops--without having to convert file formats. Work is accomplished faster, with added security and total reliability.

Desktop Fax works with our clients' existing platforms for Internet access and email. Traffic is forwarded through our high-speed, high-volume network of servers with total transparency to end users. Virtually all common document files, spreadsheets and graphic image files are automatically converted to outbound faxes. Users also have the option of storing custom cover sheets for outbound fax deliveries. When a fax is received over our system, it is automatically forwarded to an assigned user's email box as a TIFF or PDF attachment with notification in the subject line.

Clients maintain control over administration of their accounts through Web-based user portal, coversheet selection/storage, personal preferences and report options. Just choose the documents you want to transmit and attach them to an email as you would normally. Send your message to **faxnumber@faxsupportcenter.com** and we'll do the rest--converting the files for instant delivery as crystal-clear faxes!

This solution provides local or toll-free inbound numbers for receiving faxes over our system. Every transmission is tracked on our system and at customer request, can be provided in a delivery report. Clients also may route existing fax numbers through our system.

Receiving a Fax

To receive a fax, simply provide the sender with your Desktop Fax number and request he or she send the document in the traditional manner. The Desktop Fax system receives the fax and instantly converts the document into either PDF or TIFF format before forwarding it to your email box. You can select between PDF and TIFF file formats as your preferred attachment type via "Preferences" on the Desktop Fax web site.

The converted fax arrives in your email box in the same fashion as all of your other emails. The subject line of the email clearly identifies it as a fax and the original document is stored in an easy-to-open attachment. The subject line of the inbound fax is configurable. Please contact Desktop Fax Customer Service at support@faxsupportcenter.com for assistance. Configurable subject line options include: Date, Time, Number of Pages, Caller ID of sending fax machine, Duration of the fax, RCS ID of the sending fax machine.

Caller ID and RCS ID of the sending fax machine will be omitted from the subject line if it is unavailable.

Viewing a Fax

Each user can select from either PDF or TIFF file formats to receive their faxes. Both of these file formats are industry standards and in most cases the viewer application comes preloaded on the PC.

If you do not have a viewer loaded on your PC, choose PDF as your fax format and get the Adobe Acrobat Reader [here](#).

To view a fax, simply select and open the email attachment. Your PC will launch the viewer necessary to read the document.

Once you have received and viewed your fax, you can perform all standard document operations, including saving, filing, printing, and forwarding it to other users.

Sending a Fax

This Desktop Fax solution uses your existing email client to send documents to a recipient as a fax. This eliminates the need for you to load any additional software on your PC or to learn how to use it.

Your email Software

Most popular email software can be used with this Desktop Fax solution. To ensure that your email will be properly handled by the platform, verify that the Internet Email sending format is set to MIME with the text encoding option set to "none". UUEncode is not supported so ensure this is not enabled.

Email Addressing Options

The simple and minimum format accepted for addressing an email message to Fax is:

FaxNumber@faxsupportcenter.com

NOTE: Spaces are not allowed in an email address, so be sure that all spaces are replaced with an underscore "_".

Other addressing options include: FirstName_LastName.FaxNumber@faxsupportcenter.com, or FirstName_LastName.CompanyName.FaxNumber@faxsupportcenter.com.

Cover Sheets

Your Desktop Fax account has a default system cover sheet configured. Following the addressing syntax provided above will populate the "To:" and "Company" fields of the default cover sheet by inserting the FirstName_LastName provided within the To: field and CompanyName provided within the Company: field of the default cover sheet.

For example: Joe_Merces.Anyname_Global_Services.8666158739@faxsupportcenter.com will populate the default system cover sheet To: and Company: fields with Joe Mercedes and Anyname Global Services, accordingly.

NOTE: Text entered within the email client will populate the default system cover sheet. Custom Cover Sheets are also supported using Microsoft Word MailMerge. If you would like a custom cover sheet configured with your Desktop Fax account, please contact Customer Service at 877-935-3859 or 732-935-3859.

