

FAX



END USER GUIDE

DIGITCOM
EXPERIENCE *clever* TELECOM

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1. CHANGING YOUR PROFILE

| | | | | |
|---------|-------|--------------|---------|--------|
| Summary | Faxes | User Profile | Support | Logout |
|---------|-------|--------------|---------|--------|

| Client Contact Details | |
|---------------------------------------|--|
| Company Name: | <input type="text" value="ABC Company"/> * |
| Contact Name: | <input type="text" value="Talia Cohen"/> * |
| Address Line 1: | <input type="text" value="10 oakridge rd"/> * |
| Address Line 2: | <input type="text"/> |
| City: | <input type="text" value="Las Vegas"/> * |
| Country: | <input type="text" value="USA"/> * |
| State / Province: | <input type="text" value="Nevada"/> * |
| Postal Code: | <input type="text"/> * |
| Telephone Number: | <input type="text" value="7026834737"/> * (7152228888) |
| Fax Number: | <input type="text" value="8780293548"/> (7152228888) |
| Cell Number: | <input type="text"/> (7152228888) |
| <input type="button" value="Update"/> | |
| * Denotes required input | |

- Company Name** Your company name - **this will be printed at the top of every outgoing fax**
- Contact Name** Your full name - can be used for cover pages
- Address Line 1 / 2** 1st & 2nd line of your address
- City, Country, Province** Enter city, country, province
- Telephone** This will be used for cover pages
- Company** If your company is specified, **it appears on top of each outbound page**
- Fax** If your fax number is specified, **it appears on top of each outbound page**
- Cell Number** Enter mobile / cellular telephone number

Click on **“Update”** to record any changes made.

REMINDER:
DON'T FORGET
TO CHANGE YOUR
PASSWORD

1.1 EMAIL ADDRESSES

Setup how you wish to be notified of new faxes and the status of outbound faxes.

| | | | | |
|---------|-------|--------------|---------|--------|
| Summary | Faxes | User Profile | Support | Logout |
|---------|-------|--------------|---------|--------|

| Email Addresses | |
|--|---|
| Primary Email | <input type="text" value="mike222@gmail.com"/> <input type="button" value="Send Test"/> <input checked="" type="checkbox"/> Notify this account of all Incoming Faxes. <input checked="" type="checkbox"/> Notify this account of all Outgoing Faxes. |
| Cc: Email 1 | <input type="text"/> <input type="button" value="Send Test"/> <input type="checkbox"/> Copy this account on all Incoming Faxes. <input type="checkbox"/> Copy this account on all Outgoing Faxes. |
| Cc: Email 2 Seperate multiple email addresses with a semi-colon (;) | <input type="text"/> <input type="button" value="Send Test"/> <input type="checkbox"/> Copy this account on all Incoming Faxes. <input type="checkbox"/> Copy this account on all Outgoing Faxes. |
| Email Addresses authorized to send faxes using this account. (In addition to your Primary Email Address above) | |
| 1. <input type="text"/> | 2. <input type="text"/> |
| 3. <input type="text"/> | 4. <input type="text"/> |
| 5. <input type="text"/> | 6. <input type="text"/> |
| 7. <input type="text"/> | 8. <input type="text"/> |
| Select your Time Zone: <input type="text" value="America/Vancouver"/> | |
| Block Faxes When BOTH CallerID and RemotelD are Blank: <input type="checkbox"/> | |
| Password is Required for Sending a Fax by Email: <input type="checkbox"/> | |
| Select Your Default Cover Page: <input type="text" value="Company"/> | |
| Attach copy of fax with Outgoing Notifications: <input checked="" type="checkbox"/> | |

| | |
|-----------------------------------|---|
| Primary Email | This email address is the master email address of the account. |
| Incoming Faxes | Enable this checkbox to receive confirmation related to all incoming faxes. |
| Outgoing Faxes | Enable this checkbox to receive confirmation related to all outbound faxes. |
| Cc: Email 1 / 2 | These email addresses are here for you if you wish to copy Incoming and Outgoing faxes to another account other than the master email account. This is useful if you copy your secretary or accounting / filling department. This also ensures that no fax ever goes unnoticed. |
| Test Now | Click on the button to send a test message to the account. |
| Authorized Email Addresses | As a Lite user you have the option of allowing other email users to fax using your account. Enter the email addresses of the people you authorize to use your account. Users faxing via email need to be authorized in order to use the functionality of email to fax. Please note all notification of outgoing faxes will still be given to the Primary and Cc: email accounts only. |
| Preferred Format | Attach the fax in the TIF or PDF format. This applies to inbound and outbound notifications. |
| PDF Encryption | Optional password to protect PDF files with 128 bit encryption. |
| Password | You will need this password in order to view the incoming or outgoing fax. |

Click on **“Update”** to record any changes made.

