

FaxWhiz USERGUIDE: Revision 1.8

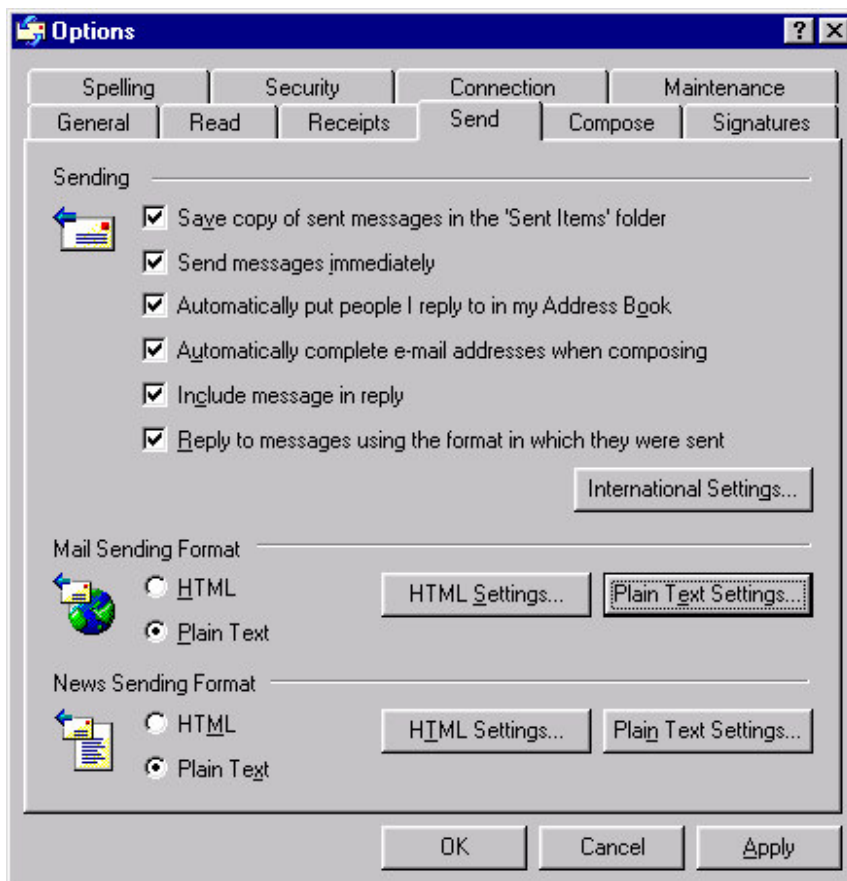
1.	EMAIL2FAX (sending a fax).....	2
1.1.	Using the fax number	4
1.2.	Using your GROUWISE/OUTLOOK address book.....	5
1.3.	A distibution list	6
1.4.	Using the Default Cover Page	6
1.5.	Using a Custom Cover Page.....	6
1.6.	Microsoft 2000 Specific documents	7
2.	FAX2EMAIL (receiving faxes)	7
3.	SUPPORT	8

1. EMAIL2FAX (SENDING A FAX)

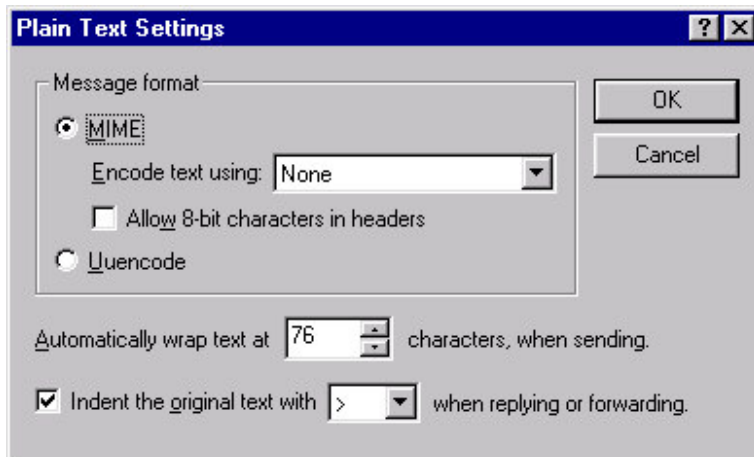
The first step in using this service is to ensure that your email client is properly configured. The email client software must send email in Plain Text format, using MIME for file attachments. The configuration is set within your email client software, normally you should be able to find these settings under the Options menu. Here are a few examples:

Outlook Express Version 5.0 +

Click on the Tools Menu. Select Options and then select the Send Tab. The “Mail Sending Format” must read “Plain Text”.

