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## **FAXAWAY USER'S GUIDE**

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# **FAXAWAY QUICK START**

## **A. Requirements**

You must be able to send and receive email, but Faxaway does not require that you have World Wide Web or Internet access. You will also need to register your email address with Faxaway to activate your account.

## **B. Sending Email Messages**

Set your email to PLAIN TEXT Format. HTML is not a supported email format.

Address your email message TO: "faxnumber"@fax2.faxaway.com

Include the country code, followed by the area or city code, then the fax number (even if you are sending to a local fax number). Do not include international dialing codes (011 or 0), spaces, or non-numeric characters (such as dashes or parenthesis). These or other non-numeric characters will cause Faxaway to reject the message.

Example: To send a test fax to Faxaway Customer Support (206-479-7500) - 12064797500@fax2.faxaway.com

Country code: 1 (North America) City/Area Code: 206 Local fax number: 4797500

If you wish to send the same message to more than one number but less than 10, add additional fax numbers in the To: or Cc: fields of your email. If combining Faxaway addresses with regular email addresses, the Faxaway addresses must be listed first. Faxaway cannot read fax numbers listed in the Bcc: field of your email.

See the Faxaway User's Guide, Section 1. (How To Send Your Email To Fax Message) for information on sending text messages, attachments or a combination of both in your email to fax message.

## **C. Account Basics**

Faxaway recognizes your account from the email address in the FROM: field of your email. If you send from an email address that is different than your registered email address, Faxaway will think that you are a new user.

Each account may have one main address and up to 249 sub-account email addresses.

For security purposes, the main email address must be used to make any adjustments to accounts: adding/deleting sub account addresses or changing billing information

## **C. Helpful Tips**

The combined file size of any attached file or files, cannot exceed 5 Megabytes.

When you send a fax through Faxaway, each separate message generates an automated confirmation message.

We will try up to four attempts to send the fax before we notify you of a failed transmission. Faxaway will always send you a confirmation email telling you the status of the fax transmission.

If you have not received a confirmation within a reasonable time (generally 5-10 minutes), please use the Interactive Command LIST CALLS (See Section 4. of Faxaway User's Guide) to verify the status of all completed faxes.

**NOTE: Please refer to the Faxaway User's Guide for complete information on all account features and options.**

# **FAXAWAY USER'S GUIDE**

## **1. HOW TO ADDRESS YOUR EMAIL TO FAX MESSAGE**

### **1.a. Basic Addressing Information**

When sending a fax message, always include the country code, followed by the area or city code, then the fax number even if you are sending a fax locally. Do not include international dialing codes, spaces, or non-numeric characters. These may cause Faxaway to reject the message.

You can send the same message to up to 10 recipients (or 10 separate fax numbers). Add the 9 additional fax numbers by using the To: or Cc: fields of your email. To send the same message to more than 10 recipients use the Broadcast fax feature; email the auto-respond address: [bcf@fax2.faxaway.com](mailto:bcf@fax2.faxaway.com) for information on our broadcast feature or, go to the broadcast section of our User's Guide (See Section 10. of this guide).

When combining Faxaway addresses with regular email addresses, please list the Faxaway address first. Please do not use the Bcc: field. Faxaway cannot read fax numbers listed in the Bcc: field of your Email.

Example TO: [18009659694@fax2.faxaway.com](mailto:18009659694@fax2.faxaway.com); 12064797500@fax2.faxaway.com

We encourage new users to send a test fax message to their fax machine, to familiarize themselves with the Faxaway. If you do not have access to a fax machine, you can send a test fax to Faxaway customer support.

To send a test fax to Faxaway Customer Support, compose an email as follows:

TO: [12064797500@fax2.faxaway.com](mailto:12064797500@fax2.faxaway.com)

Country code = 1 (United States) City or Area Code = 206 Local fax number = 479 7500

### **2.a.i. How To Send A Text Message To Be Faxed**

Set your email to PLAIN TEXT Format. HTML is not a supported email format.

Type your text directly in the body of an Email message.

TO: [faxnumber@fax2.faxaway.com](mailto:faxnumber@fax2.faxaway.com)  
Subject: (You can insert up to 50 characters in the subject line)  
Body: (Type the text of your fax message here)

### **2.a.ii. How To Send An Attached Document To Be Faxed**

Set your email to PLAIN TEXT Format. HTML is not a supported email format.

The combined file size of any attached file or files, cannot exceed 5 Megabytes.

The FAXDOC Command in the emails Subject line "tells" our Gateways to send only the file attached to the email, and eliminates any text in the email body and/or, your email header. There will be NO coverpage to your fax.

To fax a document you have already created, type the keyword FAXDOC in the subject line of the email. You must include the key word FAXDOC when attaching a PDF File or a .tif file (created using Faxaway's TIFF File Conversion software (See Section 5.e. of this guide.)). Do not write any text in the body of the email when sending

an attached document. Turn off any automated signatures, verify that your email program is set to send in plain text only and that your document format is supported (see section 5. of this guide.)

If sending Text File Formats (such as .doc, .rtf, .txt), you may attach UP TO 4 files, of the same format (you cannot attached more than one file format to the same email) to the email. You can also not use the FAXDOC Command, if you wish to use your email header and body as the faxes coverpage.