2 INBOUND FAXES

2.1 READING A FAX

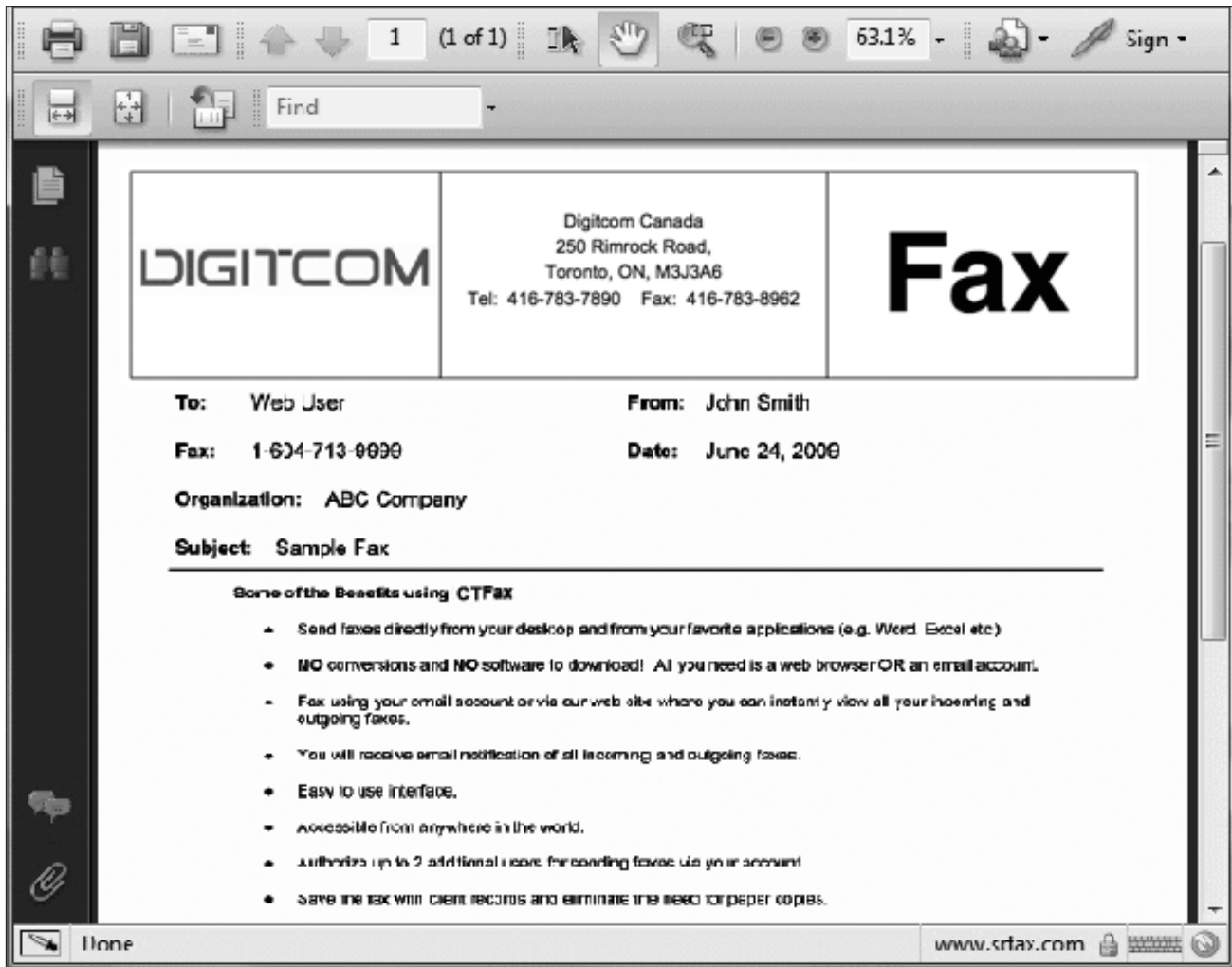
DigicomFax shows faxes in 2 formats TIF and PDF. TIF and PDF are the formats of choice for the highest resolution, but an image viewer or a browser plug-in enhances the users viewing capability. If you are using a public web browser (at an airport, for example), TIF is the preferred choice because web browsers can display TIF images without additional software. You can access the “Fax Inbox” from the “Faxes” menu in the center of your screen.

There are 2 ways to view a TIF image - inside a web browser or outside a web browser. If you wish to see a TIF in a browser, a TIF browser plug-in is required. DigicomFax does not ship with a TIF browser plug-in. For a list of plug-ins, go click [here](#).

| Summary | Faxes | User Profile | Support | Logout | | | |
|---|-------|---------------------------------------|---------------------------|--------|----------|--------|---------|
| Fax Inbox | | Show Faxes for: 2008 - October (20) ▾ | | | | | |
| <input checked="" type="checkbox"/> | No. | Date ▾ | From | Pgs | Size | Status | Options |
| <input type="checkbox"/> | 1 | Oct 31/08 04:08 PM | 604-713-6699 / | | 1 32 Kb | Ok | |
| <input type="checkbox"/> | 2 | Oct 30/08 04:13 PM | 250-758-2436 / 6047136699 | | 7 510 Kb | Ok | |
| <input type="checkbox"/> | 3 | Oct 30/08 11:10 AM | 250-758-2436 / 6047136699 | | 7 363 Kb | Ok | |
| <input type="checkbox"/> | 4 | Oct 29/08 02:02 PM | 604-713-6699 / | | 2 79 Kb | Ok | |
| <input type="checkbox"/> | 5 | Oct 26/08 01:10 PM | 250-758-2436 / 6047136699 | | 1 24 Kb | Ok | |
| <input type="checkbox"/> | 6 | Oct 24/08 03:34 PM | 604-630-2167 / | | 1 47 Kb | Ok | |
| <input type="checkbox"/> | 7 | Oct 23/08 10:20 AM | 250-758-2436 / 6047136699 | | 1 29 Kb | Ok | |
| <input type="checkbox"/> | 8 | Oct 21/08 09:57 AM | 604-597-5029 / 6045975029 | | 1 8 Kb | Ok | |
| <input type="checkbox"/> | 9 | Oct 17/08 01:24 PM | 604-713-6699 / | | 2 72 Kb | Ok | |
| <input type="checkbox"/> | 10 | Oct 16/08 07:34 PM | 604-628-3806 / | | 1 104 Kb | Ok | |
| <input type="checkbox"/> | 11 | Oct 16/08 07:29 PM | 604-628-3806 / | | 1 219 Kb | Ok | |
| <input type="checkbox"/> | 12 | Oct 16/08 07:25 PM | 604-628-3806 / | | 1 158 Kb | Ok | |
| <input type="checkbox"/> | 13 | Oct 16/08 07:22 PM | 604-628-3806 / | | 1 104 Kb | Ok | |
| <input type="checkbox"/> | 14 | Oct 16/08 07:20 PM | 604-628-3806 / | | 1 104 Kb | Ok | |
| <input type="checkbox"/> | 15 | Oct 16/08 07:17 PM | 604-628-3806 / | | 1 104 Kb | Ok | |
| <input type="checkbox"/> | 16 | Oct 16/08 07:14 PM | 604-628-3806 / | | 1 110 Kb | Ok | |
| <input type="checkbox"/> | 17 | Oct 15/08 01:08 AM | 416-734-1808 / | | 6 135 Kb | Ok | |
| <input type="checkbox"/> | 18 | Oct 09/08 10:21 PM | 604-628-3806 / | | 1 90 Kb | Ok | |
| <input type="checkbox"/> | 19 | Oct 09/08 10:15 PM | 604-628-3806 / | | 1 119 Kb | Ok | |
| <input type="checkbox"/> | 20 | Oct 01/08 03:25 PM | 604-713-6699 / | | 2 48 Kb | Ok | |
| Email Selected Faxes | | DELETE Selected Faxes | | | | | |
| For TIFF and PDF viewer plug-ins for your browser, click here . | | | | | | | |
| 1 | | | | | | | |

