STRACOM

EMAIL TO FAX

CONTENTS

Welcome to the Email to Fax Service from Stracom. You will now be able to send faxes directly from your PC via your Internet email connection.

As there is no new software to install on your PC, this user guide shows how to use the service. It also explains the types of information available to check on the progress of your message.

Firstly, to ensure that you are able to use this service please check that you have the following:

An email package, such as:	**Lotus cc: Mail**
	Lotus Notes
	MS Mail/MS Outlook/Exchange
	Novell GroupWise

An Email editor like;

Netscape Communicator
Outlook Express
Eudora

An Internet connection that allows you to send and receive Internet email.

To send text, pictures and diagrams you will also need one of these Windows® applications:

MS Word
MS Excel
MS PowerPoint
Adobe Acrobat (PDF)

Please note, without these applications you will still be able to send text only faxes.

You have registered your Internet email address with Stracom. You can choose to register as a single user, giving access via one email address only (for example, comms@companyx.com), or as a domain, allowing access for all users in your Internet domain (for example, anyone with an email address ending in @companyx.com). If you have not registered, you will not be able to use the service. Please contact your local Stracom sales office for details on how to register.

2.1 Checking your account has been registered

If you are new to the service, you can confirm that you are a registered user by running a 'self-test' via email. Open your email package and send a blank message:

To: `echo@ipmsg.com`

Within a few minutes, you should receive an Acknowledgement Notice similar to that shown below.
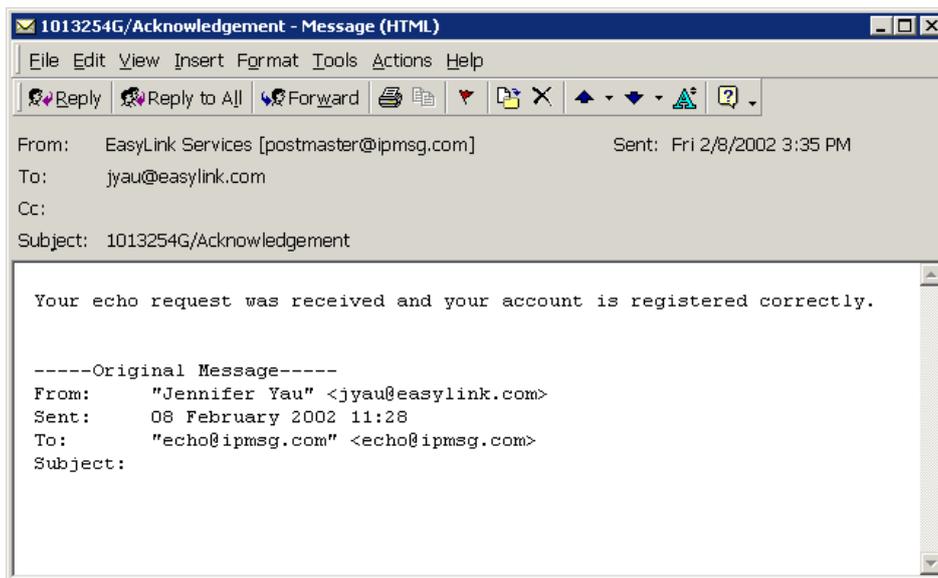

Figure 1 An Acknowledgement Notice to the echo command

If you do not receive an acknowledgement, please confirm with your company that you are a registered user before contacting your local Stracom sales office for further help.

2.2 The Address Format

Once registered, you can send faxes from your email package by using the correct address format. Open your email package as usual and begin a new message. In the "To:" field enter the fax number, including the country and area code, followed by @ipmsg.com

For example, to send a fax to an Australian Fax machine, you would type the following:

To: `61733976233@ipmsg.com`

Please note: You must always include the country and area code even if you are sending the facsimile to the same country that you are located in.

If you wish, you can add a person's name and company name at the start of the address and it will appear on the top line of the fax or the cover sheet (if selected). For example, to send a fax to Joe Smith of The Big Company at the above number, the "To:" address field would be:

To: Joe_Smith_The_Big_Company.442075881044@ipmsg.com

The address is always the same structure: the person's name and company name (followed by a dot or period (.); the fax number (with the country and area code, even if sending within the same country); and then @ipmsg.com.

Please note:- There should be no spaces in the address, so spaces should be replaced with an underscore (_).

Sending a Fax - Message (HTML)	_ □ ×

File Edit View Insert Format Tools Actions Help

Reply | Reply to All | Forward | » |

From: Jennifer Yau   Sent: Fri 2/8/2002 11:48 AM
To: 'Sales_Department.442075518997@ipmsg.com'
Cc:
Subject: Sending a Fax

This is a test message showing how to send a fax using Microsoft Outlook.
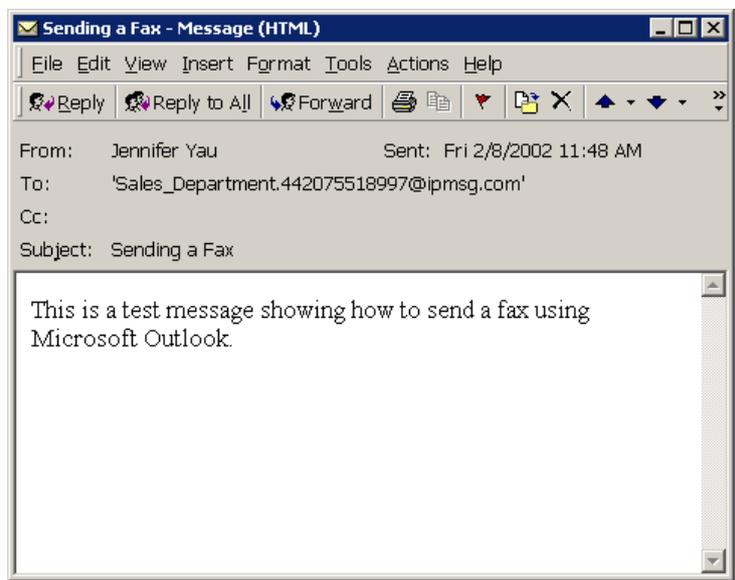
Figure 2 Example of sending a fax using Microsoft Outlook

Please note: To ensure delivery of your message it is suggested that you send your message in Plain Text Format. To ensure that your email is Plain Text format go into Format and ensure that the Plain Text option is ticked.

2.3 Sending to multiple addresses

To send the same message to multiple addresses, the following format is used:

To: 61733976233@ipmsg.com;61733976200@ipmsg.com; next address; etc

The country and area codes are once again used at the start of each fax number, and a semi-colon separates each address.

In this instance, the service will treat the message as a single message and you will get only one acknowledgement and/or report message, if requested (you will, though, receive a notification of delivery for each address). Recipients, meanwhile, will not be shown the other addressees. We will discuss acknowledgement and delivery notices in further detail later.

If you are sending your fax message to lots of addresses, you may wish to use the Broadcast option, as shown in section 2.8. To save time on frequently used fax addresses, you can also add them to your email address book.

The subject field on the email header allows you to enter a subject to identify the message being sent. This will then be displayed on all journals and reports, half and full page cover sheets. This can be up to 255 characters long and the only limitation is that it must not start with the @ character.

Your message should be typed into the body of the email as usual.

2.5 Attachments

If you have additional information you would like to send, this can be added to the email as an attachment, provided it is in MS Office or Adobe Acrobat format. Multiple attachments can be added, with or without plain text in the body of the email. When your fax is delivered, it will have the email text first, followed by the attachments in the order they were selected.

The following document types are supported by gFax:

- **Plain Text**
- **Word** (DOC)
- **Excel** (XLS, XLW etc)
- **PowerPoint** (PPS, PPT)
- **Adobe Acrobat** (PDF)
- **Rich Text** (RTF)
- **Various bitmaps** (TIF, BMP, PCX, GIF, JPG, PNG, DIB, DCX)
- **HTML**

Some documents cannot be converted or be rendered satisfactorily, for the following reasons:

- Files with passwords, macros and links to other files cannot be converted
- Documents may not be accurately converted to fax due to the limitations of fax images, eg, yellow will not show, grey scales may be darkened making images unrecognizable.

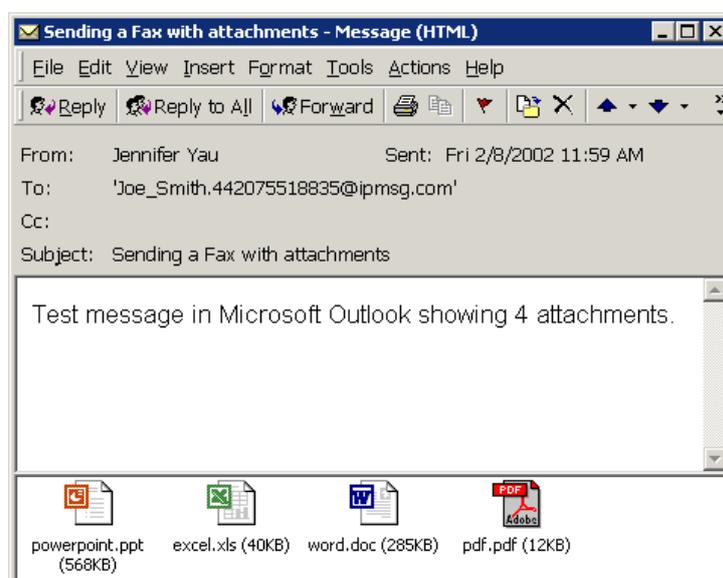The following is an example of a message sent in MS Outlook with 4 attachments.

Figure 3 Attachments on Email to Fax prepared in Microsoft Outlook

2.6 Adding Cover Sheets

If you prefer, you can have a cover sheet automatically added to every message you send. This can be a full page with or without your logo, or a half page without a logo. Cover sheets and logos are stored on the Stracom network and can be arranged through your local sales office.

Multiple cover sheets can be registered if you wish, the first cover sheet registered being the default option, and names being given to subsequent cover sheets. To select the one you wish to use, type in the 'Subject' field @cover=name of cover sheet.

For example, enter @cover=Global in the 'Subject' field to use a cover sheet called 'Global'. This will change the cover sheet used for this message only.

Please note: If you want to enter text in the 'Subject' field after using the @command, add a space after the @command and then type as normal. Recipients will then see the subject heading, but not the @command.

For example, if you were to head a message 'Global Marketing Plan' and send it using a Global cover sheet, you would enter @cover=Global Global Marketing Plan in the 'Subject' field.
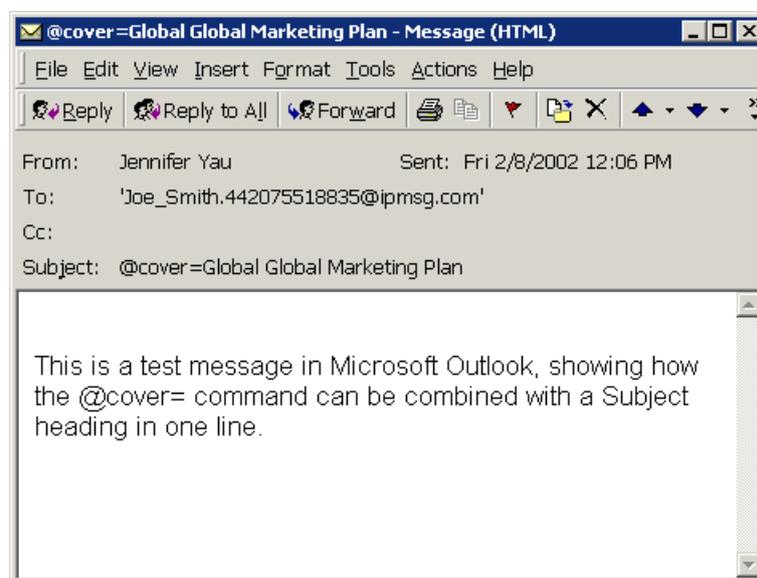

Figure 4 Using the @cover= command

You can register a default cover sheet and include a @cover command in your email whenever you want a particular fax to be sent out with the cover sheet.

You can also register the default cover sheet to be sent out with every fax. In which case you do not have to send any cover commands. To cancel an existing cover sheet on that message only, type @nocover in the 'Subject' field of the email. This will result in the text and/or attachments being sent with no cover sheet, i.e. only the text and/or attachments will be on the fax. The text only will be received with the documents attached starting from the next page.

2.7 Adding cover sheet details

When sending one-off faxes to new individuals or companies, the details can be entered on the cover sheet using @ to= and @from= commands in the email message text. In both cases, the first 'To' and 'From' lines you enter will also be printed on the header of each page of your message.

If you were sending a fax to include 'To:' details, for example, you could add the name and address, etc, to the cover sheet by entering the details in the message text.
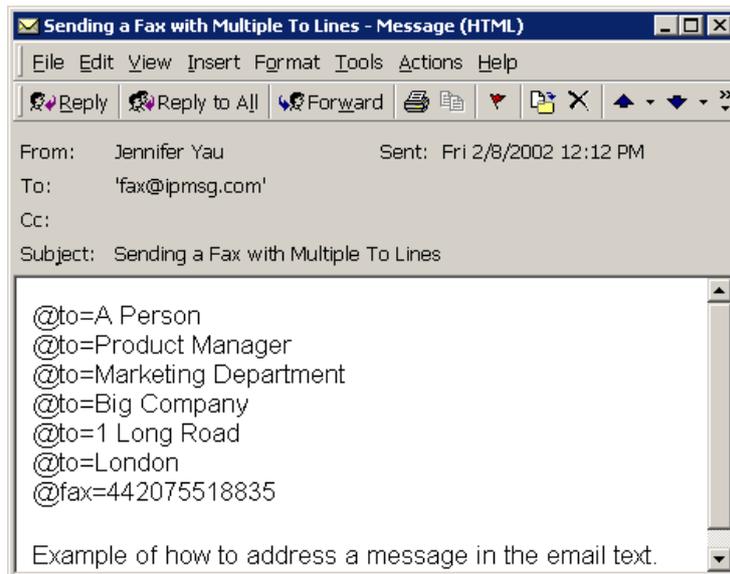
Figure 5 Using the @to= command to add details to cover sheet

The last line is the fax address identifier and should always appear after the last 'To' line. (On full page cover sheets, 11 lines are available, and on half page cover sheets, 8 lines are available, each line being 40 characters long). Because the fax address appears here, it does not appear in the 'To' field. This changes instead to: fax@ipmsg.com.

Please note:- The body of your text and attachments must come after the @to and @fax commands. If the text of attachment come before these instructions the message will be returned with a "No destination address" error.

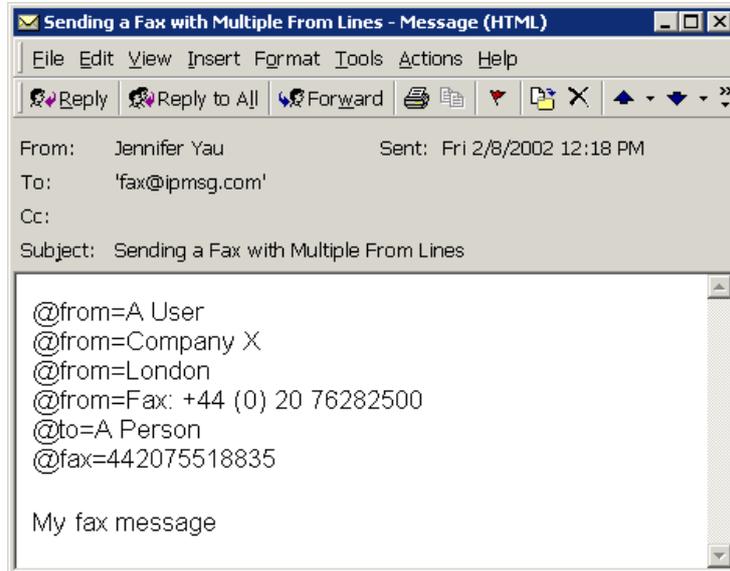Similarly, you can add the 'From' lines with up to 6 lines up to 40 characters long.