Fax Handling Options

Special handling options are supported by entering one or many of the following parameters on the Subject of the outbound email message:

Parameter	Description / Value
//CP=	Cover Page Control. Possible values include "None" or MailMerge Cover Page Object Name.
//CREF=	Customer Reference String.
//BC=	Customer Billing Code String.
//FINE	Fax document rendered in Fine output mode.

Parameter	Description / Value
//STD	Fax document rendered in Standard output mode.
//NOREPORT or //REPORT=NONE	Suppress the generation of reports driven by profile settings.
//NOBODY	Ignore the email body (first MIME type).
//D=MM/DD/YYYY (US) //D=DD/MM/YYYY (UK)	Fax job release date.
//T=hh:mm	Job release time (hour, minute) in military time format. (Ex. 13:30).

To Send a Fax

STEP 1 - Create a new email message.

STEP 2 - Attach the documents you wish to send as faxes. Multiple documents can be attached to a single email and they will all be delivered to the recipient as a single transmission.

STEP 3 - In the "TO:" field on the email enter the recipient's fax number followed by @faxsupportcenter.com. The complete address should appear as in this sample: 4043331234@faxsupportcenter.com. Notice that there are no dashes between numbers; no spaces or additional characters.

STEP 4 - Send the email.

Send a Fax to Multiple Email Addresses

STEP 1 – Login to <https://faxsupportcenter.com>

STEP 2 – Click on **Receive Preferences** form the **My Preferences** tab

STEP 3 -- Click on the **Recipients Settings** tab

STEP 4 – Check the box for **Deliver Inbound Faxes to Additional Recipients.**

STEP 5 – Click **Show or Modify Additional Recipients**

STEP 6 -- Type the address in the box provided, then click **Add**

STEP 7 -- Repeat the steps for additional addresses

STEP 8 - Click **Save Changes**

Fax Retries

The default retry algorithm or method used when difficulty is encountered in delivering a fax is:

- Busy: Try 4 times at 3, 5, 10 and 15 minutes apart.
- Error: Try 2 times at 10 minutes apart.

Delivery Reports

Delivery reports can be made available at customer request. If delivery reports are requested, once a fax message you sent has been delivered, Desktop Fax will provide you a delivery report via email. The delivery report will reflect the same subject line as the fax you had sent. The delivery report will also contain other important information, such as Job Number, Page Count, Summary and Detail data. The detail data section of the delivery report contains the status of a fax. Delivery reports can also be customized to include variable subject lines from outbound fax job data. Please contact Customer Service at 877-935-3859 or 732-935-3859 for additional information on enabling this capability. A status of "SENT" indicates that the fax was successfully delivered to a fax number. See the below status values/codes and descriptions for more.

