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User Guide – Receiving Faxes

Fax-To-Email

By default, incoming faxes received on your GreenFax virtual fax number are automatically forwarded to you by email as attached files. You can add up to five email addresses where inbound faxes are forwarded. To add/remove/change the email addresses where inbound faxes are forwarded, login to your account at the GreenFax web site, then click 'Account Preferences'.

File Format Options

Inbound faxes can be forwarded in either PDF or TIFF format. PDF files can easily be opened and printed on virtually any type of system using the Adobe Reader, available free of charge from Adobe, Inc. TIFF files can be opened and printed on most Microsoft Windows systems using the TIFF viewer that comes bundled with most distributions of Windows. You can change your inbound fax delivery options by logging into your account at the GreenFax web site (under 'Account Preferences').

Web Access to Faxes

GreenFax stores the faxes that you have received for as long as you are customer of GreenFax. To access faxes that you have received, login to your account at the GreenFax web site, then click 'Inbound Faxes Received'.
Note: Lifetime storage applies to faxes received after September 30, 2008.

Receiving Faxes on Wireless Devices

Most newer smart phones and wireless devices come bundled with viewers that are able to open faxes received through GreenFax in either PDF or TIFF format, without the need to install any additional software or apps.

Receiving Faxes Securely

Standard unencrypted email is inherently insecure, and therefore it is possible for inbound faxes forwarded as email attachments to be intercepted in route through the internet from our network to your inbox.

For this reason, our mail servers are configured to use Transport Layer Security (TLS). If the mail server that handles your incoming mail supports TLS as well, then inbound faxes forwarded to you by email will be encrypted as the are sent through the internet

from our network to your mail server.

For users who may not be able to receive email securely, Greenfax offers a secure inbound fax option. This option is available by logging into your account (under 'Account Preferences'). Using this option, notifications of inbound faxes are sent via email, without faxes attached. Faxes may then be downloaded securely from the GreenFax.com web site (through an SSL connection) after clicking a link in the email notification and providing the correct account login password. There are no additional charges for using this option.

Integration and API Methods
GreenFax provides web service API's for developers to use for integrating their application with GreenFax's inbound fax service. Please see our integration guide for more info.

Archive Service
GreenFax Archival Service is available to all GreenFax customers that receive faxes through any of GreenFax's inbound service plans. Customers using the archive service will receive a CD after the end of each calendar quarter containing an archive of the faxes that were received on their GreenFax virtual fax number during the previous quarter. Charges for this service are $19.95 per CD, billed to your account. To activate this option, login to your account at the GreenFax web site, then click 'Archive Service'.
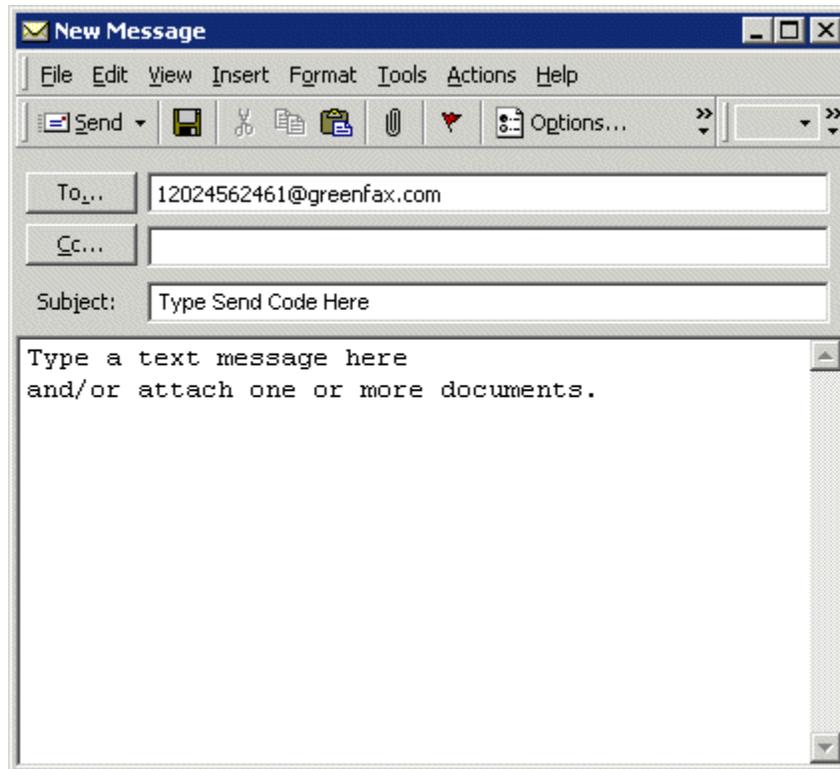
User Guide – Sending Faxes

Email-To-Fax

To send a fax through GreenFax's email-to-fax service, simply compose an email message as per the following instructions. Refer to the screenshot below as an example.

IMPORTANT: Email-to-fax jobs must be sent from a registered email address on your GreenFax account.

