



## Email Fax Sending Guide

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## **Copyright and Limited License Notice**

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### 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](mailto: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](http://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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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>



### **Status Response X-Headers**

Every status response comes with two X-Headers that can be parsed, if desired, as follows:

X-FAXAGE-STATUS – Will be set to ‘success’ or ‘failure’ to indicate whether this is a successful or failed fax that is being confirmed

X-FAXAGE-CUSTID – Will be set to the ‘CustID’ parameter originally passed (if any). If no CustID was originally passed, this will be set to ‘None’

### **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. You can also use the Body Text option on the Cover Sheet page to include the email body on a system-generated cover sheet. If you do this, you should not include text or html here.

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

**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](#)

click this option

**Outgoing Fax Settings**

-  [Notifications](#)
- [Resolution and Retries](#)
- [File Types](#)
- [Cover Sheet](#)

**Incoming Fax Settings**

-  [Email Routing](#)
- [Caller ID Blacklist](#)
- [Incoming Fax Format](#)
- [Secure Email](#)

**Reports**

-  [Billing and Call Details](#)
- [Busy Calls](#)

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**

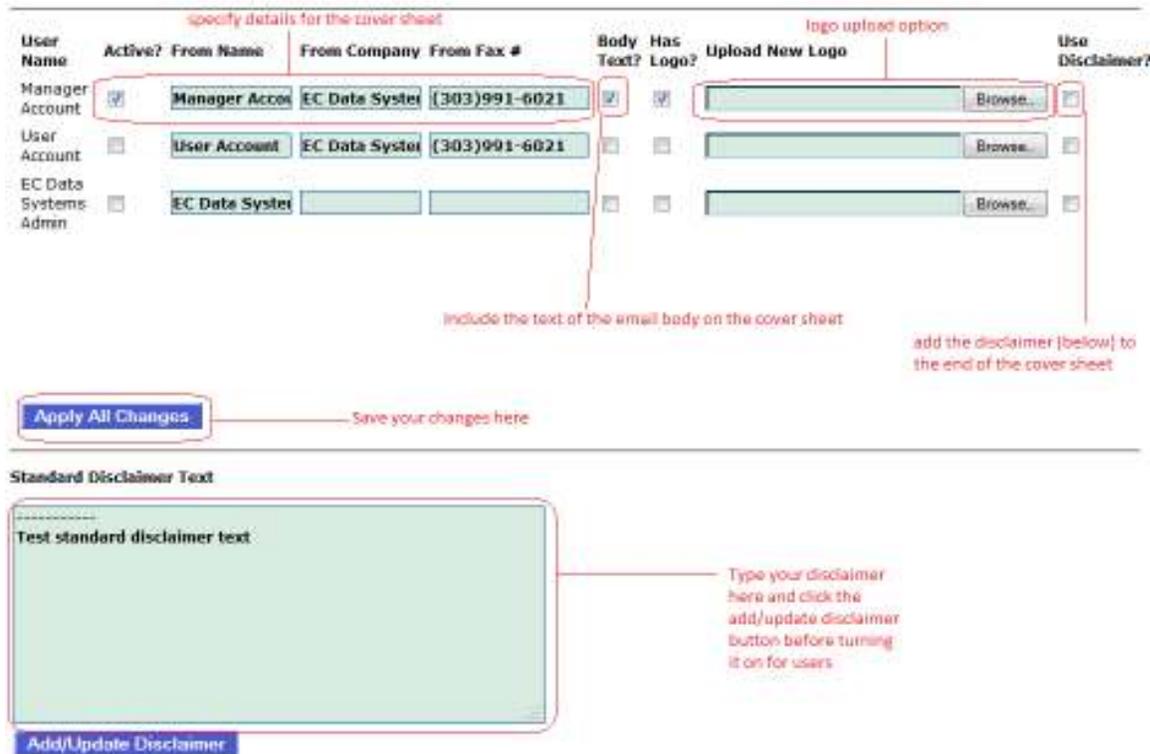
	Text	HTML	JPEG/GIF	Use Company Default
Company Default	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
EC Data Systems Admin	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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](#)

### 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



specify details for the cover sheet

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

include the text of the email body on the cover sheet

add the disclaimer [below] to the end of the cover sheet

Save your changes here

Standard Disclaimer Text

Test standard disclaimer text

Type your disclaimer here and click the add/update disclaimer button before turning it on for users

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.

