

TSI SmartFaxSM

inbound/outbound fax reference guide

Welcome to TSI SmartFax

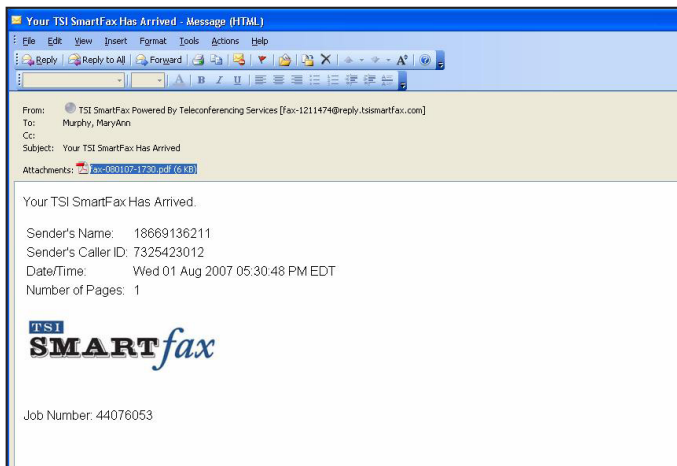
Thank you for using TSI SmartFax. This brief reference guide will assist you in utilizing our TSI SmartFax Solution for receiving and sending faxes from your desktop.

Receiving a Fax

To receive a fax, simply provide the sender with your assigned fax number and request he or she send the document in the traditional manner. TSI SmartFax receives the fax and instantly converts the document into PDF, secure PDF or TIFF format before forwarding it to your email box.

To view a fax, simply select and open the email attachment. Your PC will launch the viewer necessary to read the document.

Once you have received and viewed your fax, you can perform all standard document operations, including saving, filing, printing, and forwarding it to other users.



Please Note: you cannot reply to an incoming fax.

Sending a Fax

The TSI SmartFax solution uses your existing email client to send documents to a recipient as a fax. This eliminates the need for you to load any additional software on your PC or to learn how to use it. You may also send a fax from your mobile PDA using the same instructions. A mobile applet is available from www.TSISmartFax.com (Go to downloads section) to further simplify the process for your PDA.

To send a Fax

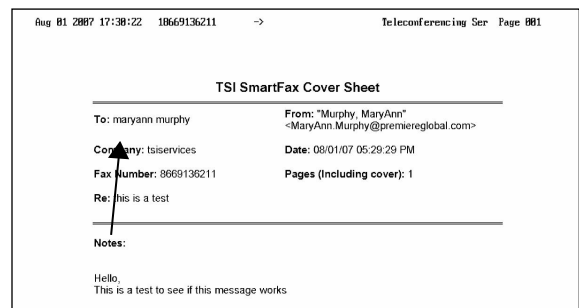
Step 1 – Create a new email document.

Step 2 – Attach the documents you wish to send as faxes. Make sure that paper size is set to A4, B4, letter or Legal or the fax will go to the error log. Multiple documents can be attached to a single email and they will all be delivered to the recipient as a single transmission.

Step 3 – In the TO field on your email compose screen, enter the recipient's fax number followed by **@TSISmartFax.com**. The complete address should appear as in this sample: **xxx3331234@TSISmartFax.com** (please note: If sending to an International destination you must include the international dial out codes).

If you want information filled out on your cover sheet, then address the email to:

Firstname_Lastname.#####@TSISmartFax.com



Any Message or text from the body of your e-mail (e-mail signatures included) will appear in this section of the Coversheet.

(1) You may use information such as name, company, or department as insert fields (1-3) in the proper location on the cover page.

(2) Do not use spaces in the email address – replace them with the underscore character. The TSI SmartFax system will replace the underscore with a space character on the cover page.

(3) Do not use parenthesis “()” or angle characters “< >” in the email address; they have special meaning in email addresses.

Reminder: There are no spaces or additional characters between numbers.

Need Help?

Call Customer Service: 1-888-332-9435

Email: Support@TSISmartFax.com