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Vonage FaxMail provides an easy method to send and receive faxes using your standard e-mail client. Vonage FaxMail works with any standard e-mail system including Lotus Notes and Microsoft Exchange. This document will show you as a user how to use the Vonage FaxMail system.

## Sending Faxes

To send a fax, simply attach the electronic document(s) you want to fax to an e-mail and send it to <10-digit-number>@fax.vonage.com. The system will combine multiple attachments into one fax. The text you type into the subject and body of your e-mail will also automatically be used to create a cover sheet for the fax.

**Multiple Recipients** -The Vonage FaxMail system accepts emails addressed to up to 5 different numbers. An email containing more than 5 recipients will be rejected.

When the Vonage FaxMail system receives your e-mail it will perform the following actions:

1. The Vonage FaxMail system will attempt to convert your attachment(s) to a format that can be faxed.
2. The Vonage FaxMail system will take the text from the subject and body of your e-mail and build a cover-sheet. The text taken from the subject field of the e-mail is added to a subject line on the cover-sheet. The text taken from the body of the e-mail will be added to the body section of the cover-sheet.
3. The Vonage FaxMail system will attempt to send the fax to the number taken from the 'To' field of the e-mail.
4. The Vonage FaxMail system will respond to your e-mail with either a success or failure notification. All e-mail faxes submitted to the system will be responded to with a notification. If you do not receive a notification then there is a problem that should be investigated.

The Vonage FaxMail system supports several different types of file attachments that can be converted for faxing. These include PDFs and most Microsoft Office documents. See the appendix "Supported File Attachments" for a list of supported attachments or contact

888.616.6414 and a Support Engineer can tell you whether or not your file type is supported.

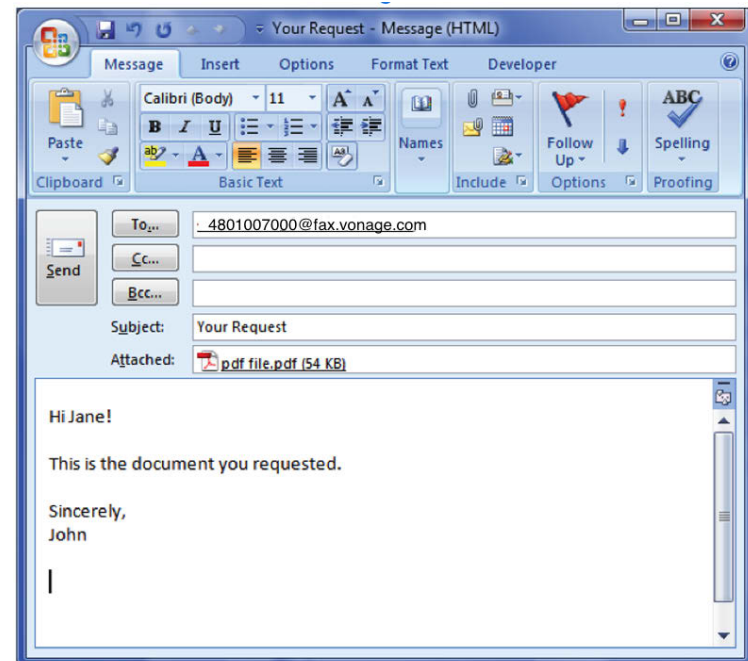
E-mail signatures may cause issues with submitted faxes. It is recommended that signatures be removed from the e-mail before sending to the Vonage FaxMail system.

Please see the appendix "E-mail Signatures" for details

## Example:

Below is an example of an outbound fax to 480.100.7000. The 'To:' address is: 4801007000@fax.vonage.com (any delimiting characters need to be removed from the number before sending). The file 'PDF File.pdf' to be faxed is attached to the e-mail.

Example shown is using an outlook e-mail client

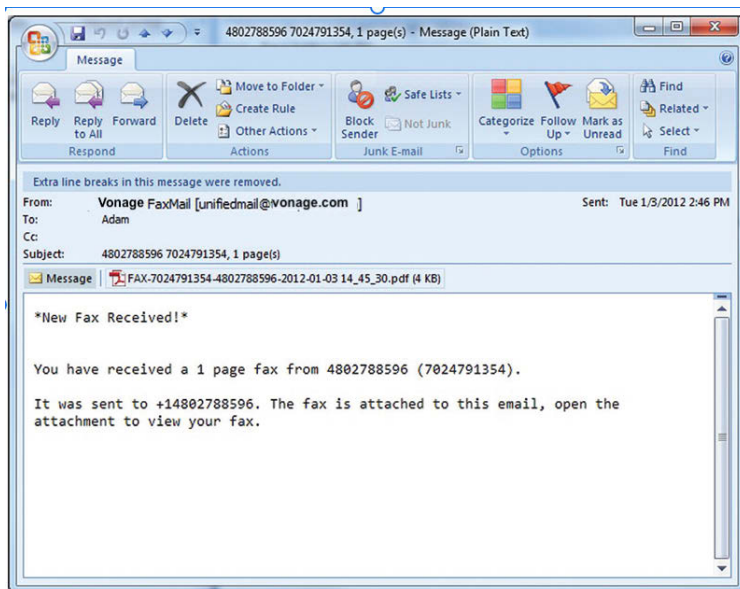


## Receiving Faxes

Once you are set up as a Vonage FaxMail user there is nothing that needs to be done to receive faxes. Any standard fax machine from anywhere in the world can send a fax to your number. The Vonage FaxMail system will convert your fax to an Adobe Acrobat PDF file and e-mail it to you as an attachment. The faxes will arrive in your inbox from 'unifiedmail@vonage.com'.