Use your email program's "attach" feature to select the file to be attached in the body of the email. Only one graphic file format may be attached per message. Attached files must follow standard naming convention. (No file name longer than 26 characters, unsupported unctionuation, etc )

TO: faxnumber@fax2.faxaway.com  
Subject: FAXDOC  
Body: (Use your email program to insert or attach the file you want to send)

## 2.b. Specifying A Fax Recipient's Name

All text faxes include a default cover page, that includes the following information (garnered from the header of your original email message):

TO:  
FROM:  
DATE:  
SUBJECT:

If you wish to add a name in the TO: field to appear in the fax, type the name with an underscore between each name and a period between the name and the fax number:

Example: TO: Arthur\_England.441712345678@fax2.faxaway.com

The maximum length for the name and fax number combined is 50 characters.

## 2.c. Specifying A Room Or Extension Number

You may also specify an extension such as a room number in a hotel. Type the name with an underscore between each name, then the word "room" or "extension" then the room or extension number with an underscore between each word and number and a period between the room or extension number and the fax number.

Example: TO: Arthur\_England\_Room\_210\_.441712345678@fax2.faxaway.com

The maximum length for the name, room or extension number, and fax number combined is 50 characters.

## 2.d. How to use Faxaway's Password Security Feature

Faxaway offers an optional password security feature. When activated, the password chosen must be included 1<sup>st</sup> in the subject line each time you send an email to Faxaway. Each address under the account can have its own unique password but, does not need to have a registered password, even if other addresses have the password feature activated. The password can be between 4 and 10 characters (alpha and/or numeric) but it cannot contain any spaces, commas, periods or the @ symbol. Master email addresses will be able to request a list of passwords assigned to each sub-account under their account. If you forget your email addresses password, please access the Faxaway website, and use the **Email Me My Password** feature.

To activate this security feature, simply access your account information on the Faxaway website (see section 4.1) and click on this option.

How do you use the Password feature? Send your email as follows (where "HELLO" is the password):

When sending a text message:

TO: faxnumber@fax2.faxaway.com  
Subject: **HELLO**  
Body: (Type the text of your fax message here)

When sending an attached document message:

TO: faxnumber@fax2.faxaway.com  
Subject: **HELLO FAXDOC**  
Body: (Use your email program to insert or attach the file you want to send)

If you are placing other information in the subject line, the password must be the first word on the subject line, followed by a space, then include the rest of the information for your subject. (Note: Faxaway allows a total of 50 characters on the subject line of your email.)

If you are using Faxaway's interactive commands, you must also use your password:

TO: update@fax2.faxaway.com  
Subject: **HELLO**  
Body: LIST CALLS 7

(Note: The password will be read by our server to verify that the correct individual is using the account, but will not be included in any of the status messages sent back to you.)

### **3. HOW WE CONFIRM THAT YOUR FAX HAS BEEN SENT**

Each time you send a fax through Faxaway, an email message will be sent back to you with the status of your fax.

Confirmation emails are sent as soon as the fax attempt is completed.

#### **3.a Confirmation Message Types**

Confirmation messages are sent when there is an "end result" to report. Once you receive a final confirmation, Faxaway will not attempt to send the fax again. If the message indicates an unsuccessful status, you will need to resend your fax message. Once a message has reached our server, we cannot stop the fax, except for broadcast faxes (See Section 10. of this guide). The system automatically retries to send the fax up to 4 times in the first 2 minutes and will send you an email of the status at that time.

You have the ability of setting your account options to retry faxes that have failed due to busy signals. This option can be changed from the automatic default amount (4; Once per hour for up to 4 attempts/hours) to any number between 1 (one retry only) to 12 (12 times over a 12 hour period).

Each email address on an account can set their retry options to any listed amount. Changing one address's option will not affect any other user's address.

To change the retry option, simply access your account information on the Faxaway website (see section 4.1).

Confirmation Status:

CONFIRMED "COMPLETED" - The receiving fax machine confirmed the fax was successfully received.

CONFIRMED "REJECTED" - The fax was received by our server, but could not be sent. The message will explain why your fax was rejected.

CONFIRMED "BUSY" - This message is sent as a courtesy to inform you that we will attempt to send the fax at least once an hour for the next 12 hours. A final confirmation message will be sent when the fax completes or fails after 12 attempts.

CONFIRMED "FAILED" - The fax failed after a minimum attempt of 4 times. The receiving fax machine could not be contacted (See Section 3.b. of this guide.)

### **3.b. Definitions of Failure Messages**

Line was not answered by a fax tone - This means that our system did not "hear a fax tone" upon connection to the dialed fax number. This can occur if there are multiple carriers used for connection, the phone number is forwarded to a different number, or any other "mechanical" noises during the connection process.

Communication failure - This means that our server could not successfully connect to the receiving fax machine. Please verify that the receiving fax number is a valid number and that your attached files are supported by Faxaway, then retry sending your fax. This can be caused by carrier problems (phone lines), invalid attached files, etc.

Some other reasons for a fax failure are:

Incompatible fax machine - the receiving fax machine could not successfully accept or convert the sent file

Incorrect fax number (no country code, disconnected phone number, area code or country/city code has changed, etc.)

Busy signal on the receiving end

Poor phone lines/connectivity

Broken or dirty fax machine on the receiving end

Technical problems with our system

If your fax message fails for any reason, please check the fax number that you are attempting to send to. Verify that the number is entered properly and, without punctuation between the numbers. If the failure is a result of an invalid file format being sent, then please review the list of supported file formats (Section 5), and verify that you are sending a supported file format.

If you still experience difficulties in sending your faxes, please contact Faxaway customer support at [support@fax2.faxaway.com](mailto:support@fax2.faxaway.com), and we will assist you in identifying or correcting the problems that are occurring. Please be sure to forward any email messages that you receive, so that the technicians can better assist you.