Figure 6 Using the @from= command to add details to a cover sheet

2.8 Sending multiple faxes

When you want to send the same fax to more than one recipient, but still use personally addressed cover sheets, the Email to Fax Service gives you several options.

2.8.1 Attaching a CSV address list

Firstly, you can attach an address list as a CSV (Comma Separated) text file to your message. Email to Fax will automatically recognise it and send your fax to the addresses listed. The only constraints are that the fax number must appear first for each entry, and the maximum 11 'To:' lines must each be no longer than 40 characters, separated by commas:

> 442075881044, Marketing Manager, Company A, London
> 442076235813, David
> 442077829747, Finance Director, Company A
> 652261855, Regional Sales Manager, Company A, Singapore

2.8.2 Attaching a text file as address list

Secondly, you can attach an address list in ASCII text file, with file extension of '.txt', to your message. This format uses the @to= and @fax= commands seen previously:

> @to=Accounts
> @to=Far Eastern Ltd (Hong Kong)
> @to=1 Connaught Place
> @to=Central
> @to=Hong Kong
> @fax=85225419021
> @to=Regional Sales Manager
> @to=Far Eastern Ltd (Singapore)
> @to=76 Shenton Way #07-00
> @to=Singapore 079199
> @fax=652261771

An alternative to this long list is to use the @fax= command with the 'To' information separated by commas rather than being on different lines:

> @fax=85225419021, Accounts, Far Eastern Ltd (Hong Kong), 1 Connaught Place, Central, Hong Kong
> @fax=652261771,Regional Sales Manager, Far Eastern Ltd (Singapore), 76 Shenton Way #07-00, Singapore 079199

> Please note: If you use any of these formats you must address your TO line to fax@ipmsg.com.

3.0 ADVANCED FEATURES

You can modify how messages are treated by using further @commands in the 'Subject' field of email applications or in the message text of the email editor, similar to those used for changing cover sheets. These commands, which do not appear on delivered faxes, allow you to add passwords, department codes, reference numbers and other features to any fax you send. You can use more than one command at a time, by separating them with a space or a semi-colon.

Some features can be configured as the default at the time of registration, via the customer registration form. Otherwise, the @commands will need to be used for each message.

> Please note: If you have more than one word in your command ensure that these are separated by an underscore (_) and not a space otherwise the network will assume that this is the end of this command. For example:- @ dept=Sales_Department @refr=12345 @from=Joe_Bloggs

With the password option provided at registration, messages can only be sent if the originator enters the correct password in the 'Subject' field of each message. Otherwise, the message will be rejected and not delivered. In this way, you can limit use of the service to authorised personnel. To use the password of '1234', for example, enter the following command in the 'Subject' field or the first non-blank line of the message text: @password=1234
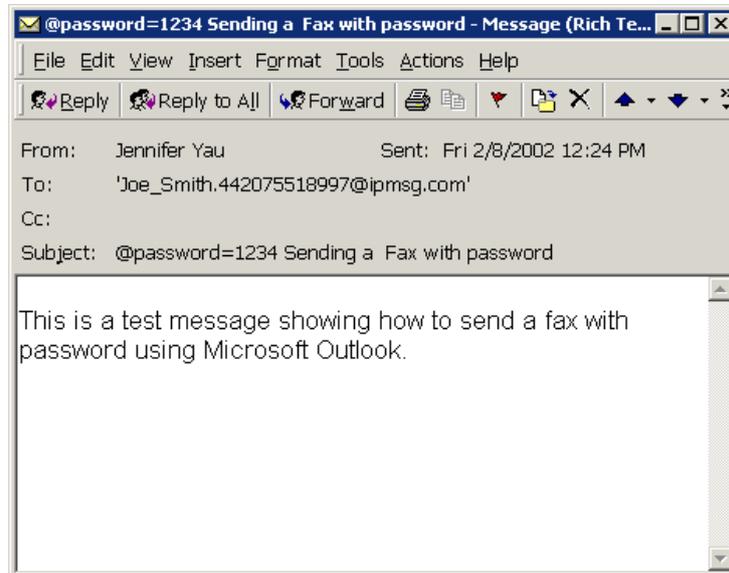

Figure 7 Using the @password= command

There are two main uses of department codes:

- To itemise messages by department for invoices, reports and journals.
- To pre-configure departmental cover sheets.

Each Internet address registration is automatically given the user name as the department code. For example, all messages sent by a.user@companya.com will be given a department code of a.user. You can also register a different department code if you don't want the user name to be the department code. For example, you can register COMMS to be the department code for messages sent by a.user@companya.com.

You can override the registered department code by using the @dept= command. You can choose any code, up to a maximum of 30 letters or numbers. To use 'marketing' as a code, for example, you would enter the following command in

the 'Subject' field or first non-blank line of the message: @dept=marketing
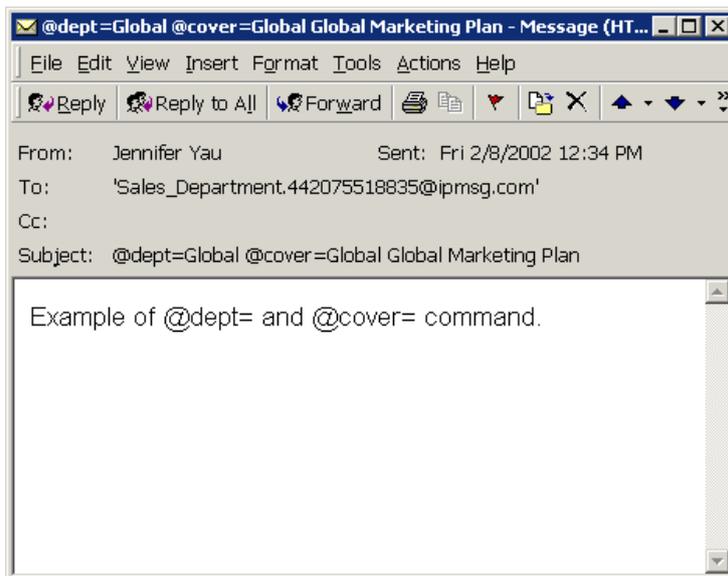
Figure 8 Using the @dept= command and @cover= command

3.3 Using customer reference numbers

To track messages by customer, a reference of up to 24 characters can be used, which will then be displayed on reports, showing which messages have been sent to which of your customers. For example, if your customer was called Blue, you may want to use a reference of Blue001 to identify the message as for customer Blue message number 001. To do this you would add @refr=Blue001 in the 'Subject' field or first line of the message text:
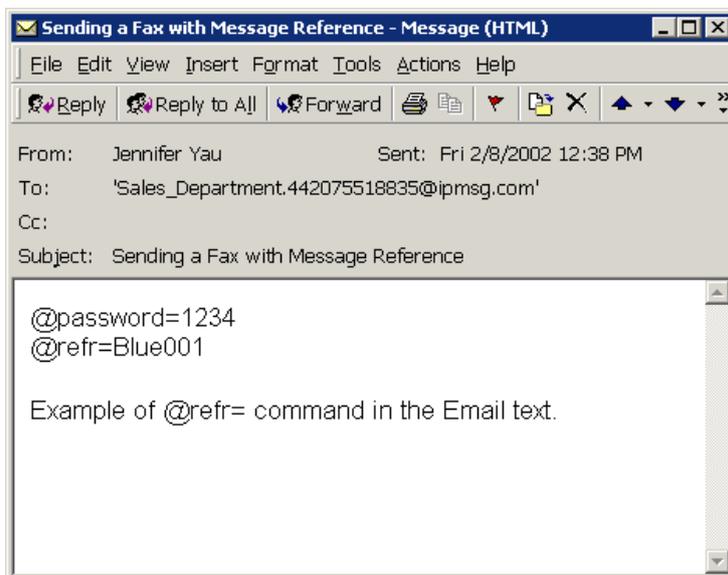
Figure 9 Using the @refr= command to track messages by customer

3.4 Message expiry

If your messages are not delivered within a specified time period, they can be cancelled and you will receive a Non-Delivery Notification. This Message Expiry feature can be pre-configured on registration, or set up with each message using

the @expiry= command.

You can choose a fixed GMT time for your message to expire, or the number of hours or minutes from message receipt before expiry. To specify an expiry time of 6.00pm GMT, for example, the following command would be added in the 'Subject' field or the first non-blank line of the message text: @expiry=18:00
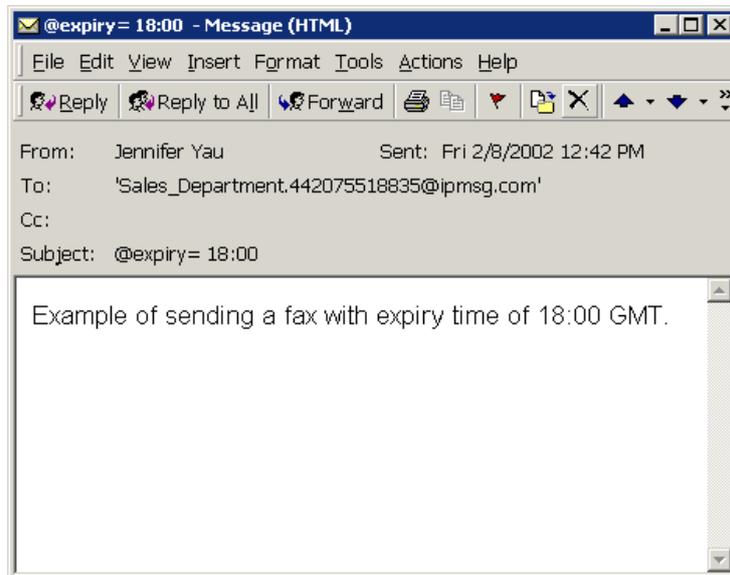

Figure 10 Using the @expiry= command to specify a fixed expiry time in GMT

To choose the number of hours or minutes to expiry (up to a maximum of 99) instead, the command changes to @ expiry=hh or @expiry=:nn

3.5 DEFER DELIVERY

The defer delivery feature enables you to specify the time when the delivery of the message is to begin. For example, you may send the message in on a Friday evening but defer the message delivery until the following Monday morning. To use the defer delivery, you need to include the @defer= command in the 'Subject' field or the first non-blank line of the message text.

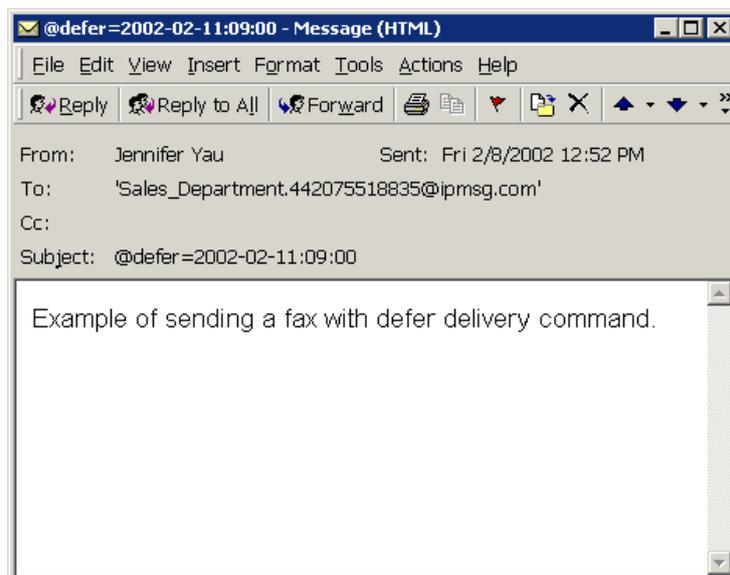Figure 11 Using the @defer= command to defer delivery until a specific date and time in GMT

You may also defer a message until a specific time (@defer=hh:mm), or defer for number of hours (@defer=hh) or defer for number of minutes (@defer=:nn).

3.6 Sending faxes to Inmarsat ship numbers

With the Ocean Hunting feature, fax messages can be sent to Inmarsat ship numbers, even if you do not know where the ship is located. Each of the four oceans are tried in turn so that your fax will attempt to be delivered to the ship, no matter where it is.

The message is addressed in the same format as a normal fax address, using the relevant codes for the appropriate oceans rather than a country code:

874 - Atlantic East
871 - Pacific
873 - Indian
872 - Atlantic West

To send a message to a ship in the Indian Ocean, for example, the address would be:

To: Joe_Smith.873xxxxxxxx@ipmsg.com

The first delivery attempt will be made to the addressed ocean. If this fails, a search pattern will start, based on trying the nearest ocean next. One delivery attempt will consist of trying all four oceans and the hunt facility will only stop after your retry pattern has expired.

4.0 COMMANDS TO SYSTEM

There are various commands that you can send to the system via email. This section describes the commands to resend and to cancel messages. The Reports section describes the commands available to request different types of message reports.

4.1 Resending a Message

You can resend a delivered or a cancelled message by sending a RESEND command via email to the system. The full message number must be stated in the subject line of the email. The system will check that the message belongs to you and that all the files associated with the message still exist in the system. You will receive a report stating whether the resend is successful or not.
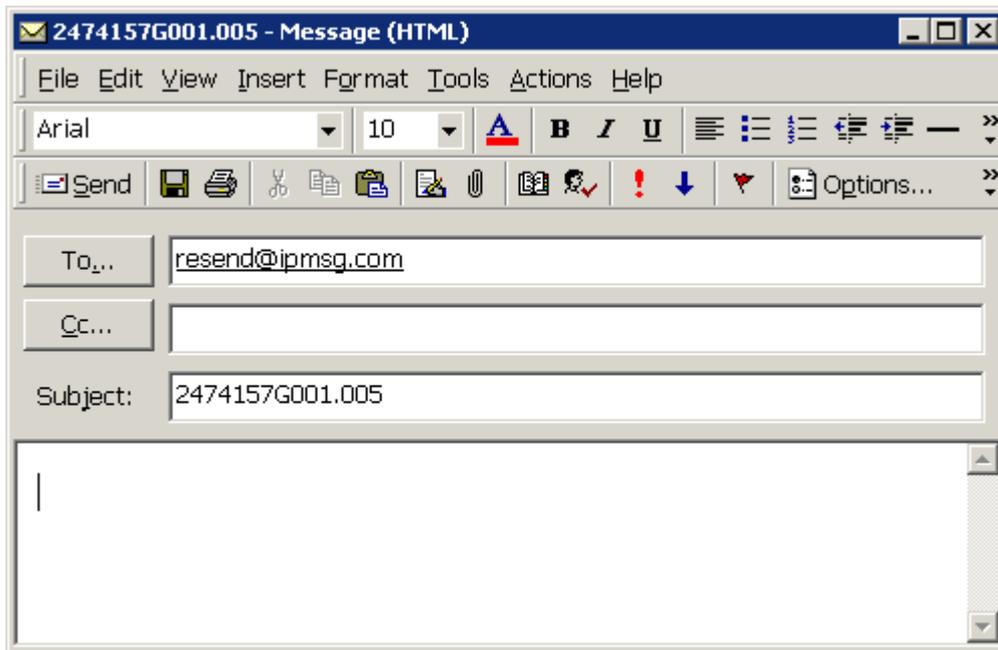
Figure 12 Example of RESEND command

4.2 Resending all Cancelled Messages for a Broadcast

To resend all the messages that have been previously been cancelled in a broadcast, you can send a RESENDFAILED command via email. You must supply the message number in the subject line of the email. The system will check that the broadcast belongs to you and that all the files associated with the broadcast still exist in the system. A report will be returned to you stating whether the resend is successful.

