



# SA Domain FaxMail User Guide

Rev: 1.1

- 1.1 Frequently Asked questions.....Page 2-3
- 1.2 Configuration of Mail client.....Page 4-6
- 1.3 Download Fax Driver.....Page 7
- 1.4 Sending a fax using the Fax Driver.....Page 7-9
- 1.5 Sending a fax using Email.....Page 10-11
- 1.6 Adding Recipients.....Page 12
- 1.7 Customise Cover Page.....Page 13
- 1.8 Fax to Email (Receiving).....Page 14
- 1.9 SA Domain Contacts.....Page 14



## 1.1 Frequently asked questions:

Q: Is any additional Software required?

A: No, Fax to mail is in a file format common to most Operating systems. A Tagged Image Format file (.Tif) is attached to the email which can be read by most default viewers. Should you be unable to read this file format, free Tif images viewers are available from the internet.

Q: How do I send faxes?

A: You can send faxes from your pc to fax machines anywhere in the world, by downloading the driver from our website. Faxes are sent via email and converted into analogue signal for fax machines. Charges are applicable for sending faxes and are charged according to our rate sheet and are done using a pre-paid payment method.

Q: Can I receive faxes from abroad?

A: Unfortunately this is not currently available. This is due to 0866\*\*\* numbers not having international receiving capabilities.



Q: How will this benefit me?

A: Fax to Email can benefit you in the following ways:

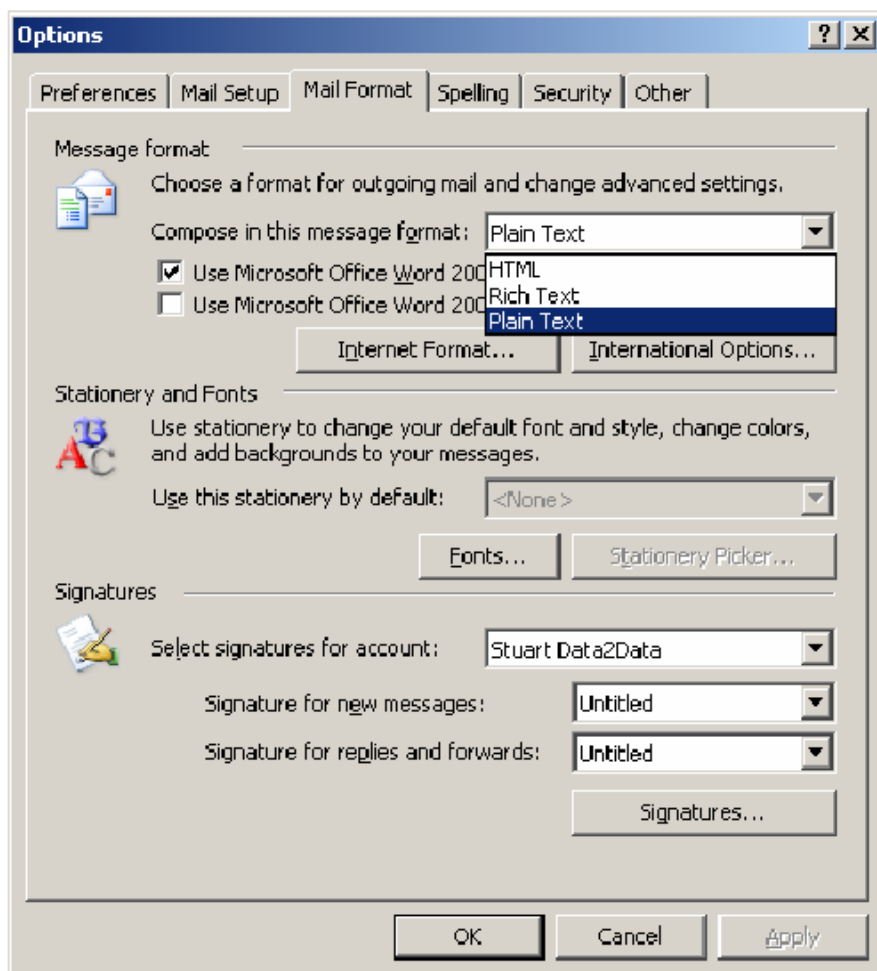
- Faxes are sent directly to your email
- Ensures privacy and confidentiality
- No need for expensive fax machines and line rentals
- No Additional hardware or software required
- You can have multiple fax numbers per company
- Allows you to receive faxes anywhere you can access your existing email
- Faxes can be stored on hard drive, emailed and printed as needed.
- This facility can accommodate high volumes of faxes
- No need to distribute faxes from a central point
- Each user can have a unique fax number
- Free Voice to Email service
- No special training needed
- Online billing and reporting information

