Concord Fax Online
User Guide

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Concord Technologies

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This is the first edition of this publication.

Version

This guide describes the Account Administration Center version 2.2, release date February 20, 2009, and revised April 30, 2010.

Contents

About Concord Fax Online

Concord Fax Online is a bundle of Concord fax services designed to meet the needs of enterprise and mid-sized businesses with individuals and groups who use fax in their daily routines.

The suite includes two major services:

> **Concord Desktop Faxing (Email to Fax(E2F) and Concord Fax to Email (F2E)** – the business fax service that includes paperless processing of fax documents, automatic cover page generation, customized cover page design, and a variety of fax sending and delivery options. Concord E2F and F2E options can be set independently at the company department and user levels of the organization.

> **Account Administration Center (AAC)** – the online application for creation and ongoing maintenance of fax user accounts. The AAC provides fax administrators with a full set of controls over the fax functions available to each user. The AAC is described more fully in the Account Administration Center Administrator's Guide.

Concord Fax Online is available in two editions:

Concord Fax Online Enterprise and Mid-Market Services are provided for corporate businesses that wish to outsource all fax functions to Concord. A typical case is a business with a departmental organization structure, and fax users in multiple departments.

Features:

- ✓ Outgoing faxing from email to fax machine, using any email client on any email capable device
- ✓ Incoming faxing from any fax machine, sent to a personal fax number assigned to the user, and forwarded as email to the users email address
- ✓ Multiple sending and receiving email addresses for each personal fax number
- ✓ Automatic cover page generation for any outgoing fax document
- ✓ Unique fax cover pages for the company, department, or the individual user
- ✓ Web Services for integration of fax functions into software applications
- ✓ Fax delivery options for easy integration with document management applications
- ✓ User account creation and management tool
- ✓ User fax activity tracking reports available to the fax administrator and to individual users
- ✓ Downloadable Call Detail Reports, suitable for use in corporate accounting systems, containing records of individual fax user activity

Concord Branded Fax Services adds features that enable a business to offer fax services to its personnel, or to its customers, with its own corporate branding. The customized appearance and messaging of the corporation can be given to the AAC and a variety of communications related to the fax service (see chapter 3 for details).

With Concord Fax Online, business organizations are able to streamline their business processes by reducing or totally eliminating paper fax documents. Phone lines and fax equipment are also not needed. Overall efficiency is greatly increased.

Audience

This guide is both an instruction manual and a reference that is structured to meet the needs of anyone responsible for setup and maintenance of account information for users of Concord E2F and F2E, the desktop fax service component of the Concord Fax Online.

Supporting Documentation

Several other guides are available from Concord to supplement the information presented here.

Concord Fax Online Administrator Guide – reference information for administrators of Concord Fax Online.

Account Administration Center Administrator Guide – instruction manual for those responsible for setup and maintenance of group user account data using the Account Administration Center (AAC). The document details the functions available to fax administrators.

Account Administration Center User Guide – the AAC User Guide is an instruction manual that describes functions available to individual users of the Account Administration Center (AAC).

Chapter 1: Sending a Fax via Email-to-Fax (E2F)

Email-to-Fax (E2F) enables you to use your email to send documents to fax machines. As a result, you never have to handle paper, and the document remains in its initial electronic format. Several file formats are compatible for sending with Business Fax Suite. The complete list is available in the appendix.

To send a fax using E2F first create a new message in your email application. Then follow these steps:

1. Attach the desired file to the email message. The attachment will become the fax.

2. In the "To:" field, insert the recipient's fax phone number, formatted as an email address.

3. In the subject field, include the cover page token if you'd like your company's cover page to be automatically included with the fax.

4. In the email message area (the body) type in the information you'd like to appear on the cover page. You can enter just text, or you can include graphics, photos, or HTML content. Whatever you put in the email message will appear on the cover page, following the cover page header.

