FaxMail User Guide

BluIP FaxMail provides an easy method to send and receive faxes using your standard e-mail client. FaxMail works with any standard e-mail system including Lotus Notes and Microsoft Exchange. This document will show you as a user how to use the BluIP FaxMail system.

» Sending Faxes

To send a fax, simply attach the electronic document(s) you want to fax to an e-mail and send it to <10-digit-number>@fax.masteraccess.com. The system will combine multiple attachments into one fax. The text you type into the subject and body of your e-mail will also automatically be used to create a cover sheet for the fax.

When FaxMail receives your e-mail it will perform the following actions:

1. Convert your attachment(s) to a format that can be faxed.

2. Take the text from the subject and body of your e-mail and build a cover-sheet. The text taken from the subject field of the e-mail is added to a subject line on the cover- sheet. The text taken from the body of the e-mail will be added to the body section of the cover-sheet.

3. Send the fax to the number taken from the 'To' field of the e-mail.

4. Respond to your e-mail with either a success or failure notification. All e-mail faxes submitted to the system will be responded to with a notification. If you do not receive a notification, follow the troubleshooting instructions described in the "Notifications" section of this document.

FaxMail supports several different types of file attachments that can be converted for faxing. These include PDFs and most Microsoft Office documents. See the appendix "Supported File Attachments" for a list of supported attachments or contact 1.855.GO.BLUIP (462.5847) and a Support Engineer can tell you whether or not your file type is supported.

E-mail signatures may cause issues with submitted faxes. It is recommended that signatures be removed from the e-mail before sending to the BluIP FaxMail system.

Please see the appendix "E-mail Signatures" for details

Example: Sending a Fax from Email (Outlook)

Below is an example of an outbound fax to 818.839.6472. The 'To:' address is: 8188396472@fax.masteracces.com (any delimiting characters need to be removed from the number before sending). The file 'PDF File.pdf' to be faxed is attached to the e-mail.

Example shown is using an Outlook client

» Receiving Faxes

Once you are set up as a FaxMail user there is nothing that needs to be done to receive faxes. Any standard fax machine from anywhere in the world can send a fax to your number. FaxMail will convert your fax to an Adobe Acrobat PDF file and e-mail it to you as an attachment. The faxes will arrive in your inbox from "fax@fax.masteraccess.com".

NOTE: If you think you are not receiving faxes, check your junk-mail settings to make sure you are not missing e-mails from FaxMail.

Example: Receiving a Fax in Email (Outlook)

Below is an example of how a fax will look as it is received in your e-mail inbox from FaxMail.
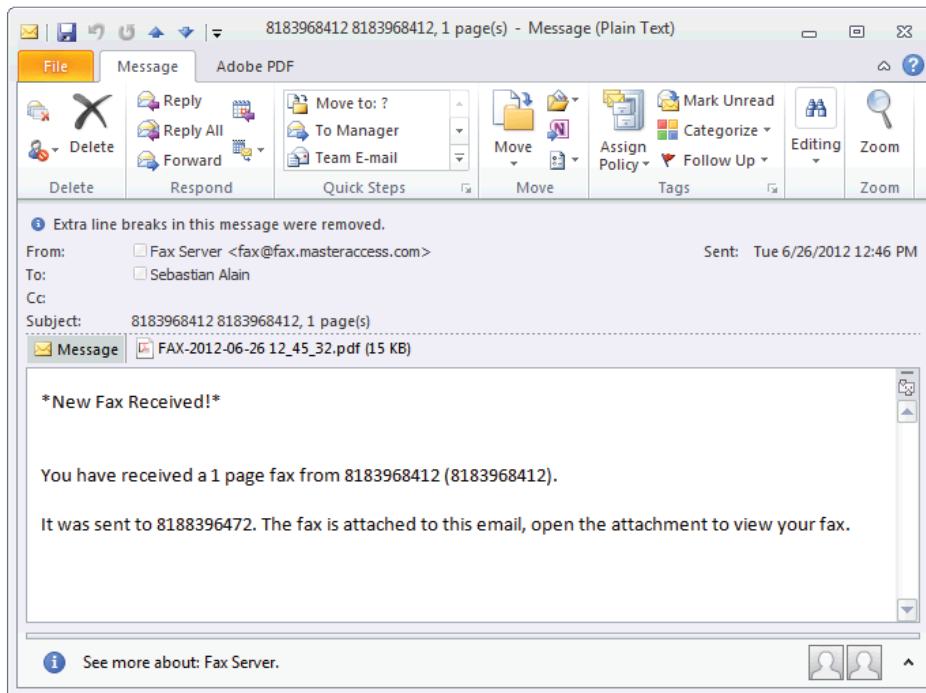
» Notifications

FaxMail will notify you via e-mail of the result of your submitted fax. See the appendix "Notification E-mails" for a list of notifications and appropriate actions to take if they are received.