Fax Status Code Descriptions

Value/Code	Description
BLOC	Fax number is invalid (i.e. 999-999- 9999) or blocked. The fax was not delivered.
BUSY	The fax was not delivered because the fax machine was busy each time the platform dialed.
DISC	The fax was probably not delivered. The fax machine disconnected, usually because of a fax protocol error, or because the receiving fax machine ran out of paper.
ERR	This code is used for situations different from any of those explained above; problems that are obscure at best.
FRM	Invalid form name specified. The message was not delivered.
ICPT	The fax was not delivered. This indicates that the fax number is probably wrong for some reason, or changed, or there was a phone line contention. An operator or a recording may have intercepted the call to indicate the call could not be completed. This is occasionally a problem in calling overseas locations, where phone lines may be few and in great demand.
NOAN	The destination fax machine did not answer. It could have been turned off, or it may have been out of paper. Also, the number may be wrong, or a person or answering machine picked up upon each attempted delivery.
NOFN	The fax was not delivered. Even today, there are some fax machines that cannot accept transmissions in fine mode. You will see this code if you have tried to send a fax in fine mode to such a machine.
NOFX	The fax was not delivered. The machine that answered the call did not provide a valid fax machine response, or the fax machine disconnected, usually because of a fax protocol error, or because the receiving fax machine ran out of paper.
PAGC	After Desktop Fax sends a fax page, the receiving machine is expected to respond with a confirmation that the page has been received. If you see this code, it means that the receiving fax machine did not respond. Fax2Mail will not consider a fax to be sent unless such a signal has been received for every page. However, it is possible that the recipient has received the fax, especially if the receiving fax machine failed to signal a confirmation on the last page.
PRO	Processing error resend.
PVOC	The fax was not delivered. Desktop Fax detected a human voice answered the phone, rather than a fax machine squeal. Even if you are sure that the fax number is valid, we suggest dialing the number on your phone to check anyway. Many fax machines share a voice phone line; busy circuits could cause an operator recording to come on line instead of the call getting through; or, the fax modem interpreted the signal it received as being within the range as that of a human voice.
SENT	The message was delivered.
TRAN	Translation error. The message was not delivered.
TFDD	The fax number has too few dial digits. The message was not delivered.
TMDD	The fax number has too many dial digits. The message was not delivered.
UNCC	Unknown country. The message was not delivered.
EXP	Retry has expired. Stop time on job.

Outbound File Formats

The following is a list of document formats that are currently supported for sending outbound faxes:

Type of document	Versions supported	File Extensions
Word Processing		
Microsoft Word	Win: v. 95, 97, 2000-2003 Mac: v. 4, 5.x, 95, 98, 2001, X	DOC
Visio Drawing	v. 3 and above	VSD
Rich Text Format	All versions.	RTF
Plain Text	All versions.	TXT
Graphics		
JPEG	All versions.	JPG, JPEG
Windows Bitmap	All versions.	BMP
GIF	All versions.	GIF

Microsoft PowerPoint	Up to v2003	PPT
Tagged Image File	All Versions.	TIF
PostScript	All Versions.	PS
Spreadsheet		
Microsoft Excel	v. 5, 95, 97, 2000	XLS
Other		
HTML	All Versions. Now includes support for encrypted documents.	HTM, HTML
Microsoft Publisher	2003	PUB
Microsoft Project	2003	MPP
Printer Control Language	PCL5	PCL
Adobe Acrobat	All Versions.	PDF

Managing Your Account

A number of helpful features are available on the www.faxsupportcenter.com website. By logging on, you can review your account activity, change preferences and passwords, and view and edit your billing information.

Click on the Tabs for helpful account options:

- **Received Faxes** - View and act upon faxes that you have received
- **Sent Faxes** - View and act upon faxes that you have sent.
- **Help** - View this help document.
- **Preferences** - Change your preferences
- **Logout** - End your web session.

Received Faxes

This activity log allows the user to view and act upon all of the faxes received in the past 30 days. Information is provided such as the time the fax was received and the number of pages along with a reference number. From this log, you can resend a previously received fax or block future faxes from the sender's phone number.

NOTE: The activity log only stores the records from the past 30 days. After this period, records are automatically deleted from the system.

Sent Faxes

This activity log allows the user to view and act upon all of the faxes sent in the past 30 days. Information is provided such as the time a fax was sent, the recipient (fax number), the number of pages and a reference number. From this log, you can resend a previously received fax or block future faxes from the sender's phone number. You can also choose to filter and display all, failed, and successful faxes.

NOTE: This activity log only stores the records from the past 30 days. After this period, records are automatically deleted from the system.

Preferences

This tab enables users to change their profiles, and account settings.

Profile information includes name, address, city, state/region, zip/postal code, country, email address, fax type (preferred format to be received), time zone as well as other configurable options. Click on "Save Changes" after changing your information to save it on the system.

Date/Time Format - This field controls the date and time format for the region associated with where the user physically resides.