Figure 13 Example of a RESENDFAILED Command

4.3 Canceling a Message

You can cancel the delivery of a message by sending a CANCEL command to the system via email. The subject line of the email must contain the full message number of the message to be cancelled. The system will check that the message belongs to you and that the message is awaiting delivery. A report will be returned to you stating whether the command was successful or not. Please note that the system will not be able to cancel a message if the message was being processed at the time of the cancel command.

Figure 14 Example of CANCEL Command

4.4 Canceling a Broadcast

You can cancel the delivery of a broadcast by sending a CANCELALL command to the system via email. You must supply the 7-digit message number of the broadcast to be cancelled. The system will check that the message belongs to you. A report will be returned to you with the status of the cancellation. Please note that the report is generated at the end of the cancellation and, therefore, may take some time to generate for a big broadcast
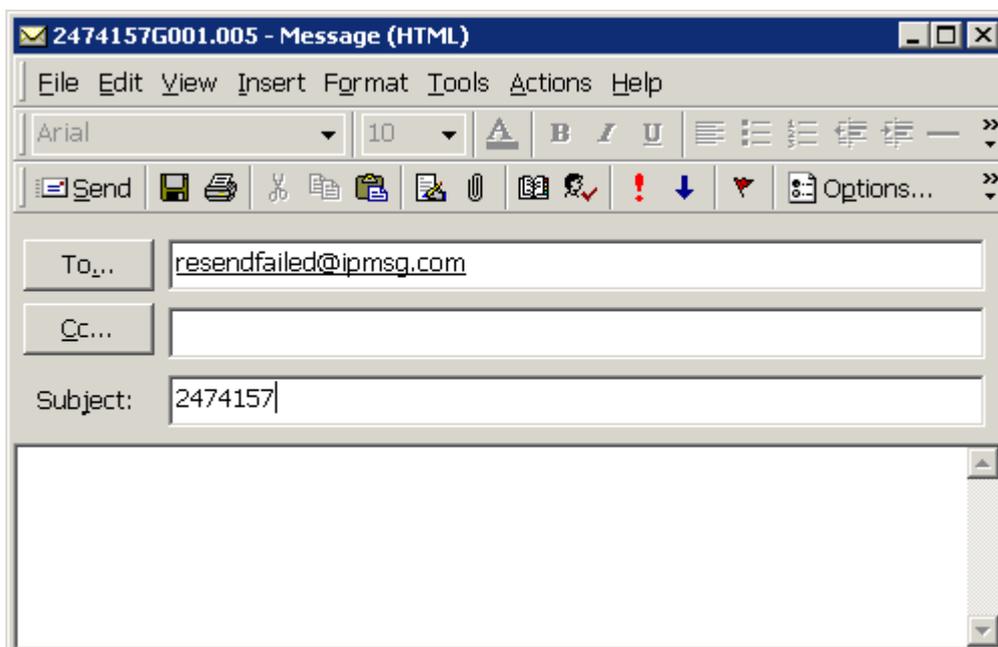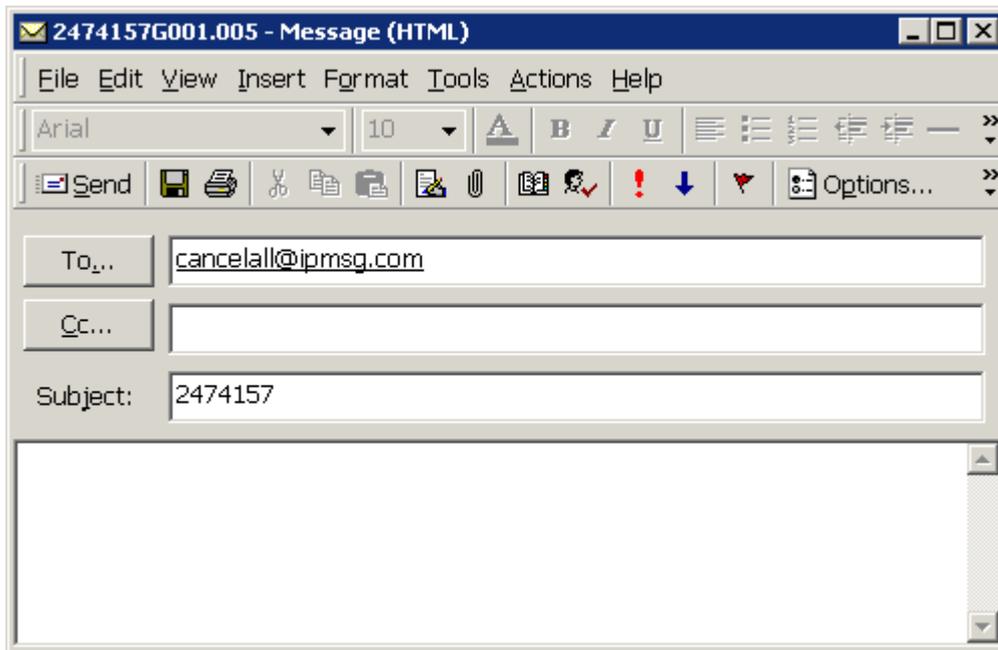
Figure 15 Example of CANCELALL command

5.0 REPORTS

Message receipts and delivery notifications are configurable options within the Email to Fax Service. If set up, the relevant notices and reports are generated automatically. During account registration, you can choose to have these sent to the sender's SMTP address, like account_manager@yourcompany.com, or an alternative mailbox configured for reports.

5.1 Report Status Codes

The codes used in Notifications and Reports:

Code	No. of Retries	Retry Interval	Description
VCE	2	5 mins	Voice line
CUT	3	5 mins	Message cut after trans. started
ICT	Max	5 mins	Incompatible fax machine
NC	Max	5 mins	No connection
OCC	Max	5 mins	Number engaged
NDT	Max	5 mins	No dial tone
NB	Max	5 mins	Bad number
NA	Max	5 mins	No answer
FTR	Max	5 mins	Failed to train

After your messages have been syntax-checked and converted for sending, Internet Fax can be pre-configured at registration to send you an Acknowledgement Notice. This is useful as a quick reference because the Receipt Notice may take a while, especially if your message is addressed to many recipients.

If the notice has not been pre-configured, you can enter @ack in the 'Subject' field or the first non-blank line of the message text instead to request one.
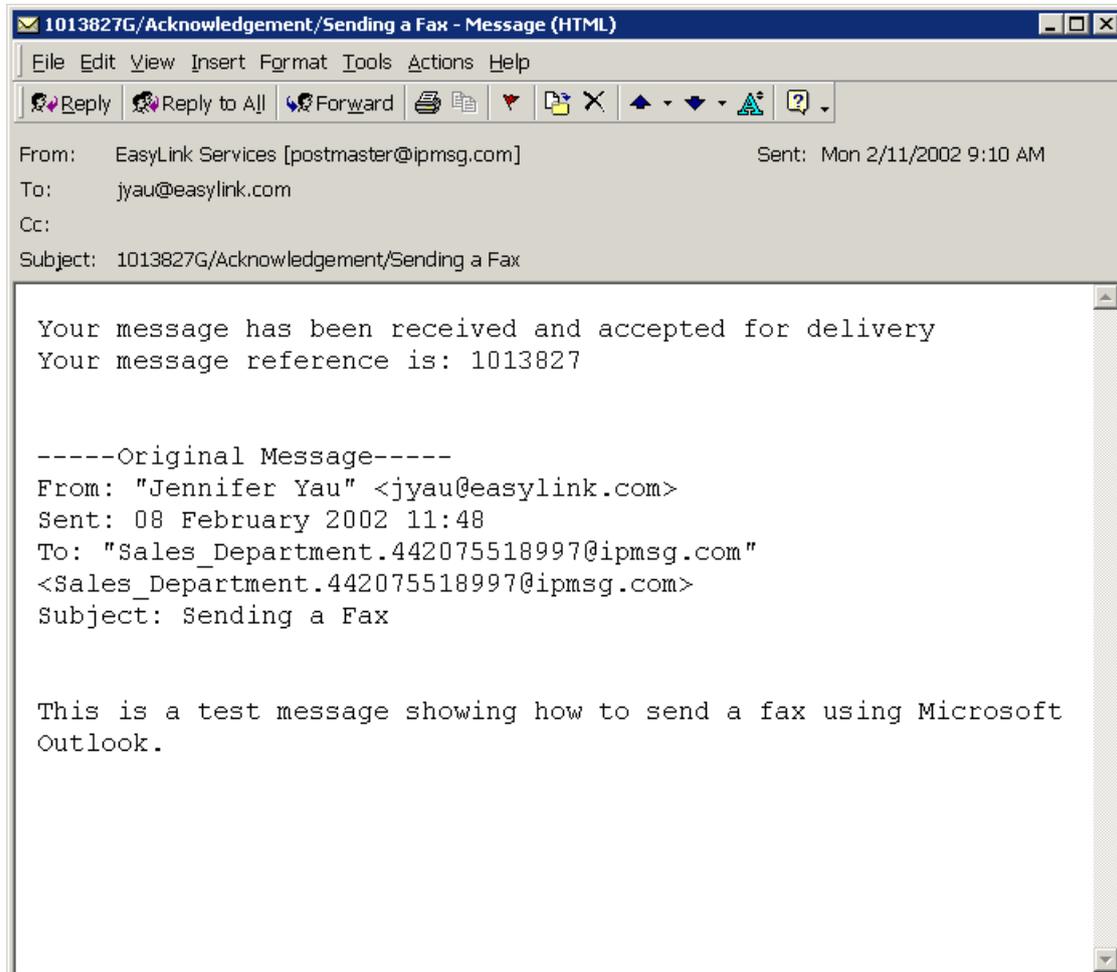

Figure 16 Example of a Message Acknowledgement Notice

If document conversion fails, or if your message contains formatting errors, you will receive a Reject Notice instead of an Acknowledgement. The message will return any attached files and tell you the line number of the email text or attached field that failed so that you can correct the error.
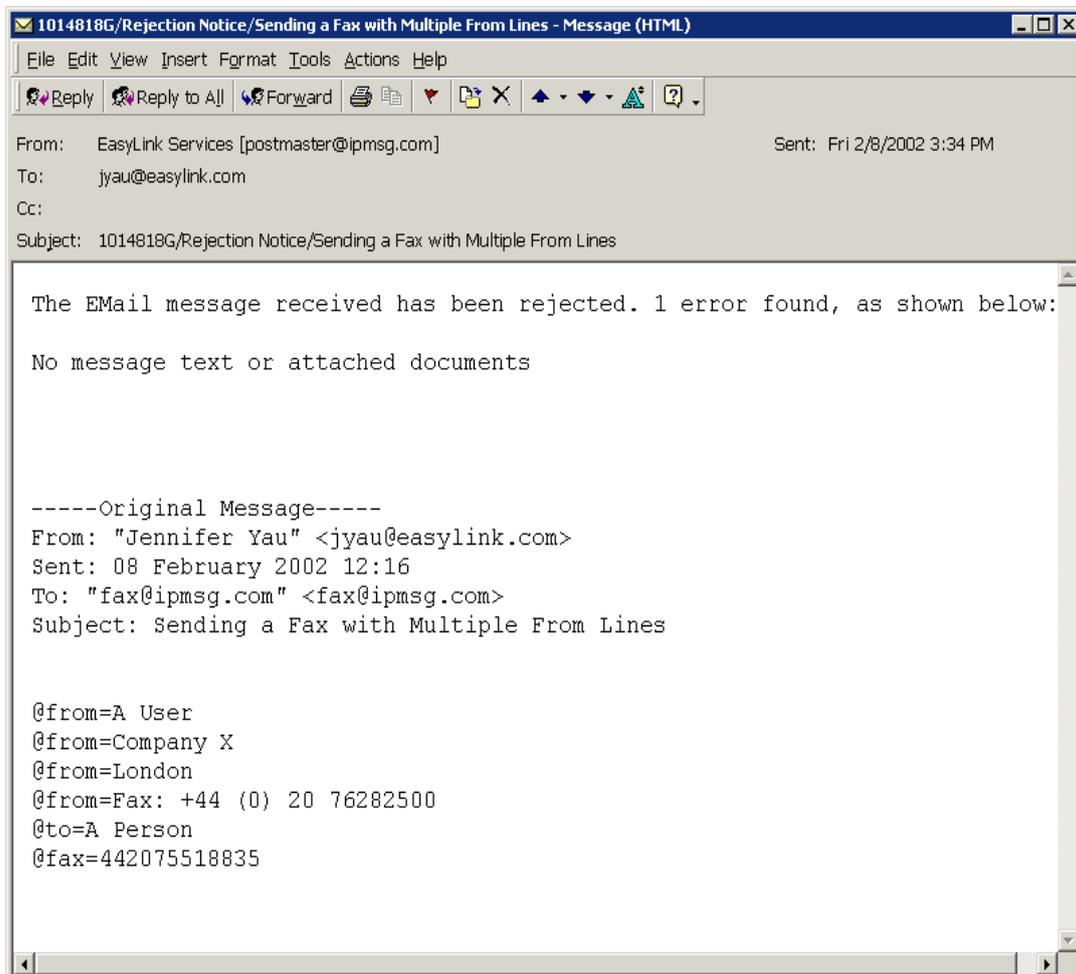

Figure 17 Example of a Rejection Notice

5.4 Receipt Notices

Once your document is queued for delivery, you will receive a Receipt Notice. This can be pre-configured, or you can enter the @receipt command in the 'Subject' field or the first non-blank line of the message text instead.

```
RECEIPT NOTICE

Service Message Number: 1013930G        08.02.2002 11:50 (GMT)
Customer:               10001000        jyau@easylink.com


Your Reference:         Sending a Fax
Our Reference:          1013827G
Subject:                Sending a Fax


Department:             JYAU
Time Submitted:         08.02.2002  11:49 (GMT)
Pages:                  1

The following addresses have been accepted:

/FAX 442075518997


End of Receipt Notice

1013930G001
```