If you receive a failure message, you will need to re-send your fax message. Faxaway customer support cannot send message or faxes on behalf of customers.

## **4. ADJUSTING YOUR ACCOUNT OPTIONS**

### **4.a. Interactive Commands**

Faxaway has a special feature, which allows customers to update their account settings and receive updated information on their Faxaway account via email.

#### 4.b. How to Use Interactive Commands?

Send an email addressed as follows:

**TO: update@fax2.faxaway.com**

Cc: (leave blank)

Subject: (leave blank)

Body: (enter the command exactly as typed below)

#### 4.b.i. How to receive daily or monthly list of faxes, to obtain an account balance, or to receive a text only version of the User's Guide.

LIST CALLS SUMMARY

BODY: **LIST CALLS X**

To receive a list of all faxes sent from your account for up to the past 30 days. Replace X with a specific number of days. Interactive Commands can access account usage records for up to a maximum of 30 days. Customer Support can access account usage records for 90 days. Call records are only kept for 90 days. Maximum number of records that can be remotely accessed is 1000.

Only the accounts Master Email Address can request a LIST CALL summary for all users. Individual user's will only receive their call summary when using this command.

WEEKLY FAX REPORT - to receive a list of all faxes sent from your account for the past 7 days.

BODY: **LIST CALLS ALL**

SUBJECT IN THE REPORT - to receive a list of all faxes sent from your account for the past 30 days, which includes the subject of each fax.

BODY: **LIST CALLS SUBJECT**

BALANCE - to receive a report of your remaining account balance at the bottom of each confirmation. Your account is set up with this setting turned ON. (If this is set to "on", all email addresses associated with this account will receive balance information with each confirmation message).

BODY: **CONFIRMBALANCE OFF** (or **ON**)

USERS GUIDE - to receive a text only version of the User's Guide

BODY: **HELP**

#### 4.b.ii. How to copy confirmations to main account address, turn confirmation receipt on/off, receive your fax message if your fax fails, change the name in the from field of your fax, set the font type used on your account.

COPY CONFIRMATIONS TO MAIN ADDRESS - the main email address associated with each account, can receive a copy of each confirmation sent to any sub-account. Your account is set with this setting turned OFF.

BODY: **SET CC ON** (or **OFF**)

CONFIRMATION ON - to enable or disable automatic confirmation messages. Your account is set with this setting ON. This command is available, as some Internet Service Provides charge per email message received.

BODY: **SET CONFIRM ON** (or **OFF**)

SET FAILURE MESSAGES - to include your failed message with the confirmation. Your account is set with this setting ON.



BODY: **SET FAILCOPY ON** (or **OFF**)

CHOOSE THE NAME FOR THE FROM FIELD IN YOUR FAXES - to choose a different name than your email address, to show in the from field of your fax. Replace X below with any name you choose (up to 50 characters).

BODY: **SET NAME X**

To set the name back to your email address.

BODY: **SET NAME OFF**

USING COMMANDS TO ADJUST FONTS - to change the type of font used in your text fax documents. Your account is set up to use a Courier, 9 point, fixed width font. The font size can be changed, however, this will only change the font for the email address sending this command. This does not apply to messages sent with a FAXDOC attachment.

BODY: **SET FONT X** (Replace X with the font name below)

EXAMPLE: **SET FONT ARIAL** (all text message faxes will go out using an Arial, 10 point proportional font.)

Fonts Available Using The Interactive Command - Set Font

FONT Name

Courier - 9 point, fixed width

Arial - 10 point, proportional

Arial12 - 12 point, proportional

Times - 10 point, proportional

Times12 - 12 point, proportional

For other font availability, send an email to [support@fax2.faxaway.com](mailto:support@fax2.faxaway.com), and request that a special font be loaded on your account. Note: not all fonts are available.

#### 4.1. ACCOUNT ACCESS ON THE FAXAWAY WEBSITE

Faxaway now allows customers the ability to make basic account changes via their account information on the Faxaway website. Access your account information on the Faxaway website:  
<http://webfax.faxaway.com/faxaway/account.html>

Enter your accounts main email address and the password that is registered with that address. Click on **Account**, and then click on **Login to my Account**.

At this point, you can make many changes to your Faxaway account; Change the credit card used for the account's prepayment, Add or Disable Sub-Accounts, Change Password, Adjust Monthly Usage Limit, Adjust Prepayment Amount, Change Font Type and Size, and adjust the number of times your faxes will be retried due to busy signals.

You are given the ability to change your main email address on the website also, but please do not do this unless you have already added the new address as a sub-account first.

You can view your accounts current remaining balance, and see what sub-accounts are active.

You can design the style of email confirmations that you receive. You can receive them for successful faxes or not, receive the original text of faxes that have failed, and include the accounts remaining balance in the confirmation message.

A security feature is also available by accessing your accounts' information. When activated, this feature would require that the email address **PASSWORD BE REQUIRED IN THE SUBJECT LINE OF ALL FAXES**. This feature would ensure that if others have access to your email account, that unauthorized users could not use Faxaway without your consent. The password can be between 1-10 characters (including numbers), it cannot contain any

spaces, commas, periods or the @ symbol. Make sure you write down the password you choose and put it in a safe place in case you forget it. Do not activate this feature unless you wish to use your password on all faxes. Please see the User's Guide for more information on the Password feature.

## **5. SUPPORTED DOCUMENT FORMATS**

Faxaway attempts to support as many document formats as possible. If you have a special need for an unsupported document format, please send a request to support@fax2.faxaway.com. We will review the request and make every attempt to add the document format if feasible.