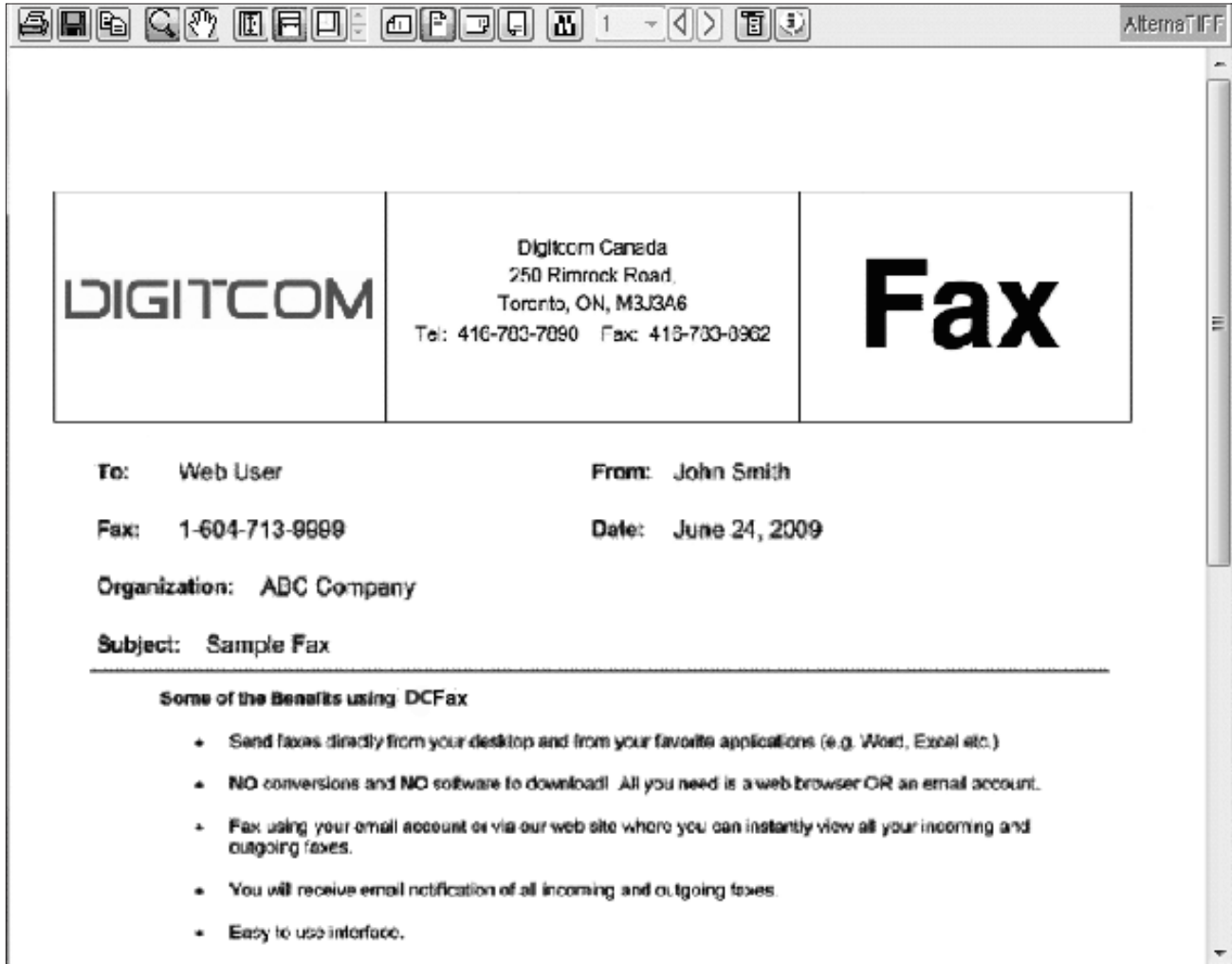
2.1.1 AS PDF (ADOBE ACROBAT)

To view a fax in PDF format, you will need the free Acrobat Reader from Adobe.



2.1.2 AS TIF WITHIN A WEB BROWSER

To see a TIF within a web browser, a TIF browser plug-in must be installed. The features available will depend on the capabilities of the plug-in, but all compatible plug-ins will allow rotation, zooming, multiple-pages, and printing.



2.1.3 AS TIF OUTSIDE A WEB BROWSER

To view a TIF outside a browser, save the TIF file on to your local hard disk. Depending on which browser and operating system you use, the keystrokes are different.