Password - To change your password, click on "Change". You will be prompted to enter your current password and your new password twice, for verification. Click "OK" to complete the password change. If you are a primary account holder, you can change passwords for your users by entering your own password and the desired new password.

Filename Format - Controls the filename associated to faxes received by the Desktop Fax service and delivered to your email client.

Fax Type - Controls your preferred fax type format delivered to your email client. A selection of TIFF, PDF and Encrypted PDF file formats are allowed. Selecting Encrypted PDF will allow you to set and verify a password that will be used to encrypt all PDF files sent to you. The password you supply for encrypted PDF is distinct from the password used for login with the service.

NOTE: If you forget your password for the Encrypted PDF Option, you can reset your password at any time. Received faxes can be Resent and will be automatically encrypted with the latest password configured.

Time Zone - Controls the time zone associated to your Desktop Fax user id.

Cover Sheet - Your account has a default system cover sheet configured.

NOTE: Custom Cover Sheets are also supported using Microsoft Word MailMerge. If you would like a custom cover sheet configured with your Desktop Fax account, please contact Customer Service at 877-935-3859 or 732-935-3859.

Billing Code - Sets a predefined billing code that's associated with all outbound fax transmissions from the specific user id.

Email Subject

Your Desktop Fax account has a default system subject line configured for your inbound faxes. The default subject line provides the number of pages as well as the caller id of the sending fax machine.

For example: 1 page fax from 7323809306

NOTE: You can have a custom subject line configured. Options include: Date, Time, Caller ID, Fax Duration, Page Count, and RCSID. If you would like a custom subject line configured with your Desktop Fax account, please contact Customer Service at 877-935-3859 or 732-935-3859.

Reports - Choose whether or not to receive detailed delivery reports.

Customer Support

If you are having problems with basic user functions, please contact our customer service center as follows:

support@faxsupportcenter.com

877-935-3859 or 732-935-3859

Manage Users

To add or delete users, please contact your Service Provider.

Blocking Fax Numbers

Desktop Fax allows you to block calls from specific callers for an individual user or for a group. To block or unblock calls, do the following:

1. Log into your account, select "Received Faxes", and click on "Manage Blocks". If you are an administrator, you can block calls to another user by selecting "Manage Users" and clicking on the "Manage Blocks" icon next to that user. To block calls to all users in a group, select "Manage Users" and choose "Block or Unblock Numbers for All Users" from the Action drop-down menu.
2. A form will appear at the bottom of the screen. Enter up to 5 numbers (separated by spaces or commas) to block or unblock. Note that all numbers must share the same country code (see below).
3. Enter the country code for the numbers being blocked. For example, the country code for the United States is 1, and the country code for the United Kingdom is 44. Do not enter the name of the country.
4. Enter any notes or comments in the "Notes" field.
5. Click "BLOCK FAX NUMBERS" or "UNBLOCK FAX NUMBERS".
6. Fill out the confirmation form that appears, and click "BLOCK FAX NUMBERS" or "UNBLOCK FAX NUMBERS" to process the numbers.

Blocks take effect within 4 hours.

Security

We are committed to protecting your sensitive information and keeping it secure is our top priority. The Desktop Fax product and service resiliency is built on its long history as a principal provider of business communication services and the company's commitment to customer care.

System security is comprised of procedural and technical safeguards to protect against unauthorized access to the Desktop Fax facilities and system data.

Desktop Fax FAQ

I forgot my password. What can I do?

Go to www.faxsupportcenter.com and click on the "Forgot your password?" link. Prompts will guide you through the process of resetting your password.

How can I change my password?

Sign in and click on the "Preferences Tab". To change your password, click on "Change". You will be prompted to enter your current password and your new password twice, for verification. Click "OK" to complete the password change.

How can I schedule a fax to be sent at a later time during the same day?

Compose your email message as you would any other email and attach your document. Prior to sending the message add //T=hh:mm to the end of your Subject line where hh is the two digit hour and mm is the two digit minute in military time. (Ex. 13:30)

How can I turn off the system default cover page?