If you do not have a fax machine you may test any files by sending them to Faxaway's Customer Support Fax Number (12064797500@fax2.faxaway.com) and request that we review the document. Please include your email address so we can contact you.

### **5.a. Document Formats**

Faxaway supports most types of MIME, BinHex, and UUEncoding as attachments.

.doc Microsoft Word (includes Word for Office '97) .docx is NOT a supported file format  
.dox Multimate 4.htm Hypertext Markup Language TEXT ONLY (1,2, and 3.0) Cannot include graphics, frames or other code  
.rtf Rich Text Format  
.sam Lotus Ami Pro  
.txt Text files  
.wpd WordPerfect  
.wp5 WordPerfect 5.x  
.wp6 WordPerfect 6.x  
.wps Microsoft Works 3.0  
.wri Windows Write  
.xls Microsoft Excel

Faxaway does not reliably support Microsoft Excel files in landscape format. We suggest you embed the Excel file into a Word document.

### **5.b. Graphic Formats**

For best results paste your graphic into a WORD document (except for PDF or Tif Formats). If your graphic is not embedded in WORD or converted to PDF or TIF, it may alter or shrink slightly upon sending. (See Section 5.e. of this guide).

.bmp Windows Bitmap  
.cdr CorelDraw Drawing File Format (3x,4x,5x)  
.cgm Computer Graphics Metafile  
.cmx Corel ClipArt Format (version 5)  
.drw Micrografx Designer 3.1  
.dwg AutoCAD Native Drawing Format (version 12)  
.dxf AutoCAD Drawing Interchange File Format  
.eps Encapsulated Postscript  
.fmv FrameMaker Vector and Raster Format  
.gdf IBM Graphics Data Format  
.gem Graphics Environment Manager Metafile (version 3.0)  
.gif CompuServe Graphics Interchange Format  
.hgl Hewlett-Packard Graphics Language (HPGL)  
.hpg Hewlett-Packard Plotter  
.igs Initial Graphics Exchange Specification (IGES)  
.img GEM Image File Format

.jpg Joint Photographic Experts Group  
 .met OS/2 PM Metafile  
 .nap NAPLPS  
 .pcd Kodak Photo CD  
 .pct Macintosh Picture File Format (PICT)  
 .pcx PC Paintbrush Bitmap  
 .pdf Portable Document Format (Adobe Acrobat version 7) (please test)  
 .pic Lotus 123 Picture File Format  
 .plt Hewlett-Packard Plotter  
 .png Portable Network Graphics/Internet Format  
 .ras Sun Raster File Format  
 .rnd AutoShade Rendering File Format  
 .tga Targa Truevision  
 .tif Tagged Image File Format (Our format only)  
 .wmf Windows Metafile  
 .wpg WordPerfect Graphic File Format  
 .xbm X-Windows Bitmap  
 .xpm X-Windows Pixelmap  
 .xwd X-Windows Dump

NOTE: If sending a PDF File , there can be only one (1) PDF File attached. There can be no Text in the email body, and the FAXDOC Command must be entered into the emails Subject Line. If multiple files are attached, only the 1<sup>st</sup> file will be sent or, the email might be rejected.

### **5.c. Macintosh Users**

Faxaway can support Microsoft Word text files that have been converted to PC byte format. If you are inserting or embedding a graphic into a converted Word file, please make sure that you have also converted the graphic using a conversion tool that allows you to save the graphic in PC BYTE ORDER FORM before inserting it into the WORD document.

Faxaway will support some versions of Macintosh graphic formats (such as .jpeg and .gif). Should a specific file cause problems, we suggest that you save the file using the conversion tools mentioned above, or, use our use the TIFF converter (See Section 5.e. of this guide) available for download on our web site and retry the fax.

Please test your files and contact customer support if you have questions on using Faxaway with Macintosh formats.

### **5.d. Use of Extended Characters**

Faxaway can properly translate the US ASCII and the ISO-8859-1 character sets. This character set covers the following languages:

Catalan, Danish, Dutch, English, Faeroese, French, German, Galician, Icelandic, Norwegian, Persian, Portuguese, Spanish, Swedish and Tamil.

Faxaway cannot support any other character sets such as Arabic, Chinese, Japanese, Korean or any other scripted or double-byte character alphabets within text messages or attached files. If you wish to send faxes using an unsupported character set, use the TIFF converter (See Section 5.e. of this guide) available for download on our web site.

## **6. FAX TEMPLATES (LETTERHEAD)**

When your account is first registered, Faxaway will send your messages in the Standard Faxaway Template (See Section 7.a. of this guide). You may customize the Standard Faxaway Cover Sheet (See Section 7.b. of this guide).

If you are using the FAXDOC attachment method of sending faxes, the default cover sheet is eliminated- only the attached document will be sent (with no cover page).

### **6.a. Standard Faxaway Template**

The following is an example of the Standard Faxaway Cover Sheet.

Example:

Date: (Date, format - January 1, 2001 19:39 GMT)  
To: (Recipients name, if entered, and Fax Number)  
From: (Your email address)  
Subject:(The subject of your fax)

The above fields are filled with the information contained in your email message header.

### **6.b. Customized Fax Template (Letterhead)**

Faxaway Customer Support can help you set up your own customized Company or Individual Fax Template/Letterhead, by adding your company logo, contact information, as well as a personalized name in the "From" field. Custom templates will be used with the text messaging format only. Send an email to [support@fax2.faxaway.com](mailto:support@fax2.faxaway.com) and type "customer template" in the subject line with an attached copy of the customized Word document you would like us to load under your account. Faxaway Customer Support can also help you design your own customer template. (See Custom Template Fees and Template Design Assistance).