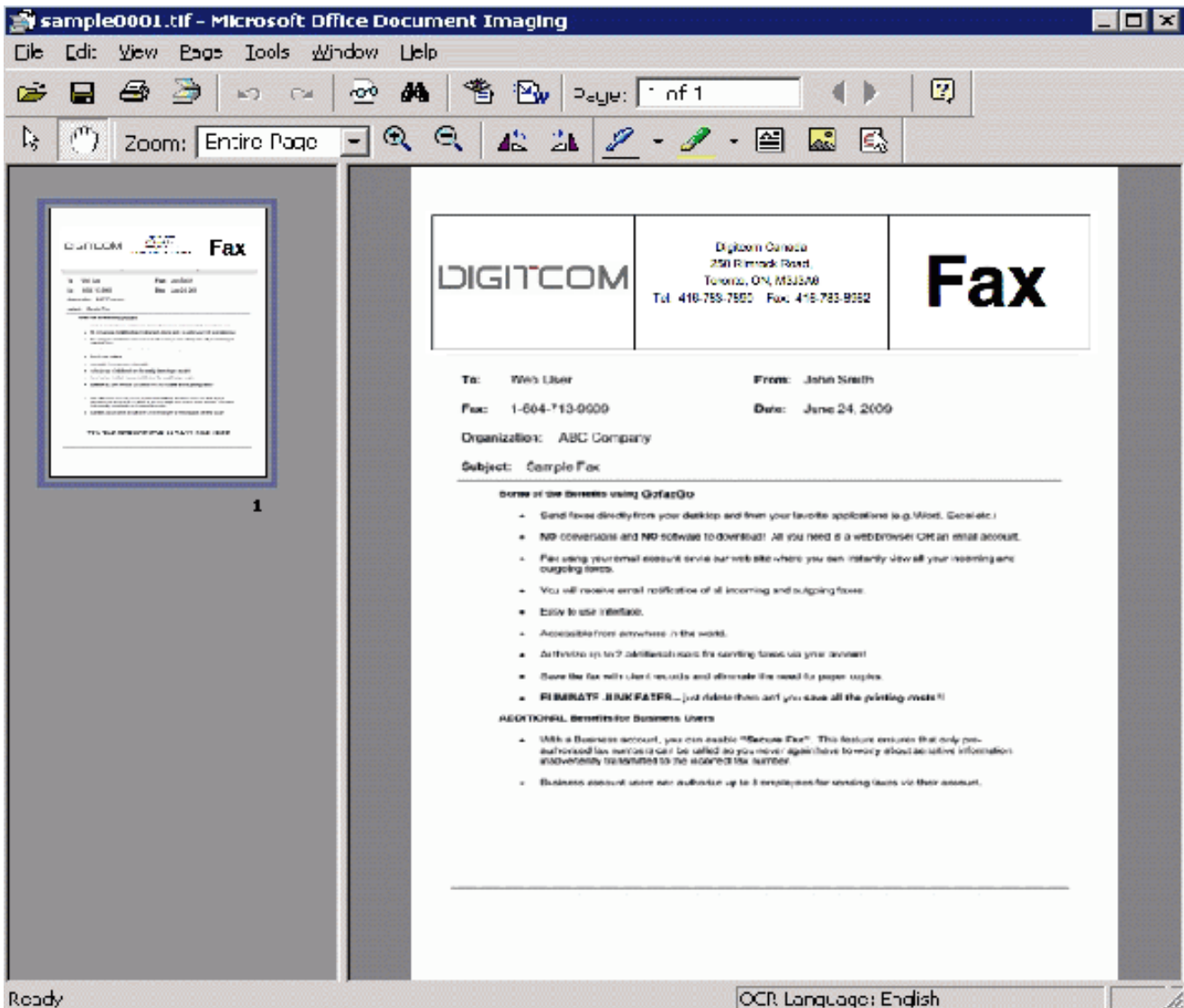
Windows and Unix: **right-click** to bring up a menu

Select **Save Target As...** or **Save Link As...**

MacOS: press **Control key and mouse button together** or **right-click** to bring up a menu

Save the file with a .tif extension.

Once the TIF file is downloaded, use an image viewer to open the file.



2.2 SEEING DETAILS OF A FAX

All the details of the fax regarding time received, sender, pages and size are visible on each line item of the Inbox and the Outbox.

If the caller ID is available you can also **“BLOCK”** the fax number from sending you a fax again.

2.3 SWITCHING FOLDERS

Select the “Faxes” button and you will have a dropdown menu to switch to the Inbox.

| | | | | | | | | | |
|---|--|-----------------------|--|-----------------------------------|-------|---------|--------|---------|--|
| Summary | | Faxes | | User Profile | | Support | | Logout | |
| | | » Fax Inbox | | | | | | | |
| Fax Outbox | | » Fax Outbox | | Show Faxes for: 2009 - June (0) ▼ | | | | | |
| No. | | » Junk Faxes | | To | Pages | Size | Status | Options | |
| | | » Fax Numbers Blocked | | | | | | | |
| | | » Send a Fax | | Found for the Specified Period | | | | | |
| For TIFF and PDF viewer plug-ins for your browser, click here . | | | | | | | | | |

2.4 FORWARDING A RECEIVED FAX


To forward a fax to another Fax number, click on the Forward icon of the fax you would like to forward.

| | | | | |
|---------|-------|--------------|---------|--------|
| Summary | Faxes | User Profile | Support | Logout |
|---------|-------|--------------|---------|--------|

Forward Fax - 20081029140250-3924-1_2

[Return to Inbox](#)

Type of Fax: Single Fax
 Broadcast Fax

Enter Fax #:  (e.g. 16047136699)
Save Number to Address Book

Account Code:

Send Cover page:

Cover Page: **Company** ▼

To:

Company:

From: **Talia Cohen**

Subject:

Comments:

[Send Immediately](#) ▼[Send Fax](#)


To forward a fax, click on the **Forward** link for that fax.

| | | | | |
|---------|-------|--------------|---------|--------|
| Summary | Faxes | User Profile | Support | Logout |
|---------|-------|--------------|---------|--------|

Forward Fax - 20081026131050-1160-16_1

[Return to Inbox](#)

Type of Fax: Single Fax
 Broadcast Fax

Enter Fax #:  (e.g. 16047136699)

Save Number to Address Book

Account Code:

Send Cover page:

[Send Immediately](#) ▼ [Send Fax](#)

- Fax #** Fax number of the recipient. This is a required field.
- Account Code** Enter a billing account if your company tracks fax expenses
- Cover page** Select this checkbox to add a cover page.
Select the cover page template to use, if required.
- Voice #** Voice telephone number of the recipient, if a cover page is added
- To** Name of the the recipient, if a cover page is added
- Company** Company of the the recipient, if a cover page is added
- From** Your name, if a cover page is added
- Subject** Subject of the message, if a cover page is added
- Comments** Text message, if a cover page is added

You can choose to save without queuing, queue now, or schedule the fax for later today. If the fax is scheduled, long distance relaying is disabled.

Click on **Send Fax**. The submitted fax will appear in your outbox. You will receive an email with the final status of the fax if you have configured your email addresses.

2.5 EMAILING SELECTED FAXES

Choose faxes to e-mail by selecting the check box for each fax. Click **Email Selected Faxes**.

- Email To 1 - 5** Specify up to 5 recipients. The checkbox beside the recipient must be enabled for that recipient to receive the email.
- CC Yourself** If this checkbox is enabled, a copy of the email will be sent to your email address.
- Disclose Recipients** If this checkbox is enabled, the recipients email addresses will appear in the To field of the email message.
- Subject** This is automatically filled in, but may be changed.

| | | | | |
|---------|-------|--------------|---------|--------|
| Summary | Faxes | User Profile | Support | Logout |
|---------|-------|--------------|---------|--------|

Email Selected Faxes

Faxes are sent as e-mail attachments

You have selected 2 faxes.

E-mail To: 1.
2.
3.
4.
5.

