



TELUS Internet Fax User Guide

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Chapter 1 - Getting Started

TELUS Internet Fax service is an email and web based fax service that is designed for sending and receiving faxes. The fax messages are sent and received via the internet and once a message is sent, you can check the delivery status using the Internet Fax online web reporting tools.

Setting up an account

Before you can begin to use Internet Fax you must sign-up for an Internet Fax account using our secure, online form.

Internet Fax requirements

Email requirements

To send and receive faxes all you need is an email account, a MIME compliant email application and Internet access.

Web browser requirements

For web based faxing, the following browsers are officially supported by Internet Fax:

- Microsoft Internet Explorer 4.x, 5.x, 6.x
- Netscape Navigator 4.7x, 7.x

Other browsers must have the following features enabled in order to access Internet Fax through our web interface:

- SSL encryption at the 128-bit level or higher
- Tables
- Cookies
- RFC1867 support for multiple forms and file uploads
- Java Script

Note: If your browser uses Pop-Up blockers, you may need to disable them for Internet Fax to operate correctly.

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Chapter 2 - Sending Faxes

Internet Fax enables you to send faxes using your regular email program or through your web browser.

To send a fax via regular email

1. Open your email program and create a new mail message.
2. In the To field enter the destination fax number followed by the @telusfax.com extension.

The destination fax number must include the country code + area + local number without any spaces between the numbers. For example:

16137330000@telusfax.com

Note: The country code for North America is 1.

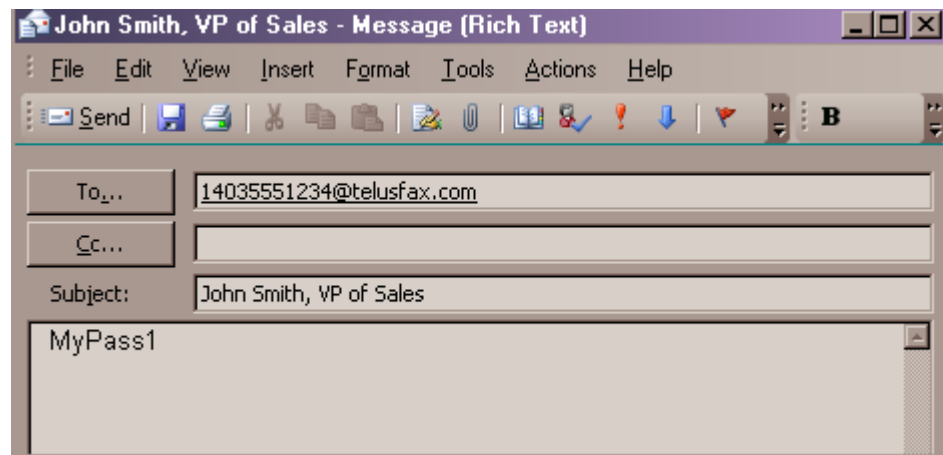
3. In the Subject field, enter the information that you would like to appear in the fax header.

In the example, the recipient's name and title have been entered in the Subject field.

4. If your account has been set up to require a password on your emails, type it on the first line of the email body. Note that the default setting of an account is **not** to require a password.

The password will automatically be stripped from the fax before it is forwarded to the final destination.

The requirement to include your password in the first line of the email can be enabled on request. Please contact Customer Support (faxsupport@telus.net) if you wish to have the password requirement enabled.



Note: If your password is in the first line, do not include any other information on the first line of the message.

