



Email Fax Sending Guide

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Confidentiality Notice

This documentation and all example code provided with it are the confidential and proprietary property of EC Data Systems, Inc. These materials are provided only for the purpose of an existing or potential customer evaluating and potentially implementing fax functionality using the FAXAGE Internet fax service. Any other use or disclosure is strictly prohibited unless the express written consent of EC Data Systems, Inc. is obtained in advance of such use or disclosure.



Quick Start

The easiest way to use FAXAGE to send a fax by email is to:

1. Address an email to (number)@faxage.com – for example 3035551212@faxage.com if you wanted to send a fax to 303-555-1212.
2. Attach the file or files you want faxed out. The system will collate multiple attachments in the order you attach them (I.e.: the first thing attached will be first when the fax is generated)
3. Send the email

The system will then send a receipt that it got the job and a further receipt when the job has completed, acknowledging the status of the job (success or failure and reason if the job failed, such as busy, etc.).

The remainder of this document is devoted to a more detailed explanation of the various parameters that may be specified and advanced options that may be used to influence how the email to fax gateway in FAXAGE works with your account.



Submitting Messages

Messages should be submitted in one of the following formats:

1. Destination in subject line:
 - a. To: fax@faxage.com
 - b. Subject line should be destination number, all digits, either 10 or 11 digit formats are supported
 - c. Optional parameters below are not supported with this format
2. Destination in the address:
 - a. To: (number)@faxage.com (e.g.: 3035551212@faxage.com) 10 or 11 digit formats are supported. Dashes are also supported, but not parentheses. I.e.: this is also valid: 303-555-1212@faxage.com
 - b. Subject line is ignored as far as destination
 - c. Optional parameters below are supported with this format

In either case, all attached files will make up the fax job and will be collated in the order in which they are attached.

Optional Parameters

In the subject of the email, include the following, exact text. One or more of these may be specified. There is no requirement to specify all of them and they may be specified in any order.

CustID!<customer-identifier> (w/o brackets)

Prio!<priority> (one of 'low' or 'high', w/o brackets)

<parsetext> (identifies that the message text attachments and/or body should be included)

<parsehtml> (identifies that message html attachments and/or body should be included)

To: <name> (specifies a 'destination name' to be recorded in the system and reported on status emails)

Note that there is a setting in the 'Admin' portion of the website under 'Email to Fax Parsing' that can turn either or both of <parsetext> and <parsehtml> settings on for your account or on a per-user basis by default. If you set these, you do not have to specify these parameters in the subject line. Please see the 'Website Options' section of this document for more information.

Note that priority is 'high' by default.



Example Emails

An example of each type of email, including all optional components would be:

To: fax@faxage.com
Subject: 3035551212

(Note above that the optional parameters cannot be specified with the fax number in the subject line)

To: 3035551212@faxage.com
Subject: To: Some Person Prio!low CustID!12345 <parsetext> <parsehtml>

Setting 'low' priority will cause high priority jobs to be processed ahead of your low priority jobs, allowing you to have some control over your own queue management.

Responses in General

The following responses will come back, in general:

1. An initial response that the job has been submitted or that there was something wrong with the submission (no attachment, no fax number, etc.)
2. A status response when the job completes

Possible Initial Responses

The following responses are possible for the initial confirmation email that will come back when the job has been submitted. All responses shown are the full body of the returned email. Note that the customer identifier will only appear as shown if it was specified in the subject of the submission email.

Response 1: Email address that the mail is from is not a valid user on FAXAGE

Your job could not be submitted.

We were unable to locate your email address in our records -> <emailaddress>

Please contact support if you require further assistance.

support@faxage.com

(303)991-6020

CustID:<CustomerIdentifier>



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Response 2: Company account is locked out

Your job could not be submitted.

Your account is currently disabled. Please log in to www.faxage.com and update your billing information when prompted to reenable your account.

Please contact support if you require further assistance.

support@faxage.com
(303)991-6020

CustID:<CustomerIdentifier>

Response 3: No attachment found on the email

Your job could not be submitted.

In order to submit a FAX job, you are required to include at least one file attachment to fax as well as the fax number in the subject line.