CC yourself:

Disclose recipients:

Subject:

Message:

Fax #1 - 20081024153454-3504-15_1
Received: Oct 24, 2008 3:34 PM
Pages: 1
Size: 47kb
From: 6046302167

Fax #2 - 20081017132428-1920-1_2
Received: Oct 17, 2008 1:24 PM
Pages: 2
Size: 72kb
From: 6047136699

Attachment Format: TIF PDF

Comments This is automatically filled in, but may be changed.

Attachments Select the file formats of the fax attachments PDF or TIF.

NOTE: if you have specified a PDF Encryption password and you now select a PDF file to be emailed then you will have to provide the password to the recipients.

Click **Send Email**.

2.6 DELETING FAX

If you do see the **Delete a Fax** click the Delete icon for the fax you wish to delete.

2.7 BLOCKLIST

If you wish to block unwanted faxes and the caller ID is available, add the caller ID to your personal blocklist by clicking on the **Block Icon** of a fax, followed by clicking on **OK** to the prompt that comes up on your screen for confirmation.

3 OUTBOUND FAXES

There are two ways for users to send faxes:

From a web browser

From an e-mail client

3.1 SENDING A FAX FROM A WEB BROWSER


Click on “Faxes” and select “Send a Fax”

| | | | | |
|---------|-------|--------------|---------|--------|
| Summary | Faxes | User Profile | Support | Logout |
|---------|-------|--------------|---------|--------|

Forward Fax - 20081029140250-3924-1_2

[Return to Inbox](#)

Type of Fax: Single Fax
 Broadcast Fax

Enter Fax #: 
(e.g. 16047136699)

Save Number to Address Book

Account Code:

Send Cover page:

Cover Page:

To:

Company:

From:

Subject:


Comments:

Without a Cover Page

| | | | | |
|---------|-------|--------------|---------|--------|
| Summary | Faxes | User Profile | Support | Logout |
|---------|-------|--------------|---------|--------|

Forward Fax - 20081026131050-1160-16_1

Type of Fax: Single Fax
 Broadcast Fax

Enter Fax #: 
(e.g. 16047136699)

Save Number to Address Book

Account Code:

Send Cover page:

Single Fax / Broadcast Fax

Select one depending on the number of faxes you wish to fax to.

Fax

Fax number of the recipient, or a list of fax numbers.

For lists of fax numbers, the possible formats are:

For Single Fax:

14165551122

For Broadcast Fax - Maximum 50 fax numbers:

14165551122

16045552121

14165551212

Account Code

Enter a billing account if your company tracks fax expenses

Cover page

Select this checkbox to add a cover page. Select the cover page template to use, if required. Cover page fields such as Voice #, To, Company, From, Subject, Comments are not used when broadcasting a fax.

Voice

Voice telephone number of the recipient

To

Name of the the recipient

Company

Company of the the recipient

From

Your name

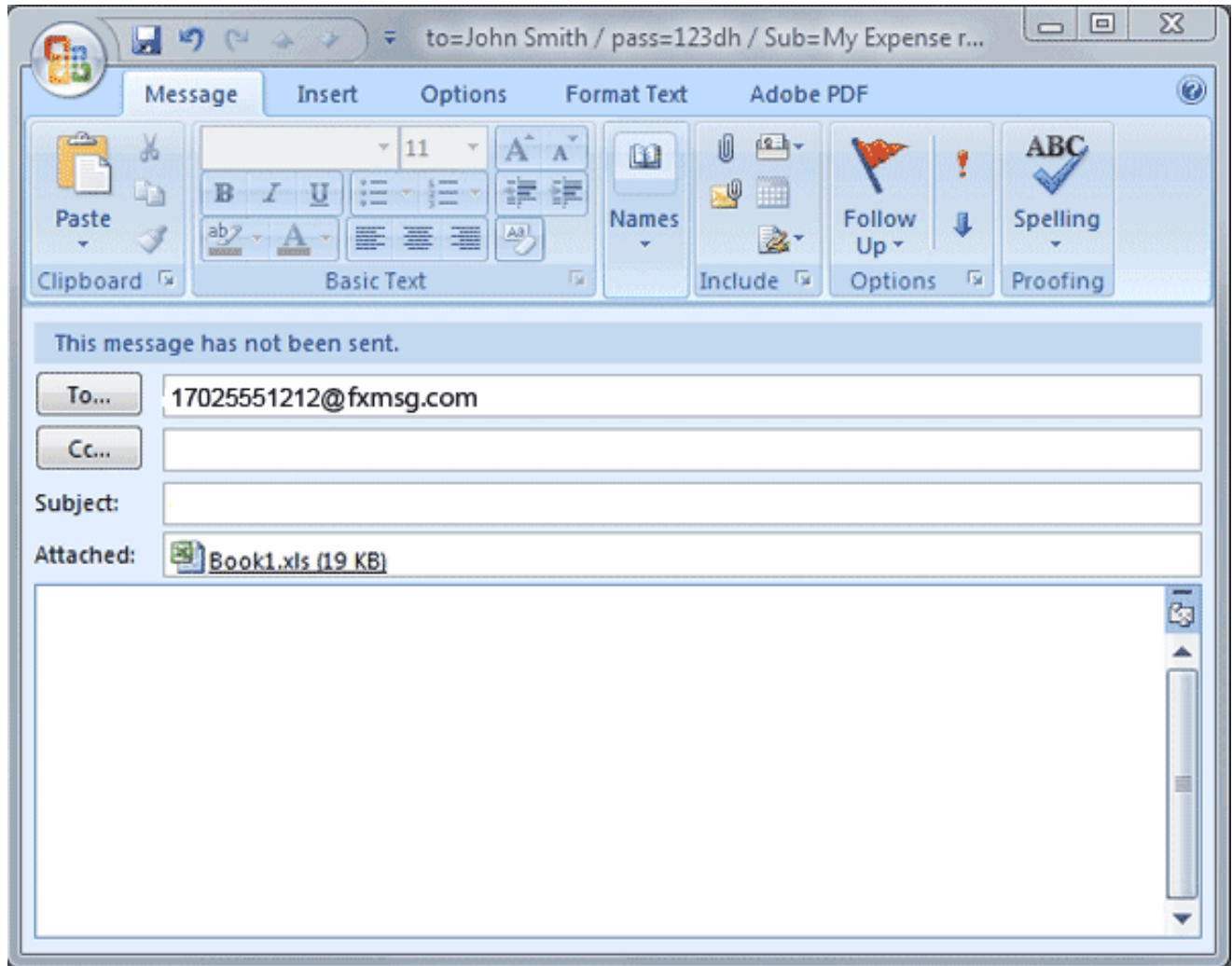
| | |
|--------------------------|--|
| Subject | Subject of the message |
| Comments | Text message |
| Attachments 1 - 5 | You will be able to select up to 5 documents from your local hard disk and upload them to the server. The types of acceptable files depend on the valid file extensions as shown here. |

You can choose to save without queuing, queue now, or schedule the fax for later today.