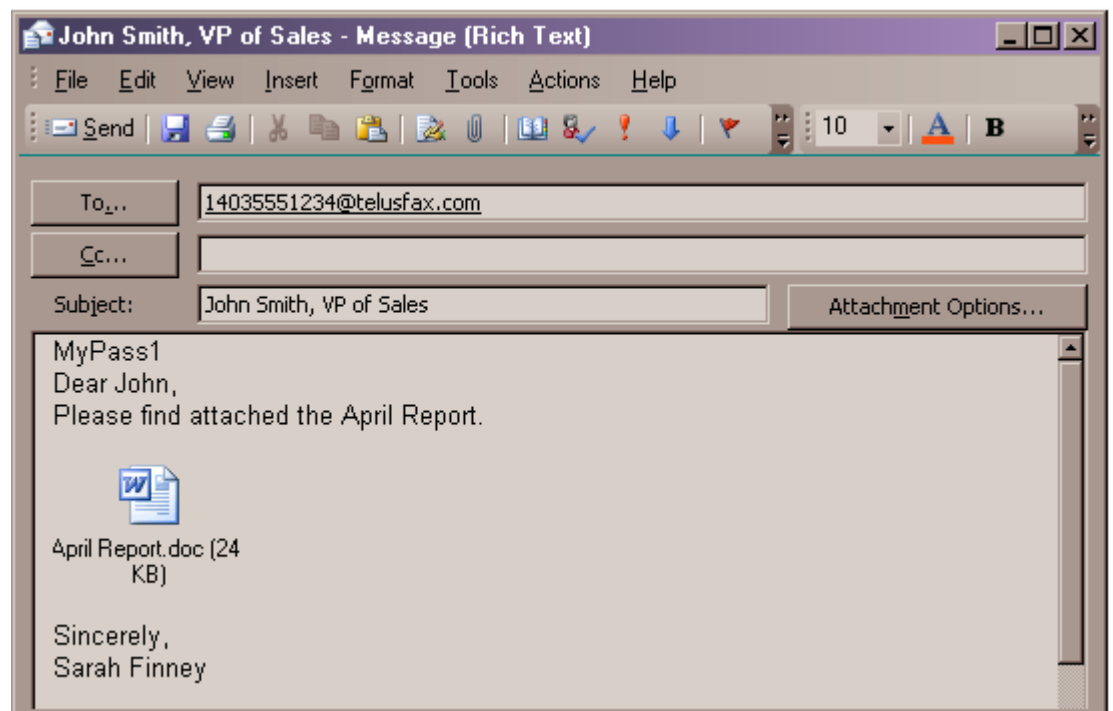
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On the lines following the password (within the body of the email), provide any text you want to have faxed or leave the email body blank (except for the password) to start the fax with the first attached document.

Note: You can send faxes using an HTML formatted email, instead of plain-text. If your account is set to require password, then the 12 point plain-text version of the email will automatically be used when the fax is created. If your account is set to not require a password, then any HTML formatting used in the email body will be applied to the converted fax document.

5. You can also attach one or more files to your email message. See "Appendix A - Supported File Formats" for a complete list of the files supported by Internet Fax.

Note: Documents that you attach will look exactly the same when Internet Fax converts your email to a fax.



6. Click Send.

Internet Fax will convert your email to a fax document, deliver it to your recipient and email you a detailed confirmation of your fax transmission.

To send a fax via the web

1. Open your web browser and go to www.telus.com/internetfax
2. Click the **Login** link at the top right side of the page and enter your User ID and Password.

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Home | Contact Us Log In

ACCOUNT LOGIN

Welcome back Cathy
Please enter your account information to login.

User ID:
Password:

Remember me on this computer.

[If you are an existing Customer and want to order new services, please contact us.](#)

[Forgot your password?](#)

3. On the left side of the page, click on **Click To Fax**, and then click **Send a single or a broadcast fax**.
4. Manually enter the destinations by completing the **Name** and **Number** fields and then clicking **Add**.
5. Repeat this step to add multiple recipients.

and/or

Add a recipient list that is either stored on your computer or in your eContacts. See "Editing Contact Lists" for the list format compatible with Internet Fax.

6. In the group **What would you like to fax?** add the material to be faxed by either:

- Adding documents that are stored on your computer. (A maximum of 8 documents can be added with a size limit of 2MB each)

and/or

- Manually entering a text message.

Note: The documents you add will be faxed in the order in which they are added. If a plain text message is also included, it will be added as the first page of your fax.

What would you like to fax?

▶ Add your document(s) by clicking Add Document
(Maximum 8 attachments, limit 2MB each)

Highlight the document and click Remove Document to delete it from your list.

And/Or

▶ Add a plain text message page

This message can be used instead of a document or added to your document as the first page of your fax

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7. If you wish to use any of the optional features for sending your fax, then click **Advanced Settings**. See "Fax Options" for information on using these features.
8. Click **Send**.