Compose your email message as you would any other email and attach your document. Prior to sending the message add //CP=None to the end of your Subject line. Your message will be sent without a cover page. To remain in-line with FCC legislation, you should ensure that the first page of your document attachment is a suitable cover page.

I'm tired of getting inbound Fax SPAM! Is there anything I can do to stop inbound SPAM?

Desktop Fax has a solution. Go into the Desktop Fax website and click on the "Received Faxes" menu heading. Simply click on the "Block Sender" button next to the fax identified as SPAM. Premiere Global Services will now block that party from sending unwanted faxes to you and at no charge.

How can I send a broadcast using Desktop Fax?

Two options are available for sending fax messages to multiple users. The first is where you simply add multiple addresses on your outbound email message separated by semicolons following each address. For example, #####@faxsupportcenter.com; #####@faxsupportcenter.com; #####@faxsupportcenter.com. The second option is where you can attach a CSV file to your message. Using a spreadsheet program create a file with three headings: REF, ADDR and TYPE. The REF column contains the name of the recipient, the ADDR column contains the fax number for the recipient and the TYPE column contains the word FAX. Save the file as a CSV (comma separated value) file. Attach the file to your outbound email and add an address containing the name of your csv file. For example: mylist.CSV@faxsupportcenter.com.

I need to add 100 users to my Desktop Fax enterprise. Is there an automated way to do this?

Provide to your Service Provider a list of people with the following fields of information:

- Action
- Email Address
- Service (Fax15, Fax 350, Fax1500)*
- Name
- Address
- Town
- State
- Zip
- Password
- Contact_Phone

* 15, 350, and 1500 represent the number of pages a month this account will have.

This information needs to be provided for each user added, deleted or changed. For example: "add, j.merces@xpedit.com, Fax350, Joe Merces, 100 Tormee Drive, Tinton Falls, NJ, 07712, welcome, 7323893900

Microsoft Outlook security is not allowing me to view my faxes. What do I do?

Additional security options were recently added to Microsoft Outlook. If you can't view your inbound fax PDF or TIFF attachments, you may need to change a setting in the Outlook Security tab. From within Outlook, click on "Tools" and "Options". Notice the checkbox for "Do not allow attachments to be saved or opened that could potentially be a virus." This box is checked by default and will result in some file types being blocked. Uncheck this selection; then close and restart Outlook. You now should be able to get the attachment. (This assumes you have an application associated with the file type.)

NOTE: Be mindful of suspicious or malicious attachments that will be accessible by the user once this block is disabled.

When I view a fax received through Desktop Fax, a strange program is started. How can I fix that?

Some alternative desktop fax solutions require the user to download and install proprietary software. This installation can change the Microsoft Windows default TIFF viewer to a proprietary version that is used to push unwanted advertising on the user.

If you would like to reset your system to use the default TIFF viewer, please download and execute this program.

<https://www.fax2mail.com//content/download/Fax2MailTiffViewerReset.exe>

How do I configure Microsoft Outlook message format to be compatible with Desktop Fax?

In Microsoft Outlook, select Tools -> Options. In the resulting dialog box, click the Mail Format tab. At the top of this tab, select either HTML or Plain Text as the value of the drop down box associated with "Send in this message format:". Click OK.

How do I manage users (add, delete, modify) within an Enterprise account?

Sign in with an administrator Desktop Fax ID and click on "Manage Users". From here you can view the hierarchy of users as well as associated preferences and make changes. A recent enhancement to the user interface includes the display of email addresses and names of users having administrator privilege.

I need my fax to be sent with a billing code. How do I do that?

Compose your email message as you would any other email and attach your document. Prior to sending the message add //BC=your billing code to the end of your Subject line.

How do I reach customer support?

If you are having problems sending or receiving faxes, please contact Customer Service.

support@faxsupportcenter.com

877-935-3859 or 732-935-3859