Extended error: File attachment not found

Please contact support if you require further assistance.

support@faxage.com
(303)991-6020

CustID:<CustomerIdentifier>

Response 4: No fax number found in either the 'to' address or the subject line

Your job could not be submitted.

In order to submit a FAX job, you are required to include at least one file attachment to fax as well as the fax number in the subject line.

Extended error: Destination fax number not found

Please contact support if you require further assistance.

support@faxage.com
(303)991-6020

CustID:<CustomerIdentifier>



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Response 5: User account associated with the from email doesn't have permissions to send faxes within the application

Your job could not be submitted.

It appears that you do not have permission to send on at least one line. Please see a manager for assistance.

Please contact support if you require further assistance.

support@faxage.com

(303)991-6020

CustID:<CustomerIdentifier>

Response 6: Internal FAXAGE error

Your job could not be submitted.

In order to submit a FAX job, you are required to include at least one file attachment to fax as well as the fax number in the subject line.

Extended error: Internal DB error

Please contact support if you require further assistance.

support@faxage.com

(303)991-6020

CustID:<CustomerIdentifier>

Response 7: Successful Submission

Your job to <number> has been submitted.

You will receive a status email when the job completes.

Thank you for using FAXAGE,
The FAXAGE Support Team

support@faxage.com

(303)991-6020

CustID:<CustomerIdentifier>



Possible Status Responses

These are a secondary response email that is sent when the fax completes (either successfully or failed).

Response 1: The file conversion and/or server submission process failed internally to FAXAGE

Your fax job to <number> has failed during conversion with an exit code of <numeric-exit-code>.

Please send the exit code to support@faxage.com if you require further assistance.

CustID:<CustomerIdentifier>

Response 2: Failed fax transmission

Your fax job has completed. Details are below:

To: Email to FAX (or the To: name if specified)

Number: <number>

Status: Failure

Reason: <string-describing-reason>

Finished At: <date/time>

Transmit Time: <transmit time>

CustID:<CustomerIdentifier>

Response 3: Successful fax transmission

To: Email to FAX (or the To: name if specified)

Number: <number>

Status: Success

Finished At: <date/time>

Transmit Time: <transmit time>

CustID:<CustomerIdentifier>



Website Options

There are several options that can be set up administratively through the FAXAGE website that customize how the email to fax gateway works for your account. A brief look at each of these is included here. It is recommended that the full 'FAXAGE User's Guide' be reviewed if a more comprehensive understanding of the functionality of the FAXAGE website is desired.

Including Text and/or HTML attachments by Default

Text and/or HTML attachments are not enabled by default when using the email interface to send faxes. This is because the body of an email usually contains both an HTML and a Text version. In general, then, turning one of these on will result in both the body of the email and whatever Text or HTML documents are attached to be added to the Fax job. The body is always included before any attachments, so this could be used as a 'cover page' of sorts.

It is usually undesirable to turn on both, because this will result in two copies of the body of the email being sent (assuming you have a mail client such as Outlook that generates both Text and HTML 'versions' of the email body).

The settings for including text and/or HTML attachments by default can be specified as a default setting for your entire account and as per-user settings, which would override the company default if they differ for a particular user. Also note the JPEG/GIF option. This can be turned off to prevent email 'signature' graphics from being faxed.

To make adjustments:

1. Log in to the FAXAGE website
2. Go to 'Admin'
3. Choose 'File Types' under 'Outgoing Fax Settings' as shown



The screenshot shows the FAXAGE website interface. At the top left is the FAXAGE logo with the tagline "reliable. cost-effective. secure.". To the right is a blue navigation bar with links: main, send, receive, status, folders, lists, admin, and logout. Below the navigation bar are several sections of settings:

- My Account**: Change Email/Password, Phonebook
- Company Settings**: Auto Purge Faxes, Update Credit Card, Set Login Company, PGP Keys, User Accounts, Set Fax Tagline, Set Timezone
- Outgoing Fax Settings**: Notifications, Resolution and Retries, **File Types** (circled in red), Cover Sheet
- Incoming Fax Settings**: Email Routing, Caller ID Blacklist, Incoming Fax Format, Secure Email
- Reports**: Billing and Call Details, Busy Calls

A red arrow points from the text "click this option" to the "File Types" link in the "Outgoing Fax Settings" section.

