



More Fax Sending Options

Email Addressing Options

The basic format for addressing your fax is: FaxNumber@My.SaveOnFaxes.com
However, there are two more formats you can use to send your internet fax:

FirstName_LastName.FaxNumber@SaveOnFaxes.com

FirstName_LastName.CompanyName.FaxNumber@My.SaveOnFaxes.com

Note: Do not use spaces. All spaces should be replaced with an underscore "_".

Following the instructions above will fill the fields as shown below in your default cover sheet.

For example:

Joe_Merces.Premiere_Global_Services.8666158739@SaveOnFaxes.com.com will populate the cover sheet 'To:' and 'Company:' fields with Joe Merces and Premiere Global Services, accordingly.

Fax Handling Options

Special handling options are supported by entering one or many of the following parameters in the Subject of your email message:

Parameter	Description / Value
//CP=	Cover Page Control. Possible values include "None" or MailMerge Cover Page Object Name.
//CREF=	Customer Reference String.
//BC=	Customer Billing Code String.
//FINE	Fax document rendered in Fine output mode.
//STD	Fax document rendered in Standard output mode.
//NOREPORT or //REPORT=NONE	Suppress the generation of reports driven by profile settings.

//NOBODY	Ignore the email body (first MIME type).
//D=MM/DD/YYYY (US) //D=DD/MM/YYYY (UK)	Fax job release date.
//T=hh:mm	Job release time (hour, minute) in military time format. (Ex. 13:30).

Busy signals and wrong numbers

The retry method used is:

Busy: Try 4 times at 3, 5, 10 and 15 minutes apart.

Error: Try 2 times at 10 minutes apart.

Confirmation Reports

Confirmation reports are made available at your request. The report will reflect the same subject line as the fax sent. The report will also contain other important information, such as Job Number, Page Count, Summary and Detail data. The detail data section of the delivery report contains the status of a fax. A status of "SENT" indicates that the fax was successfully delivered to a fax number. See below for more status codes and descriptions.

Fax Status Codes

Value/Code	Description
BLOC	Fax number is invalid (i.e. 999-999- 9999) or blocked. The fax was not delivered.
BUSY	The fax was not delivered because the fax machine was busy when dialed.
DISC	The fax was probably not delivered. The fax machine disconnected, usually because of a fax protocol error, or because the receiving fax machine ran out of paper.
ERR	This code is used for situations different from any of those explained above; problems that are obscure at best.
FRM	Invalid form name specified. The message was not delivered.
ICPT	The fax was not delivered. This indicates that the fax number is probably wrong for some reason, or changed, or there was a phone line contention. An operator or a recording may have intercepted the call to indicate the call could not be completed. This is occasionally a problem in calling overseas

	locations, where phone lines may be few and in great demand.
NOAN	The destination fax machine did not answer. It could have been turned off, or it may have been out of paper. Also, the number may be wrong, or a person or answering machine picked up upon each attempted delivery.
NOFN	The fax was not delivered. Even today, there are some fax machines that cannot accept transmissions in fine mode. You will see this code if you have tried to send a fax in fine mode to such a machine.
NOFX	The fax was not delivered. The machine that answered the call did not provide a valid fax machine response, or the fax machine disconnected, usually because of a fax protocol error, or because the receiving fax machine ran out of paper.
PAGC	After SaveOnFaxes.com sends a fax page, the receiving machine is expected to respond with a confirmation that the page has been received. If you see this code, it means that the receiving fax machine did not respond. SaveOnFaxes.com will not consider a fax to be sent unless such a signal has been received for every page. However, it is possible that the recipient has received the fax, especially if the receiving fax machine failed to signal a confirmation on the last page.
PRO	Processing error resend.
PVOC	The fax was not delivered. SaveOnFaxes.com detected a human voice answered the phone, rather than a fax machine squeal. Even if you are sure that the fax number is valid, we suggest dialing the number on your phone to check anyway. Many fax machines share a voice phone line; busy circuits could cause an operator recording to come on line instead of the call getting through; or, the fax modem interpreted the signal it received as being within the range as that of a human voice.
SENT	The message was delivered.
TRAN	Translation error. The message was not delivered.
TFDD	The fax number has too few dial digits. The message was not delivered.
TMDD	The fax number has too many dial digits. The message was not delivered.
UNCC	Unknown country. The message was not delivered.
EXP	Retry has expired. Stop time on job.

Outbound File Formats

The following is a list of document formats that are currently supported for sending outbound faxes:

Type of document	Versions supported	File Extensions
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Word Processing		
Microsoft Word	Win: v. 95, 97, 2000-2003 Mac: v. 4, 5.x, 95, 98, 2001, X	DOC
Visio Drawing	v. 3 and above	VSD
Rich Text Format	All versions.	RTF
Plain Text	All versions.	TXT
Graphics		
JPEG	All versions.	JPG, JPEG
Windows Bitmap	All versions.	BMP
GIF	All versions.	GIF
Microsoft PowerPoint	Up to v2003	PPT
Tagged Image File	All Versions.	TIF
PostScript	All Versions.	PS
Spreadsheet		
Microsoft Excel	v. 5, 95, 97, 2000	XLS
Other		
HTML	All Versions. Now includes support for encrypted documents.	HTM, HTML
Microsoft Publisher	2003	PUB
Microsoft Project	2003	MPP
Printer Control Language	PCL5	PCL
Adobe Acrobat	All Versions.	PDF

Email Software

Most popular email software can be used with SaveOnFaxes.com. To ensure that your email will be properly handled by SaveOnFaxes.com, verify that the Internet Email sending format is set to MIME with the text encoding option set to "none". Please note: UUEncode is not supported so ensure this is not enabled.