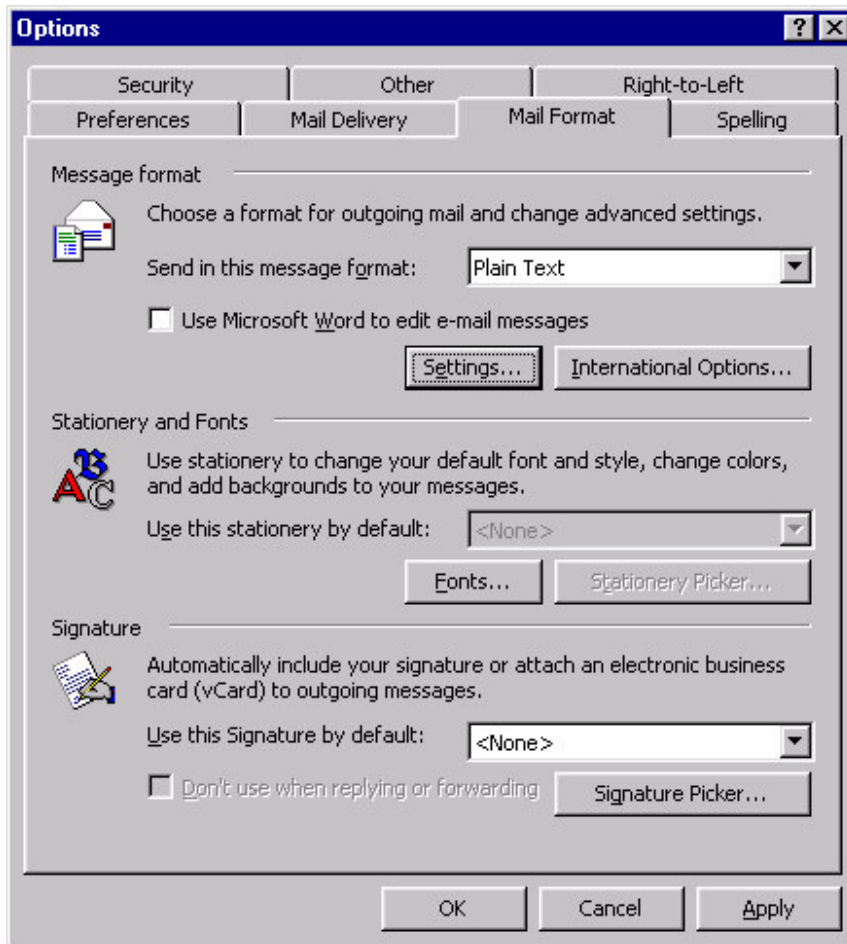


Next click on Plain Text Settings:



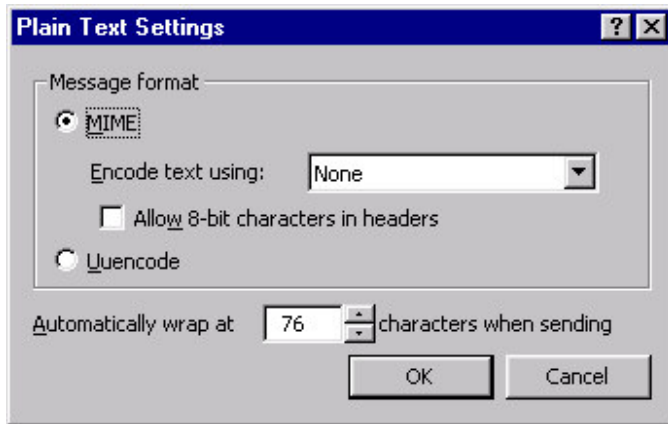
Outlook 2000:

Click on the Tools Menu. Select Options and then the Mail Format Tab:



Send in the Message Format must show "Plain Text".

Click on Settings:



There are various methods that can be used to send a fax. It is the user's choice to decide on the method that is most suitable for them:

1.1. USING THE FAX NUMBER

Draft a new e-mail:

1. In the TO: field enter the fax number in international format followed by @faxwhiz.com. Example:27.11.4056300@faxwhiz.com or 27114056300@faxwhiz.com, where 27 is the country code for South Africa, 11 is area code without the leading 0. We recommend that you make use of the “.” Fullstop character to separate the country, area code and subscriber number.
2. Enter a Subject for the Letter in the Subject Field. This subject will be printed as the first line of your letter, preceded by “REGARDING:”

Type your fax message in the Message part of the e-mail. You can also attach Microsoft Office documents, most types of graphic files, HTM or HTML files, previously attached e-mails and text files to the e-mail. Both the Message part and the attached document(s) will be faxed to the number provided.