Indicate under which account email addresses the letterhead should be installed. You may have the same template installed under each address on your account or each sub-account may have it's own custom template.

NOTE: Date, To, From and Subject are optional fields in custom templates. Reminder: heavy formatting such as boxes around sections of text and/or graphic files embedded in your template will affect transmission times.

### **6.c. Accepted File Formats For Custom Templates**

Faxaway can only accept template files in Microsoft Word Document format. Please do not send files with macros, files that are locked, password protected or read only. Faxaway cannot accept Macintosh files for letterheads.

Pictures and/or graphics must be embedded in the word document as one of the following file types: .JPG, .PCX, .BMP or .WMF file. FONT TYPES: Any True Type Font from the Standard Windows 3.1 installation (Times New Roman, Arial, Courier etc.). Contact Customer Support for information on a complete list of supported fonts.

KNOWN EXCEPTIONS: Please do NOT include these symbols in your letterhead template.

Spanish: Dieresis ( ~ )  
German: Umlaut  
European: Accent ( ' )

### **6.d. Custom Template Fees and Template Design Assistance**

The fee for installing a custom template is US\$1.00. If the same custom template is also installed under sub-account email addresses, a fee of US\$1.00, per each sub-account, will be charged. Changes to your custom template will be charged at a rate of US\$1.00 per change.

Faxaway would be happy to assist you in the design of your custom template. You will need to provide us with a graphic file (i.e. picture of your company logo), in electronic format, the information you would like included in your template, plus any font preference and/or formatting requests. The customer template will be designed and faxed to you for approval before it is installed on your account.

Design assistance will be charged at a rate of US\$20.00 per one half hour (minimum US\$20.00) with each additional time charged at US\$10.00 per one half hour.

## **7. BASIC ACCOUNT INFORMATION**

Faxaway allows you to have up to 250 email addresses on a single account. We do not assign 'account numbers' but rather identify our users by registered email addresses.

### **7.a. Main Account Address**

Because there can be a large number of email addresses on a single account, Faxaway requires that one email address be designated as the Main Account address. For security purposes, this email address must be used when you wish to make any changes to your account such as adding or disabling sub-account addresses, changing credit card payment information, and all other changes.

The main account address is also the only address that can access the entire account information on the Faxaway website, and make additions or deletions to the account.

All notices regarding billing/account issues will be sent to the main account address only. (Please make sure that your main account address is monitored by a person and not an automated mail box.)

Unique features of a main account address:

Receives charge summaries when your balance reaches zero. This is your notice that we will be charging your credit card for the next prepayment.

Automatically receives the cost of each fax in the confirmation. This is the only address that can get a complete account activity report using the LIST CALLS interactive commands. (sub-accounts only get information on their own email address)

Customer Support uses this address to contact you regarding billing or account problems.

### **7.b. Changing Your Main Account Address and/or Adding Additional Email Addresses to Your Faxaway Account**

You can change your Main Account address by completing the Account Update Form or, by sending a request to Customer Support from the EXISTING main account email address.

Online:

ADD the new address to the account, as a New User.

Then, scroll to the bottom of your Account Page (AFTER the link: Get Transmission Details), to the link to the Account Update Form:

"Please use THIS FORM to contact us about changing your master email address or your credit card information."

Complete the Account Update Form, with you information, and in the COMMENTS SECTION, type in that you wish to change the account's master Email address to, and type in that email address.

We will then update your account information.

By Email:

ADD the new address to the account, as a New User.

Indicate the complete new email address in your message. It is very important that this address is spelled correctly with all applicable periods, dashes and country extensions. We will copy the address exactly as written when changing/adding email addresses to your account.

If you no longer have access to your old main account address, you can use the secure web form to notify us of the new address. Please include your credit card number for verification purposes.

You can add additional email addresses (sub-accounts) by accessing your account information as stated in section 4.1.

## **7.c. Billing Issues**

### **7.c.i. Sending Cash Prepayments To Faxaway**

When sending a cash prepayment to Faxaway for initial account setup or continuation of an account, **CLEARLY WRITE YOUR EMAIL ADDRESS DIRECTLY ONTO EACH PAYMENT**. This is very important, as we can only access your account via your email address. To ensure proper posting of cash payments to your account, we suggest you fax a copy of the payment to FAXAWAY BILLING at 1.206.479.7500.

Faxaway requires a minimum of \$100.00 cash prepayment for cash accounts (cash includes payments made by bank transfer/wire, by check in US dollars, or, by money order). All payments should be made to Faxaway and not our parent company, International Telcom, LTD. All checks must be written from a United States bank as we cannot accept checks written on bank accounts outside the US. Please do not send checks, money orders or direct deposits to our bank. They have no way to notify us of your payment.

Send checks, money orders & drafts to: Faxaway Billing, 417 Second Avenue West, Seattle, WA 98119

Our bank details for WIRE TRANSFERS ONLY:

Please contact us at [support@fax2.faxaway.com](mailto:support@fax2.faxaway.com), for or Bank Transfer information.

You will be notified via email when your payment is received and posted to your account.

### **7.c.ii. Billing By Automatic Credit Card Prepayment**

Faxaway requires a minimum prepayment of \$10.00 for accounts set-up by credit card. Per our terms and conditions, your credit card will automatically be charged each time your balance reaches zero.

If you are paying by credit card, it is very important that your credit card information on file is kept current. Any time your billing information changes - please send the new information to Faxaway soon as possible (i.e. each time your credit card is renewed with a new expiration date, or, if you change credit card companies.)

