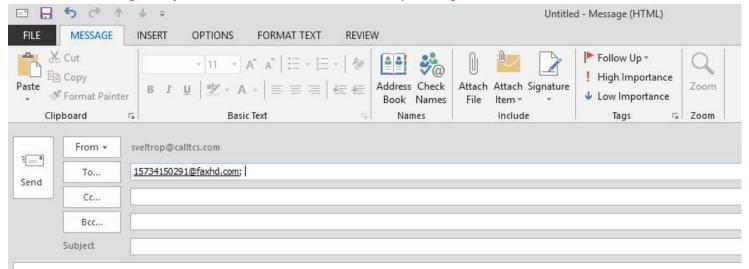# everblü Hosted Fax
Multiple Senders Allowed

Sending a fax:

Open an email.

In the "To" field enter **1 plus the ten-digit fax number** (same for local or long distance) followed by **@faxhd.com** **(example: 15735551212@faxhd.com)**

Attach the document you wish to fax to the email in a <u>PDF format</u>. NOTE: *Typing a comment in the main email section will NOT come through as a fax. You must have a **PDF** attached or you will get an error.*

Click Send when finished.

NOTE: Up to 20 users will be allowed to send faxes. TCS must have each user's email address so this can be enabled.

Fax Notification Email Addresses:

Faxes will be received "from" messages@receive.faxhd.com.
Notifications will come "from" no-reply@notifications.faxhd.com.
Please ensure that your IT department allows these addresses to come through your spam filter so you do not miss faxes or fax notifications.

Receipt of a new fax:

Inbound = New Fax
Incoming faxes will come into the email inbox that is associated with the hosted fax number. It will be delivered as a **.pdf** attachment. Unlike the ability for multiple users to be able to send faxes, incoming faxes can only come into ONE email address. The new Fax Notification will look like the picture below.

From: messages@receive.faxhd.com [mailto:messages@receive.faxhd.com]
Sent: Monday, December 18, 2017 8:21 AM
To: CSD <csd@calltcs.com>
Subject: New 5 pages fax message from 12066735892, TCS Demo

New Fax

A fax of 5 pages has been received on 2017/12/18 08:20:30 at your fax number (+15734150291) and has been attached to this email.

Tracking Number:	ct15734150291-20171218062030438-271-58
Received from (CSID):	TCS Demo
Received from (Caller ID):	12066735892
Number of Pages:	5 pages
Time Received:	2017/12/18 08:20:30

*This is a system generated message, please do not reply.

Queued Fax Email confirmation:

The system will send confirmation emails.
Outbound fax = Successfully Queued (indicating it is waiting to be sent). The Queued Notification will look like the picture below.

From: no-reply@notifications.faxhd.com [mailto:no-reply@notifications.faxhd.com]
Sent: Monday, December 18, 2017 8:20 AM
To: CSD <csd@calltcs.com>
Subject: QUEUED SUCCESSFULLY: Your fax to +15734150291 has been successfully queued to be sent.
Importance: High

Queued Successfully

Your fax has been successfully submitted and has been queued to be sent to +15734150291.
Additional notifications will follow regarding the outcome of the transmission.

Tracking Number:	809-9586695
Fax Number:	15734150291
Recipient:	15734150291
Subject:	test fax--send to KH
Custom Reference:	
Time Submitted:	12/18/2017 8:18 AM CT

*This is a system generated message, please do not reply.

Fax Successfully Sent confirmation:

Success (indicating that it was sent). The Successful Notification will look like the picture below.

From: no-reply@notifications.faxhd.com [mailto:no-reply@notifications.faxhd.com]
Sent: Monday, December 18, 2017 8:21 AM
To: CSD <csd@calltcs.com>
Subject: SUCCESS: Your 5 page fax has been successfully delivered to +15734150291.

Success

Your 5 page fax has been successfully delivered to +15734150291.

Tracking Number:	809-9586695
Fax Number:	+15734150291
Recipient:	15734150291
Subject:	test fax--send to KH
Time Delivered:	12/18/2017 8:20 AM CT
Pages Delivered:	5

*This is a system generated message, please do not reply.

Fax Error Notifications:

The system will tell you if the fax failed and the notification will tell you why it failed. Be sure to read the error to make sure you understand why it failed. An example of an error is pictured below.

-----Original Message-----
From: notifications@msg.faxhd.com [mailto:notifications@msg.faxhd.com]
Sent: Monday, December 18, 2017 8:14 AM
To: CSD <csd@calltcs.com>
Subject: Your fax request, Subject: "test fax with CSD@CALLTCS as the from sender", To: "15734150291", experienced a problem.

Your fax request, Subject: "test fax with CSD@CALLTCS as the from sender", To: "15734150291", could not be delivered.

Your request could not be processed for the following reason.

Unauthorized sending email address.

Please contact Customer Service for any further assistance.

*this is a system generated email, please do not reply.

**The most common error is that the attachment was not attached or it was not in the proper PDF format.
Another common error occurs if the user send privileges were not setup to allow the users to send faxes.