



How to guide:

Sending Faxes with IncrediMail

Last updated 22 January 2009

Email to Fax:

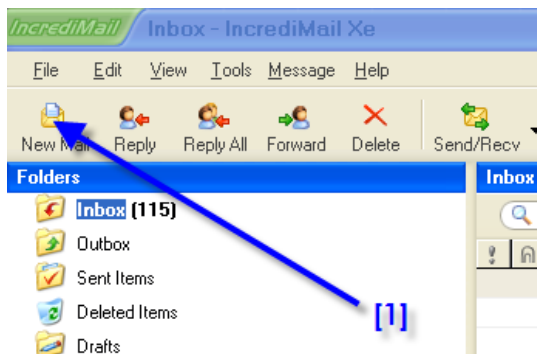
Part A – Sending a Fax

Part B – Fax out statuses for sent faxes

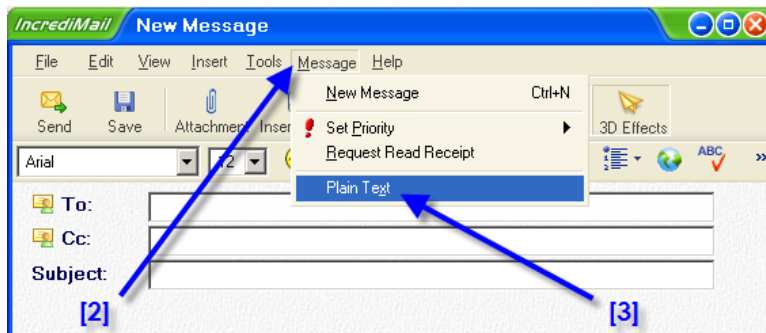
Part C – Support files for email to fax

Part A – Sending a Fax

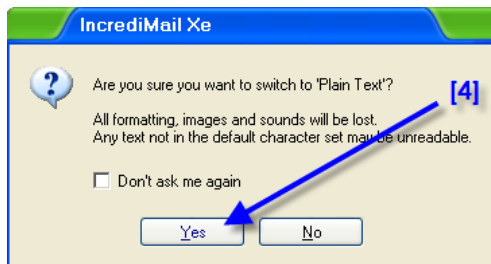
1. Open IncrediMail and click on “New Mail” as indicated by [1]



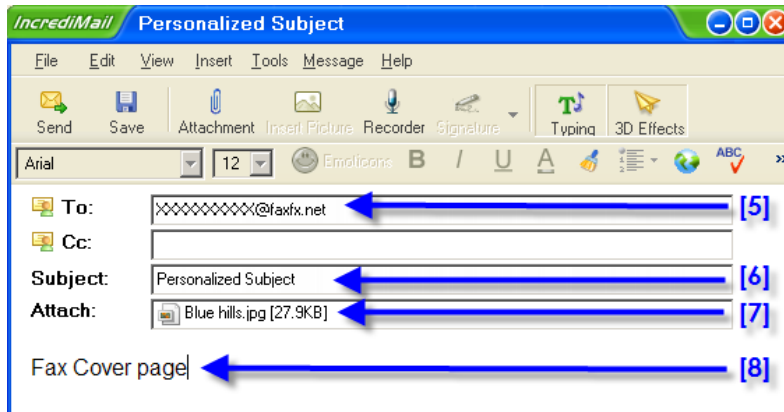
2. This will open up the “New Message” window, from here you have to make the message sent in plain text format. The reason for this is because if you send the email in HTML format, IncrediMail attaches images that are not supported by the system and the faxes cannot be rendered, thus cannot be sent.
3. Now click on “Message” in the menu bar [2] and then on “Plain text” [3]



4. In the confirmation dialog, you can check the “Don't ask me again” checkbox, but All the emails you create will be sent in plain text. Now click on the “Yes” button [4]



5. You now enter the fax number of the recipient in the "To box" [5] in the format number@faxfx.net eg: 086xxxxxxx@faxfx.net or 011xxxxxxx@faxfx.net (Not to number@faxfx.CO.ZA, this will NOT work)
6. Enter the subject of the fax, for personal reference in the "Subject" box [6] of the email
7. You can attach multiple documents that you want to be faxed [7]. For a list of supported formats you can refer to Part C – Support files for email to fax
8. The body of the email [8] will be the cover sheet.
9. Click on the "Send" button, once the fax was sent, you will receive notifications as in Part B – Fax out statuses for sent faxes



Part B – Fax out statuses for sent faxes

Submitted	The fax you are sending is received by the FaxFX sending server and it will attempt to send it
Temporary Failure	There was a problem in the transmission eg: The line was busy, or a fax line was not received, ... The server will retry sending five times.
Failed	The fax was unable to be delivered, please check the number and try again.
Unsent	There was a problem with sending the fax, you will have to open a ticket at http://www.faxfx.co.za/support/ with a detailed description of the steps you took whilst sending the fax and attach the document for analysis



Part C – Support files for email to fax

File format

Portable document format
Graphics Interchange Format (Not animated)
Joint Photographic Experts Group
Portable Network Graphics
Windows Bitmap
Hypertext Markup Language
Plain text
Extended markup language
Comma seperated values
Tagged Image File Format
Rich text format
Word 2000 - 2003
Excell 2000 - 2003
Power Point 2000 - 2003
Word 2007
Excell 2007
Power Point 2007
Open Office Document
Open Office Spreadsheet
Open Office Presentation
Hypertext Markup Language

File extension

.pdf
.gif
.jpg / .jpeg
.png
.bmp
.html
.txt
.xml
.csv
.tiff / .tif
.rtf
.doc
.xls
.pps
.docx
.xlsx
.ppsx
.odt
.ods
.odp
.htm / .html

Please note that animated GIF's are NOT supported and will cause an error when trying to send a fax.

If you have any further queries, do not hesitate to contact us

<http://www.faxfx.co.za> | <http://www.faxfx.co.za/support/> | support@faxfx.co.za | 086 727 2345 (Office hours)