



babyTEL Electronic Fax Quick Start Guide

How can I send a fax?

Sending a fax has never been simpler. There are two ways you can send a fax:

- A. You can send a fax directly from your registered email account.
- B. You can send a fax from your babyTEL web portal.

How can I send a fax by email?

1. Address the fax

Enter the recipient's fax number as an email address in the 'To' field using the following format:

<PhoneNumber>@fax.babytel.net

For US/Canada Faxes: PhoneNumber = 1 + AreaCode + LocalNumber

Example: To send a fax to a Canadian number: enter 15148798585@fax.babytel.net in the 'To' field

For international Faxes: PhoneNumber = 011 + CountryCode + AreaCode + LocalNumber

Example: To send a fax to a UK number 011441455367001@fax.babytel.net in the 'To' field

TIP: You can fax to multiple recipients by adding all recipient fax addresses in the 'To' or 'CC' fields.

2. Compose the fax

To compose an email-to-fax, simply create a new email and type the text you want to fax in the body of that email. You can also attach one or more documents to the email, to fax the contents of those documents. Text in the body of the email will be presented first, followed by the content of the attached documents in the order they were attached.

If you simply want to fax one or more documents, just attach them in the proper order. You do not need to type any text in the body of the email.

Note: Text in the subject line will not appear in the fax but will appear in the delivery status notification email that you receive from the service.

3. Click Send

It typically takes less than a minute for the service to start the fax delivery. It can sometime take longer depending on the size of the files you sent. Note: Each individual fax that is sent is limited to 100 pages.



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How can I send a fax from the babyTEL web portal?

1. Go to the web portal at www.babytel.net and login to your account.
2. Select the Fax Portal tab and click on **Composer**.
3. Fill in the Name of your recipient (for your records only – this information does not appear on the fax).
4. Fill in the Fax number of the recipient (only digits here, ex: 15148798585).
5. Specify a Subject (for your records only – this information does not appear on the fax).
6. In the Comment field, type any text you would like to appear as the first page of your fax (you may leave this blank).
7. Attach any files you would like to send as Fax.
8. Click Submit.

How can I confirm that my faxes were sent?

A. Once the fax is sent, you will receive a delivery status notification from the email address notification@notification.documessage.com.

Note: Be sure your spam filters allow emails from this sender to come to your Inbox.

B. You can also check the status of the sent faxes on the web portal under the **Fax Portal** tab under the **Outbound History** sub-menu.

Faxes that are still currently in progress can be found under the **Outgoing Queue** sub-menu.

Note: A copy of the faxes you sent will be saved for a period of 10 days. Your fax history record will be saved for a period of 60 days.



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How do I view received faxes?

A. Your babyTEL fax number works just like any other fax number. When someone sends you a fax, you will receive it as a PDF attachment to an email with the subject “New Fax Received” from notification@notification.documessage.com.

Note: Be sure your spam filters allow emails from this sender to come to your Inbox.

B. You can also view your faxes on the web portal under the **Fax Portal** tab under the **Inbound History** sub-menu.

Note: A copy of the faxes you received will be saved for a period of 10 days. Your fax history record will be saved for a period of 60 days.

What type of documents can I fax?

The following types of document are currently supported by our service when attaching them to your e-mail or submitting them via the Web portal.

Document type	Extensions
Microsoft Word	DOC; DOCX; DOT; WBK; WRI
Microsoft Excel	XLS; XLSX; XLB; XLT; WK1; WK3; WK4
Text	TXT; WTX
Microsoft PowerPoint	PPT; PPTX
Acrobat	PDF
Image	BMP; GIF; JPG; JPE; JPEG; TIFF; TIF
Web	HTML; HTM; URL
Word Perfect	WPD
Open Office	ODT; OTT; SXW; STW; ODS; OTS; SXC; STC; ODP; OTP; SXI; STI
Other document types	RTF; PCL; PS; EPS; EPI

TIP: Please make sure that documents sent do not contain macro enabled content or are password protected. If this happens you will receive a delivery status notification indicating an error that the document could not be processed.

Where can I see the billing information related to my fax service?

Your billing details can be viewed from the Web portal under the **Account** tab, sub-menu **Faxes**. This menu provides details of current and previous Invoice periods and related charges per fax. If you have pages included with your plan, the number of included pages remaining will also be indicated.