



"Serving the Maritime community for more that 20 years"

# EMAIL 2 FAX

## User Guide

### HOW TO FAX FROM INTERNET EMAIL



*Note : This document is intended for users who are already familiar with Internet email use and concepts.*

## ALICOM SYSTEMS LIMITED

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## EMAIL 2 FAX BENEFITS

**Reduce costs** – our competitive fax rates make faxing very affordable and as easy as sending email.

**No investment necessary** – your user community enjoys fax from the desktop but without investment in expensive fax hardware and software.

**Send text messages as fax** – follow our simple instructions and you can send the same text message to email, fax and even telex addresses.

**Send attachments as fax** – WYSIWIG conversion of most popular file types lets you send digital quality fax documents.

**Fax directly from Windows applications** - alternatively, send directly from open Windows documents to fax addresses e.g. WinWord.

**Fax paper documents** – scanned documents can be sent as attachments or from open Imaging applications e.g. Kodak.

**100% automated** – no printing, queuing, waiting or busy signals .

**Rapid delivery 24 hours x 365 days** – send at any time from any place

**Delivery Notifications to email originator** – tells you when your fax has been delivered.

**Optional compressed image of first page with Delivery Notification** – for complete proof of delivery.

**On-demand delivery status reports** – gives you control of when and how you receive status reports.

**Web-Status reports** – access reports in real-time directly from our website [www.alicomsystems.com](http://www.alicomsystems.com)

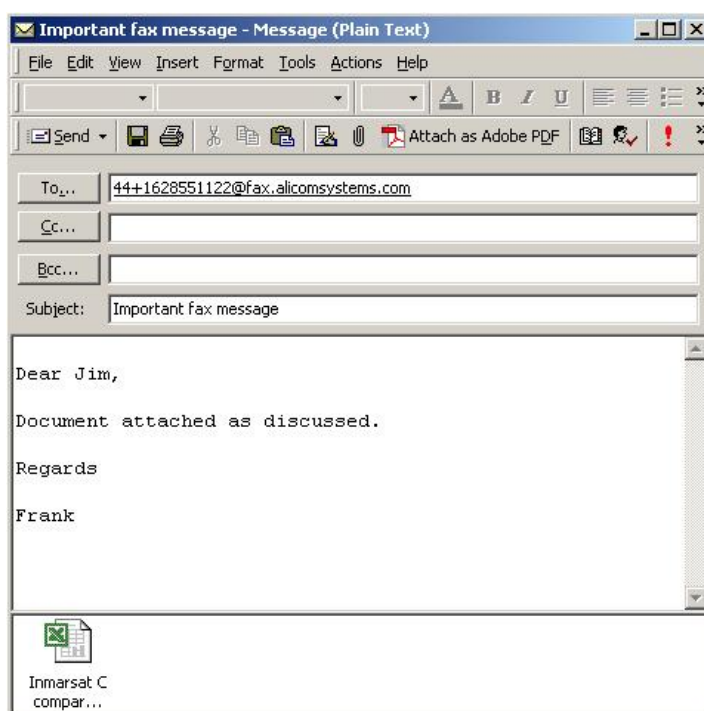
**2 hour registration 9-5GMT Monday-Friday** – subject to credit approval, all we need are your email addresses - **Start TODAY.**

## ADDRESSING A FAX

**Addressing Your Fax Message** - Prepare your message as you would an email message but use the following addressing convention:

**44+1628551111@sfax.alicomsystems.com**

In this example **44** is the country code for the United Kingdom, **1628** is the area code and **551111** is the fax number.



**Country Codes** – you can use the standard international (IDD) codes but omit preceding zeros. If you are not familiar with these you can download from our web site.

**Multiple Fax Addresses** – you can send to several fax addresses as simply as one e.g.

TO: 44+1628551111@sfax.alicomsystems.com;  
65+3452400@sfax.alicomsystems.com;  
20+34219845@sfax.alicomsystems.com



**Mixed Email and Fax Addresses** – you can send the same message to several fax and email addresses e.g.

TO: *44+1628551111@sfax.alicomsystems.com;*  
*65+3452400@sfax.alicomsystems.com;*  
*john.smith@aol.com;*  
*oscar.slater@hotmail.com*

**Alternative Fax Number(s)** - You can specify delivery to an alternative fax number if we are unable to deliver your message to the primary number. Simply use the following addressing convention:

*44+1628551111#44+1628528987@sfax.alicomsystems.com*

Two alternative addresses can be provided.

**Finally press the send button to submit your fax.**



## FAXING TEXT MESSAGES

**Message Format** - For best results you should send in TEXT format rather than HTML.

**Font** – 10c.p.i. Courier or Courier New is recommended.

**Line Wrapping** - You should consider line wrapping between 70-75 characters.

**Your LOGO on Text Faxes** - Your LOGO can be stored on our fax hub and printed above the fax message text. Please contact [helpdesk@alicomsystems.com](mailto:helpdesk@alicomsystems.com) for guidance.



## FAXING ATTACHMENTS

You can send attachments which will be converted to fax.