Figure 18 Example of a Receipt Notice

After you receive an Acknowledgement Notice, you may receive an Error Notice instead of a Receipt Notice if the destination address is invalid. An Error Notice means that the message has been cancelled and will not be queued for delivery. Please note that once you receive an Error Notice for a message, you will not receive any non-delivery notification for that message.
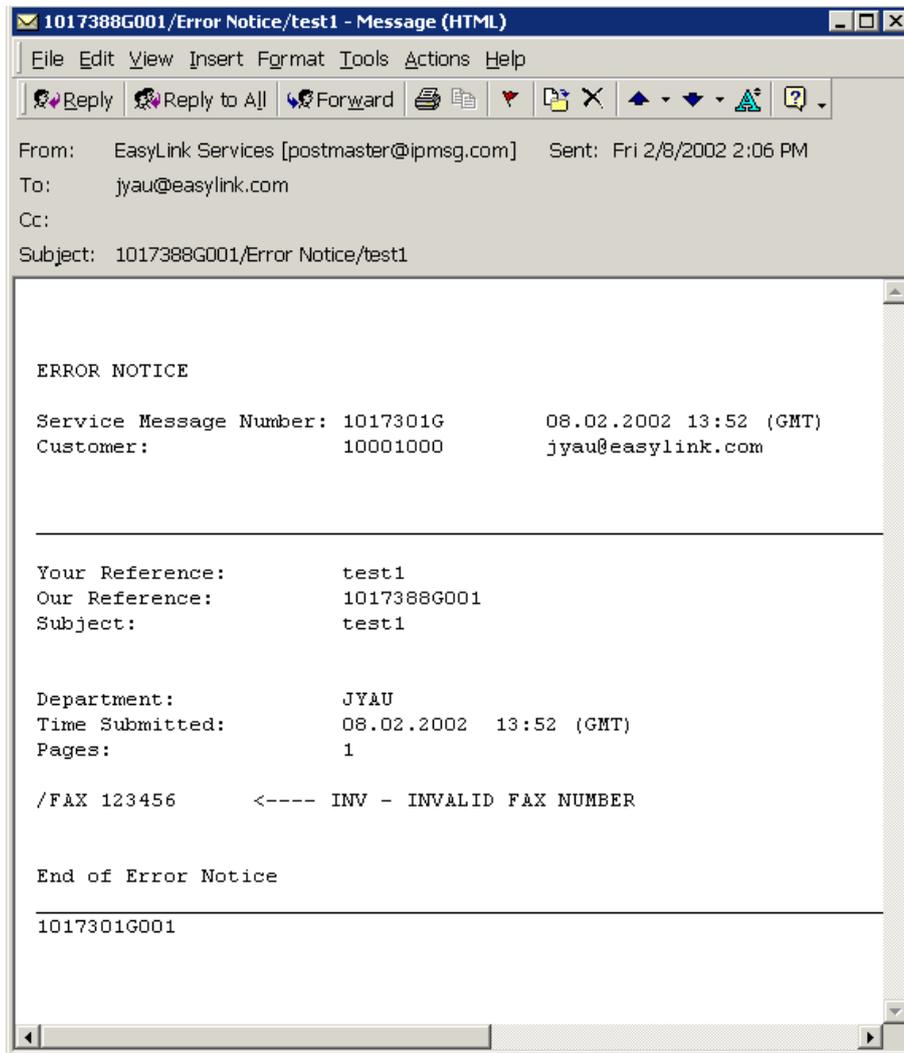


```
ERROR NOTICE

Service Message Number: 1017301G        08.02.2002 13:52 (GMT)
Customer:               10001000        jyau@easylink.com
_____

Your Reference:         test1
Our Reference:          1017388G001
Subject:                test1


Department:             JYAU
Time Submitted:         08.02.2002  13:52 (GMT)
Pages:                  1

/FAX 123456     <---- INV - INVALID FAX NUMBER


End of Error Notice
_____
1017301G001
```

Figure 19 Example of an Error Notice

5.6 Delivery Notifications

As soon as your message has been delivered to its destination, you will receive a Delivery Notification, if this option has been configured on registration. This will detail the destination, the date and time the message was submitted and delivered, and the number of pages sent, etc. The cost of delivery will also be included if your account is configured for costed notifications.
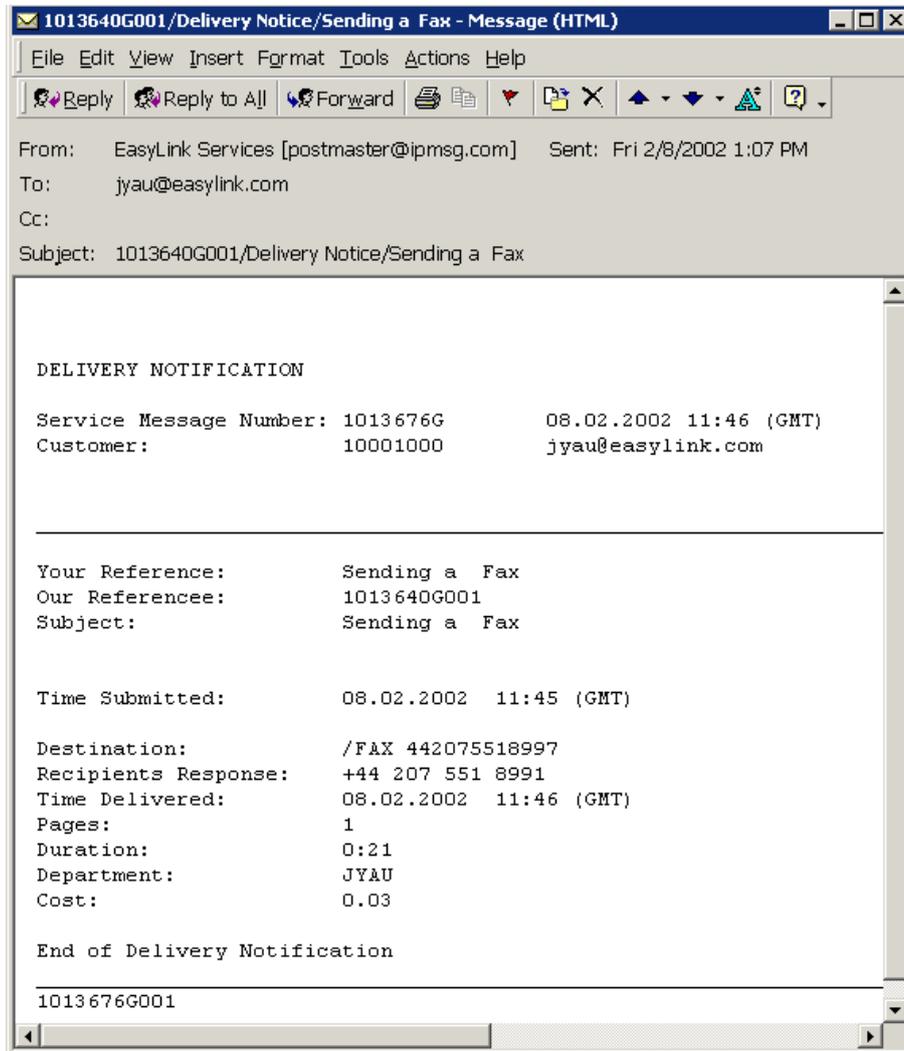

Figure 20 Example of a Delivery Notification

If a message has been cancelled, you have the option at registration of receiving a Non-Delivery Notification. Showing the destination, date and time the message was submitted, and the time cancelled, it also gives a code indicating the reason for the cancellation.
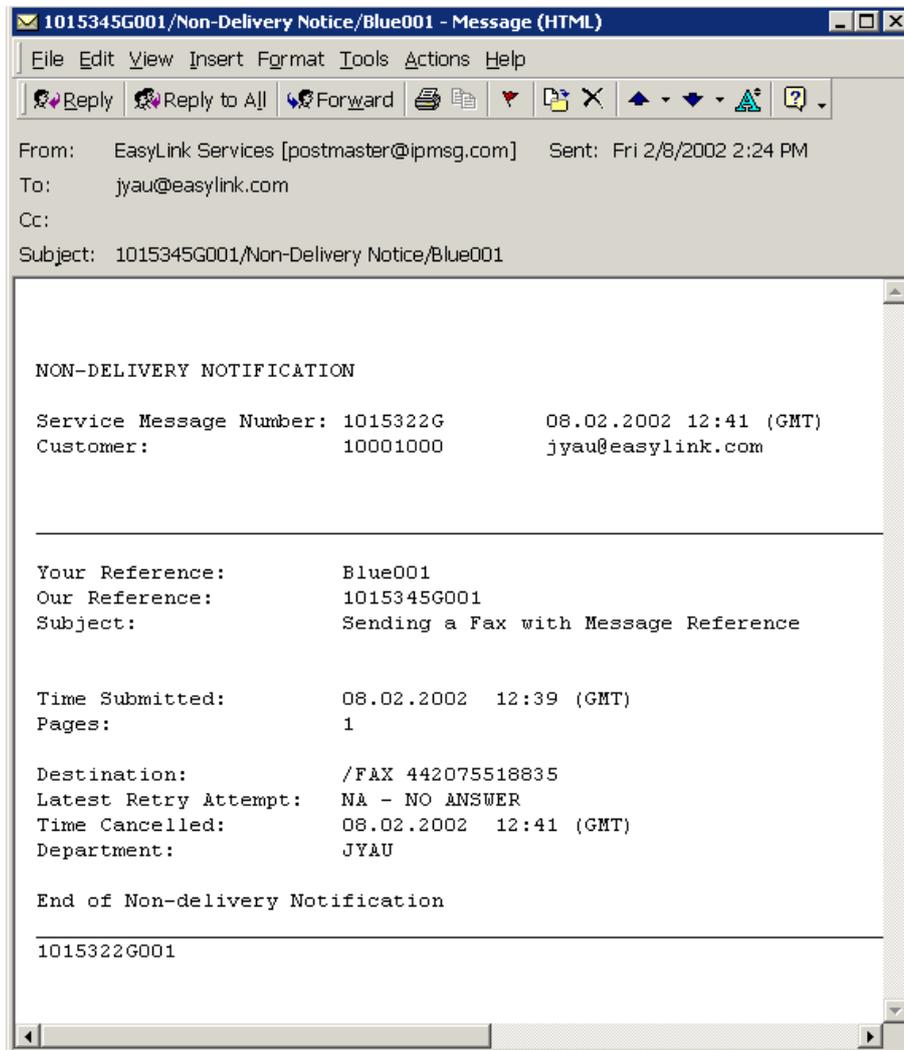


```
NON-DELIVERY NOTIFICATION

Service Message Number: 1015322G          08.02.2002 12:41 (GMT)
Customer:                10001000         jyau@easylink.com

_____

Your Reference:          Blue001
Our Reference:           1015345G001
Subject:                 Sending a Fax with Message Reference


Time Submitted:          08.02.2002  12:39 (GMT)
Pages:                   1

Destination:             /FAX 442075518835
Latest Retry Attempt:    NA – NO ANSWER
Time Cancelled:          08.02.2002  12:41 (GMT)
Department:              JYAU

End of Non-delivery Notification
_____
1015322G001
```

Figure 21 Example of a Non-Delivery Notification

For messages to group codes and those with attached address lists, broadcast reports can be scheduled a number of hours or minutes after the Stracom network has received the message, or when the broadcast is complete.   There are several options to broadcast reports.

- **Detail** - list all messages in the broadcast, can be costed or non-costed
- **Exception** - list messages awaiting delivery and cancelled only.
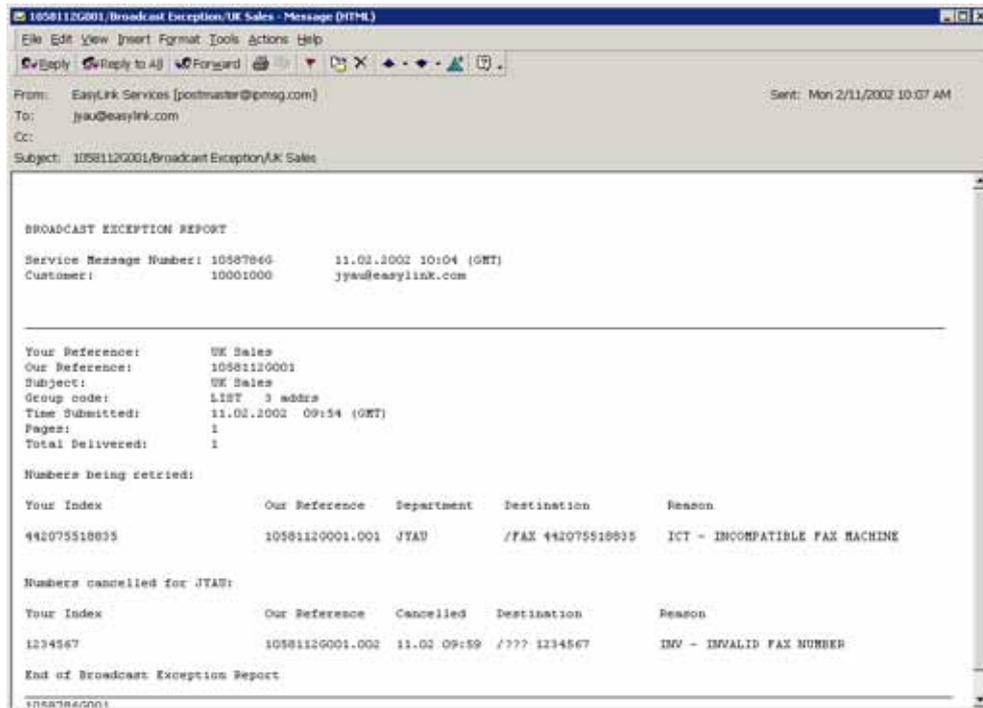- **Cancelled** - list messages cancelled only.
- **Queued** - list messages awaiting delivery only.

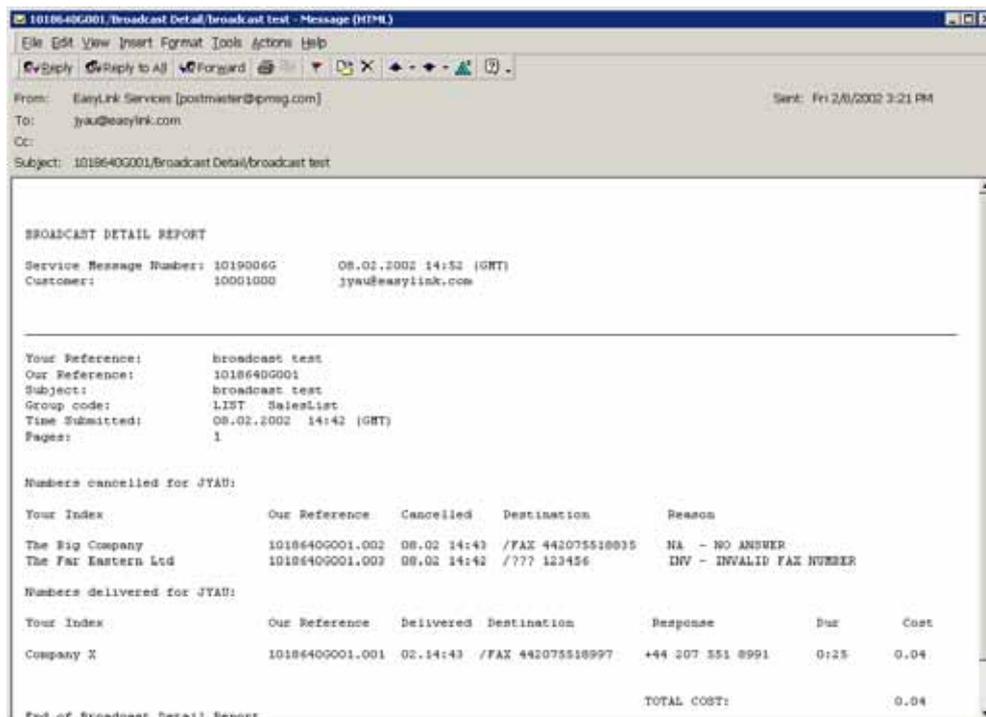Figure 22 Example of a Broadcast Exception Report

