

## Operating manual

# innovaphone Fax

### Version 10

#### Introduction

The innovaphone Fax solution sends and receives faxes via email.

Documents that are to be faxed are basically sent as an email attachment.

File formats supported by the innovaphone Fax solution currently include PDF, pictures (jpg, png, gif) and documents that are compatible with OpenOffice.

Due to the wide range of operating systems, document editing programmes and email applications, this document deals only with explaining fax transmission using the most popular applications with Windows7, Microsoft Office 2010 and Adobe Acrobat Reader.

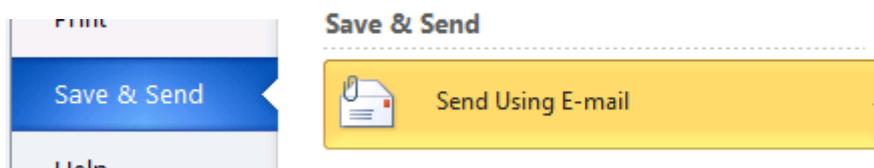
Please contact your admin for support of other combinations.

#### Fax transmission of a document

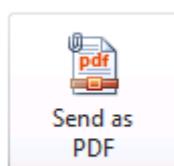
It is recommended to convert the document into a PDF in order to ensure all of the formatting in the original document remains.

Any graphics included in the document are also converted.

Microsoft Office 2010 provides an easy way of converting and sending via the file menu "Save & Send" and then "Send Using E-mail":

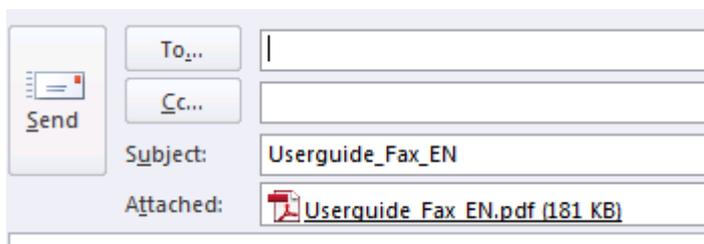


Then, select "Send as PDF":



- Attach a PDF copy of this document to an e-mail
- Document looks the same on most computers
  - Preserves fonts, formatting, and images
  - Content cannot be easily changed

An email send window will pop-up with the document already attached:

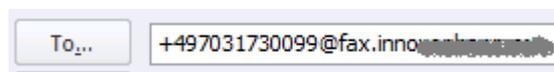


### **Sending pictures via fax**

Separate graphics can be sent directly as an attachment if they are available as gif, jpg or png formats.

## Entering recipient's address

The recipient's address is usually a combination of the recipient's number and the company fax domain.



The email subject line is included as a cover sheet (if so configured).

Your admin can inform you of the company's fax domain. It may already be pre-configured in the email system.

### Notes:

As with dialling out-going calls, fax numbers also require the outside line (usually an initial 0 before the number).

If configured by your administrator, the international phone number format can be used as destination number (E.g. + 49711....) or use a fax number from a contact.

## Cover sheet

A cover sheet comprising the send date, sender's address, title and signature of the sender and - if so configured - the company logo is included on the page in front of the document to be faxed.

## Sent confirmation

Once the fax has been transmitted successfully, the sender receives a Sent confirmation via email. This email includes the document and cover sheet that have been sent - thus the exact document received by the recipient.



If a fax transmission fails, the sender also receives an email with the reason for the error.

## Receiving a fax

Faxes received via email



The fax with cover sheet are displayed in a PDF viewer by opening the email attachment.

Store the fax document as required by clicking on “Save as...” and selecting where it should be saved to.

## Further information

It could also be possible to directly send document formats other than PDF (e.g. Microsoft OfficeWord). However, this depends on formatting and compatibility with OpenOffice.

Colour contents are converted to grey shades. Therefore, it is possible that there will be a loss of quality caused by technical reasons. We therefore recommend to send contrast rich documents by fax.

The cover sheet can be adapted individually by your admin.

There is no limit to the number of pages that can be sent with the Fax application.

The Fax application is not bound to Microsoft Outlook, other email programmes can also be used.

Serial faxes can be sent simultaneously.

Transmission of faxes and receipt of Sent confirmation can take some time depending on the size and content of the fax documents as well as the capacity of the external fax lines.

## **About this document**

This document applies to the software:

### **innovaphone Fax, V.10 [100027]**

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