Click on **Send Fax**. The submitted fax will appear in your outbox. An email with the final status of the fax if you have configured your email addresses.

3.2 SENDING A FAX FROM AN EMAIL CLIENT

You are able to send a fax to a single number or broadcast a fax to a maximum of 9 fax numbers. When sending a single fax you can send a fax with or without a cover page. When sending a fax to a single number simply send an email to the fax number followed by “@dccfax.com” (e.g. 14165551212@dccfax.com). It is mandatory to enter your password on the subject line so that we can verify that you are a valid user.



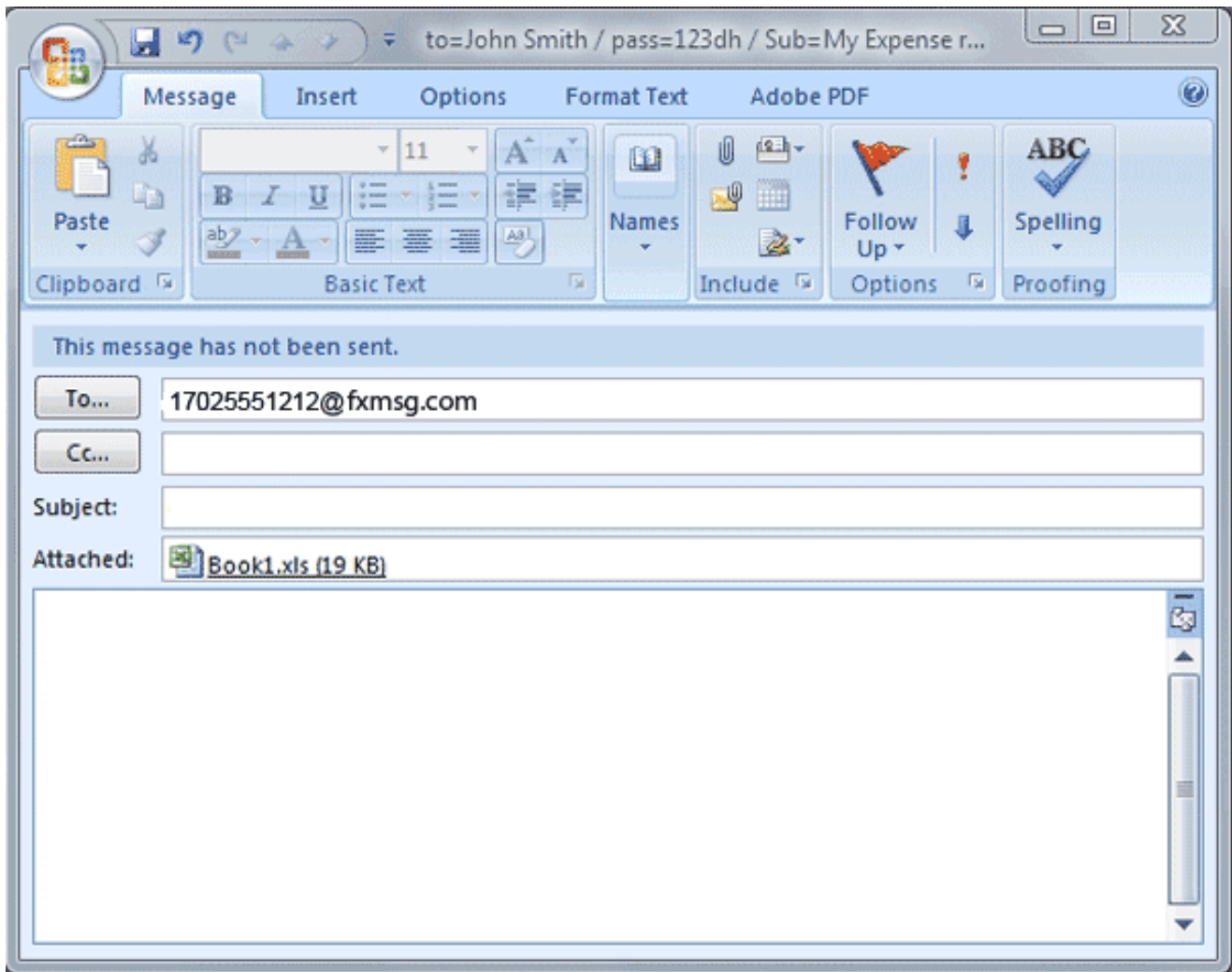
3.2.1 WITHOUT COVER PAGE

To send a fax without cover page fields, enter the fax number followed by “@dccfax.com” in the “To:” address field. Note that you will have to attach a file to be faxed and remember to place your password in the subject line as shown below.

Example:

Send a fax to 1-416-555-1212 without cover page fields.
14165551212@dccfax.com

DigicomFax will only accept email messages destined for outgoing faxes from valid DigicomFax users. The from field of the email message must match an email address specified as an authorized user in your email profile.



The message body will be ignored when sending a fax without a cover page.

To check on the status of the fax, go to the Outbox folder. An e-mail with the final status of the fax will be sent to the parties selected in your profile.

3.2.2 WITH COVER PAGE

To send a fax with a cover page you will have to use the following format for the subject line which will populate the selected cover page:

To=NameOfPerson
Co=CompanyName
CP=S,C or P
AC=Account or Billing Code
Pass=YourPassword
Sub=SubjectOfYourFax

The cover page fields MUST be separated by a forward slash /. Only the password field is mandatory. If you do not wish to specify a field simply do not include the field in the subject line.