5. Send the message.

Formatting the Fax Number

Email-to-Fax service may be used to send a fax to any conventional fax machine, however, you must enter the fax number as an email address when you create the email. The email address will resemble this model:

> \<number\>@\<sendingdomain\>.\<tld\>

Example using the standard Concord domain:

- 18005551212@concordsend.com – *NANPA (US/CAN Domestic numbers must start with a 1)*
- 011442123456@concordsend.com – *We strongly suggest using 011 for International numbers for US dialing*

or if a customized domain

- 18005551212@yourdomain.net
- 011442123456@yourdomain.net

Where

> **18005551212 and 011442123456** are examples of the recipient fax number.
>
> **@concordsend.com** is a string designating the Concord *sending email domain*. This is the name of the email service that will handle your message. As some organizations customize this information, your fax administrator will tell you the name of the sending email domain for your company.

Cover Page Generation

You may choose to include a cover page each time you send a fax using E2F. The cover page is automatically generated by the Concord network.

Indicate your request for a cover page by placing a text string called a *cover page token* in the subject line of the email address. This is the cover page token:

   %{cover}

This string should be entered into the subject line exactly as shown. The token will not appear in the resulting fax. Any other text in the email subject line will be copied to the subject field of the resulting cover page.
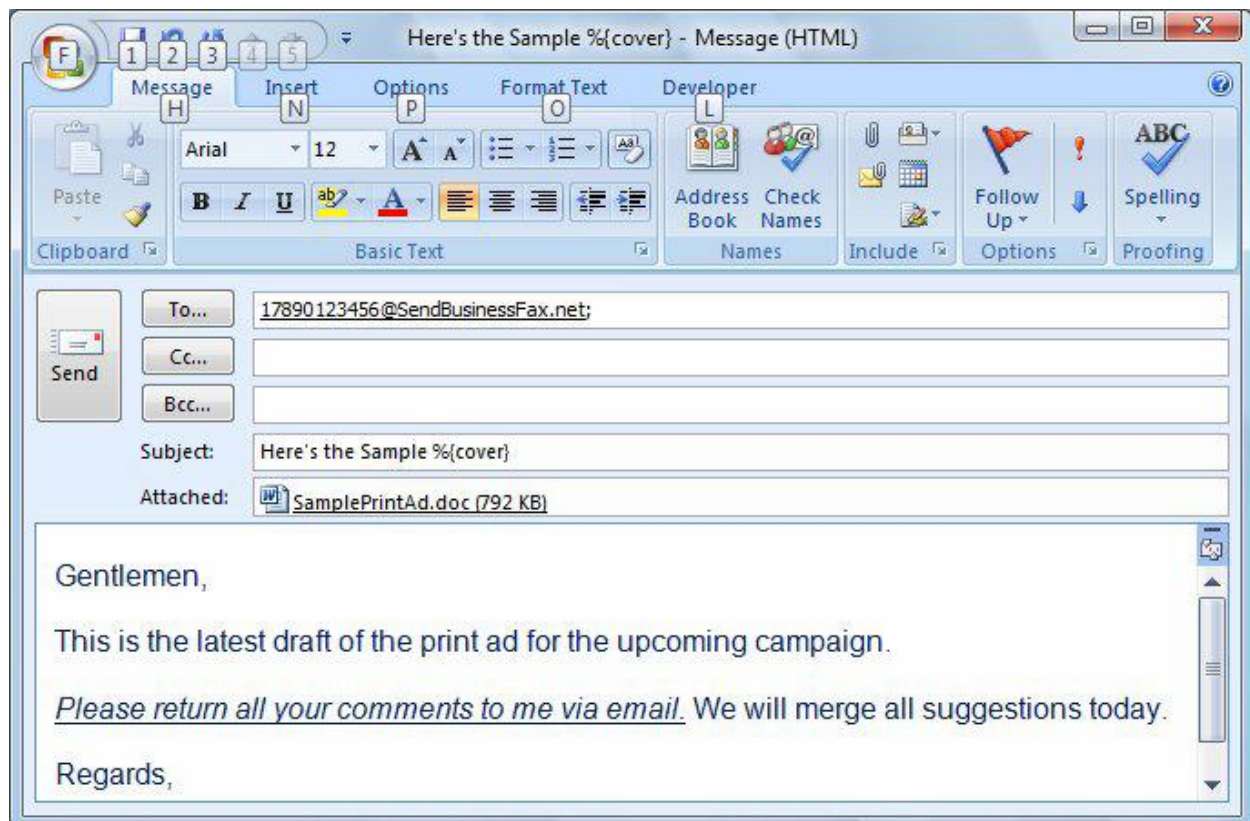