Once your fax is submitted, a processing screen is displayed advising you of your temporary tracking number. Once your fax job is loaded and ready, the temporary Tracking Number is no longer relevant and from this point it is tracked using a Reference Number that will appear in the on-line reports and confirmation emails.

Note: A success/fail confirmation report will automatically be sent to you via email. You can also use the online web reporting feature to get a detailed report of faxes in progress or your fax history for specific days or an entire month.

To view fax delivery progress

1. If you are not logged in, go to the Login page and enter your User ID and password.
2. On the **Reports** menu, click **Faxes in Progress**.
3. Select the reporting options you require.
4. Click Create Report.

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Chapter 3 - Receiving Faxes

All you need is a fax number, email account or web browser and Internet access to receive an Internet Fax.

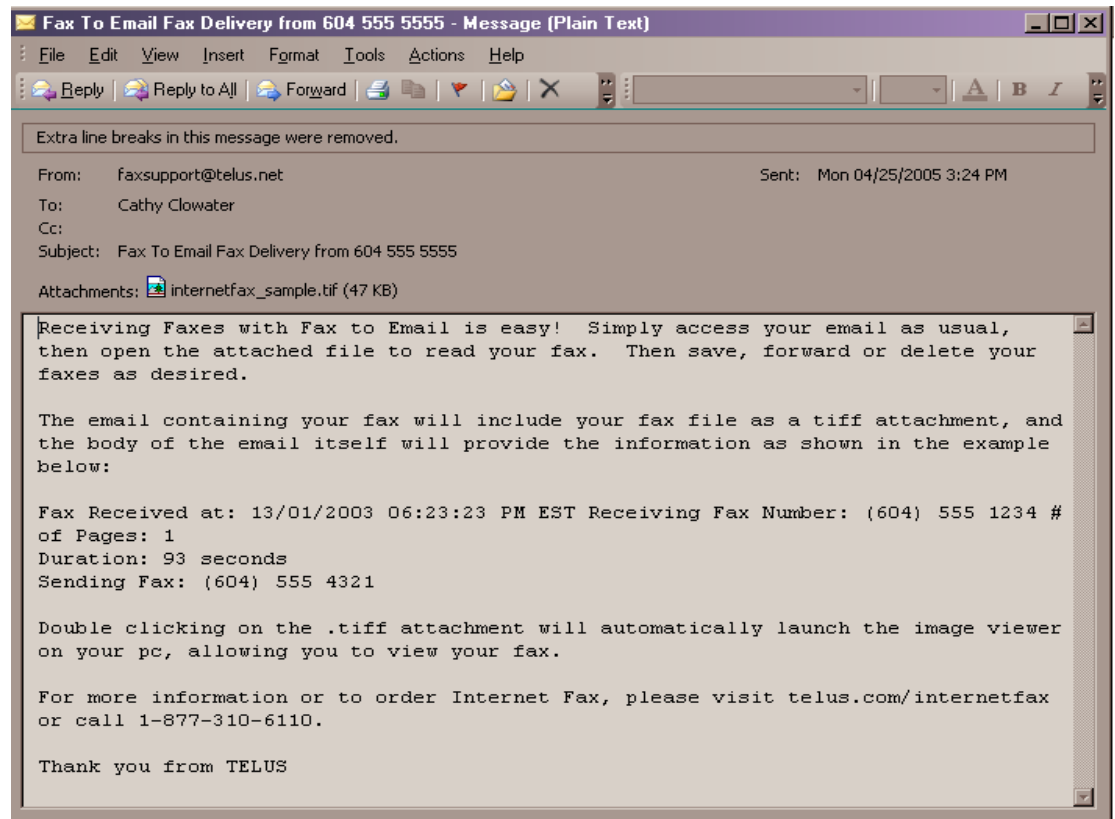
After signing-up, you will be assigned a personal fax number. Your clients and contacts send faxes to your personal fax number, just as they would normally do.

Receiving faxes via email

To receive faxes

1. All faxes sent to your personal fax number arrive in your existing email account in the form of a PDF or TIFF attachment. See Chapter 8, Customer Profile, to learn how to select the file attachment type that you prefer.

The first page of the fax will also appear as an in-line image in the email body, for quick reference.



2. Double-click on the attachment to open it.

The attachment will open in your image viewing software, where you may read it or print it as a hard copy for your records.