Q: How does it work?

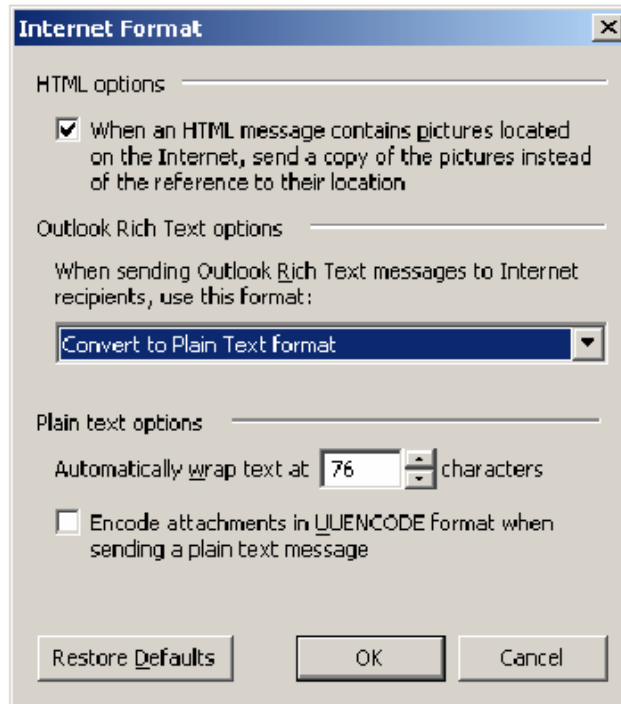
A: From a dedicated range of 0866\*\*\* numbers, a number is assigned to you and linked to your email address. When a fax transmission is received, it is converted into a digital format and sent to your email address in a Tif file format.

