

# FaxNEXT E-mail to Fax Service

## Quick Reference Guide

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### I. Addressing Faxes

1. Compose an e-mail message addressed to "faxnumber@faxnext.com".

Make sure the number is in the form of country code + area/city code + number (the country code for the U.S., Canada, Caribbean is "1").

Examples: When faxing to a U.S., Canadian or Caribbean fax number, address as follows:

17325551212@faxnext.com or 1-732-555-1212@faxnext.com

**IMPORTANT: When faxing to U.S., Canadian or Caribbean fax numbers, always use a "1" plus the area code and fax number, even if you are faxing to a local number.**

When faxing to all other countries, address as follows (this is an example to Japan, country code "81"):

81312345678@faxnext.com or 81-3-1234-5678@faxnext.com

**IMPORTANT: Do not use the country's international access code, such as "011" or "00", as you might with an international phone call. Always begin the fax number with its country code.**

You can address your message with digits only, or with dashes.

2. Type in your message. Attach any documents at the end of your message.
3. Hit "Send"! A delivery confirmation will come back to you in your e-mail inbox once the FaxNEXT Network has delivered your fax.

### II. Cover Pages

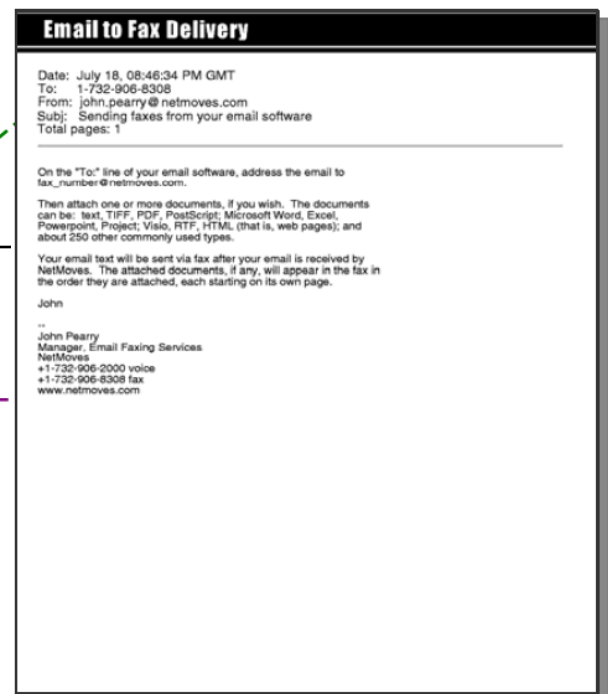
If you type any text in your e-mail message, the FaxNEXT Network will put it on a cover page, as shown at right.

The cover page includes **addressing information**, including the date, recipient, your e-mail address, the subject of your message (taken from your e-mail's subject line), and the number of pages.

The e-mail **text you typed** appears right after the addressing section.

If you have a lot of text, it will continue on page 2. Any documents you attach, like Microsoft Word or Excel files, will follow your e-mail text, each document starting on a new page, delivered in the order in which they were attached.

If you don't include any text in your e-mail, the cover page is skipped and the first page of the fax is the first page of the first attachment you sent.



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### III. Attaching Documents

You can attach documents to be faxed — as many as you want — just like you do when attaching documents to an e-mail. Here's a list of the document types FaxNEXT E-mail to Fax Service supports:

#### Document Versions

Adobe PDF v2.0 to 5.0  
Corel Presentations v7.0 to 8.0  
Corel Quattro Pro v7.0 to 8.0  
Corel WordPerfect v5.x to 6.1  
Corel WordPerfect Graphics v1.0 to 2.0  
DCX  
GIF  
HTML  
IBM DCA/RFT vSC23-0758-1  
JPEG  
Lotus 1-2-3 v2.x to 97  
Lotus AMIPro v96 to R9  
Lotus Freelance v96 to R9  
Lotus WordPro v96 to R9  
Microsoft Excel v5.0 to XP  
Microsoft PowerPoint v4.0 to XP  
Microsoft Project v4.0 to 98  
Microsoft Word v4.0 to XP  
PCL  
PC Paintbrush (PCX) All  
Plain Text (ASCII)  
PostScript All  
Rich Text Format (RTF)  
TIFF  
Visio v4.0 to 6.0

There are a few things you can do to maximize your success when faxing attachments:

1. Don't send password-protected documents. The FaxNEXT Network won't be able to turn them into faxes, because it won't know your password to "print" them into a faxable format.
2. Make sure that any graphics or files that are referenced in your document are **embedded** in the document – not just "linked to". If FaxNEXT receives a document in your e-mail message that refers to a file, picture or a graphic that only exists on your hard drive, we won't be able to fax your document successfully – there would literally be pieces missing!

The same goes for unusual fonts. If you use a font that FaxNEXT itself doesn't have, and the font isn't otherwise embedded inside your document, FaxNEXT will substitute as similar a font as possible.

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### IV. Using Your E-mail Address Book for Faxing

With FaxNEXT E-mail to Fax Service, you can use any existing e-mail address book to store frequently used fax numbers. Here's how:

1. Create an address book entry. Give it a distinctive name that tells you the message is going out as a fax, like "Janet's Fax". That way, if "Janet" already has a traditional e-mail address stored in your address book, the name "Janet's Fax" will let you decide easily between sending to her fax number or to her e-mail.

2. Type the person's fax number followed by "@faxnext.com" as the e-mail address. For example: "17321234567@faxnext.com." When you want to fax to this person, just compose an e-mail to their "fax" e-mail address. For example, send your e-mail to "Janet's Fax" to reach her fax machine.

**Note:** Remember that the fax number must start with the recipient's *country code and city/area code*—even if it's a local number.

**Tip:** *You can send someone a fax to the fax number stored in your e-mail address book and an e-mail to an e-mail address at the same time! Just put both addresses on your email's "To:" line. Those destined for delivery to a fax machine will be routed to the FaxNEXT Network for fax delivery.*

### V. Languages Other than English

The current version of FaxNEXT E-mail to Fax Service supports e-mail text and documents in English, plus

- Arabic
- Baltic
- Central European
- Chinese--Simplified
- Chinese--Traditional
- Cyrillic
- French
- German
- Greek
- Hebrew
- Italian
- Japanese
- Korean
- Portuguese
- Turkish
- Unicode
- Vietnamese
- Western European

### VI. Fax Retry Schedules.

FaxNEXT will try to deliver your fax for you several times, if necessary, to overcome common delivery obstacles like busy signals, fax machines that ring but do not answer, and so on. This is done automatically by the FaxNEXT Network at no extra cost to you. On its standard retry schedule, the FaxNEXT Network attempts to reach the recipient fax machine for about 15 minutes, if necessary, before ceasing its attempts and immediately e-mailing you a non-delivery notice describing the problem the network encountered.

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### VII. Customer Support Information

#### 1. Corporate Subscribers

If you are a corporate subscriber, please contact the authorized administrator for FaxNEXT Services within your company. That person will have full access to FaxNEXT support resources to resolve any problems or handle any special requests you may have.

#### 2. All Other Subscribers

End-user support for all other subscribers is available as follows:

E-mail: [support@FaxNEXT.com](mailto:support@FaxNEXT.com)

Web: <http://www.voiceNEXT.com>

Phone (Monday – Friday, 8:00am – 9:00pm US Eastern Time):

Within the U.S.: 1 888 369 6398

Outside the U.S.: +1 732 653 5000

Fax: 1 732 907-1833

FaxNEXT end-user assistance is currently provided in English only.