See "Appendix B - Fax Image Viewer Applications" for information on installing the appropriate image viewing application.

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Online fax retrieval (via the web)

Through Internet Fax online retrieval, uncertainties from email delivery are avoided.

To access online fax retrieval

1. Open your web browser and go to www.telus.com/internetfax
2. Click the **Login** link, enter your User ID and Password.
3. On the left side of the page, click on **Click To Fax**, then click **Retrieve a saved fax broadcast**.

Depending on your account, you will either see a list of faxes for a single fax number:

Received Faxes

- Select Date to see Faxes Received
- Click Fax ID to view fax
- Click Download to download specific fax
- To download multiple faxes as zipped file, select faxes and click Download Selected Faxes
- Click on column header to sort list by that column

Select date: Refresh

| Fax Number: 5552484974 Date: 8/23/2004 | | | | | |
|--|-------------------------|-------|-----------------------|---------------------------------|----------|
| <input type="checkbox"/> | Fax ID | Pages | Date | Received Originating Fax Number | |
| <input type="checkbox"/> | 7279104 | 1 | 8/23/2004 12:36:35 PM | 15552471234 | Download |
| <input type="checkbox"/> | 7279105 | 1 | 8/23/2004 12:36:35 PM | FAX | Download |
| <input type="checkbox"/> | 7287028 | 1 | 8/23/2004 4:47:12 PM | NA | Download |

or a list of multiple fax numbers.

Received Faxes

- Click Fax Number to Select
- Click on a column to sort list by that column

| Fax Number List | | |
|----------------------------|-------------------------|---------------------------------------|
| Fax Number | Location | Email Address |
| 2123810076 | USA, New York (212) | sfrigon@protus.com,branger@protus.com |
| 6046762223 | Canada, Vancouver (604) | sfrigon@protus.com |

4. Clicking a fax number from the list of multiple fax numbers will display the list of faxes for that single fax number.

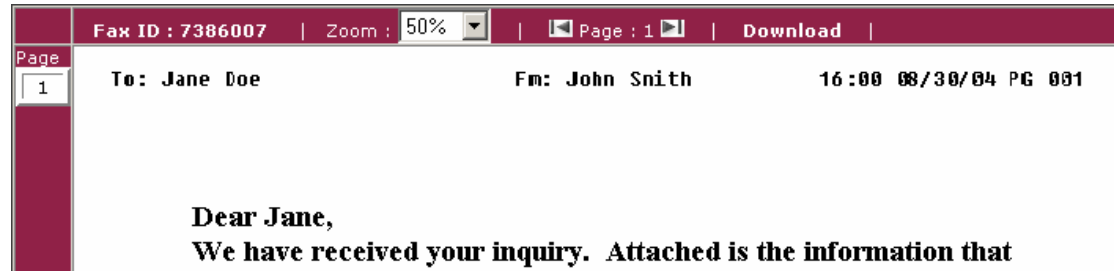
Note: Faxes are available through the web for 7 days (from the they are received) before they are removed

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5. Select a specific day from the **Select date** drop-down list box. A list of the faxes received for that day is displayed.

To view a fax

1. Click the **Fax ID** of the specific fax you want to view. The **View Fax** screen is displayed.



2. For multi-page faxes, click one of page numbers listed on the left side of the screen or browse to a specific page by clicking the page next and back buttons at the top of the screen.

To download a single fax

1. Click the **Download** link next to the specific fax you want to download.

*You can also download a single fax from the **View Fax** screen by clicking the **Download** link.*

To download multiple faxes (as a zip file)

1. Select the check boxes next to the faxes you wish to download.
2. Click the **Download Selected Faxes**.

You will be prompted for a name and location to save the zip file containing the faxes you selected for downloading.

To delete faxes

1. Select the check boxes next to the faxes you wish to delete.
2. Click the **Delete Selected Faxes**.

***Note:** Once faxes are deleted, they are gone and cannot be retrieved later.*

Chapter 4 - Fax Options

The following options are available when sending faxes with Internet Fax.