**Supported file formats** – the following file types will be converted and the results will be WYSIWYG:

<u>Application</u>	<u>File Extension</u>
MS Word	.doc
MS Write	.wri
MS Excel	.xls
MS PowerPoint	.ppt
MS Publisher	.pub
Portable Document Format	.pdf
Lotus 123	.123/.wk4/.wk5
Lotus Ami Pro	.sam
Lotus Freelance	.pre/.prz
PaperPort	.max
WinFax	.fxr/.fxs/frd
Jpeg	.jpg
Tiff	.tif
Paintbrush	.pcx
Bitmap	.bmp
HTML	.htm

**Other file types** – many other file types can also be processed and faxed but the results can not be predicted.

**To Fax Attachments Only** – i.e. no text page:

- do not type any text in the text box of your email message  
or
- type **@NOTEXT** (must be upper case) in the subject field if there is text in the text box which you do not want faxed.



## FAXING FROM WINDOWS

**Fax From Open Windows Documents** – If the application supports the “File” and “Send to” options you should be able to fax directly from an open document (save this first).

**Which Applications?** - the list of supported file types is shown on the previous page.

**“File” and “Send To”** - The “Send to” options vary from one application to another so we suggest you test your applications for best results or contact our helpdesk for guidance.

**Fax From ANY Windows Application** - If you would like to fax from an application which we do not currently support please contact us as we can supply i-Fax client software which supports faxing from ANY Windows application.



## FAXING PAPER DOCUMENTS

Paper documents can be sent as fax using our Email 2 Fax Service. The documents must be captured electronically and sent as an email attachment or from an open Windows application.

**Document Capture** – There are two ways to capture paper documents electronically.

**Scanners** - Most software supplied with scanners lets you save scanned documents in TIFF format (.tif). You should scan/save the document as a Black and White Bitmap with output resolution of 200.

Note : for best results the above formatting is strongly recommended. Other formats may result in poor quality faxes and vastly extended delivery durations.

**Fax Software** - You can send documents from a fax machine to a PC equipped with suitable fax software and hardware e.g. WinFax. This will result in the fax being saved in one of the following file formats:

<u>Fax Software Used</u>	<u>File Extension</u>
MS Fax	.awd
WinFax/WinFax Pro	.fxr/.fxd/.fxs
Various other fax software	.tif

**Sending to Alicom** - You can send as an email attachment or using the "File" and "Send to" option from an open Windows application

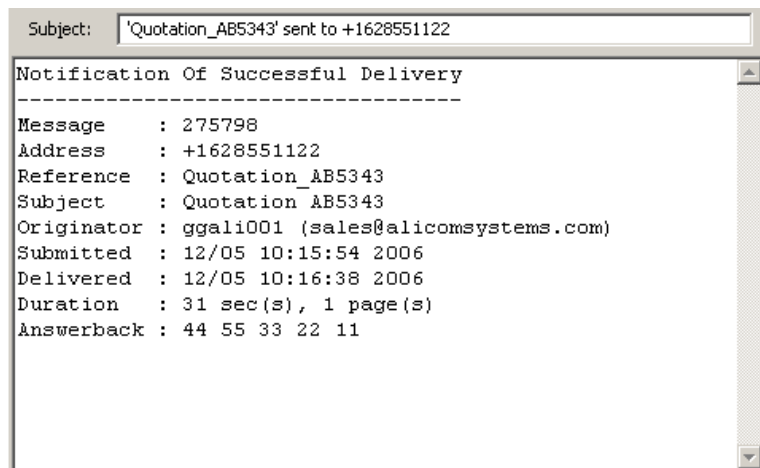
## PROOF OF DELIVERY

**Optional Arrival Notification** - Our system can email you an Arrival Notification on receipt of your message by our hub. To request this you must type the following in the Subject field:

**@ARRIVE** - must be upper case and there must a space before or after the subject e.g. where abc123 is the subject:

@ARRIVE abc123  
or  
abc123 @ARRIVE

**Delivery Notification** - You will receive a Delivery Notification by email when the message has been delivered which includes time and date delivered, duration and recipient's CSI, if any.



**Failure Notification** - If we are unable to deliver the message you will receive a non-delivery notification with the reason for non-delivery.

**(Optional) Text in Delivery Notification** - For text faxes we can include a full copy of the message text with the Delivery Notification.

**(Optional) Copy Fax in Delivery Notification** - For Image faxes we can include a compressed image of the first page with the Delivery Notification.

If either of the above is required please contact [helpdesk@alicomsystems.com](mailto:helpdesk@alicomsystems.com)



**Reporting Options** - You can request a report of messages processed at any time by using the following convention:

**?update@sfax.alicomsystems.com** - lists all messages delivered since the previous update request plus messages cancelled and retrying

**?today@sfax.alicomsystems.com** - lists all messages delivered today plus messages cancelled and retrying

**?yday@sfax.alicomsystems.com** - lists all messages delivered yesterday plus messages cancelled and retrying

**Scheduled Reporting** - We can deliver reports to email or fax addresses automatically and in a variety of formats should this be required.

Please contact [helpdesk@alicomsystems.com](mailto:helpdesk@alicomsystems.com) to discuss specific requirements.



## WEB REPORTS

Alicom can also provide reports for you account, or your group of accounts via our website at [www.alicomsystems.com](http://www.alicomsystems.com).

First you need to apply for a login ID by emailing [helpdesk@alicomsystems.com](mailto:helpdesk@alicomsystems.com)

Once you have your login name and password point you browser to [www.alicomsystems.com](http://www.alicomsystems.com) then login using the user ID and password provided by the Alicom Helpdesk team.

Please refer to the Alicom customer web portal guide for details on using this service.