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



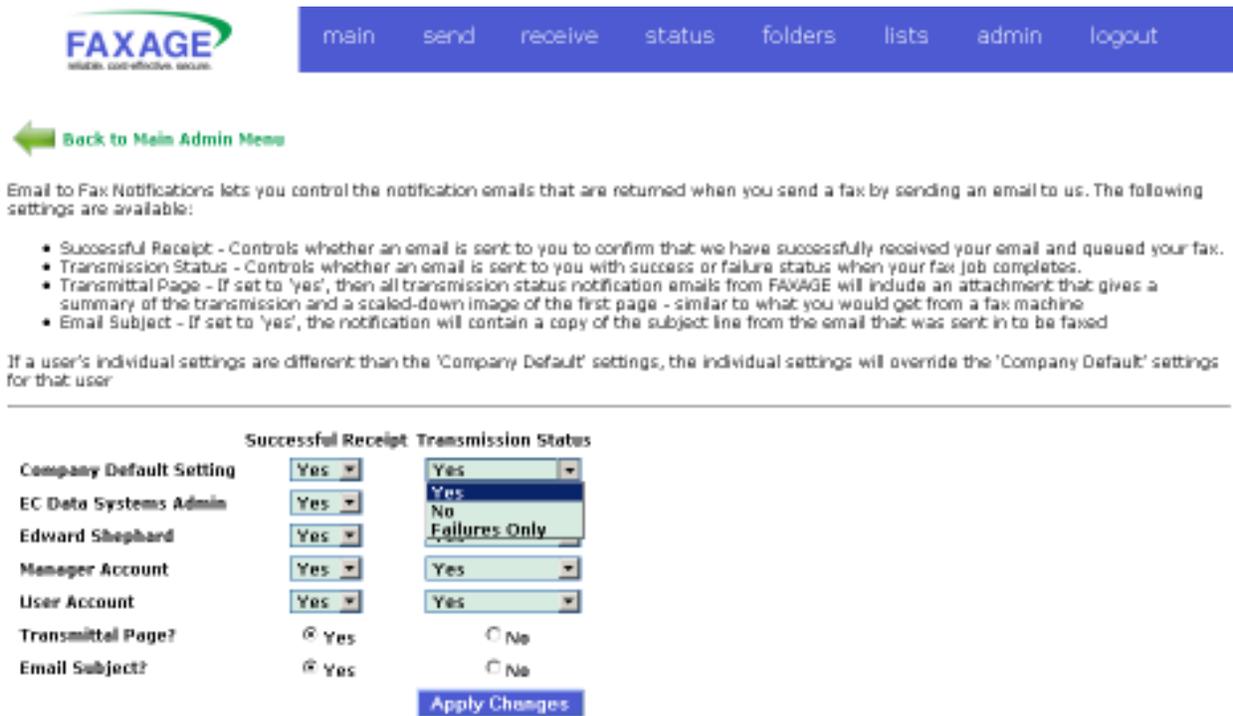
Note that only regular users (not managers) appear here, as manager accounts automatically have full access to all fax lines. To update, simply select the desired level of access and then click the blue arrow to the right of the user/permissions line to update the settings.

## 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



The screenshot shows the FAXAGE Admin interface. At the top left is the FAXAGE logo. A blue navigation bar contains links for main, send, receive, status, folders, lists, admin, and logout. Below the navigation bar is a green arrow pointing left with the text 'Back to Main Admin Menu'. The main content area is titled 'Email to Fax Notifications lets you control the notification emails that are returned when you send a fax by sending an email to us. The following settings are available:'. Below this are four bullet points:
 

- Successful Receipt - Controls whether an email is sent to you to confirm that we have successfully received your email and queued your fax.
- Transmission Status - Controls whether an email is sent to you with success or failure status when your fax job completes.
- Transmittal Page - If set to 'yes', then all transmission status notification emails from FAXAGE will include an attachment that gives a summary of the transmission and a scaled-down image of the first page - similar to what you would get from a fax machine
- Email Subject - If set to 'yes', the notification will contain a copy of the subject line from the email that was sent in to be faxed

 Below the bullet points is a note: 'If a user's individual settings are different than the 'Company Default' settings, the individual settings will override the 'Company Default' settings for that user'. The settings table is as follows:
 

	Successful Receipt	Transmission Status
Company Default Setting	Yes	Yes
EC Data Systems Admin	Yes	Yes
Edward Shephard	Yes	No
Manager Account	Yes	Failures Only
User Account	Yes	Yes
Transmittal Page?	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Email Subject?	<input checked="" type="radio"/> Yes	<input type="radio"/> No

 At the bottom of the table is a blue button labeled 'Apply Changes'.

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.