## 1.2. Configuration of Mail client

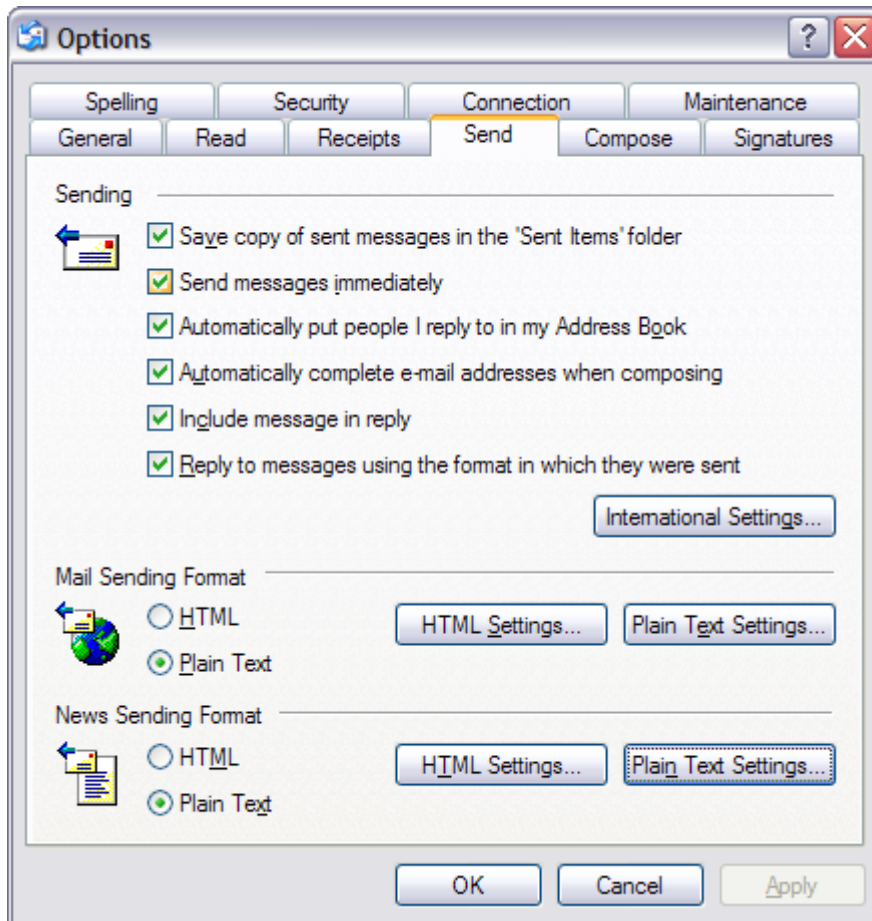
- If using Microsoft Outlook 2000 or above the following configuration changes need to be made in order for Mail to Fax to function correctly.
- From the menus select the Tools>Options>Mail Format Tab
- Change the format in which Outgoing mail is set to Plain Text.



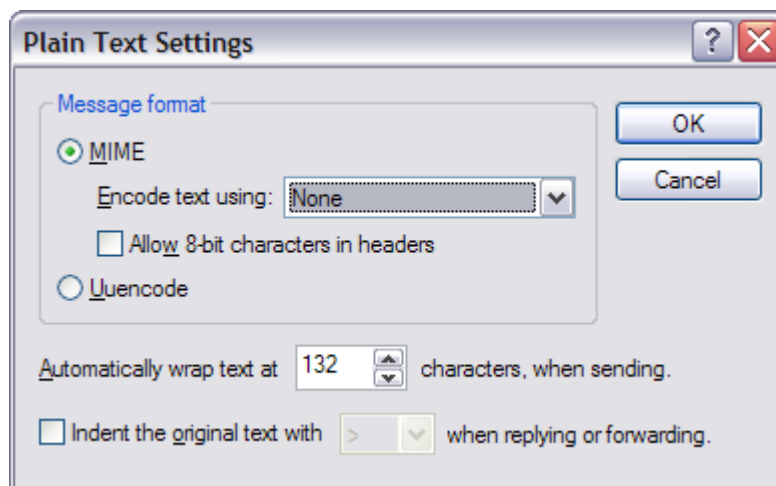
- Check either the Settings or Internet Format box (Depending on Version of Outlook) to ensure messages are set to convert to Plain Text format and encoding set to "none" using MIME



- When using Microsoft Outlook Express 5 or above, from the Menu
- Select Tools>Options and the Send Tab
- Select Plain Text from the Mail Sending Format section.



- Open the "Plain Text Settings" box and select MIME and "None" from the "Encoded text using:" drop down menu.