Special Messages and ATTENTION messages will appear at the bottom of your confirmation messages, approximately 30 days from when the credit card information in your account is going to expire.

### **7.c.iii. Disabling Your Account**

Prepayments are due at the time the account balance reaches zero. If prepayment is not received (i.e. if your credit card prepayment is declined for any reason) the account will be temporarily disabled until payment is received. If cash prepayments are not made in a timely manner, you will not be able to use your Faxaway account until payment is received (we suggest you send cash payments to us at least 2 weeks before your balance reaches zero).

All accounts are set up on a prepayment basis. Once an account balance reaches zero, the account is considered outstanding and will be disabled until prepayment is made. The balance at the bottom of each confirmation is the available balance. Anytime an account is disabled, or the account balance reaches zero, no email address associated with that account will be able to use Faxaway service.

On credit card accounts our system automatically attempts to charge the next prepayment. If at any time, your credit card prepayment is declined or rejected by the authorization center, your account will be temporarily disabled until payment is approved. NOTE: the criteria for declining charges is set by the issuing bank of your credit card. Faxaway has no control over this criteria, and is not given a reason for declined charges. Some banks have restrictions related to automated charges. Please contact your bank regarding their policies.

Whenever an account is disabled, an email is sent to the main email address associated with the account.

To Reactivate a Disabled Account:

1. Check with your issuing bank to see if there is a problem with your account

2. Send in your updated card information (include, card number, expiration date, card holder name and billing address-that the credit card company has in their files) via the secure server at the web site, or, fax this information to: Faxaway Billing, 1.206.479.7500.
3. Allow 48 business hours for your account to be reactivated (typically less than 24 hours).

You will receive email notice at the time payment is received and your account is reactivated.

#### **7.c.iv. Automatic Adjustments to Your Prepayment Amount**

Our system will automatically increase your prepayment, by increments of US\$10.00, if we have to charge your card more than one time per billing cycle.

Example: if your regular prepayment is US\$20.00 and your use required that we charge your credit card more than once in a billing cycle, our system will automatically increase the next prepayment to US\$30.00.

Note: Some credit card companies have parameters that do not allow multiple charges to an account in a single day and will decline these payments. The solution is to increase your prepayment amount authorized, so that your card is charged less often and to ensure continued use of your Faxaway account. We suggest you set your prepayment amount to at least one month's full usage.

You can also increase your prepayment amount, by accessing your account information on-line.

#### **7.c.v. Credit, Refund, and Cancellation Policies**

Credit Policy: In order to receive a credit on your account, credit requests must be received within 48 hours of the time your fax was sent. Requests received after that date will not be honored.

Faxaway is not able to perform a complete analysis of a fax record after 48 hours. You are not charged for failed faxes, busy signals or rejected faxes, unless a call is answered with a "non-faxtone". Calls answered by other than a fax tone, will be charged a one minute minimum connection fee. Any time there is an actual fax record with a clear "connect" status and later a clear "disconnect" status at the receiving fax number, the fax will be considered a billable fax. Individual faxes are billed at the actual transmission time it takes to complete the transmission.

Because these are time sensitive requests it is important that you send them addressed as follows:

TO: SUPPORT@fax2.faxaway.com  
SUBJECT: CREDIT REVIEW

Whenever possible, forward copies of the confirmation message received from Faxaway.

Include the text message sent (including all header information) or, the attached file.

All Credit Requests will be reviewed by Customer Support and responded to in a timely manner.

Refund and Cancellation Policy: All request for refunds and cancellations must be received by Customer Support in writing.

Accounts set-up with credit card prepayments will be refunded to the credit card on account. If your account was set-up with a cash prepayment, a refund check will be issued (allow 2-3 weeks for processing and mail time). Please provide an address where the check is to be mailed. We cannot make direct bank refund transfers.

All refunds will be in US dollars.

Refunds are subject to any account or usage fees outstanding. The Cancellation Fee will be deducted from any possible refund, per the FAQ.

Address your requests as follows:

TO: SUPPORT@fax2.faxaway.com  
SUBJECT: REFUND/CANCELLATION REQUEST

## **8. CONTACT INFORMATION**

Please allow 24-48 hours for a response to your original message before sending additional messages on the same subject, although normally we respond within the same business day.

Faxaway offers Customer Support, via the telephone, Monday through Friday, 9 am - 4 pm, Pacific Standard Time. Calls are answered in the order they are received. If you need to leave a voice mail message, please include your return phone number, including country code and city code/area code and your email address.

### **8.a. Main Customer Support**

Address all customer support email messages to - [support@fax2.faxaway.com](mailto:support@fax2.faxaway.com)

Phone: (206) 479-7000

Fax: (206) 479-7500

Toll Free (US only) 1- 800-906-4329

Address: 417 2nd Ave West, Seattle, WA 98119 USA

If you are responding to a message received from Faxaway Customer Support- please do not remove any of the text of our message when replying. Use your "reply" key and leave our message in place for reference purposes. (The same representative may not answer your mail each time).

In order for us to more quickly respond to your questions, it would help if you place a brief description in the subject line (i.e. Credit Request, Add Email Address, Template, etc.).

The secure form on our website allows existing customers to send a message directly to our system. We suggest you use this method when sending any information that is of a confidential nature. It may take up to 48 hours to update your account and respond to you.

### **8.b. Broadcast Customer Support**

Faxaway has Customer Support Personnel who specialize in providing support for our broadcast customers.

