

Retarus Mail2Fax

User Manual

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1. General

With Retarus Mail2Fax you can reliably send faxes from your usual email application via Retarus' Fax Cloud. Each user in the company has access to virtually unlimited fax capacity with no additional investment in hardware, lines or software. Configuration expense is minimal and no additional software is needed. Users require no expensive training or lengthy transition periods because they will send faxes via their usual email client. Documents can be faxed immediately after installation.

2. Supported Formats

Retarus Mail2Fax supports text processing, spreadsheet and presentation formats and all customary graphic files.

- Text formats: DOC, PDF, TXT
- Spreadsheet formats: XLS(X)
- Presentation formats: PPT
- Graphic formats: JPEG, GIF, TIFF, BMP, PNG
- HTML: HTM, HTML (not JavaScript)
- Print formats: PS, PCL

3. Faxing a Message

To send a fax, simply create an email. The message text and all possible attachments will be sent to the recipient as a fax, which makes writing a cover letter and attaching other documents quick and easy. It is also possible to send messages without attachments or attachments without a cover letter.

Address the email as follows:

<fax number>@rfax.net (e.g.: +498955281919@rfax.net).

Please be sure to include the country code for foreign fax numbers. For national transmission the country code is permissible but not necessary.

You can also address multiple fax numbers, and we recommend that you utilize a distribution list (see Section 5) if you have a large number of recipients. If you send your fax via a distribution list, Retarus receives just one fax job despite the multiple recipients. You will receive a single unified report rather than an email for each recipient. Mixed addressing using fax numbers and email addresses is also possible, enabling you to simultaneously send a message to both fax and email recipients.

4. Faxing Attachments Without an Email Text

If you would like to fax one or several attachments without an email text please enter three tildes (~~~), three dollar signs (\$\$\$) or the command [ATONLY: ON] in the subject line. Retarus Mail2Fax will then fax the attachments without email text to the target number(s).

5. Using a Distribution List

When you want to send a message to several recipients, it is advisable to utilize a distribution list. Use a simple text editor (e.g. Notepad) to create this list. Simply copy the fax numbers from your address list into a TXT document as shown, and save them under **distribution-list.txt**.

Alternatively, you can save your distribution list directly in Microsoft Excel. To do this, reduce your Excel distribution list to fax numbers only, because all other data is not needed for Retarus Mail2Fax. Save the distribution list as a TXT file by selecting **save file under**. You will also name the file **distribution-list.txt**.

In order to facilitate the evaluation of the transmission at a later stage, you can add a comment to your fax numbers. This comment will later appear in the report. Use a comma (","), a semicolon (";") or a tab stop as separators.



Figure 1: Sample Distribution List

The file name used for the distribution list must be **distribution-list.txt**. Enter it when you save the TXT document. Alternatively, you can go to the folder in which the TXT file is saved, click on it with the right mouse button and select **rename**.

When using a distribution list for faxing, the recipient's address must be "list@rfax.net".

For the message to be faxed to the distribution list you must attach the distribution list (in addition to the documents to be sent) to the email you send to "list@rfax.net". The distribution list itself will not be faxed. If you do not attach the distribution list, Retarus Mail2Fax will be unable to send your fax. In this case you will receive an email from Retarus that it was unable to find the distribution list in the email attachments.

6. Fax Transmission Using the Express Function

Use **Express** transmission to send particularly urgent fax messages. The Retarus Fax Cloud will give preference to Express messages over other fax messages not marked Express. In this way you can reach your recipients even more rapidly. If several Express fax tasks are received at the same time, the FiFo principle (First in, First out) will apply.

7. Report

Once Retarus Mail2Fax has successfully sent your fax you will receive a detailed report with all relevant information about your transmission. In addition to information about the number of pages sent, resolution, transmission time, and the CSID of the remote station, you will be able to see which faxes, if any, were not delivered. Details of delivery errors are specified in the **Reason** column. A list and description of all transmission statuses is available in the Fax Outbound Services Transmission Statuses User Manual.

You can use the report to measure the success of your completed messaging tasks, correct addressing errors, a resend faxes.

Below you will find an example of a report from Retarus Mail2Fax. You can choose to receive reports in text or HTML format (optionally with a comment).

Invoice #1223422 - [OK][+4981426523167]
Javier Villar to: Javier Villar

23.12.2014 13:30
[Show Details](#)

Retarus job id: MF54995EFD1161FE29377A
Number of faxes: 1
thereof successfully sent: 1
thereof failed with error: 0
Number of pages: 2
Resolution: High

Fax Number	Sent	Remote CSID	Duration [s]	Status	Reason	Comment
+4981426523167	2014-12-23-13.25.40	+49 8142 6523167	33	OK		Invoice #1223422

MF54995EFD1161FE29377A-MN54995F125E531DA8377B.tif

Figure 2: Mail2Fax Report in HTML Format

8. Annex

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9. Contact

Retarus Germany // Global Headquarters

Information Hotline	Phone: +49 89 5528-1111
Support Hotline	Phone: +49 89 5528-2525
Email	info@de.retarus.com

Retarus North America // US Headquarters

Information Hotline (Toll Free)	Phone: +1 855 462 0839
Support Hotline	Phone: +1 888 406 2203
Email:	info@us.retarus.com

Retarus worldwide

For detailed contact information please visit: <http://www.retarus.com/en/contact/>