1. Address the email to FAXNUMBER@GreenFax.com. For example, to send a fax to (202)456-2461 you would address the email to 12024562461@greenfax.com. For faxes to US/Canadian destinations, be sure to precede the 10 digit fax number with the digit 1. For international faxes, precede the fax number with 011 followed by the country code.

2. Enter your GreenFax send code in the subject field. This send code is used to authenticate your email-to-fax job. Your send code should not be the same as the password used to login to your GreenFax account.

3. Attach one or more documents to be faxed and/or enter text in the body of the email message. GreenFax supports documents and files in the following formats: *Adobe PDF, Microsoft Word (doc, docx), HTML, Microsoft Excel (xls, xlsx), Rich Text Format (rtf), Text (txt), GIF Image (gif), JPEG Image (jpeg, jpg), Tagged Image File Format (tiff, tif)*. You may also include plain or formatted text in the body of the email. If included, this text will appear on first page of the fax. To send a fax consisting of text only, you may simply type the text message in the body of the email without attaching a document.

4. Click Send.

New Message

File Edit View Insert Format Tools Actions Help

Send ▾ | 💾 | ✂ 🖺 🖺 | 📎 | ❦ | 🔳 Options... | »

To...	12024562461@greenfax.com
Cc...	
Subject:	Type Send Code Here

```
Type a text message here
and/or attach one or more documents.
```

GreenFax will attempt to send the fax, and you will receive a status notice from GreenFax by email after the fax has been sent.

Notes: Email-to-fax jobs are limited to 100 pages in length, 9 email attachments, and 10MB in total size.

Optional Subject Line Parameters
You may specify a 'job code' associated with your fax, for billing or reference purposes. This job code will appear on the confirmation or failure notice returned, andwill appear on outbound fax logs.

You may set the sender id on an individual fax basis. Setting this option overrides the sender id specified in the account preferences of the account.

The syntax for setting one or both of these options is:
Subject: `sendcode=xxxxx jobcode=yyyyy sender=zzzzz`

Web Fax
To send a fax from the GreenFax web site, simply login to your account at the GreenFax.com web site, then click 'Send Fax', and follow the ensuing instructions.

Recommendations For Preparing Documents

If sending scanned documents - for best results, we recommend scanning your documents in black-and-white (not color or grayscale) at 200 dpi resolution. These parameters are standard for fax protocol, and will produce the best results when faxed. These settings will also result in smaller file sizes and shorter transmission times.

Monitoring the Status of Faxes in Progress and Viewing Results of Completed Faxes

You can monitor fax jobs in progress and view logs of faxes that you have sent by logging into your account at the GreenFax web site.

You can also configure options for sending faxes in the 'Account Preferences' area your account. Here, you can add/change/remove the registered email addresses on your account, change your send code, and change your sender id (which will appear in the upper margin header of faxes that you send through GreenFax).

Sending Faxes From Wireless Devices

Faxes can be sent through GreenFax from any internet-enabled smart phone or wireless device using GreenFax's web-fax or email-to-fax services.

Sending Faxes Securely

Standard unencrypted email is inherently insecure, and therefore it is possible for email-to-fax messages to be intercepted in route through the internet from your mail server to our network.

For this reason, our mail servers are configured to use Transport Layer Security (TLS). If the mail server that handles your outgoing mail supports TLS as well, then email-to-fax messages will be encrypted as the are sent through the internet from your mail server to our network.

Users can also send faxes securely using our Web-Fax method (above). Using this method, documents to be faxed are uploaded to our network through a secure (https) SSL connection between your web browser and our web servers.

Integration and API Methods

GreenFax provides web service API's for developers to use for integrating their application with GreenFax's outbound fax service. Please see our integration guide for more info.

User Guide – Fax Broadcasting

Submitting a Fax Broadcast Job Using the GreenFax Web Site
To submit a fax broadcast job using the GreenFax web site, simply login to your account at GreenFax.com, then click 'Send Fax', then select 'Fax Broadcast', and follow the ensuing instructions.

Submitting a Fax Broadcast By Email
IMPORTANT: Fax broadcast jobs must be sent from a registered email address on your GreenFax account.

1. Create a new email message addressed to broadcast@GreenFax.com.

2. Enter your send code in the subject line.

3. Attach the document to be broadcasted. (NOTE: Attach only one document to a fax broadcast job).

4. List each of the destination fax numbers in the body of the email, one per line, without punctuations. 10-digit US or Canadian fax numbers only. Fax numbers may be preceded with the digit '1'.

5. Click Send.

GreenFax will automatically process the fax broadcast job. A summary report will be returned via email containing summary information about the broadcast job, as well as a detailed log containing statistics for each fax transmission in the job.

Send a Test Fax
We highly recommend sending a test fax to yourself before sending a large broadcast job. By doing so, you will see exactly how the document will appear on the receiving end, and you will be able to gauge the cost to send the entire job based on the cost to send the test fax. We cannot assume responsibility for errors or costs that could have been avoided by sending a test fax.

Monitoring the Status Fax Broadcasts in Progress and Viewing Results of Completed Broadcasts

You can monitor broadcasts in progress and view resultsof completed broadcasts by logging into your account at the GreenFax web site.