Address all email messages to - [bcast@fax2.faxaway.com](mailto:bcast@fax2.faxaway.com)

Phone: (206) 479-7000

Fax: (206) 479-7500

Toll Free within North America: 1-800-906-4329

Address: 417 2nd Ave West, Seattle, WA 98119 USA

### **8.c. ISP, Agent, and Corporate Customer Support**

Faxaway provides Account Representatives to our ISP, Agent and Corporate Customers.

Address all email messages to - [isp@fax2.faxaway.com](mailto:isp@fax2.faxaway.com)

Phone: (206) 479-7000

Fax: (206) 479-7500

Toll Free within North America: 1- 800-906-4329

Address: 417 2nd Ave West, Seattle, WA 98119 USA

### **8.d. Automated Responder Information**

Faxaway has set-up Automated Email Response Information for the following subjects:

General Faxaway Information - send an email to [info@fax2.faxaway.com](mailto:info@fax2.faxaway.com) and receive our FAQ, via email.



General Broadcast Information - send an email to [bcf@fax2.faxaway.com](mailto:bcf@fax2.faxaway.com) and receive our Broadcast FAQ, via email.

## **9. GENERAL TROUBLESHOOTING**

### HELP - FAXAWAY TROUBLESHOOTING TIPS

1. Why did my fax take so long to transmit?
2. I am not receiving my confirmations or charge summaries.
3. Why did my fax go to the wrong country?
4. Why is my account disabled?
5. Why did my fax fail? Will you try to send my fax again ?
6. How do I eliminate the default address information on my faxes?
7. Can I send messages using a character type not on your list of supported character sets?
8. Is there a limit to the number of fax recipients per message?
9. Can I use Faxaway with a mail forwarding service?
10. How long will it take to send my fax?
11. Why did the text file go through but not the graphic file?
12. Why do I keep getting messages to sign up?
13. My balance is low - how should I replenish it?
14. What is my account number? Password? Access Code?
15. Why did the file I sent shrink?

Faxaway offers Customer Support, via the telephone, Monday through Friday, 9 am - 4 pm, Pacific Standard Time. Calls are answered in the order they are received. If you need to leave a voice mail message, please include your return phone number, including country code and city code/area code and your email address.

Phone: (206) 479-7000

Fax: (206) 479-7500

Toll Free within North America: 1-800-906-4329

#### 1. WHY DID MY FAX TAKE SO LONG TO TRANSMIT?

The 2 main factors affecting transmission times are:

- A. The type of file format (See Section **5.** of this guide) and the amount of formatting contained in the file (heavy borders and extensive formatting can add additional transmission time to the fax).
- B. The speed of the receiving fax machine. Although Faxaway's servers have high speed transmission capabilities, they can only transmit up to the speed of the receiving fax machine.

Other factors affecting transmission times:

- C. Amount of error correction taking place, i.e. attached files sent incorrectly, (See Section **2.a.ii.** of this guide), and unsupported file formats.
- D. An extra .HTML file may be attached to your message, by your email program. We suggest you set up your email program to send only plain text messages. If an .HTML file is attached by your email program, it could be opened up by our system and included in the bottom of your fax message as garbled text.
- E. Receiving fax machine is old, hasn't been maintained or is not working properly. Older fax machines tend to cause longer than normal transmission times.
- F. Line quality (i.e. the carrier used to send the fax). Faxaway only uses premium carriers, however occasionally there may be line quality problems, which could add to the transmission time.

#### 2. I AM NOT RECEIVING MY CONFIRMATIONS OR CHARGE SUMMARIES.

A. You should test to make sure Faxaway is receiving your email by sending a test fax to Faxaway Customer Support - [12064797500@fax2.faxaway.com](mailto:12064797500@fax2.faxaway.com), subject: Test Fax - Confirm receipt (please include your email address). A confirmation message should be emailed back to you within an hour or less. You can also use our Interactive Commands to check to see if a specific fax has been sent (See Interactive Commands).

If you have not heard from us in 48 hours:

B. Please check with your Internet Service Provider, or, Email Administrator regarding their procedures for handling incoming mail.

### 3. WHY DID MY FAX GO TO THE WRONG COUNTRY?

All faxes must be addressed with complete fax numbers, including country code + area/city code + local fax number. Faxaway reads the first 1-4 digits of the fax number as the country code, then tries to send the fax. If you are not sure of the country code, please email [support@fax2.faxaway.com](mailto:support@fax2.faxaway.com) and request the a list of country codes. The country code for the United States and other North American countries is 1. Many country codes are similar to area codes within the United States/Canada, if you forget to put a 1 in front of any US or North American fax number, you fax may go to another country or send a Communication Failure status message to you.

### 4. WHY IS MY ACCOUNT DISABLED?

Anytime your account balance reaches zero, and we have not received additional prepayment, your account will be temporarily disabled until the prepayment is received. Cash customers are encourage to send cash payments in when there is only 2 weeks of estimated usage left on your account.

Accounts set-up with credit card prepayments will be disabled if the credit card charge is declined for any reason, or, if the credit card information under your account is no longer (most often the Expiration Date on the credit card has changed).

Faxaway provides a secure site for existing customers to send confidential information:

<https://fusion.kallback.com/faxaway/change/change.asp>

You can also update your billing information directly on your account. See section 7.c.iii.