Figure 23 Example of a Costed Broadcast Detail Report

Available as a long report or short report. Long report lists all delivered and non-delivered messages and the status of pending messages. Long report can also be costed or non-costed. Short report lists all pending and cancelled messages only. You can receive as many Summary Reports as you need. Including all messages for users under the registered account, it is therefore essential they have a destination address, preferably that of the administrator.
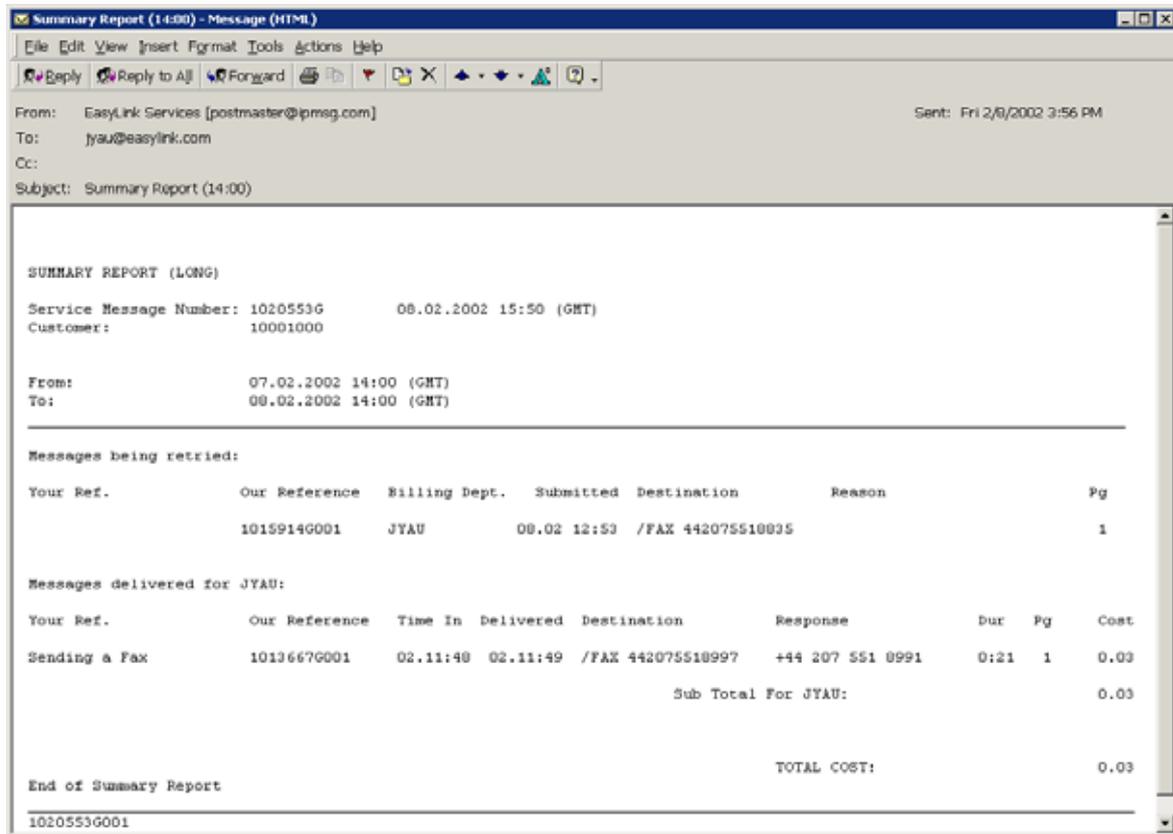

Figure 24 Example of a Costed Summary Report

Generated daily at a pre-defined time, End of Day Reports can be generated as a long or short report. Long report lists all messages delivered and cancelled during the previous 24 hours, and messages pending delivery. Each delivered item can also be costed. A short report shows only pending messages and cancelled messages.
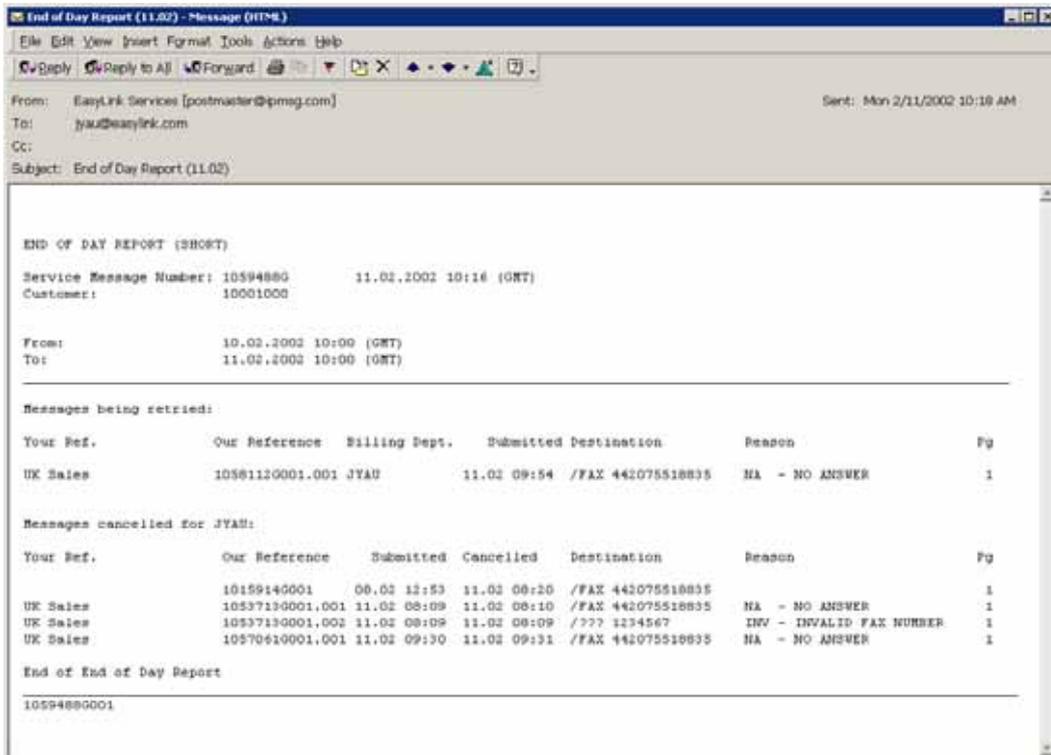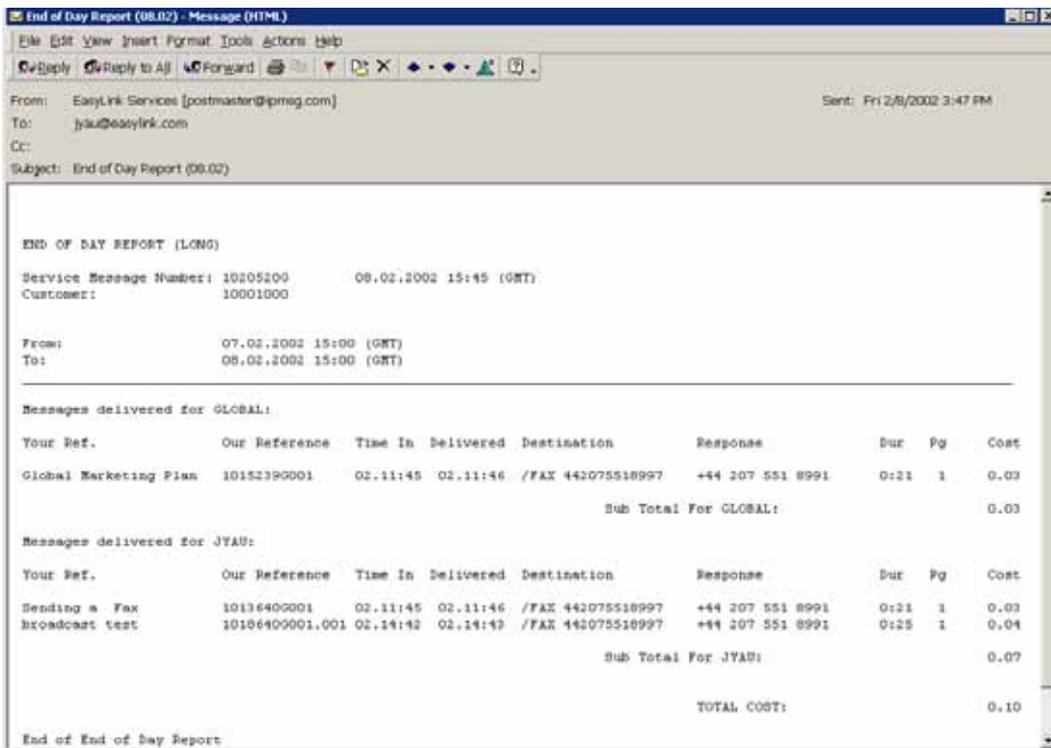

Figure 25 Example of a Short End of Day Report

Figure 26 Example of a Costed Long End of Day Report

Listing fax messages awaiting delivery, plus the status of messages sent or cancelled since the last report.

To request a report on messages sent from your own email address, the following command is used in the 'To' field, with the 'Subject' box left blank:

To: status@ipmsg.com

Subject:

For a status report on messages sent by a department, the command changes to:

To: status@ipmsg.com

Subject: department name

To request a report on all messages sent under your account, the command changes to:
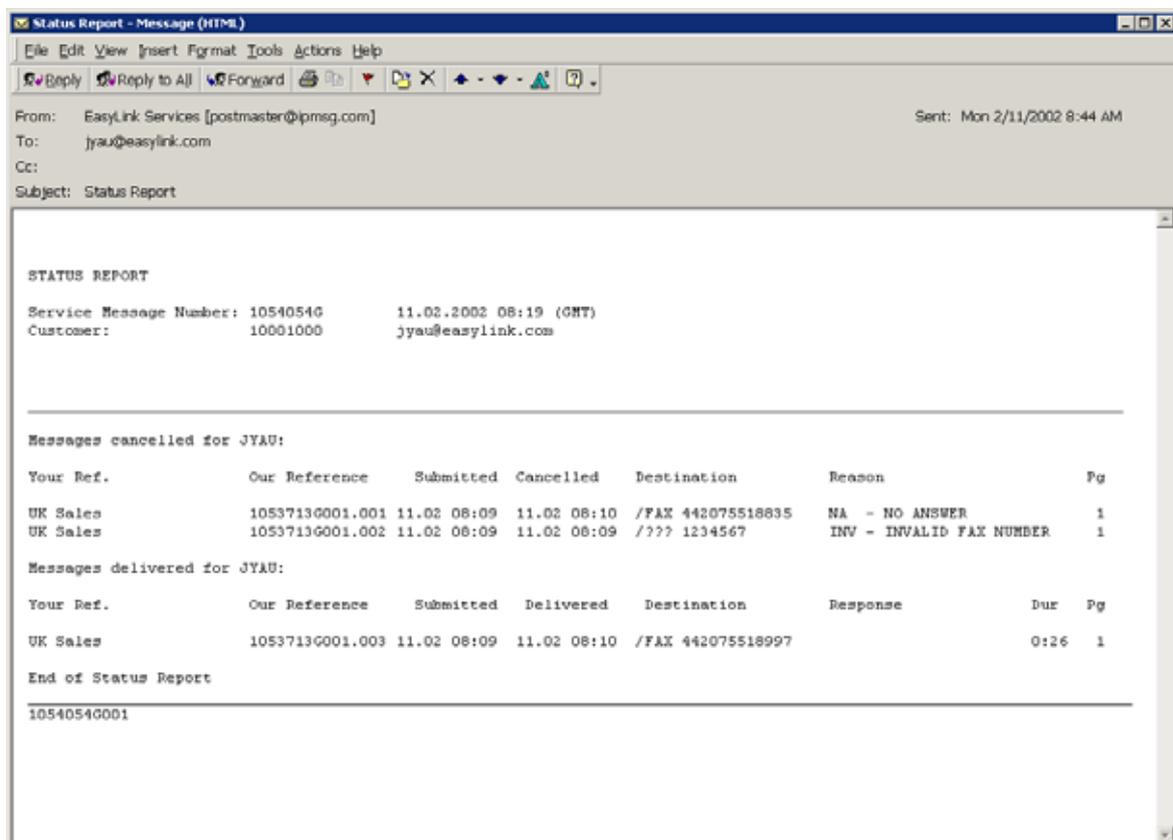
To: status@ipmsg.com

Subject: all

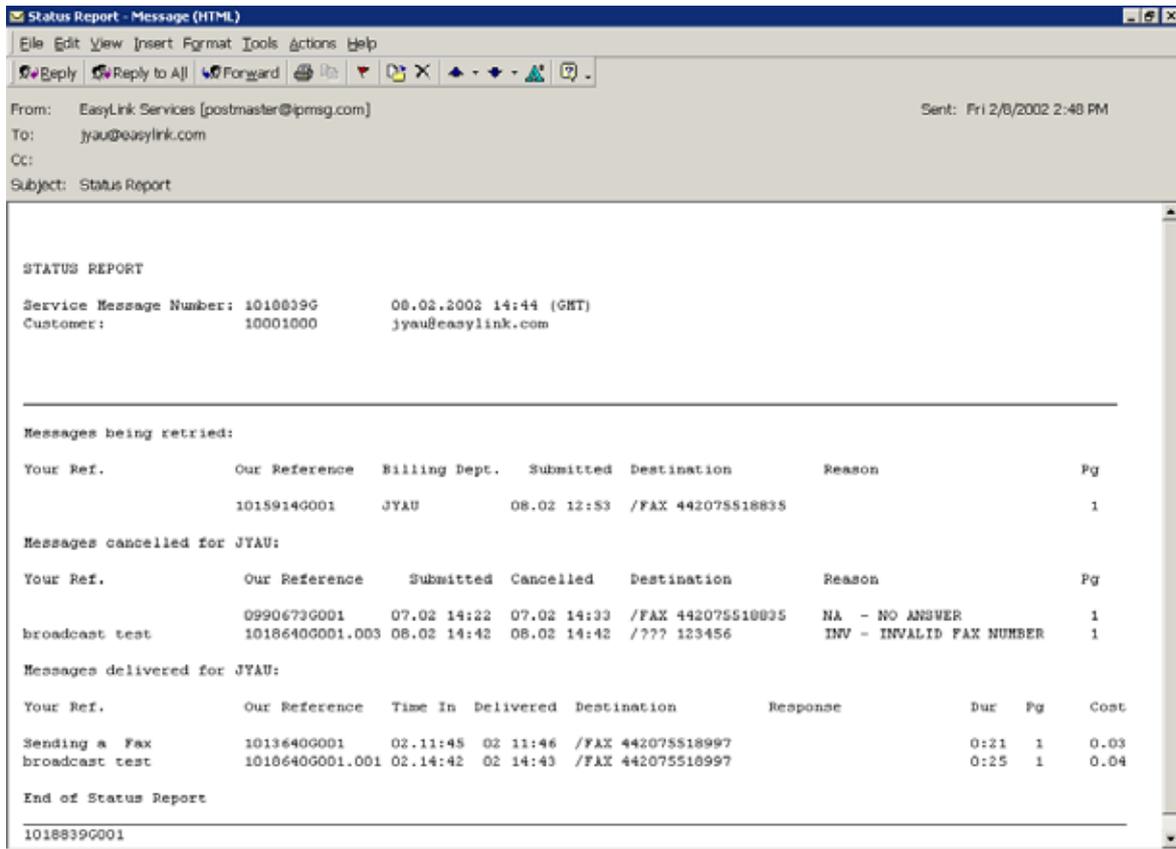
Figure 27 Example of a Status Report

Figure 28 Example of a Costed Status Report

5.12 Reports by Date

Whether for today, yesterday or a specific day or time, journal reports can be requested at any time, listing fax messages awaiting delivery, as well as the status of all fax messages sent for your account or department.