Image resolution

When sending faxes via the web:

- Default is "draft" (204 x 98 dpi) which is preferred for larger broadcasts because of lesser load on system and faster transmission



When sending faxes via email:

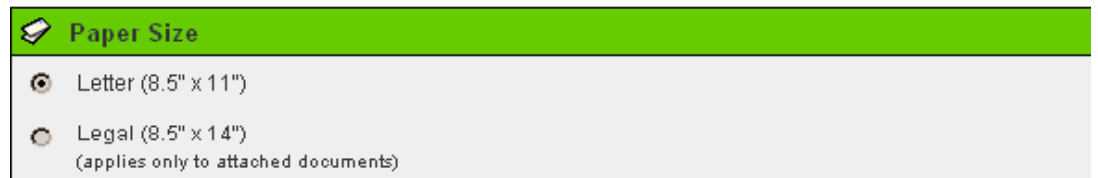
- Default is "fine" resolution (204 x 196 dpi) which should be used for documents with fine detail or small fonts. See "Setting email user options" on page 12 for setting resolution.

Paper size

Cover pages are always letter size (8.5" x 11").

When sending faxes via the web:

- The paper size for attachments defaults to letter (8.5" x 11") but can also be set to legal (8.5" x 14")



When sending faxes via email:

- The paper size for attachments defaults to letter (8.5" x 11") but can also be set to legal (8.5" x 14").

Set the attachment paper size to legal by inserting the term "legal." into the Internet Fax address

faxnumber@legal.telusfax.com

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Cover page

When sending faxes via the web:

The screenshot shows a web form titled "Cover Page" with a green header. Below the header, there is a checkbox with the text: "Use a custom cover page if you are sending to a single fax destination and would like to customize the look of your fax. Please complete the fields below if you would like to use a cover page." Below this are two input fields: "From:" and "Subject:". To the right of these fields is a "Type:" section with five radio button options: "Urgent", "Review", "Info", "Comment", and "Reply". At the bottom left of the form is a button labeled "Add Plain-Text Message".

When sending faxes via email:

- Use the specially formatted destination address for cover page options (see "Setting email user options" on page 12)

Schedule date & time of delivery (web option only)

When sending faxes via the web:

The screenshot shows a web form titled "Schedule Date & Time" with a green header. Below the header, there is a checkbox with the text: "Check here if you would like to schedule your fax for a future date and/or time. Please set the date and times below." Below this are two rows of date and time pickers. The first row is labeled "Start Date and Time:" and shows "Apr", "25", "2005" for the date and "00", "00" for the time, followed by "E.S.T.". The second row is labeled "Deliver Faxes Between:" and shows "00", "00" for the start time and "23", "00" for the end time, followed by "E.S.T.".

Start Date and Time - The job will not be processed before the specified start date and time.

Deliver Faxes Between - Use this feature to set the allowed range of hours that delivery may occur in (once the start date and time have passed).

If there are still destinations to deliver to once the end time is reached, the balance of deliveries will be held until the following day at the start hour.

Note: The end hour is actually at the hour plus 59 minutes. Using the default start and end hours above, for example means that faxes may be delivered between midnight and 11:59 PM, once the start date and time has been reached

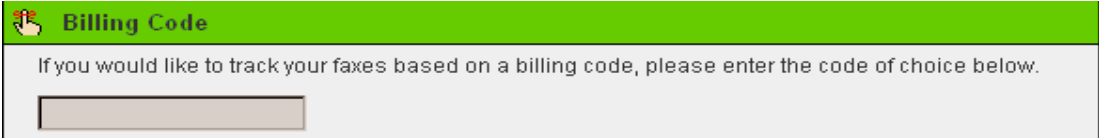
Billing code

Billing codes are used for reporting and are commonly used to track charges to clients. Billing codes are:

- alphanumeric characters
- can be up to 128 characters in length.
- only appears in reports, not on fax

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When sending faxes via the web:



The screenshot shows a web form with a green header bar containing a hand icon and the text "Billing Code". Below the header, there is a text prompt: "If you would like to track your faxes based on a billing code, please enter the code of choice below." Underneath the prompt is a single-line text input field.

When sending faxes via email:

See “Setting email user options” on page 12 for setting billing codes.

Landscape setting (email option only)

Applies only to email body text (attachments handled automatically)

When sending faxes via email:

See “Setting email user options” on page 12 for setting the landscape codes.