You may also fax this information to our secure fax number - 1.206.479.7500. When sending billing information please include:

Card Number

Expiration Date

Card Holder's Name (as it appears on the credit card)

Complete Billing Address of Cardholder (as the issuing bank has on file for the card holder)

### 5. WHY DID MY FAX FAIL? WILL YOU TRY TO RESEND IT?

The most common reason a fax fails is because we receive a busy signal at the destination number. Faxaway will attempt to send the fax up to 4 times in the first 2 minutes of receiving your email. If during the first 4 attempts the line is still busy, we will send you a status message regarding your fax and will attempt to send the fax once an hour for the next 12 hours. If during any attempt we successfully send the fax, or, if after 12 attempts we still cannot send the fax, you will receive a final fax status message and we will not try to send the fax again.

Once we have sent a final confirmation message that the fax failed, we will no longer try to send that particular fax. The reason for the failure is always written in the confirmation message. (See Section 3. of this guide).

### 6. HOW DO I ELIMINATE MY DEFAULT ADDRESS INFORMATION ON MY FAXES?

Faxaway will always include certain information in any messages sent in as text message faxes (Date/Time, Recipients Fax Number, Your Email Address and the Subject).

If you use the attachment method of sending faxes (See Section 6 of this guide), Faxaway does not include any address information - only the attached document will be sent. You can send an attached document as follows:

To: [faxnumber@fax2.faxaway.com](mailto:faxnumber@fax2.faxaway.com)

Subject: FAXDOC

Body: Attach your file here

(Do not include any text, including signature in the body of your email)

## 7. CAN I SEND MESSAGES USING A CHARACTER TYPE NOT ON YOUR LIST OF SUPPORTED CHARACTER SETS?

Faxaway does not directly support messages composed in character sets such as Arabic, Chinese, Japanese, Korean or any other scripted or double-byte character alphabets within word processing documents/ text attachments. Documents created in unsupported character sets can be converted using the TIFF conversion software available for downloading off our website, [http://www.faxaway.com/user\\_guide/tiffconvert.html](http://www.faxaway.com/user_guide/tiffconvert.html)

## 8. IS THERE A LIMIT TO THE NUMBER OF FAX RECIPIENTS PER MESSAGE?

Yes, you can only send the same message up to 10 fax different numbers at one time. Additional fax numbers should be included in the To: or C.c.: fields of your email. When combining Faxaway addresses with regular email addresses, list the Faxaway addresses first. Please DO NOT use the bcc: field in your email when sending to multiple fax numbers.

If you want to send the same message to more than 10 recipients, please review the Broadcast Fax User's Guide for more information on how to set up Broadcast groups (Go There Now).

## 9. CAN I USE FAXAWAY WITH A MAIL FORWARDING SERVICE?

No. These types of services traditionally use many different servers and message ID combinations to forward your mail, which means that the same email address is not always used in the "From" field" of your. Faxaway can only identify registered users by the email address in the "From" field of each message.

It is almost impossible to register all the various combinations of addresses used by these types of services and our system cannot process your messages unless the correct email address is used.

## 10. HOW LONG WILL IT TAKE TO SEND MY FAX?

Faxaway does not guarantee transmission times. Once a message is received by our server, the first attempt to send the fax will normally occur within 7 minutes or less.

Depending on the speed of the receiving fax machine, on average, approximately thirty (30) lines of text can be sent in sixty (60) seconds. This is the average time for a simple text message only - FAXDOC attachments, with embedded graphics or complicated formatting will take longer to send.

## 11. WHY DID THE TEXT FILE GO THROUGH BUT NOT THE GRAPHIC FILE?

Faxaway cannot send two attached files in one message. To send a graphic file along with text, you must first embed the graphic in a Microsoft WORD file. Faxaway will not process graphics embedded in any other type of document file, such as AmiPro, WordPerfect or .RTF.

Graphic files can also be converted using the TIFF conversion software available for downloading off our website (Go There Now).

## 12. WHY DO I KEEP GETTING MESSAGES TO SIGN UP?

Faxaway identifies registered users by the email address in the "from" field of each message. If you are already a registered user, check your records to see what address was used to set-up the account. (Your email address may have been slightly modified by your Internet Service Provider without your knowledge). You can easily add additional email addresses as sub-account addresses by sending us an email request to [support@fax2.faxaway.com](mailto:support@fax2.faxaway.com). You will need to use your main account email address to make this request. Please use ADD EMAIL ADDRESS as the subject.

## 13. MY BALANCE IS LOW - HOW SHOULD I REPLENISH IT?

A. Cash customers - We suggest you send cash prepayments in when your balance reaches an amount that is equal to 2 weeks of estimated usage.

B. Credit card customers - Each time your balance reaches zero, your credit card will automatically be charged the prepayment amount you selected. Your main account email address will receive a "charge summary" on the date your balance reaches zero.

#### 14. WHAT IS MY ACCOUNT NUMBER? PASSWORD? ACCESS CODE?

Faxaway does not assign account numbers. Your account is set up under a main account email address and for credit card customers also by credit card number. This is the only information we use to identify you. We cannot access your account without this information.

Faxaway does not require passwords or access codes, except for Exclusive Domain Customers. If your account is set up and billed through your Internet Service Provider (ISP), you may have a password/code. You'll need to contact your ISP if your Faxaway account is billed through them.

#### 15. WHY DID THE FILE I SENT SHRINK?

PDF , EXCEL and graphic files have a tendency to become compressed when using Faxaway. For best results, send this type of information embedded in a Microsoft WORD file or saved using the .tif format.

Documents created in these formats can also be converted using the TIFF conversion software available for downloading off our website (Go There Now).

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### **10. BROADCAST USER'S GUIDE**

A copy of the Faxaway Broadcast User's Guide is available for printing on our website.

You may also request a copy via email, by sending an email to: [support@fax2.faxaway.com](mailto:support@fax2.faxaway.com)