To receive a report for today covering the last 24 hours, for example, the following command is used in the 'To' box and 'Subject' field. In the 'Subject' field you should include whether the report should be for 'All', 'Department' or your email address only (in which case the 'Subject' field is left blank):

To: today@ipmsg.com

Subject:

To receive a report for yesterday, the command is similar and you should, once again, specify whether the report should be for 'All', 'Department' or your email address only:

To: yesterday@ipmsg.com

Subject:

To receive a report for a specific day, the following command is used in the 'To' box and 'Subject' field:

To: report@ipmsg.com

Subject: yyyy-mm-dd hh:mm to yyyy-mm-dd hh:mm [<department>]

To generate a report on messages sent and delivered at a specific time today, the command changes slightly:

To: report@ipmsg.com
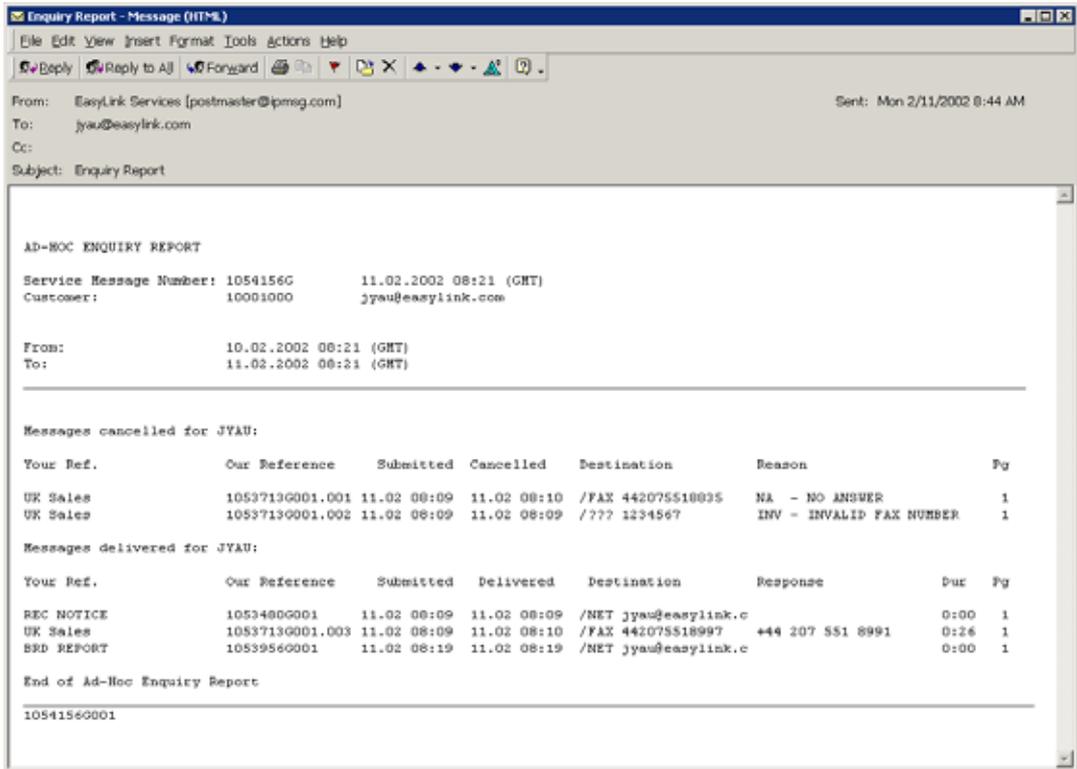
Subject: hh:mm to hh:mm [<department>]

Figure 29 Example of an Ad-Hoc Enquiry Report
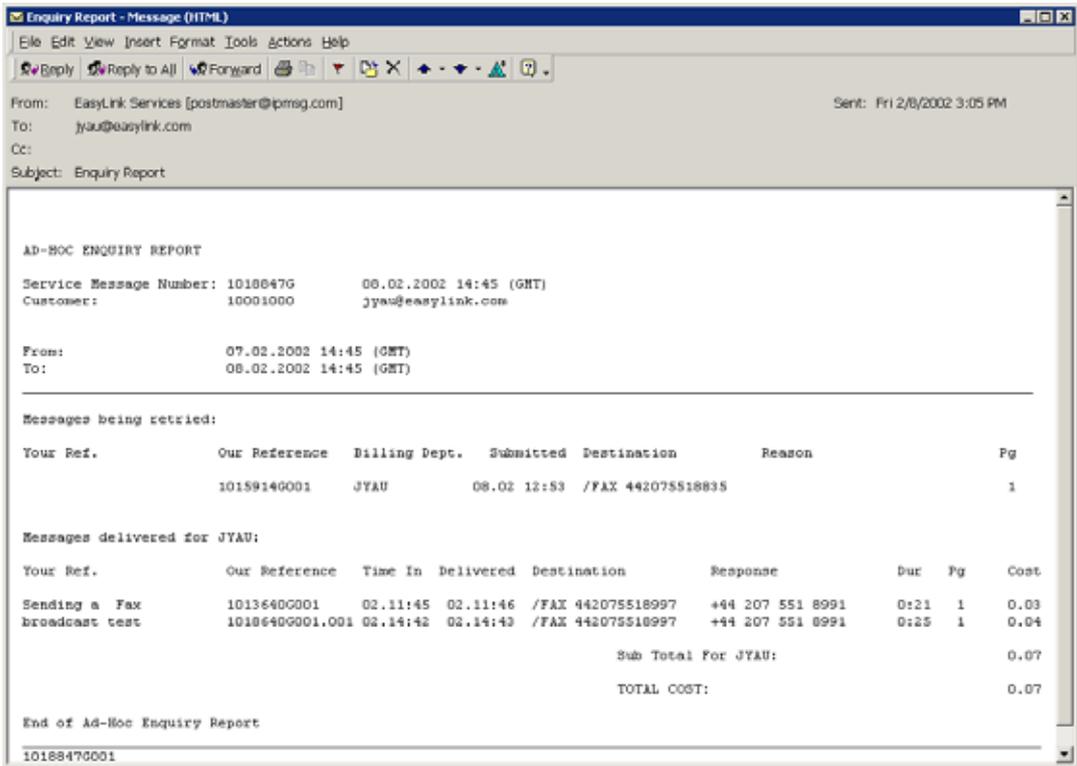
Figure 30 Example of a Costed Ad-Hoc Enquiry Report

You can request the status of a single message or a broadcast via the message report command. You must supply the message number in the subject line of the email.

To request the status of a single message:

To: messagereport@ipmsg.com

Subject: full message number

Example:

Figure 31 Example of requesting status of a single message

To request a report on a broadcast:

To: messagereport@ipmsg.com

Subject: message number and optional report type

The optional report types are:

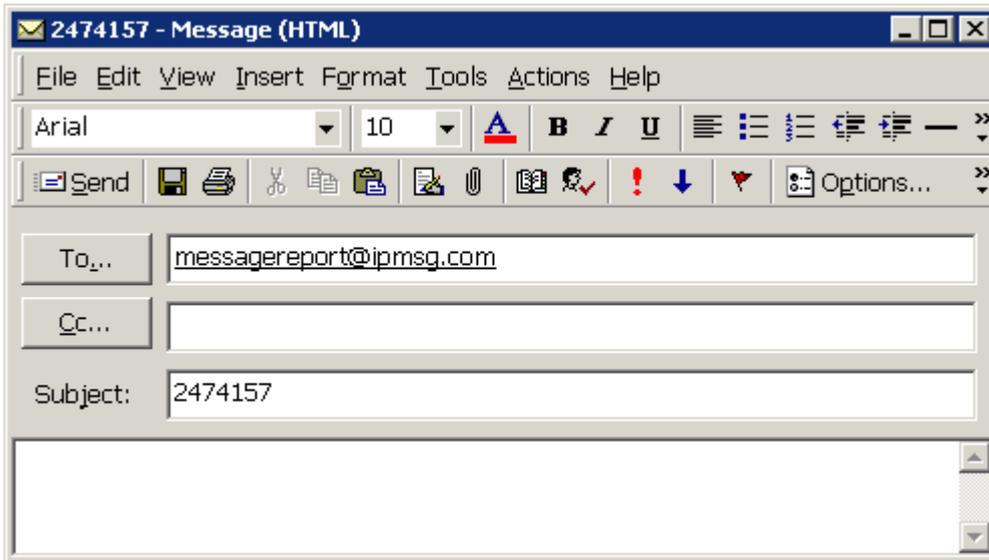|	
ALL	List all messages in the broadcast
SENT	List all delivered messages in the broadcast
WAIT	List all messages awaiting delivery in the broadcast
CANC	List all cancelled messages in the broadcast
TOTAL	Report total number delivered, cancelled and awaiting delivery in the broadcast

Examples:

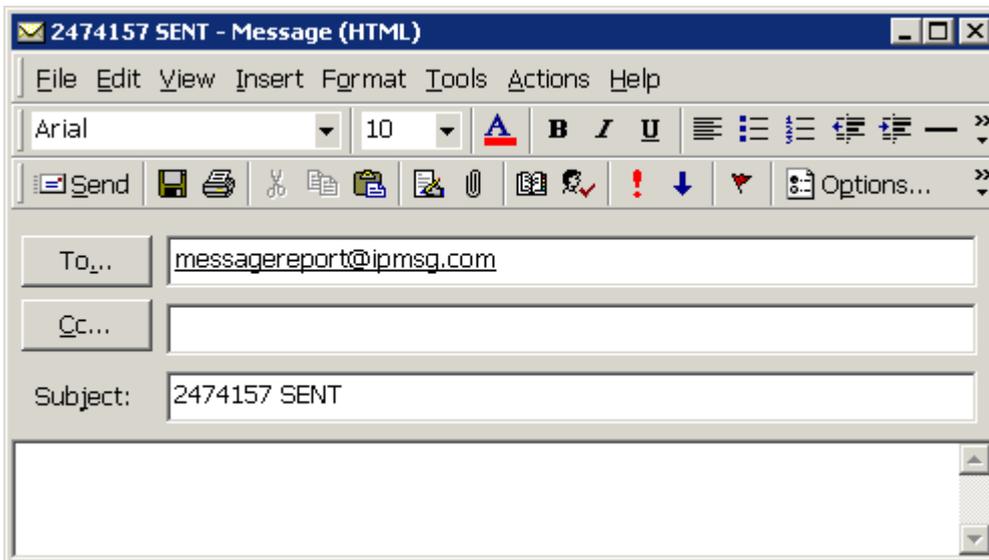Figure 32 Requesting a detailed broadcast report

Figure 33 Requesting a report of all delivered messages for a broadcast
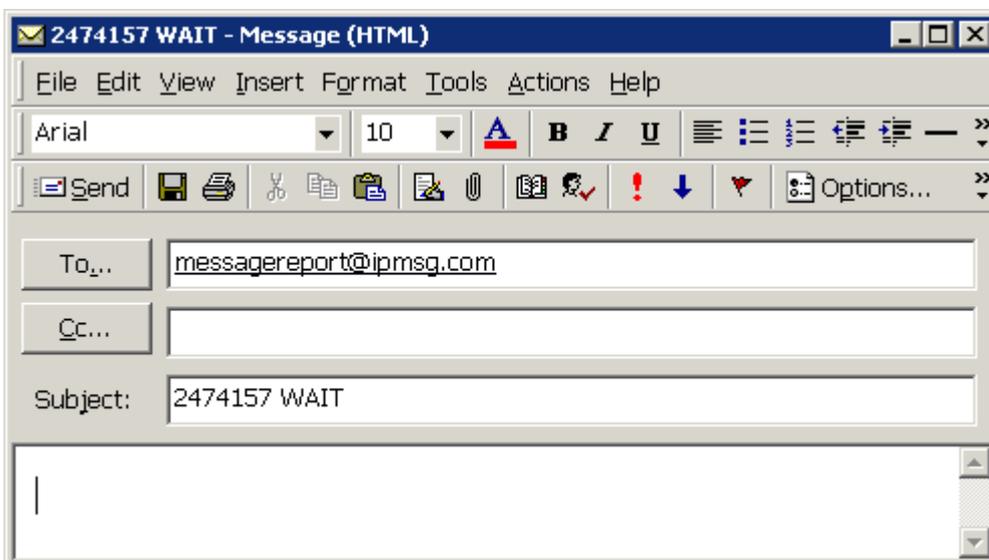

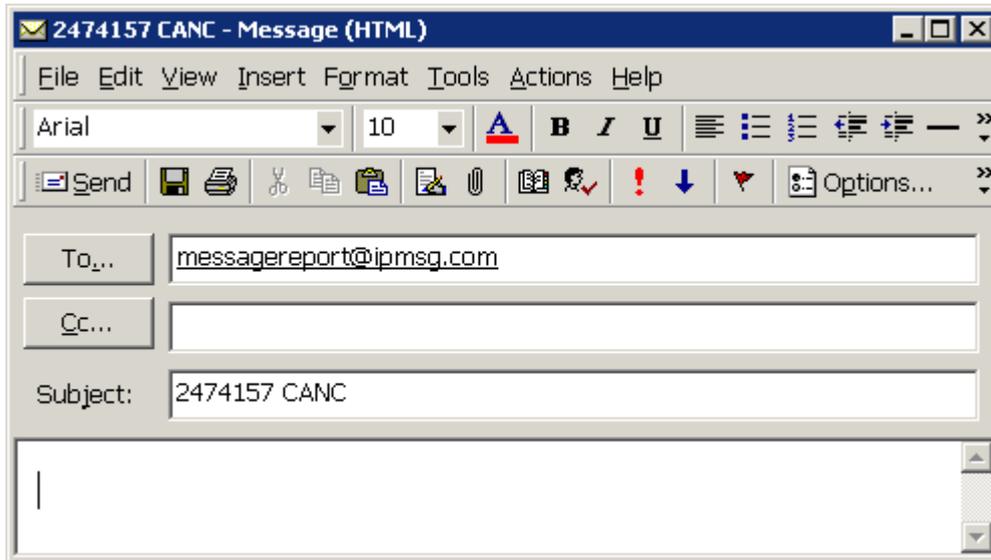Figure 34 Requesting a report of messages awaiting delivery for a broadcast

