

**Tri-Tel Telecommunications  
FAX via SMTP**

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## **Introduction:**

Tri-Tel Telecommunications allows you to send Fax through its gateways by simply sending an email (SMTP) formatted in the correct manner. The following section describes how this is done.

## **Usage:**

When sending a Fax via email you must take into consideration the following important factors:

- I. Authentication
- II. Number formatting
- III. Fax content
- IV. Attachments accepted

### I) Authentication

Authentication of the incoming Fax via email and the permissions of that user is done by looking at the “from” email address. The from email address must be either the main email address entered at time of registration, or a supplementary email address added later in the “fax options” section of the web messaging account belonging to the user.

To add and authorize more “from” email addresses allowed to send through the account, you must log into your web-account, then click on the link “my account” followed by “fax options” and then click on “Manage faxing email addresses”.

If the email address is not found as an authorized address in the system, then the Fax will not be sent and a rejection notice will not always be returned to the user.

In addition to the above, Tri-Tel Telecommunications has recently introduced another level of security by requesting the user to include the password of the account in the content of the destination fax number.

Instead of having the number by itself, the password will need to be added. The new format is as follows:

[61212341234.password@tffax.com.au](mailto:61212341234.password@tffax.com.au)

The above password requirement is a new addition and will be a firm requirement in the near future. It's best that developers take this into consideration and add this requirement now to safeguard against future changes.

## II) Number formatting

The destination number must be formatted in the following manner:

[61212341234@ttfax.com.au](mailto:61212341234@ttfax.com.au)

Where 61 = Australia (or any other country for that matter), 2 = the area code “without the leading zero” (in the above example is Sydney but it must be the appropriate area), 12341234 = the destination fax number and finally @ttfax.com.au which is Tri-Tel’s faxing domain name.

Failure to follow the above format may result in an undelivered Fax or a Fax that ends up in another country.

## III) Fax content

The content of the Fax is determined by two factors, attachments included in the email or/and information included in the email’s body.

If an email includes only attachments then the only things faxed will be the attachments themselves. If the email however, includes also information in the body then the information will be sent first and the attachments will follow.

The content of the body of the email will be sent as a “generic” cover page which Tri-Tel includes by default for all customers. The cover page is very plain and shows the receiver the time, date, subject, email content and its titled “FAX cover page”.

An option to disable the above cover page from being generated is available by logging into your web account, then clicking on “my account” followed by “fax options” and then clicking on “Cover page options”.

The options allow you to send the fax “as is” meaning that the information included in the body will be placed on a blank page without the formatting of Tri-Tel’s Fax cover page or the other option is to “discard email body” meaning that the information will be ignored and the only pages sent are the attachments themselves.

## IV) Attachments accepted

Tri-Tel accepts some of the most common document formats available today, including **PDF**, **MS Word** documents, **MS Excel**, **MS Power Point**, **HTML**, **Text**, **GIF**, **JPG**, **BMP**, **Photoshop** and many more.

The only requirement is that the file’s original format is that of a Windows based operating system – MAC files may have problems being generated into faxes by our Fax servers. Tri-Tel however recommends that you send most documents as PDF to make sure that the original format of the fax is retained, especially because PDF documents

tend to carry all the fonts (including rare ones that Tri-Tel may not have ) in the document itself.