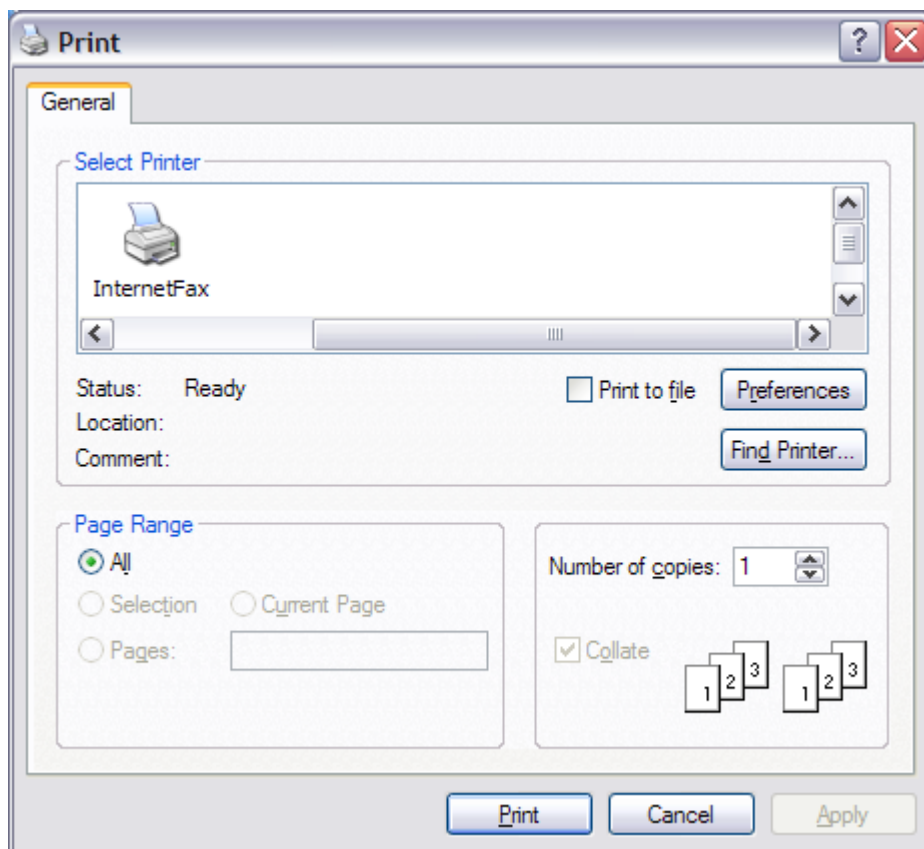


### 1.3. Download Fax Driver

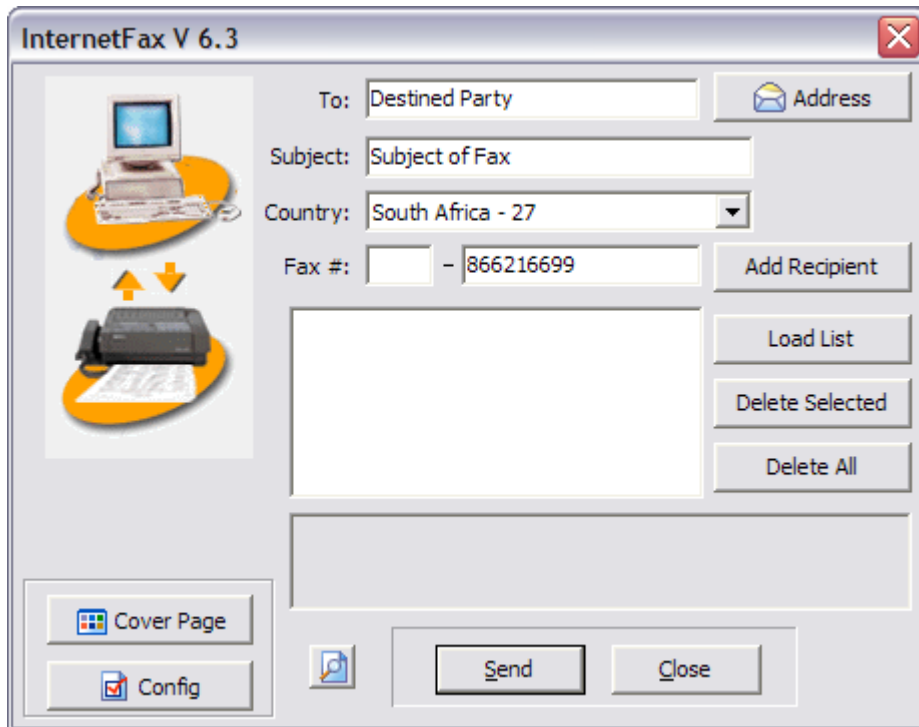
- Download the Fax driver by visiting the following link:  
**[http://faxmail.sadomain.co.za/download/FaxMail\\_InternetFaxV701.zip](http://faxmail.sadomain.co.za/download/FaxMail_InternetFaxV701.zip)**
- Click on the Internet Fax Driver icon and then click start download to save the driver to your hard drive.
- Open the saved file using a compatible zip program and run setup.exe
- This will extract the necessary files to your hard drive.
- Once completed there should be an additional printer called "InternetFax" installed.