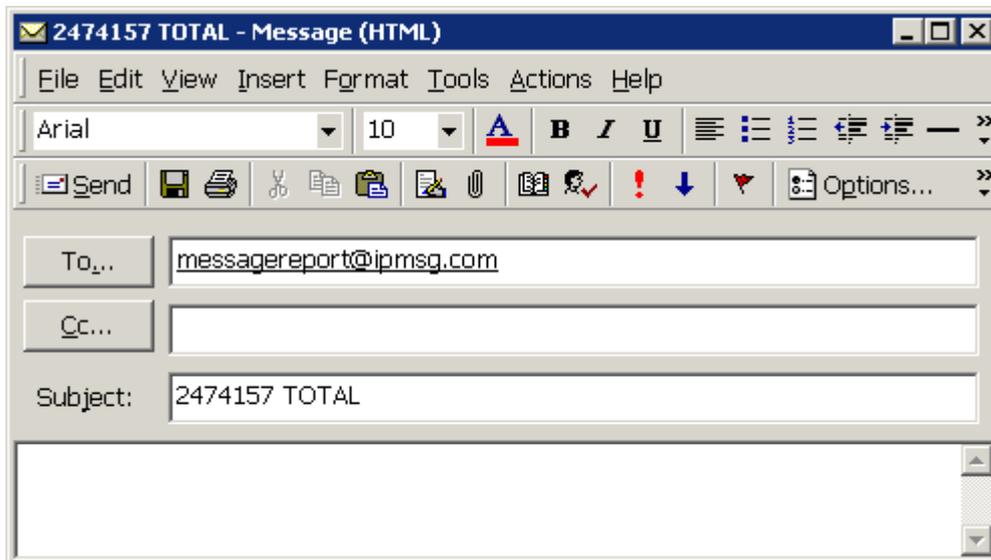Figure 35 Requesting a report of all cancelled messages for a broadcast

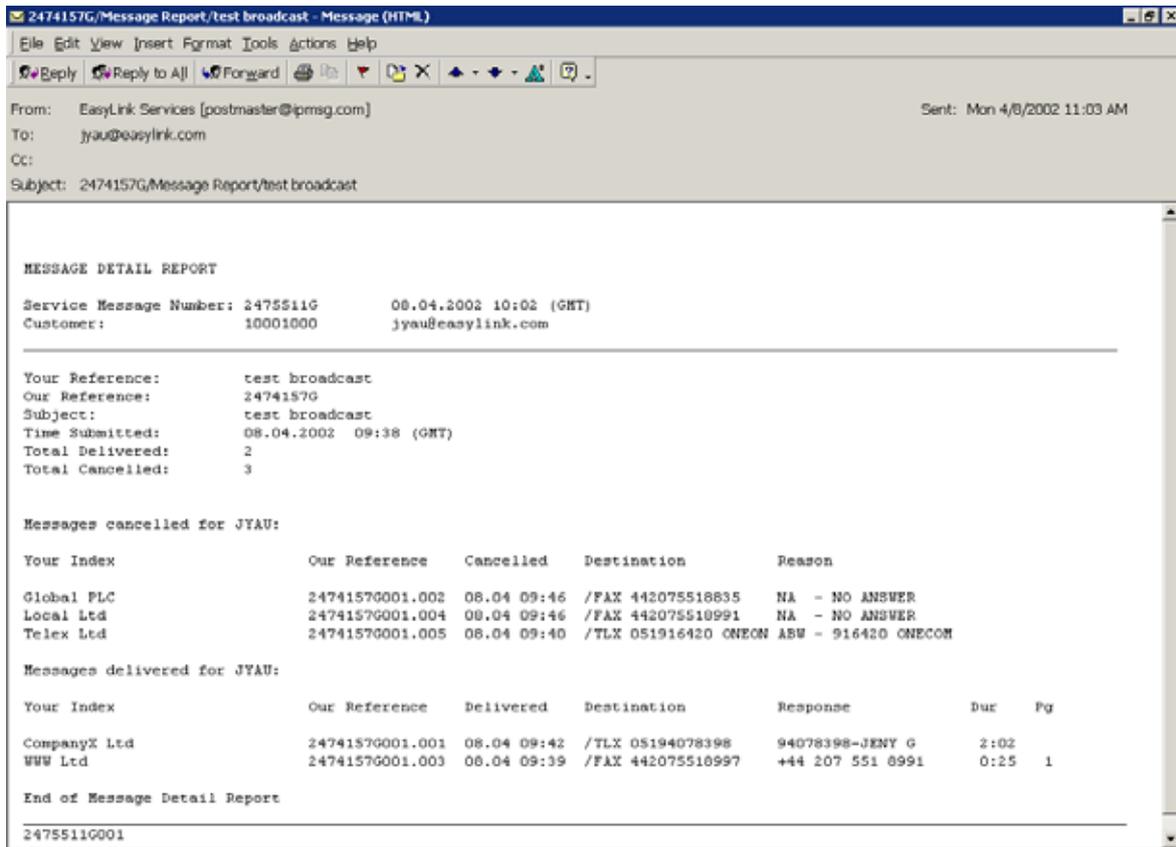Figure 36 Requesting a broadcast totals report
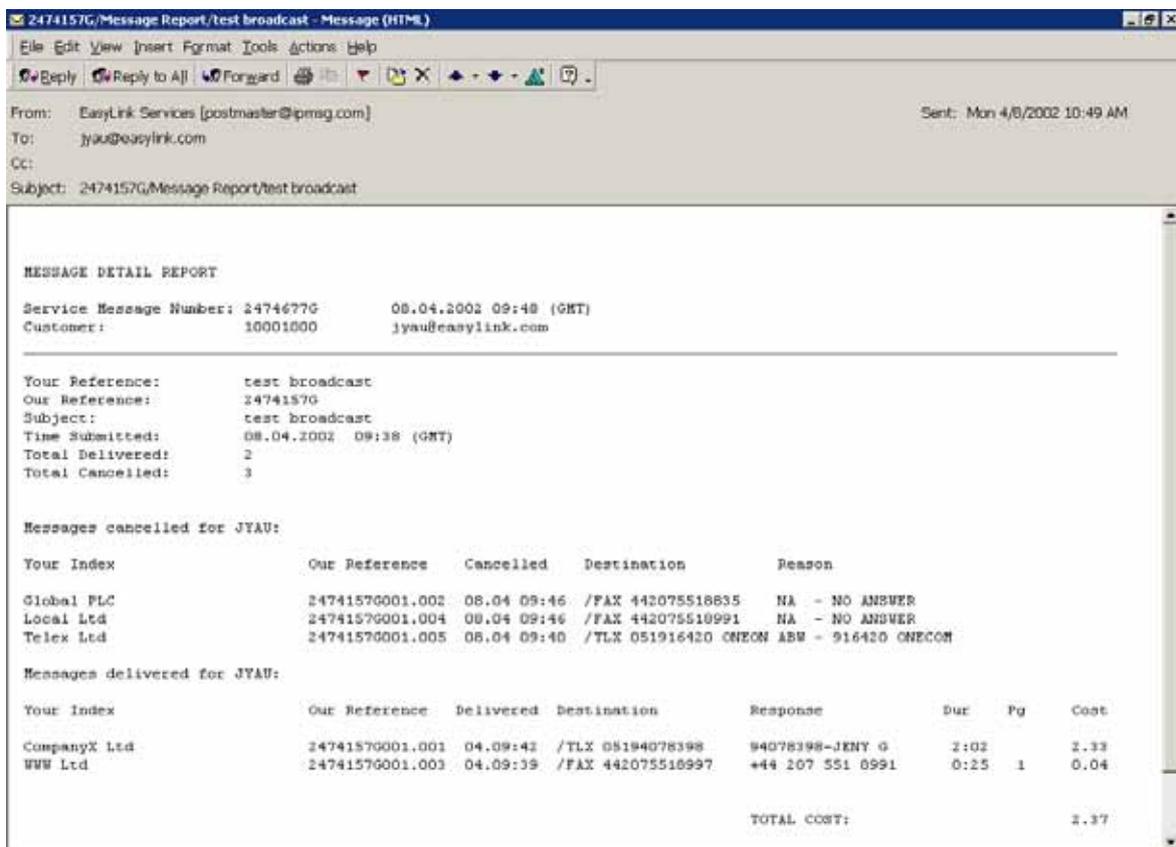
Figure 37 Example of a Message Detail Report

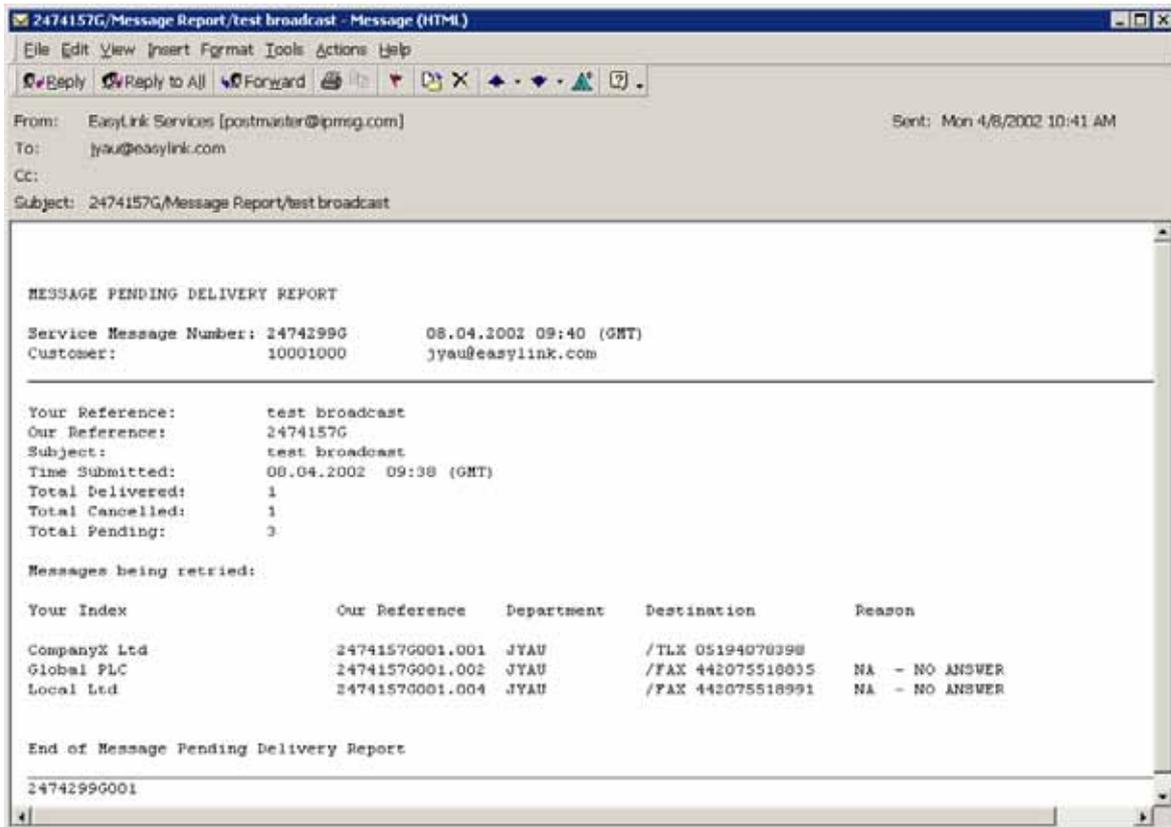Figure 38 Example of a Costed Message Detail Report

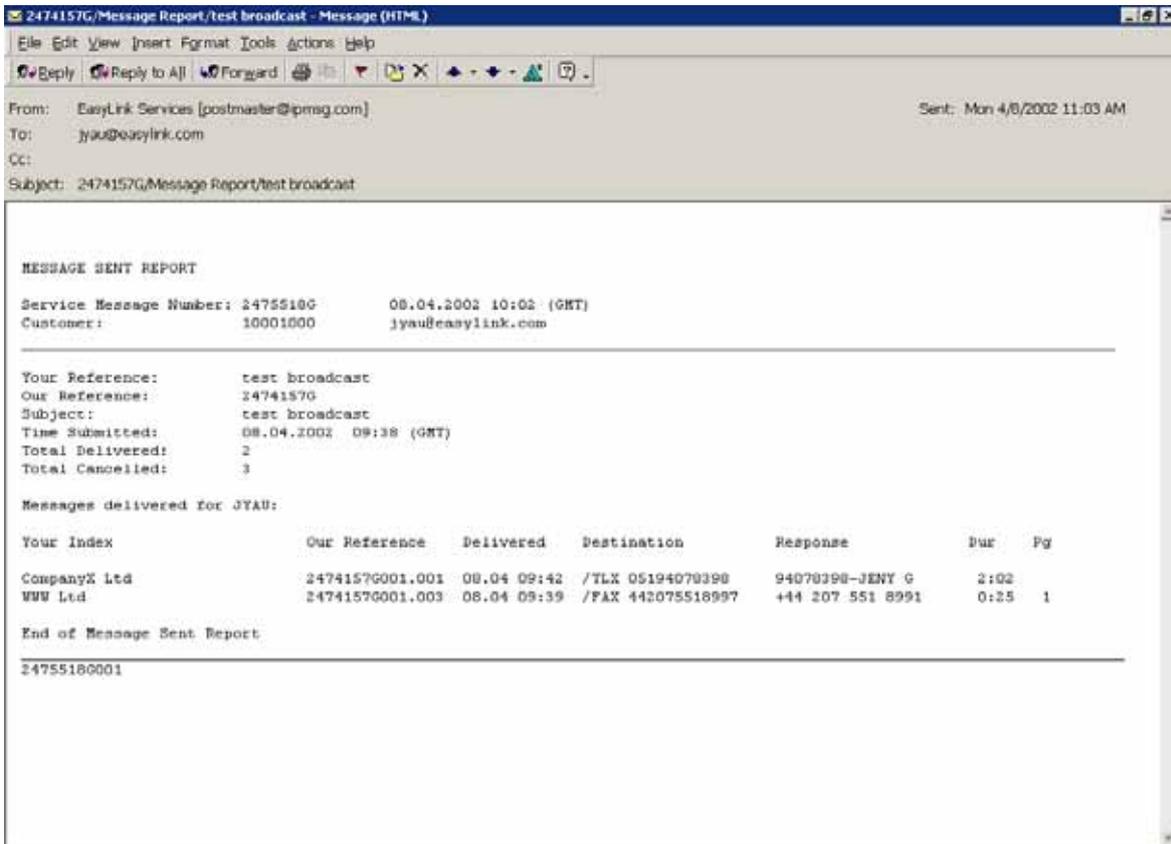Figure 39 Example of a Message Pending Delivery Report
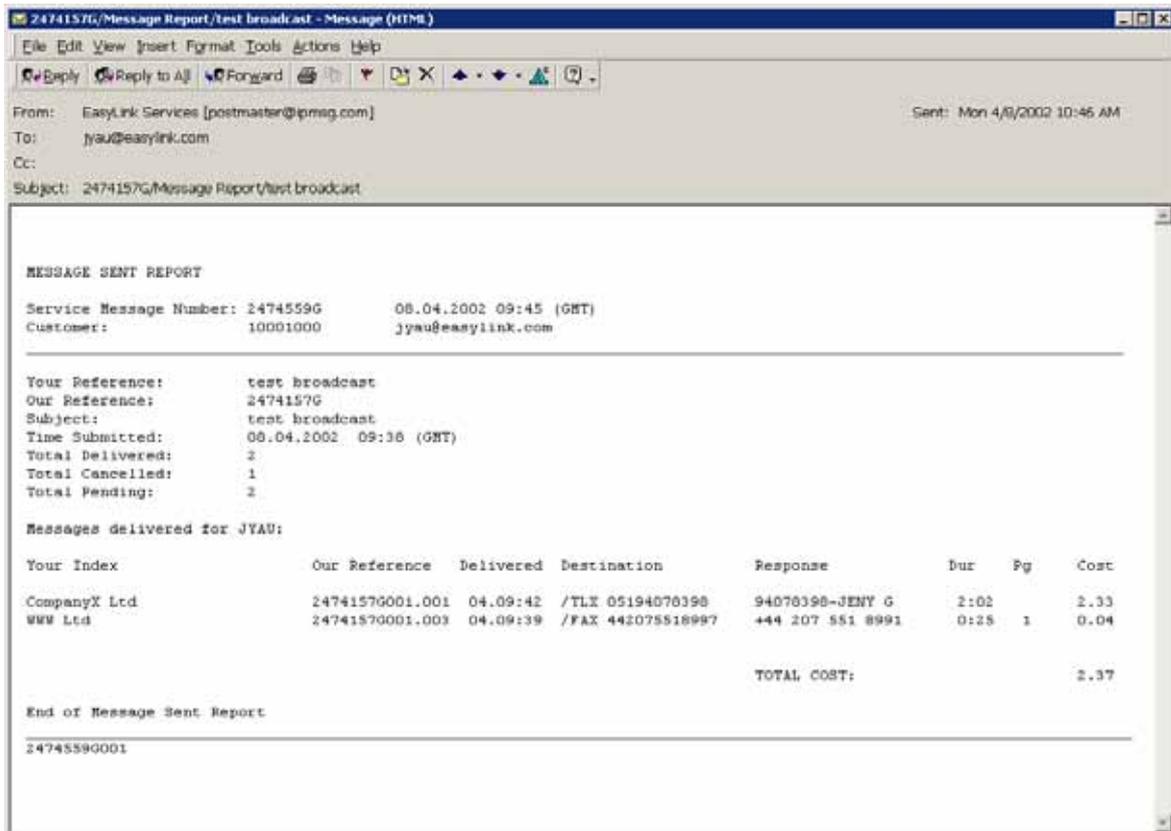