Encryption (email option only)

Encryption is used to assure confidentiality over the Internet when using Internet Fax for sending or receiving Faxes by Email. Protus uses PGP for its public key encryption method. Protus clients will need to have PGP software installed to use this capability.

To send faxes with encryption

- Encrypt email with TELUS Public Key, please contact faxsupport@telus.net

To receive faxes with encryption (account option)

- Contact faxsupport@telus.net to provide your own PGP public key. Your account will be set up to use that key to encrypt all future faxes that you receive.

Email password options (account option)

The Password Required setting in User Service Profile can be turned off by Customer Support.

Turning off the password requirement allows you to email faxes without having to include a password in the first line of the email text. Turning off this password requirement will not affect be password required to log in to website.

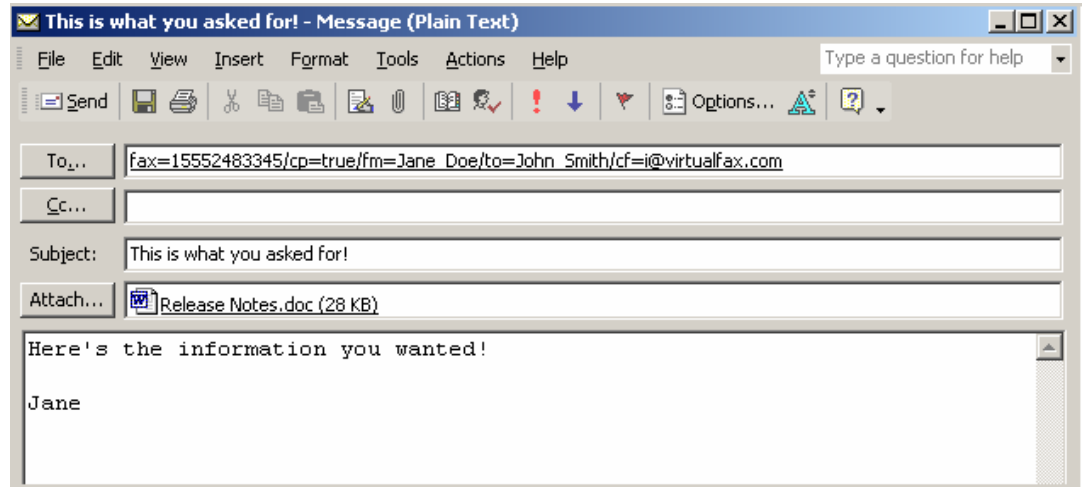
The default option is that the Password is Required.

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Setting email user options

When using Internet Fax to fax via email, the fax options are set by using the following special email address format:

fax=faxnumber/option=value@telusfax.com



The fax formatting options are:

Fine image resolution

/rf=true|false

Legal paper size

/le=true|false

Cover page

/cp=true|false

/fr=*fromname*

/to=*toname*

/cf=URICA (any combination)

Where **U** = Urgent, **R** = For Review, **I** = For Information, **C** = Please Comment, and **A** = Please Reply - ASAP

Subject goes in email subject line

Comments in email body

Billing code

/bc=alphanumericbillingcode

Landscape setting

/ls=true|false

Chapter 5 - Editing Contacts

Editing contact lists

Contact lists

Contact lists or recipient lists can be created and edited as a ".TXT" file in any text editor such as Notepad. These lists can also be created or edited as a CSV file in a spreadsheet application such as Microsoft® Excel.

The list should be arranged so that the information appears in the following format:

Fax #, Name

16132484867,John Doe

16132484868,Mary

12123456789,Dave

Note: Do not include the header in the file.

The fax number must be the country code (which is "1" in North America), followed by the "area code", followed by the "fax #". The fax number field should also not be formatted in any way, including:

no bold characters

no underlined characters

no non-numeric characters

eContacts

eContacts is a web-based contact management service, which allows customers who have a Internet Fax account to set up multiple fax broadcast lists. There are no limits on the number of lists you can have, or the number of contacts within a given list.

For information on creating and maintaining eContacts, please refer to the eContacts User Guide by clicking Help on the eContacts page.