Figure 1: An email message with fax attachment. Note the cover page token in the subject field.

Chapter 2: Receiving a Fax via Fax-to-Email

Just like the paperless process of sending faxes, the process of receiving faxes is a done using your Email.

When a fax is sent to you the sender does nothing different at all. The sender loads the document into theFax machine, dials your personal fax number, and sends the fax.

Your personal fax number is actually connected to the Concord network. The fax document is processedby the Concord network and converted into an email attachment. Then, based upon the fax number thatis uniquely yours, an email message is created and delivered to one or more email addresses that you've designated in your account settings. Your fax can be picked up from any device, anywhere that you can access your email.

Personal Fax

When your fax account is first created by your company's fax administrator, the most important information created is your *personal fax number*. The number is uniquely yours and is associated with one or more email addresses that you designate for receiving faxes (the way to do that is by using the

Account Administration Center (AAC), as found in chapter 1). The fax number can be used in all of your business contact information and requires no special handling by anyone sending you a fax.

Appendix A – Fax User's Quick Reference

To send a Fax	- Create a new email message - Enter the fax number as an email address, e.g., **To: 18001112222@faxOut.com** - Enter the Subject - (optionally) Enter the cover page token, **%{cover}** - Attach the file to be faxed - (optionally) Enter cover page content in the email body - Press send - Periodically check your inbox for status messages
To receive a Fax	- Periodically check your inbox for an email with an attached fax file - View, save, or print the fax
Common error messages	**Invalid email address.** This indicates that you have not registered the email address from which you are attempting to send a fax. Contact your fax administrator to get your sending email address properly set up. **Voice answer detected.** The phone number you entered was connected to a phone instead of a fax machine. Check the fax number and resend. **Number of retries exceeded.** This indicates that the dialed fax number was busy for an extended period of time, and numerous attempts to connect failed as a result. Try again later. **Attachment is invalid.** The file attached to the email message was not one of the supported file types. See the appendix for supported file types.

Appendix B – Supported File Formats / Email Clients

The following file types can be attached to an email message and converted to a fax by the Concord network. Other file types have not been tested for compatibility. Results may vary if other file types are used.

- Microsoft Word (*.doc, *.docx)
- Microsoft Excel (*.xls, *.xlsx)
- Microsoft Power Point (*.ppt, *.pptx)
- Microsoft Visio (*.vsd)
- HyperText Markup Language (*.html, *.mhtml)
- Adobe Acrobat (*.pdf)
- JPEG image (*.jpg)
- TIFF image (*.tif)
- ASCII Text (*.txt)
- Rich Text (*.rtf)

NOTE: Be mindful of the file sizes of the documents you are faxing, particularly if you are sending scanned images, as they can be quite large. While most source documents faxed are usually quite small (less than 200 KB), Concord will limit the maximum size of attached file(s) with either a single file or multiple files. The current limit is: 10,240KB (10MB).

Files exceeding these limits are most always high-resolution, multi-color, scanned images. In addition to exceeding size limits, such images are not typically "fax friendly". Documents should contain no color, shading, or gray-scale, and never printed as "photo-quality". Color, or shaded documents do not translate well to fax and will contribute to exceedingly large file sizes and longer transmission times. Documents with graphic art content should be limited to solid black, with no shading, or gray-scale.

Supported Email Clients

- Microsoft Outlook
- Any SMTP Email Client
- Any webmail client