4. The following page will be displayed for making adjustments

 [Back to Main Admin Menu](#)

These settings allow you to control whether or not certain kinds of files are included in faxes sent using your email. By default, FAXAGE will fax all attachments with the exception of Text and HTML, because these are often the body of the email itself.

Any user-specific setting here will override the Company Default setting

Hints:

- To include a type of content, check the corresponding box below. To exclude it, uncheck the box
- To give a particular user a different setting than the Company Default, be sure to uncheck the 'Use Company Default' as well as making the desired settings for that user
- If you include both Text and HTML portions of emails, many email programs will create both Text and HTML 'versions' of an email, so this may result in duplicate faxed pages of the body of the email. For this reason, you'll generally want to just do one or the other, not both
- If you have a graphic signature (such as a company logo) on your email, unchecking the 'JPEG/GIF' will usually ensure that the graphic does not get faxed as a separate page. However, this also means that JPEGs and GIFs attached to your email will not be faxed

Content to Include

	Text	HTML	JPEG/GIF	Use Company Default
Company Default	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
EC Data Systems Admin	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edward Shephard	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manager Account	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User Account	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Apply Settings](#)

Remember to click 'Apply Settings' when done here.

Auto-generating cover pages for Email to Fax jobs

By default, FAXAGE does not supply a cover page when faxes are sent via email. In order to have FAXAGE generate one:

1. Log in to the FAXAGE website
2. Go to 'Admin'
3. Choose 'Cover Sheet' under 'Outgoing Fax Settings'
4. The following page will be displayed for making adjustments



main send receive status folders lists admin logout

 [Back to Main Admin Menu](#)

These settings:

- Allow you to generate a cover sheet automatically when you send faxes via email
- Set defaults and logo image for the cover page that is generated when sending faxes via the FAXAGE website

In addition to these settings, if you specify 'To: (name)' (for example, To: John Doe) in the subject line of your email, this name will be placed in an ATTN: field on the cover sheet that is generated.

If you add a standard 'disclaimer' text at the bottom of this page, you can then turn it on for each user by checking the 'Use Disclaimer?' checkbox. By doing so, the 'disclaimer' will be automatically printed in the body of cover sheets.

Logo graphics should be sized appropriately for placement on a cover page and **MUST** be in a JPEG graphic format

User Name	Active?	From Name	From Company	From Fax #	Has Logo?	Upload New Logo	Use Disclaimer?
Manager Account	<input type="checkbox"/>	Manager Account	EC Data Systems	(303)991-6021	<input checked="" type="checkbox"/>	<input type="text"/> Browse...	<input checked="" type="checkbox"/>
User Account	<input type="checkbox"/>	User Account	EC Data Systems	(303)991-6021	<input type="checkbox"/>	<input type="text"/> Browse...	<input type="checkbox"/>
EC Data Systems Admin	<input type="checkbox"/>	EC Data Systems	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/> Browse...	<input type="checkbox"/>
Edward Shephard	<input type="checkbox"/>	Edward Shephard	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/> Browse...	<input type="checkbox"/>

[Apply All Changes](#)

Standard Disclaimer Text

This fax is for the intended recipient only!

[Add/Update Disclaimer](#)

Uploading a logo image will cause the system to put the logo at the top of the generated cover sheet. The fields on the coversheet for From Name, From Company and From Fax # will be auto-filled based on what is set here. A standard disclaimer can also be added, if desired.



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Also note that you must check the 'Active' box for the cover sheet options to be effective for a particular user.

The To: number will be filled in based on where the fax is being sent and a recipient ATTN: will be added to the coversheet if the 'To: (name)' optional parameter is used when the email is sent.


Remember to click 'Apply All Changes' when done here to update the settings.

Allowing a user permission to send faxes via Email

Regular user accounts (accounts not set up as ‘managers’ in the FAXAGE system) do not have permission to send faxes via email unless that permission was granted when the user was created. The symptom of this will be the response that tells the user they do not have permissions to send faxes on at least one line when they attempt to send a fax via email.