All submitted faxes will be responded to with either a success or failure notification. A failure to receive a notification to a submitted fax indicates a problem and you should be investigated. If you did not receive a notification to a submitted fax please perform the following actions:

1. Wait a few minutes. It may take FaxMail some time to send out the fax. This is particularly true of large faxes. FaxMail sends notifications after the fax has been sent (or attempts were made and failed).

2. Check your junk-mail settings and rules to make sure you are not filtering the notification e-mail.

3. Re-submit the fax and verify that you do not receive a notification.

4. Contact your e-mail system administrator and ask them to verify that their system did not receive the e-mail from BluIP and that they are not filtering e-mails from 'fax@fax.masteraccess.com'.

5. Contact BluIP Support at 1.855.GO.BLUIP (462.5847)

» **Supported File Attachments**

Below is a table of the attachment file types supported by FaxMail at the time this document was published.

FILE TYPE	EXTENSION
Adobe Acrobat	.pdf
Bitmap	.bmp
Jpeg	.jpeg
Microsoft Excel	.xls(x)
Microsoft PowerPoint	.ppt
Microsoft Word	.doc(x)
Rich Text Format	.rtf
Tagged Image File Format	.tiff
Text	.txt

» **Notification E-mails & Error Messages**

Below is an example of a FaxMail notification email next to a table of common notifications that Faxmail sends in response to a fax submitted by a user. Each Notification is listed along with actions a user can take in response to each. Please do not respond to a notification e-mail. This e-mail notification system does not receive e-mails.
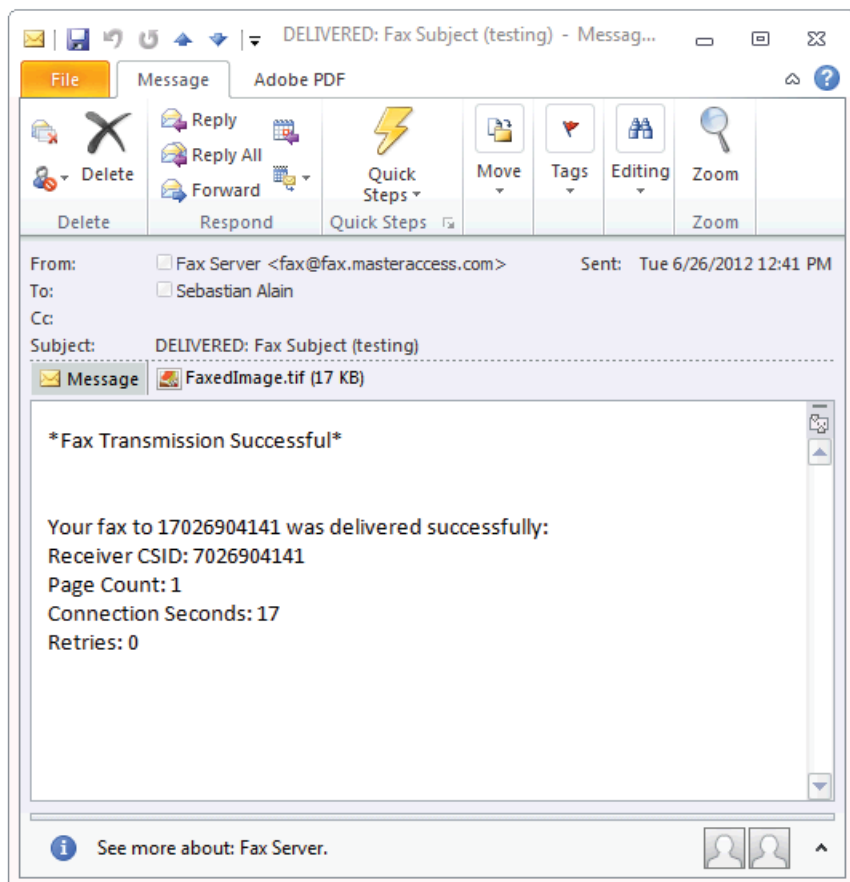
NOTIFICATION TEXT	ACTIONS TO TAKE
Fax Transmission Successful	This indicates a successful Fax. No action necessary
Error: Busy	This indicates that FaxMail received a busy signal after multiple attempts to send your fax to the number you specified. Please verify the number, wait and try your fax again.
Error: Conversion Error	This indicates that FaxMail could not convert your file attachment. Please verify that your attachment is of a supported type. Try the fax again, making sure to remove any signatures from your email.
Error: Unallocated (unassigned) number	This indicates that FaxMail could not dial the destination number because it is invalid. Please verify the number and try again.