**NOTE:** If you think you are not receiving faxes, check your junk-mail settings to make sure you are not missing e-mails from the Vonage FaxMail system.

**Example:** Below is an example of how a fax will look as it is received in your e-mail inbox from the Vonage FaxMail system.





## Notifications

The Vonage FaxMail system will notify you via e-mail of the result of your submitted fax. See the appendix “Notification E-mails” for a list of notifications and appropriate actions to take if they are received.

All submitted faxes will be responded to with either a success or failure notification. A failure to receive a notification to a submitted fax indicates a problem and should be investigated. If you did not receive a notification to a submitted fax please perform the following actions:

1. Wait a few minutes. It may take the Vonage FaxMail system some time to send out the fax. This is particularly true of large faxes. The Vonage FaxMail sends notifications after the fax has been sent (or attempts were made and failed).
2. Check your junk-mail settings and rules to make sure you are not filtering the notification e-mail.
3. Re-submit the fax and verify that you do not receive a notification.
4. Contact your e-mail system administrator and ask them to verify that their system did not receive the e-mail from Vonage and that they are not filtering e-mails from ‘unifiedmail@vonage.com’.
5. Contact Vonage Support at 888.616.6414

### Supported File Attachments

Below is a table of the attachment file types supported by the Vonage FaxMail system at the time this document was published.

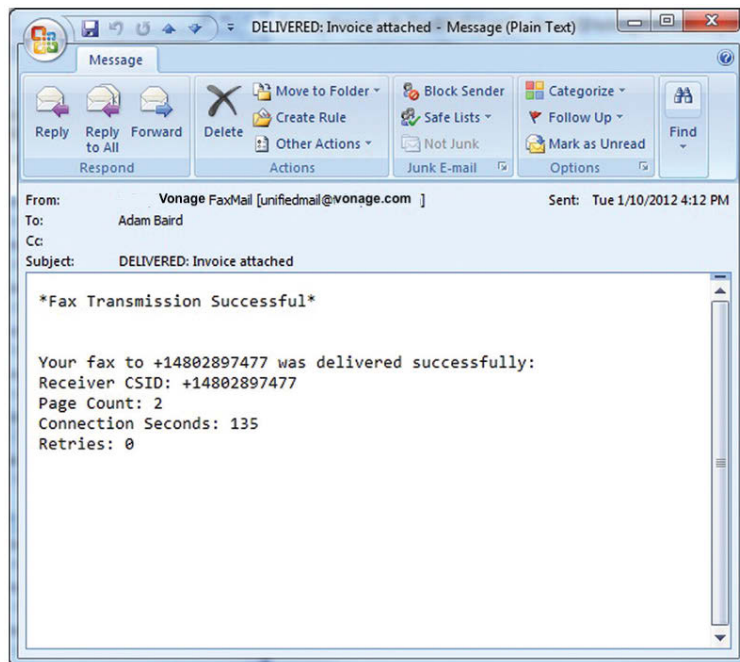
| FILE TYPE                | EXTENSION |
|--------------------------|-----------|
| Adobe Acrobat            | .pdf      |
| Bitmap                   | .bmp      |
| Jpeg                     | .jpeg     |
| Microsoft Excel          | .xls(x)   |
| Microsoft PowerPoint     | .ppt      |
| Microsoft Word           | .doc(x)   |
| Rich Text Format         | .rtf      |
| Tagged Image File Format | .tiff     |
| Text                     | .txt      |

### E-mail Signatures

E-mail signatures may cause submitted faxes to fail. The Vonage FaxMail system treats signatures as attachments and attempts to convert and pre-pend them to the outgoing fax. Often these signatures are of a type not supported by the FaxMail system. This causes the submitted fax to fail and results in a “Conversion Failure” notification sent back to the user. In the cases where the e-mail signature is of a type supported, the resulting fax is pre-pended with a page that contains the converted signature. In case of sending failures, please remove the signature in your e-mail and try again.

## Notification E-mails

Below is an example of a Faxmail notification email next to a table of common notifications that the Vonage FaxMail system sends in response to a fax submitted by a user. Each Notification is listed along with actions a user can take in response to each. Please do not respond to a notification e-mail. This e-mail notification system does not receive e-mails.



| NOTIFICATION TEXT                             | ACTIONS TO TAKE   |
|---|---|
| <b>Fax Transmission Successful</b>            | This indicates a successful Fax. No action necessary  |
| <b>Error: Busy</b>                            | This indicates that the Faxmail received a busy signal after multiple attempts to send your fax to the number you specified. Please verify the number, wait and try your fax again.                           |
| <b>Error:Conversion Error</b>                 | This indicates that Faxmail system could not convert your file attachment. Please verify that your attachment is of a supported type. Try the fax again making sure to remove any signatures from your email. |
| <b>Error: Unallocated (unassigned) number</b> | This indicates that Faxmail could not dial the destination number because it is invalid. Please verify the number and try again.  |