Chapter 6 – Customer Profile

Personal Contact Info

To review or update your contact information

1. Point to **My Account**, then **Customer Profile**, and then click **Personal Contact Info**.
2. Enter any information that needs updating and click **Update Information**.

Primary Email Address

To change your Primary Email Address

Your Primary Email Address is the address to which all account setting change confirmations will be sent, and is also the main address that the system expects to receive emails from when you send faxes.

1. Point to **My Account**, then **Customer Profile**, and then click **Primary Email Address**
2. Enter your password where indicated.
3. Enter your new Primary Email Address where indicated.
4. Re-enter your new Primary Email Address where indicated (to ensure that you entered it correctly), then click **Submit**.

An email confirming the change will be sent to both your old Primary Email Address and your new Primary Email Address. This is done to ensure that no-one can change this address without your knowledge.

Password

To change your account password

1. Point to **My Account**, then **Customer Profile**, and then click **Password**.
2. Enter your old (existing) password where designated.
3. Enter your new password where indicated. The password displayed will be replaced by asterisks (*), for security.
4. Re-enter it in the space below (to ensure that you entered it correctly), then click **Submit**.

Your new password:

- Should be 6 to 20 characters in length
- **Must** contain at least one letter, and at least one number
- **May** contain letters, numbers, and any of the following:

! @ # \$ % ^ & * () < > { } [] ; : ?

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- **May not** contain any other character
- Is case-sensitive
- Will take effect immediately

Send Preferences

To add email addresses from which you may send faxes

You can send faxes from up to three email addresses in one user account. The Primary Email Address is always one of these, so you may add up to two more.

1. Point to **My Account**, then **Customer Profile**, and then click **Send Preferences**.
2. The Email Address window will display all of your existing sending email addresses. To add a new one (up to a maximum of three), enter the new address in the space provided, and click **Add**.

The new address will be added to the list of addresses displayed, and a notification email will be sent to your Primary Email Address. You may now send faxes from this email address in addition to any previous addresses you had registered.

To remove email addresses from which you may send faxes

Note: You may never remove the Primary Email Address (since it is used by the system to send account change notifications to). If you want to change the Primary Email Address, see the section: [To change your Primary Email Address](#)

1. Point to **My Account**, then **Customer Profile**, and then click **Send Preferences**.
2. The Email Address window will display all of your existing sending email addresses. To remove one, highlight the address in the window, and click **Remove**.

The email address list will be updated, and a confirmation email will be sent to your Primary Email Address. You may no longer send faxes from the email address that you removed.

To select your logo preference

Internet Fax accounts may be configured to automatically place a logo on the first page of every fax sent.

Master means to use the logo assigned to the Master User. This is normally what would be used in a Corporate environment, where all Users would be using the Corporate logo.

Custom means to use the logo assigned specifically to the User account.

None means to send faxes without adding a logo.

Note: In order to be able to use a logo, the logo must be pre-configured for the user account. If the logo selected has not been set up for an account, no logo will be placed on the fax. To have a logo set up for your account, please contact Customer Support.

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1. Point to **My Account**, then **Customer Profile**, and then click **Send Preferences**.
2. Choose your logo selection: **Master**, **Custom**, or **None**, and click **Submit Changes**.

If the selected logo has been set up for your account, it will appear on the first page of every fax that you send, until you change the selection to **None**.

Receive Preferences

To add email addresses on which you will receive faxes

1. Point to **My Account**, then **Customer Profile** and then click **Receive Preferences**.
2. Your fax number will be displayed at the top of a page, in a drop-down menu. If you have more than one fax number on your account, select the desired one from the drop-down menu.
3. The Email Address window will display all of the email addresses that faxes received on the selected Fax number will be sent to. To add an email address (up to a maximum of three), type it in the space provided, and select **Add Receive Address**.

The new address will be added to the list of addresses displayed, and a notification email will be sent to your Primary Email Address. All faxes received on the selected Fax number will be sent to this email address in addition to any previous addresses you had registered.

To remove email addresses on which to receive faxes

1. Point to **My Account**, then **Customer Profile**, and then click **Receive Preferences**.
2. Your fax number will be displayed at the top of a page, in a drop-down menu. If you have more than one fax number on your account, select the desired one from the drop-down menu.
3. The Email Address window will display all of the email addresses that faxes received on the selected Fax number will be sent to. To remove an email address, highlight it in the window, and select **Remove Receive Address**.