Figure 40 Example of Message Sent Report
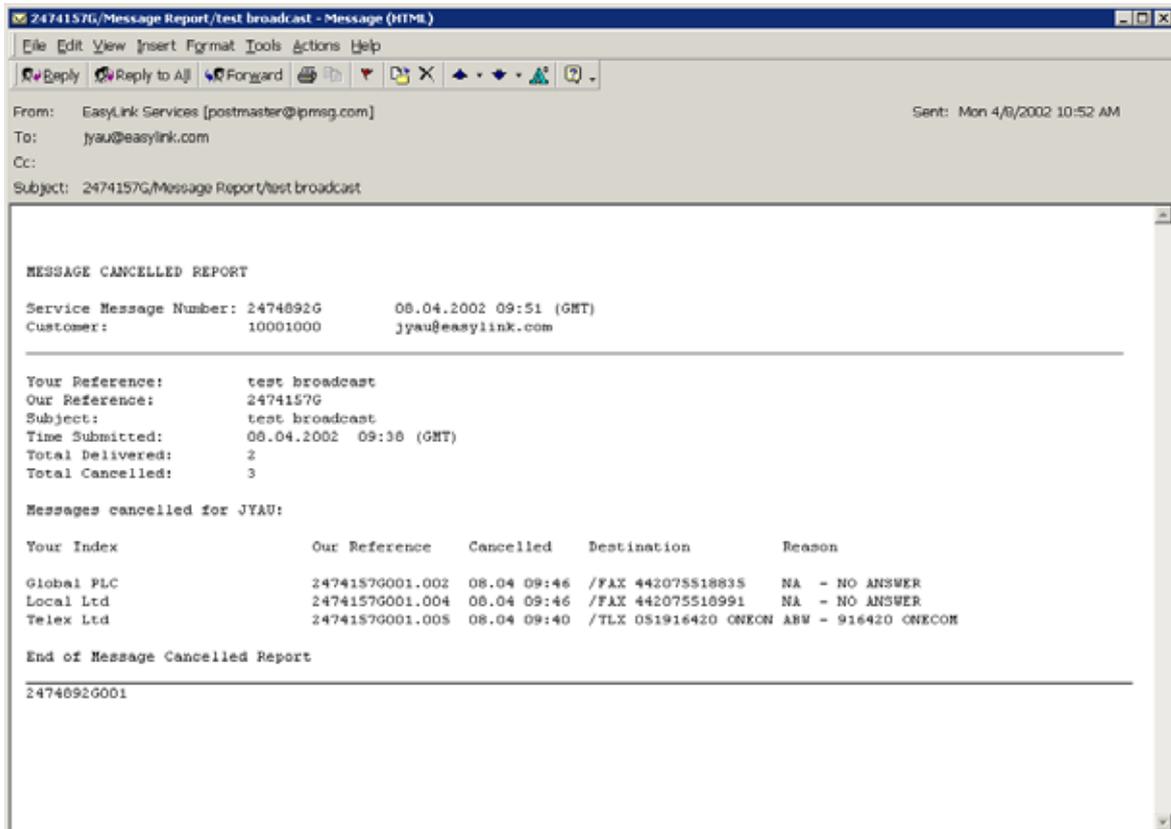
Figure 41 Example of a Costed Message Sent Report

Figure 42 Example of a Message Cancelled Report

```
MESSAGE TOTAL REPORT

Service Message Number: 2475945G        08.04.2002 10:08 (GMT)
Customer:               10001000        jyau@easylink.com


Your Reference:         test broadcast
Our Reference:          2474157G
Subject:                test broadcast
Time Submitted:         08.04.2002  09:38 (GMT)
Total Delivered:        2
Total Cancelled:        3
Total Pending:          0
Total Duration:         2:27


End of Message Total Report

2475945G001
```

Figure 43 Example of a Message Total Report

```
MESSAGE TOTAL REPORT

Service Message Number: 2475958G        08.04.2002 10:11 (GMT)
Customer:               10001000        jyau@easylink.com


Your Reference:         test broadcast
Our Reference:          2474157G
Subject:                test broadcast
Time Submitted:         08.04.2002  09:38 (GMT)
Total Delivered:        2
Total Cancelled:        3
Total Pending:          0
Total Duration:         2:27
Total Cost:             2.37


End of Message Total Report

2475958G001
```
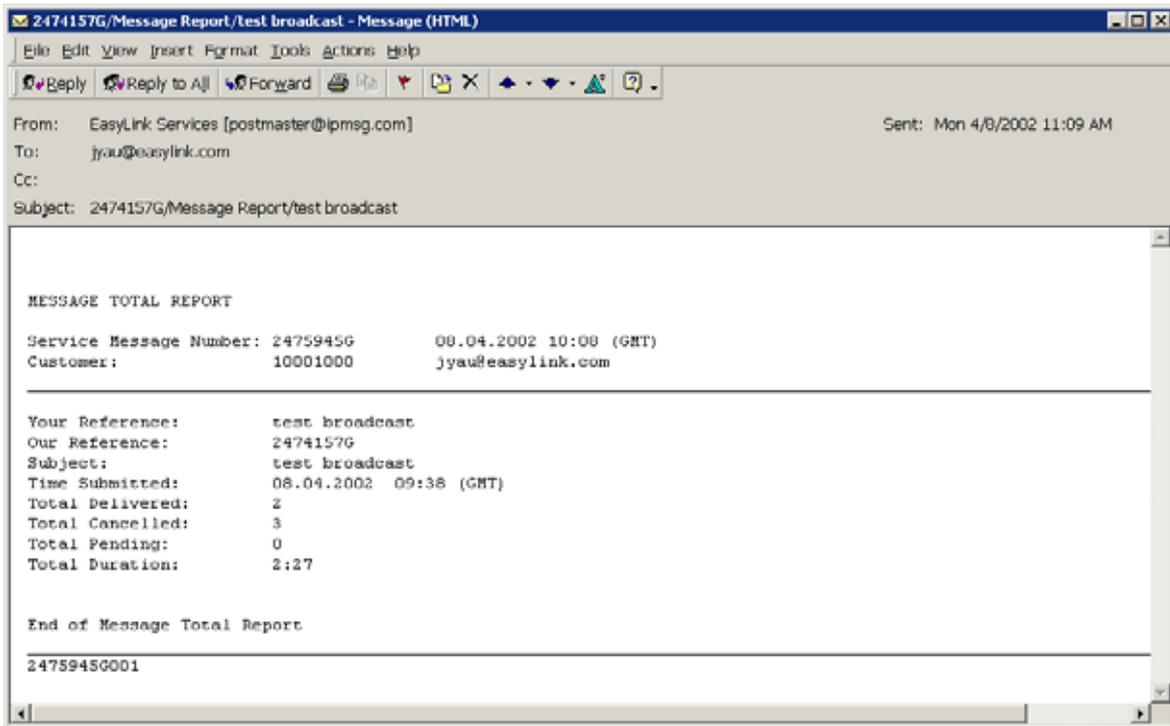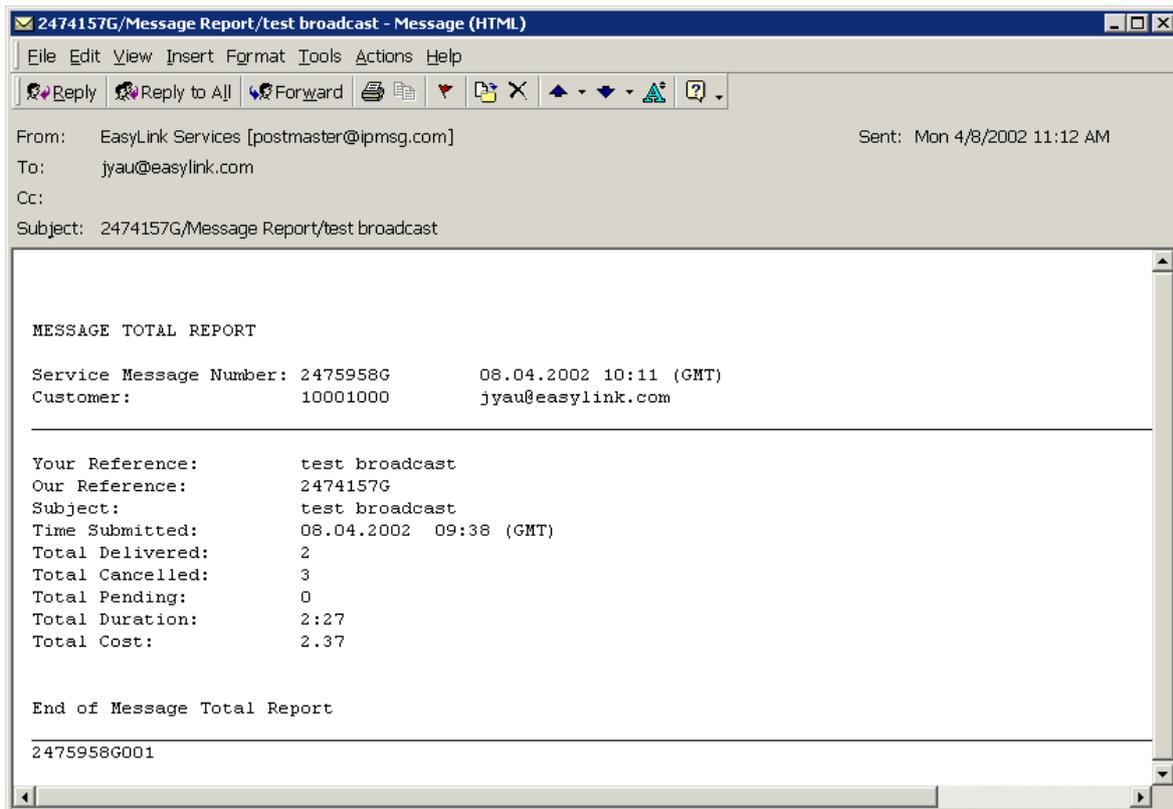
Figure 44 Example of a Costed Message Total Report

If you have any queries or problems with this service please contact your local office

7.0 COMMAND REFERENCE

7.1 COMMANDS ON 'TO' LINE

Command	Action
To: echo@ipmsg.com Subject: blank	To check your account has been registered
To: fax@ipmsg.com	To send the fax to the fax numbers listed in the email text or in the attached address list
To: faxnumber@ipmsg.com	To send a fax to the specified fax number[1]
To: toLine.faxnumber@ipmsg.com	To send a fax to the specified fax number with a 'to' line[1]
To: report@ipmsg.com Subject: yyyy-mm-dd hh:mm to yyyy-mm-dd hh:mm or blank or dept name or all	To receive report on messages sent between the specified times (in GMT) for your own email address or from a department or from your account.
To: status@ipmsg.com Subject: blank or dept name or all	To receive a Status Report of messages sent from your own email address or from a department or from your account
To: today@ipmsg.com Subject: blank or dept name or all	To receive a report of the last 24 hours for your own email address or from a department or from your account
To: yesterday@ipmsg.com Subject: blank or dept name or all	To receive a report for yesterday for your own email address or from a department or from your account
To: messagereport@ipmsg.com Subject: message number and optional key word ALL or SENT or WAIT or CANC or TOTAL	To receive a report on a message or a broadcast. The message number must be specified on the subject line. One of the optional key words can also be used to specify the type of reports.
To: resend@ipmsg.com Subject: full message number	To resend a message.
To: resendall@ipmsg.com Subject: message number	To resend all the cancelled messages in a broadcast.
To: cancel@ipmsg.com Subject: message number	To cancel a message.
To: cancelall@ipmsg.com Subject: message number	To cancel all messages awaiting delivery in a broadcast.

Command	Action
@ack	To request an Acknowledgement Notice[2]
@check	To check the document conversion. The fax will NOT be delivered.
@coarse	To send fax in coarse resolution[2]
@cover=name of cover sheet	To send the specified cover sheet with the message[2][3]
@cover	To send the default cover sheet[2][3]
@dept=name	To add a departmental code[2]
@defer=hh	To defer message delivery for hh number of hours from message receipt time.
@defer=:nn	To defer message delivery for nn number of minutes from message receipt time.
@defer=hh:mm	To defer message until hh:mm in GMT.
@defer=yyyy-mm-dd:hh:mm	To defer message until the specified date and time in GMT.
@expiry=hh	To specify the number of hours to expiry[2]
@expiry=:nn	To specify the number of minutes to expiry[2]
@expiry=hh:mm	To specify a GMT expiry time[2]
@fax=fax number	To specify the fax number.[1]
@fax=fax number,to line	To specify the fax number and the 'to' line(s). Each to line must be comma separated.
@fax=fax number=1st alternate fax number=2nd alternate fax number	To specify the fax number and 2 other alternate fax numbers[41]
@fine	To send the fax in fine resolution[52]
@font=font name, point size	To specify the font and size of any email text[2]
@from=from line	To specify the 'from' lines for the fax. Maximum 6 @from is allowed per message[2]
@list=group code or super group code	To send fax to the specified group or super group code[2]
@nocover	Do not send coversheet with message if one was configured[2]
@password=password	To enter a pre-configured password[3]
@receipt	To receive a Receipt Notice[2]
@refr=name	To add a customer reference
@to=to line	To specify the 'to' lines for the fax. Maximum 11 @to lines is allowed per fax address. @to must be followed by @fax= command.
There is no @subject line	There is no subject command the last words after the final @command will be placed into the subject field.

IMPORTANT POINTS TO NOTE:

1. It is preferred that the message be sent in Plain Text
2. There is no @subject command
3. The SUBJECT box should contain no spaces these need to be replaced by underscores
4. The words after the final space will be included as the subject of the message
5. The text of the message and all attachments should come after the @commands otherwise the message will be returned with "no delivery address found"
6. Send your first message to yourself to test your system to ensure that it is going to be received as you would like it
7. Put as much into the setup of your account as possible including default coversheets, department codes, reporting etc. This eliminates unnecessary excessive user input.