Examples:

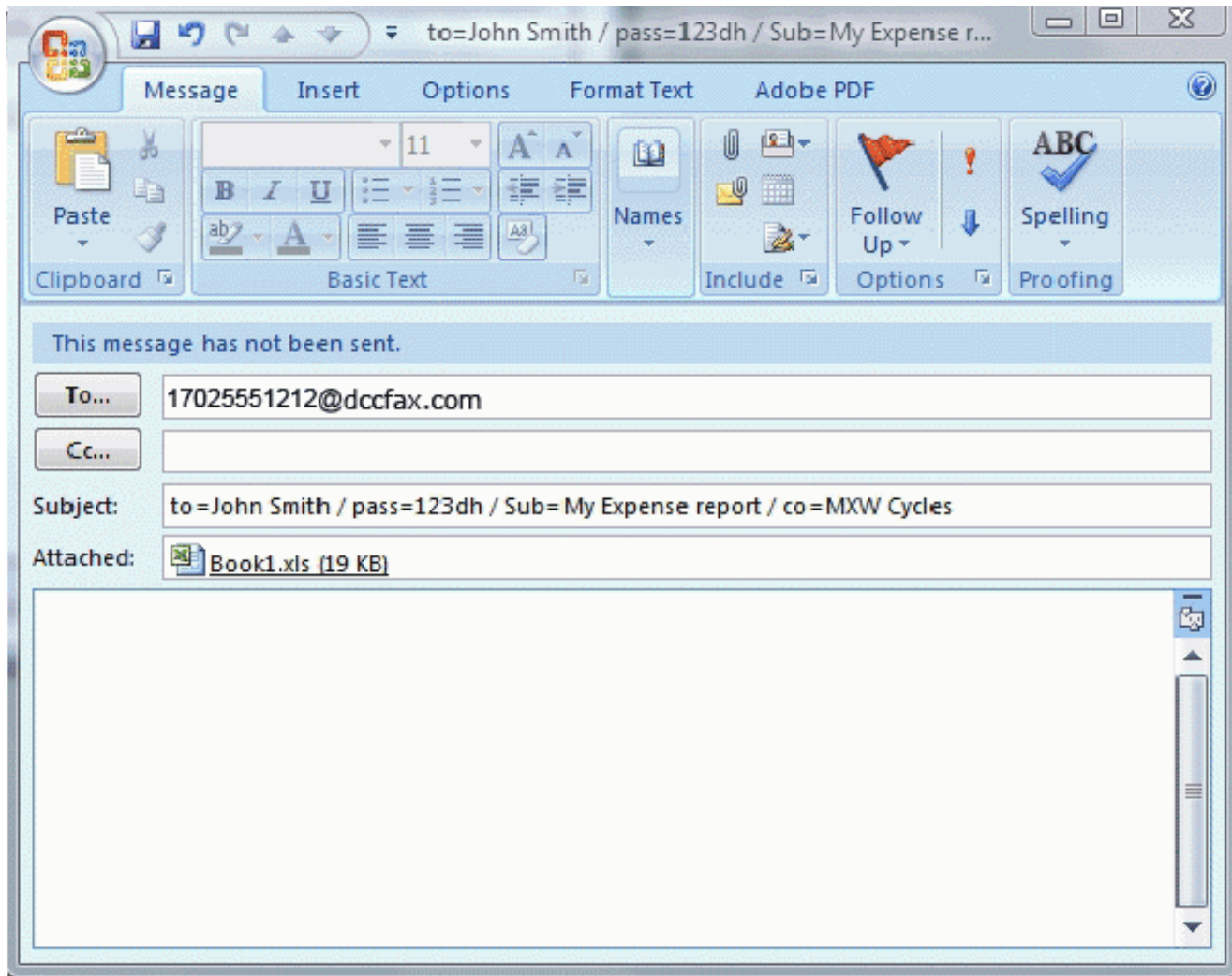
- A. Send a fax to 1-416-555-1212 with the subject field of the cover page filled
Send Email To: 14165551212@dccfax.com
Subject Line: Pass=123456 / sub=Hello there
- B. Send a fax to John Smith at 1-416-555-1212
Send Email To: 14165551212@dccfax.com
Subject Line: Pass=123456 / To=John Smith / sub=Hello there
- C. Send a fax to John Smith of ABC Inc, at 1-416-555-1212 with a billing code
Send Email To: 14165551212@dccfax.com
Subject Line: Co=ABC Inc. / Pass=123456 / To=John Smith / ac=1234 / sub=Hello there
- D. Send a fax to John Smith of ABC Inc, at 1-416-555-1212 using the Company cover page.
Send Email To: 14165551212@dccfax.com
Subject Line: Co=ABC Inc. / Pass=123456 / To=John Smith / cp=c / sub=Hello there

Notice that the you can put the cover page fields in any order and the field names are not case sensitive. You must however split each field with a forward slash “/”.

DigicomFax will only accept email messages destined for outgoing faxes from valid **DigicomFax** users. The **from** field of the e-mail message must match an email address specified as an authorized user in your email profile.

The message body will be placed in the comments of the fax cover page and can be plain or HTML text, with or without attachments.

To check on the status of the fax, go to the Outbox folder. You will also receive an email with the final status of the fax.



3.2.3 TO MULTIPLE FAX NUMBERS

To send a fax to multiple fax numbers simply send the email to multiple fax numbers. Since the fax is going to more than one destination, **no cover page is available.**