The format of the page will be rendered A4 paper size in portrait format; any pages not formatted this way might not be rendered correctly on the received fax.

Press Send. On receipt of the e-mail *FaxWhiz* will route the fax to the nearest FaxServer and deliver the fax. The system will then send a confirmation report by return e-mail.

1.2. USING YOUR GROUPWISE/OUTLOOK ADDRESS BOOK

Fax recipients can be added to your GroupWise/Outlook address book. You capture the user in your address book specifying his e-mail address in the international telephone number format. When sending a fax you would then type in the recipients' name instead of having to remember a fax number.

This is done in the following way:

- In the E-Mail Address Field: enter the fax number in international format followed by @faxwhiz.com. Example: 27.11.4056300@faxwhiz.com or 27114056300@faxwhiz.com, where 27 is the country code for South Africa, 11 is area code without the leading 0. We recommend that you make use of the "." Fullstop character to separate the country, area code and subscriber number.
- In the Name Fields: enter the recipients' first name and surname.
- Save the new item in the Address Book.

You only need to perform this procedure once. Thereafter the recipient is saved in your address book and their details can be used over and over again.

Now to send a fax using the address book:

1. In the TO: Type the name or select the recipient from your address book.
2. Enter a Subject for the Letter in the Subject Field. This subject will be printed as the first line of your letter, preceded by "REGARDING:"
3. Type your fax message in the Message part of the e-mail. You can also attach Microsoft Office 95 or greater documents, most types of graphic files, HTM or HTML files, previously attached e-mails and text files to the e-mail. Both the Message part and the attached document(s) will be faxed to the number provided.

Press Send. On receipt of the e-mail *FaxWhiz* will route the fax to the nearest FaxServer and deliver the fax. The system will then send a confirmation report by return e-mail.

1.3. A DISTRIBUTION LIST

Since *FaxWhiz* is an e-mail-based application, you can now create GroupWise / Outlook distribution lists that have both e-mail and fax recipients on a distribution list. This feature allows you to create distribution lists that are independent of the actual way in which the message content is delivered.

1.4. USING THE DEFAULT COVER PAGE

The default cover page, which is rendered on the fax automatically, contains three fields:

FROM: This will show your name and email address as defined in your email client

TO: This value can be specified by placing the phrase TO=Name on the first line of the email message body. Should the TO=Name, be omitted from the email body, this field will not be rendered on the fax.

REGARDING: This is the subject text of the email.

The remaining contents of the email message body will be rendered on the cover page. Should you wish to use your own cover page, then review the next section.

1.5. USING A CUSTOM COVER PAGE

You may opt to remove the default cover page and use the cover page contained in the first page of a document attachment instead. By default *FaxWhiz* places a simple cover page on the first page of the fax, containing the contents of the email message subject and body text. By opting to use your own cover page, you need to disable the default cover page. Disabling the default cover page also means that the email message body will be ignored and only attachments will be rendered on the fax.

To disable the default cover page, place the phrase "NOCOVER" in the message subject. Attach one or more document attachments to the email, ensuring that the first attachment contains a cover page on its first page.

1.6. MICROSOFT 2000 SPECIFIC DOCUMENTS

When submitting Microsoft Office 2000+ documents you might find that a few do not convert and render as faxes in the format that you intended when you created the document, especially in cases where the Word 2000 or Excel 2000 document is formatted to print in landscape.

In order to have the fax rendered correctly add the phrase "MS2000" to the email subject.

2. FAX2EMAIL (RECEIVING FAXES)

The Fax-to-e-mail option allows you to have your own fax number. This fax service will receive all incoming faxes and convert them to e-mail and send them to your e-mail address.

The fax is in digital format and it is attached to the e-mail as a .TIF file attachment. In essence it is a picture image of the fax as it was received. If you open this attachment it should open using the Standard Windows Image Viewer, however should you be unable to view a fax image, then please contact the IT Support Desk within your company and request that this software be installed.

It is possible to share an incoming fax line between multiple users by having the fax line linked to a generic e-mail address to which all of the users in the group have access.

This is not advisable if you are expecting to receive large numbers of faxes, in this case rather apply for additional fax numbers.

3. SUPPORT

FaxWhiz provides a web sites to its customers. The first can be found at <http://www.faxwhiz.com>. Login using your Passport number and password. With this portal you may change your account information (MyAccounts), view usage reports (Reports), purchase additional services (Purchase) or log a support call (Support).