### 1.4. Sending a fax using the Fax Driver

- Locate or create the document you would like to send as a fax document.
- From the File menu, select Print and select the "InternetFax" printer. (Available after fax driver installation)



- Click OK.
- The "InternetFax V 6.x" dialog box should appear requesting faxing details.
- When entering details of fax destination, ensure the correct country is selected from the drop down menu, and the number entered is without the leading "0" E.g. If the number to be dialed is 011- 999 1234, you will need to enter it as follows: 119991234 (See below Example)



- The first time a fax is sent using this method of delivery, your configuration details will need to be checked by using the "Config" button from the "InternetFax V 6.x" window.

Settings

Cover Page Information

Full Name Frans de Graaff

Company SA Domain

Your Email Address frans@sadomain.co.za

Your Fax Number 0866266005

Authorization

User Name sadtestfax

Password \*\*\*\*

Save Close

- Enter details and ensure Username and Password are entered correctly. **Username and Password Are Case Sensitive!**
- Click Save to save details and return to the "InternetFax V 6.x" window
- Click send to start fax transmission
- The "Fax File Cabinet" window should appear after a short wait showing the status of the sent fax. These will be Success, Failure or Voice Answer.



## 1.5. Sending a fax using Email

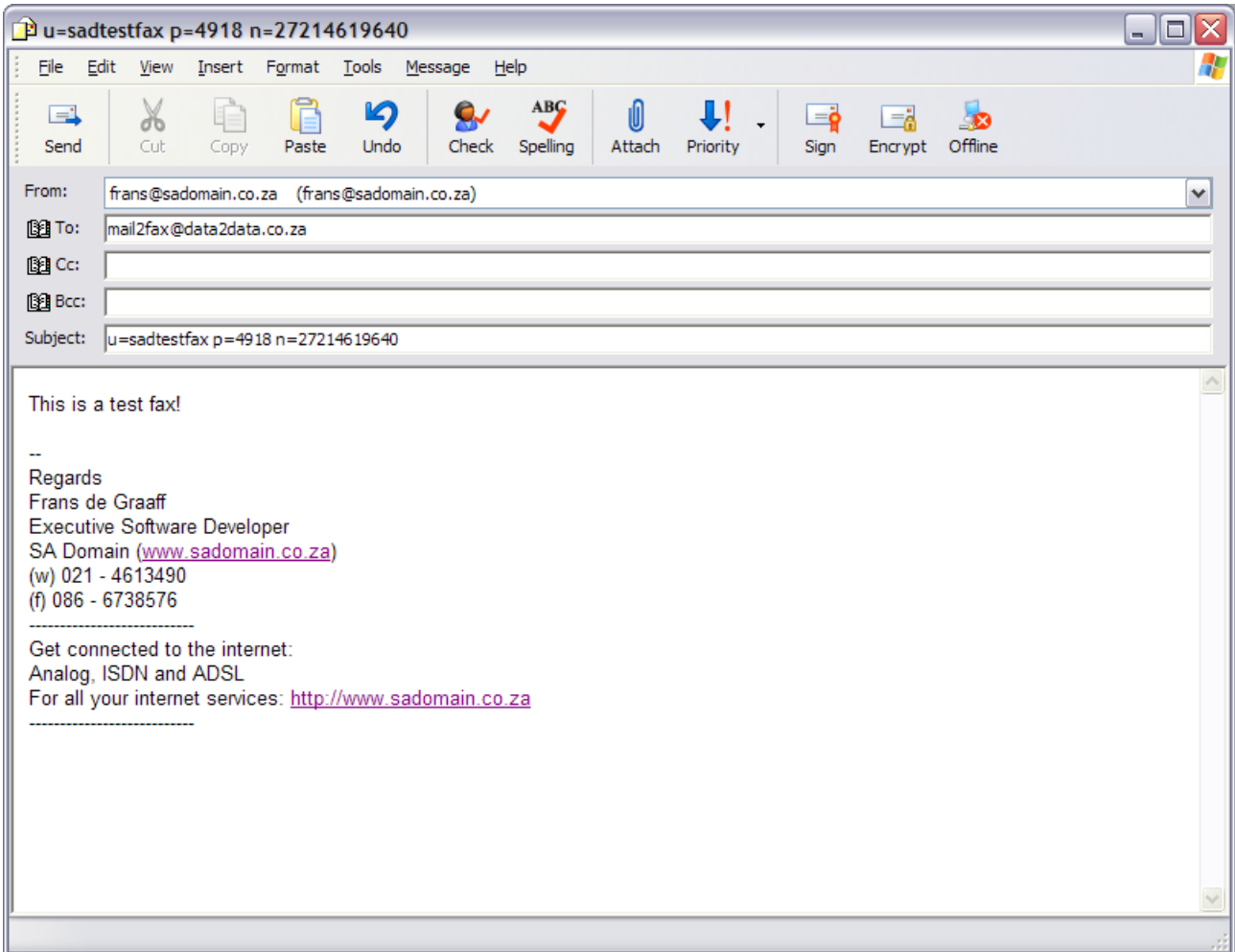
- When using email to send a fax, you must ensure the email client has been configured as in point 1.1.
- Compose the email you want to send as a fax transmission and follow the steps below
- Address the Email to [mail2fax@data2data.co.za](mailto:mail2fax@data2data.co.za)
- In the subject line enter details as follows:

u=username  
p=password  
n=number

- Use a single space between each of the three categories and remember Username and Password are Case Sensitive.
- The number format to be entered is as follows:

n=27119991234 (Where 27 is South Africa's dialing code, 11 is the area code without the leading "0", and 9991234 is the number)

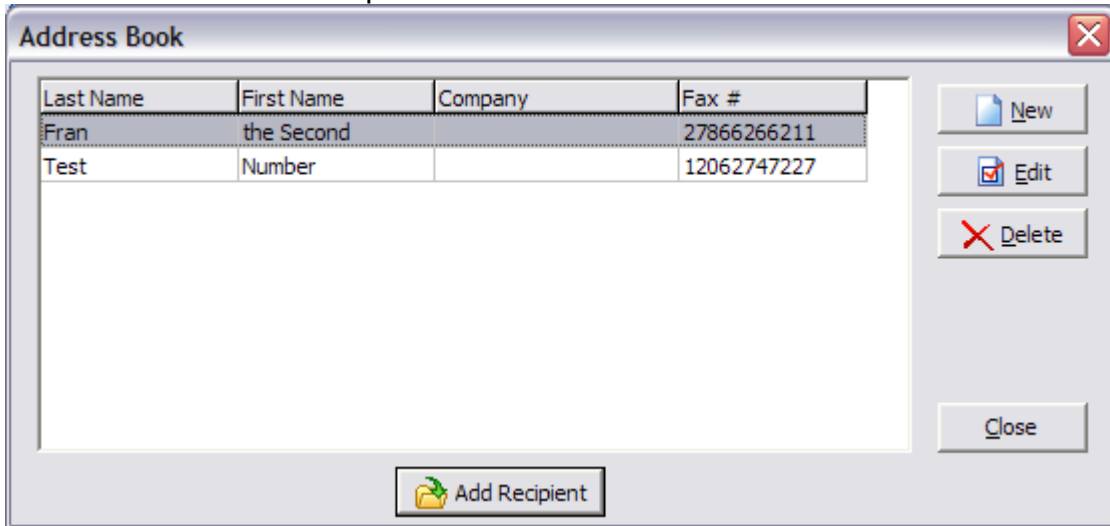
Full stops can also be used to denote breaks in country, area codes and numbers. E.g.  
27.11.9991234



