
ANS iFax E-mail to Fax (Outbound) Service

Quick Reference Guide

I. Addressing Faxes

1. Compose an e-mail message addressed to "faxnumber@ansifax.net".

Make sure the number is in the form of country code + area/city code + number (the country code for the U.S., Canada, and the Caribbean is "1").

Examples: When faxing to a U.S., Canadian, or Caribbean fax number, address as follows:

17325551212@ansifax.net or 1-732-555-1212@ansifax.net

IMPORTANT: When faxing to U.S., Canadian, or Caribbean fax numbers, always use a "1" plus the area code and fax number, even if you are faxing to a local number.

When faxing to all other countries, address as follows (this is an example to Japan, country code "81"):

81312345678@ansifax.net or 81-3-1234-5678@ansifax.net

IMPORTANT: Do not use the country's international access code, such as "011" or "00", as you might with an international phone call. Always begin the fax number with its country code.

You can address your message with digits only, or with dashes.

2. Type in your message. Attach any documents to be sent.
3. Hit "Send". You will receive a delivery confirmation in your e-mail inbox once ANS iFax has delivered your fax.

II. Cover Pages

If you type any text in your e-mail message, ANS iFax will put it on a cover page, as shown at right.

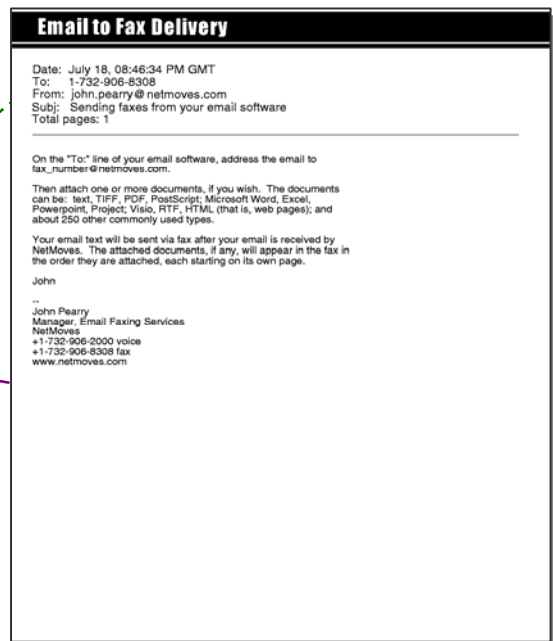
The cover page includes **addressing information**, including the date, recipient, your e-mail address, the subject of your message (taken from your e-mail's subject line), and the number of pages.

The e-mail **text you typed** appears right after the addressing section.

If you have a lot of text, it will continue on page 2.

Any documents you attach, like Microsoft Word or Excel files, will follow your e-mail text, each document starting on a new page, delivered in the order in which they were attached.

If you don't include any text in your e-mail, the cover page is skipped and the first page of the fax is the first page of the first attachment you sent.



ANS iFax E-mail to Fax (Outbound) Service

Quick Reference Guide

III. Attaching Documents

You can attach multiple documents to be faxed just like you do when attaching documents to an e-mail. Below is a list of the document types ANS iFax's E-mail to Fax Service supports:

Document	Versions
Adobe PDF	v2.0 to 5.0
Bitmap	
Corel Presentations	v7.0 to 8.0
Corel Quattro Pro	v7.0 to 8.0
Corel WordPerfect	v5.x to 6.1
Corel WordPerfect Graphics	v1.0 to 2.0
DCX	
GIF	
HTML	
IBM DCA/RFT	vSC23-0758-1
JPEG	
Lotus 1-2-3	v2.x to 97
Lotus AMIPro	v96 to R9
Lotus Freelance	v96 to R9
Lotus WordPro	v96 to R9
Microsoft Excel	v5.0 to XP
Microsoft PowerPoint	v4.0 to XP
Microsoft Project	v4.0 to 2003
Microsoft Word	v4.0 to XP
PCL	
PC Paintbrush (PCX)	All
Plain Text (ASCII)	
PostScript	All
Rich Text Format (RTF)	
TIFF	
Visio	v4.0 to 2003
WinZip	

There are a few things you can do to maximize your success when faxing attachments:

1. Don't send password-protected documents. ANS iFax won't be able to turn them into faxes, because it won't know your password to "print" them into a faxable format.
2. Make sure that any graphics or files that are referenced in your document are **embedded** in the document – not just "linked to". If ANS iFax receives a document in your e-mail message that refers to a file, picture or a graphic that only exists on your hard drive we won't be able to fax your document successfully.

The same goes for unusual fonts. If you use a font that ANS iFax doesn't have, and the font isn't otherwise embedded inside your document, ANS iFax will substitute as similar a font as possible.

ANS iFax E-mail to Fax (Outbound) Service

Quick Reference Guide

IV. Using Your E-mail Address Book for Faxing

With ANS iFax's E-mail to Fax Service, you can use any existing e-mail address book to store frequently used fax numbers. Here's how:

1. Create an address book entry. Give it a distinctive name that tells you the message is going out as a fax, like "Janet's Fax". That way, if "Janet" already has a traditional e-mail address stored in your address book, the name "Janet's Fax" will let you decide easily between sending to her fax number or to her e-mail.
2. Type the person's fax number followed by "@ansifax.net" as the e-mail address. For example: "1-732-123-4567@ansifax.net." When you want to fax to this person, just compose an e-mail to their "fax" e-mail address. For example, send your e-mail to "Janet's Fax" to reach her fax machine.

Note: Remember that the fax number must start with the recipient's *country code and city/area code*—even if it's a local number.

Tip: You can send someone a fax to the fax number stored in your e-mail address book and an e-mail to an e-mail address at the same time. Just put both addresses on your e-mail's "To:" line. Those destined for delivery to a fax machine will be routed to ANS iFax for fax delivery.

V. Languages Other than English

The current version of ANS iFax's E-mail to Fax Service supports e-mail text and documents in English, plus

- Arabic
- Baltic
- Central European
- Chinese--Simplified
- Chinese--Traditional
- Cyrillic
- French
- German
- Greek
- Hebrew
- Italian
- Japanese
- Korean
- Portuguese
- Turkish
- Unicode
- Vietnamese
- Western European

VI. Fax Retry Schedules.

ANS iFax will try to deliver your fax for you several times, if necessary, to overcome common delivery obstacles like busy signals, fax machines that ring but do not answer, and so on. This is done automatically by ANS iFax at no extra cost to you. On its standard retry schedule, ANS iFax attempts to reach the recipient fax machine for about 10 minutes, if necessary, before ceasing its attempts and immediately e-mailing you a non-delivery notice describing the problem the network encountered.

ANS iFax E-mail to Fax (Outbound) Service

Quick Reference Guide

VII. Customer Support Information

1. Corporate Subscribers

If you are a corporate subscriber, please contact the authorized administrator for ANS iFax services within your company. That person will have full access to ANS iFax support resources to resolve any problems or handle any special requests you may have.

2. All Other Subscribers

End-user support for all other subscribers, please contact ANS iFax Customer Support at EasyLink.

For customers in the U.S.:

E-mail: support@easylink.com
Phone: 1 800 624 5266

For customers in all other countries:

E-Mail: customer.support@easylink.com
Phone: +44 207 551 8888 or +1 937 264 7000

EasyLink end-user assistance is currently provided in English only.