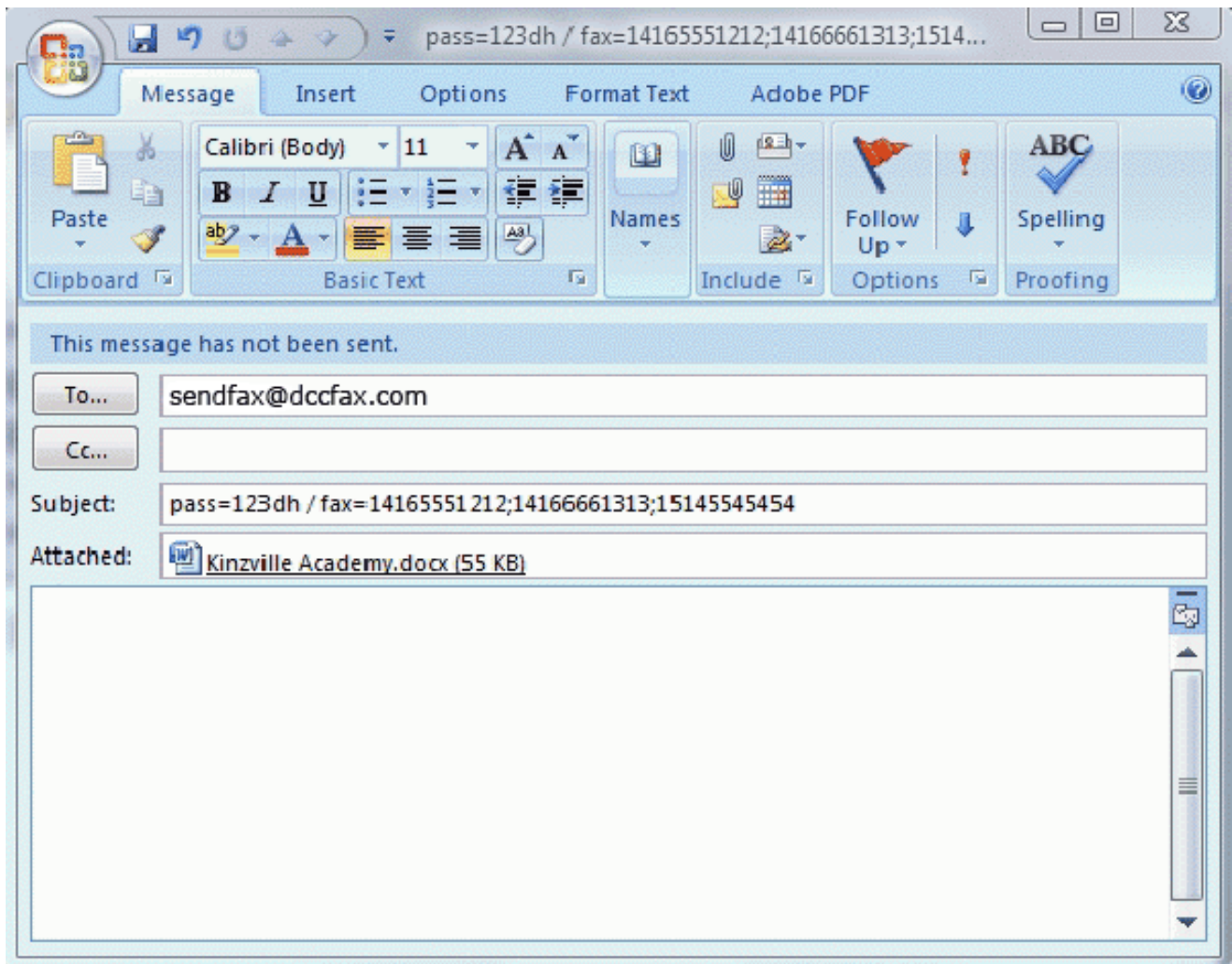
Examples:

Send a fax to the following numbers: 413-283-8709 515-352-9028 428-523-9932

Send Email To: 14132838709@dccfax.com; 14285239932@dccfax.com; 15153529028@dccfax.com

Subject Line: Pass=123456

You are allowed a maximum of 50 fax numbers per email.



DigicomFax will only accept email messages destined for outgoing faxes from valid **DigicomFax** users. The **from** field of the email message must match an email address specified as an authorized user in your email profile.

To check on the status of the fax, go to the Outbox folder. You will also receive an email with the final status of the fax.

3.3 OUTBOX FOLDER

Each user has a personal **Outbox** folder that holds outbound faxes submitted by the user.

| Summary | Faxes | User Profile | Support | Logout | | |
|---|--------------------|---------------------------------------|---------|--------|--------|---------|
| Fax Outbox | | Show Faxes for: 2009 - January (17) ▾ | | | | |
| No. | Date ▾ | To | Pages | Size | Status | Options |
| 1 | Jan 10/09 07:43 AM | 011-656-766-8687 | 1 | 138 Kb | Sent | |
| 2 | Jan 10/09 07:43 AM | 011-656-336-4944 | 1 | 138 Kb | Sent | |
| 3 | Jan 10/09 07:43 AM | 011-656-345-2754 | 1 | 138 Kb | Sent | |
| 4 | Jan 10/09 07:24 AM | 011-656-282-7061 | 1 | 138 Kb | Failed | |
| 5 | Jan 10/09 07:24 AM | 011-656-227-7662 | 1 | 138 Kb | Failed | |
| 6 | Jan 10/09 07:24 AM | 011-656-293-2962 | 1 | 138 Kb | Sent | |
| 7 | Jan 10/09 07:42 AM | 011-656-861-7033 | 1 | 138 Kb | Sent | |
| 8 | Jan 10/09 07:42 AM | 011-656-356-4431 | 1 | 138 Kb | Sent | |
| 9 | Jan 10/09 07:24 AM | 011-656-841-3002 | 1 | 138 Kb | Failed | |
| 10 | Jan 10/09 07:24 AM | 011-656-323-1692 | 1 | 138 Kb | Failed | |
| 11 | Jan 10/09 07:24 AM | 011-656-542-4327 | 1 | 138 Kb | Failed | |
| 12 | Jan 10/09 07:41 AM | 011-656-338-0086 | 1 | 138 Kb | Sent | |
| 13 | Jan 10/09 07:24 AM | 011-656-745-9962 | 1 | 138 Kb | Sent | |
| 14 | Jan 10/09 07:24 AM | 011-656-827-8751 | 1 | 138 Kb | Failed | |
| 15 | Jan 10/09 07:24 AM | 011-656-377-4414 | 1 | 138 Kb | Failed | |
| 16 | Jan 10/09 07:24 AM | 011-656-741-2181 | 1 | 138 Kb | Failed | |
| 17 | Jan 10/09 07:24 AM | 011-656-284-9190 | 1 | 138 Kb | Failed | |
| For TIFF and PDF viewer plug-ins for your browser, click here . | | | | | | |
| | | | | | | 1 |

The status a fax in the Outbox is one of the following values:

| STATUS | MEANING |
|-----------------------|---|
| Queued | The fax is waiting to be sent by a free fax line. |
| Sending | The fax is currently being sent. |
| Sent | The fax was sent successfully. To re-send, click on Resend Icon followed by OK at the confirmation prompt. |
| Retrying | Previous attempts to send the fax were not successful. Will attempt again later. |
| Failed | Unable to send despite retries. To see the error reason, click on Details . To re-send, click on ReSend Icon followed by OK at the confirmation prompt. |
| Partially sent | Some of the pages were sent. To see the error reason, click on Details . |

Just like inbound faxes, outbound faxes are available as PDF and TIF formats.

DIGITCOM.CA

TEL. 866.667.8357
sales@digitcom.ca