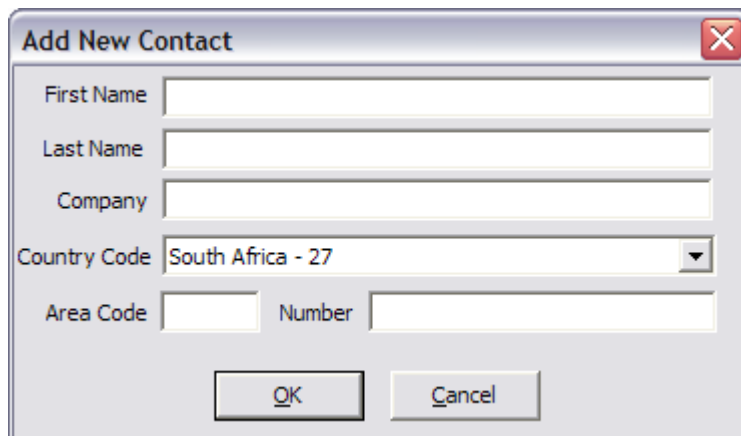
- Click send to finish.

## 1.6. Adding Recipients

- You can customize your list of recipients by adding contacts from the "InternetFax V.6x" Window.
- Click the address button to open the address book as shown below



- Select New
- Add new contact details using the correct country code and number format and click OK.

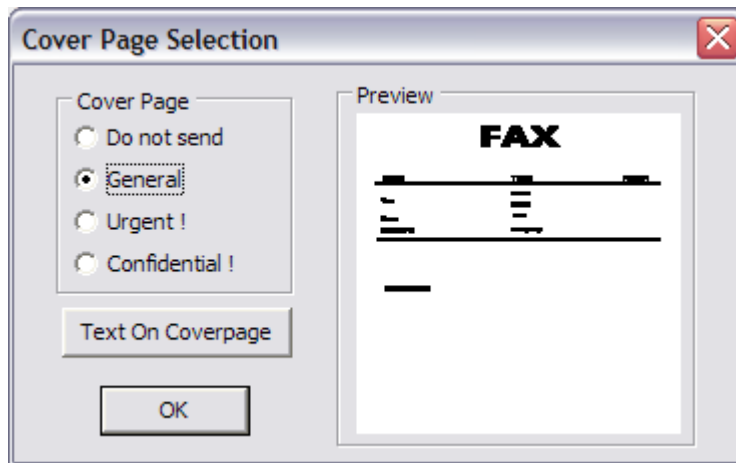


The screenshot shows a dialog box titled "Add New Contact" with several input fields and buttons. The fields are: First Name, Last Name, Company, Country Code (a dropdown menu showing "South Africa - 27"), Area Code, and Number. At the bottom are "OK" and "Cancel" buttons.

- To select recipients, use the address button from "InternetFax V 6.x" window, highlight the recipient and click Add Recipient. The details will be transferred into the "InternetFax V 6.x" window for transmission.

## 1.7. Customise Cover Page

- You can add a cover page to the Fax Transmission by selecting Cover Page from the "InternetFax V 6.x" window.
- The cover page can be customised using the General, Urgent and Confidential radio buttons.
- The text of the cover page can then be added using the "text on Cover page" button.



- By default, no cover page is sent.



## **1.8. Fax to Email (Receiving)**

- No configuration is needed for receiving of faxes.
- Faxes are received in .tif file format as an attachment to the email.

## **1.9. SA Domain Contacts**

Email: [support@sadomain.co.za](mailto:support@sadomain.co.za)

Tel: 021 461 3490

Website: <http://www.sadomain.co.za>