In order to add permissions:

1. Log in to the FAXAGE website
2. Go to ‘Receive’
3. Click the icon that looks like a padlock next to one of your fax numbers
4. The following page will be displayed for making adjustments




FAXAGE
reliable. cost-effective. secure.

main send receive status folders lists admin logout

 Export received records to CSV for Excel

LNP FAX
(303)991-6023

  [Rename](#)

0 faxes
0 unseen/new

Set security on Fax Line: LNP FAX

Note: Manager accounts are not shown because fax line security does not apply to them.

Each access level includes the previous levels from left to right

- Read/Send - User can open faxes in this line and send faxes using this line
- Move and Rename - User can rename received fax files, and can move files to folders from this fax line. To move file to a folder, the user must also have Move and Rename permission on the destination folder
- Delete - User can delete received faxes

User Account No Access Read/Send Move and Rename Delete 

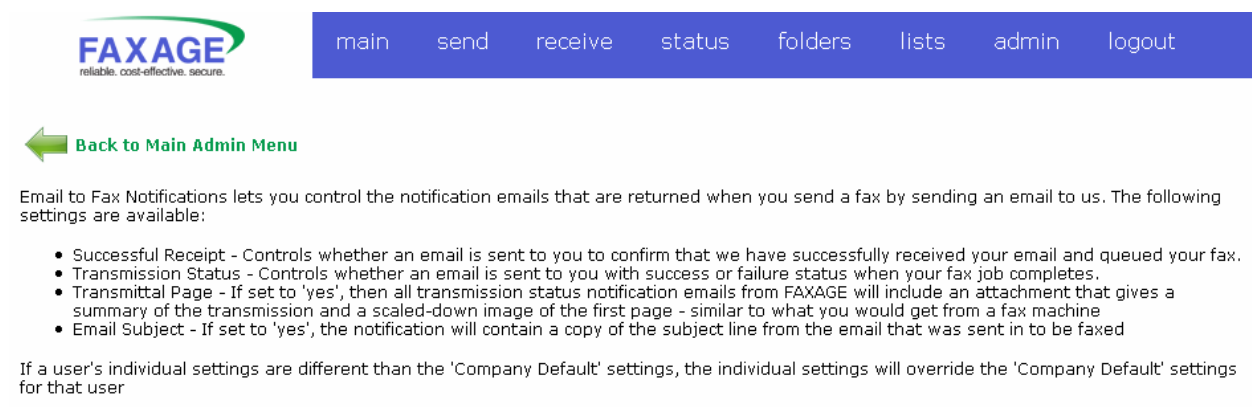
Note that only regular users (not managers) appear here, as manager accounts automatically have full access to all fax lines. To update, simply select the desired level of access and then click the blue arrow to the right of the user/permissions line to update the settings.

Controlling Status Responses

While the default is that the FAXAGE system will send both an initial ‘we got the job’ response (known as the ‘successful receipt’) and a final status response (known as the ‘transmission status’), sometimes it is desirable to only get one, the other or neither of these emails back from FAXAGE. These settings can be set at an account-wide default level and at a per-user level. Specific user settings override the account default for that user.

In order to adjust these parameters:

1. Log in to the FAXAGE website
2. Go to ‘Admin’
3. Choose ‘Notifications’ under ‘Outgoing Fax Settings’
4. The following page will be displayed for making adjustments



Remember to click ‘Apply Changes’ when done to save your settings.

Transmission status can be ‘Yes’ to get all statuses, ‘No’ to get no status notification or ‘Failures Only’ to get notified only if a fax does not successfully transmit, as shown.

The ‘Email Subject?’ option allows for the subject line in the original email to be returned in the notification that comes back from the FAXAGE system. It is a per-company setting only.

The ‘Transmittal Page’ option is discussed in the next section.



Enabling Transmittal Pages

Enabling transmittal pages will cause FAXAGE to send back a 'transmittal page' as a PDF attachment with the final response email of status. These look like a transmittal page that might be generated by a fax machine (containing date/time, number of pages, destination, duration, status and a reduced-size copy of the first page of the fax).

To enable transmittal pages:

1. See the directions above under 'Controlling Status Responses' and set the 'Transmittal Page?' to Yes

Turning the 'Transmittal Page' option to 'Yes' (the default is 'No') will cause the system to send transmittal pages with the 'Transmission Status' email for those users who are set up to get the Transmission Status email.

Remember to click 'Apply Changes' when done to save your settings.