The email address will be removed from the list of addresses displayed, and a notification email will be sent to your Primary Email Address. Faxes received on the selected Fax number will only be sent to the remaining email addresses on the list.

To select the attachment file type for a received fax (TIFF or PDF)

1. Point to **My Account**, then **Customer Profile**, and then click **Receive Preferences**.
2. Your fax number will be displayed at the top of a page, in a drop-down menu. If you have more than one fax number on your account, select the desired one from the drop-down menu.
3. Select the radio button to choose **PDF** or **TIFF** as desired, and select **Save Changes**.

Faxes will be delivered as email attachments in the file format that was selected at the time of reception. Faxes will also be saved in the same format for on-line retrieval.

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Note: Any faxes previously saved on-line will remain in the format they were saved in, regardless of changes to this preference.

Notification Preferences

To change your notification email address

Your Notification Email Address is the address to which fax success or failure notifications are sent.

1. Point to **My Account**, then **Customer Profile**, and then click **Receive Preferences**.
2. Enter the new email address to Send Notification to, and select **Submit Changes**.

Notifications will now go to the new address.

To change your Billing email address

Your Billing email address is the address to which invoices and statements are sent.

1. Point to **My Account**, then **Customer Profile**, and then click **Receive Preferences**.
2. Enter the new email address to Send Invoices and Billing Emails to, and select **Submit Changes**.

Statements will now be sent to the new address.

Appendix A - File Formats

Internet Fax supports the following file formats for use as attachments.

- Adobe PDF
- AMI Draw Graphics
- ANSI Text
- Applix Graphics
- Applix Spreadsheets
- Applix Words
- ASCII Text
- Computer Graphics Metafile (CGM)
- Corel Draw CDR (TIFF Header)
- Corel QuattroPro
- DCX
- Encapsulated PostScript (EPS)
- Enhanced Metafile (EMF)
- HTML
- IBM DCA/RFT
- IBM Displaywrite
- JPEG File Interchange Format
- Lotus 1-2-3*
- Lotus AMI Pro
- Lotus AMI Professional Write Plus
- Lotus Freelance*
- Lotus Pic (PIC)
- Lotus Word Pro*
- Mac PICT (raster content)
- MacPaint (MAC)
- Maker Interchange Format (MIF)
- Microsoft Excel
- Microsoft Excel for Mac
- Microsoft RTF

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- Microsoft Windows Bitmap (BMP)
 - Microsoft Windows Write
 - Microsoft Word
 - Microsoft Word for Macintosh
 - Microsoft Works Spreadsheet
 - Microsoft Works
 - PC PaintBrush (PCX)
 - Portable Network Graphics (PNG)
 - SGI RGB
 - Sun Raster
 - TIFF
 - Truevision Targa
 - Unicode Text
 - WordPerfect
 - WordPerfect for Macintosh
 - WordPerfect Graphics (WPG)
 - XyWrite
- * Supports a restricted set of features

Appendix B - Fax Image Viewer Applications

Windows XP

1. Double click the "My Computer" icon
2. From the Tools menu click Folder Options.

A new window will appear.

3. Click File Types from the tabs located at the top of the window.
4. Scroll down the list of extensions and select "TIF".

Under Details, please ensure that "Windows Picture and Fax Viewer" is the software selected to open TIF files.

Windows 2000

The imaging software is a compulsory part of your initial Windows 2000 setup and therefore you will not need to install any additional software.

Windows 98

1. Click Start, point to Settings, and then click Control Panel.
2. Double-click Add/Remove Programs, and then click the Windows Setup tab.
3. Click Accessories, and then click Details.
4. Clear the Imaging check box, click OK, and then click Apply.
5. Click Accessories, and then click Details.
6. Select the Imaging check box, click OK, and then click OK again. When you are prompted to do so, insert your Windows 98 CD-ROM or floppy disks into your CD-ROM or floppy disk drive.

Macintosh

Download and install "GraphicConverter" from

<http://www.allmacintosh.at/preview/206492.html>.

Linux KDE

Download and install "KFax" from

<http://kahuna.sdsu.edu/kdehelp/kfax/index-2.html>.