Fax via SMTP

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Introduction:

TraiTel 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 the time of registration or a supplementary email address added later in the "Fax via Email Settings" section of the web-messaging account belonging to the user.

To add and authorise more "from" email addresses allowed to send through the account, you must log in to your account, select "Developers" then "Fax via Email Settings".

If the email address is not found as an authorised 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, TraiTel 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@ttfax.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

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 number and finally @ttfax.com.au which is TraiTel'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 can be determined by two factors, attachments included in the email and/or information included in the "body" of the email or in both.

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 as a cover page and the attachments will follow.

The content of the body of the email will be sent as a "generic" cover page which TraiTel includes by default for all customers. The cover page is very plain and shows the recipient the time, date, subject, email content and is titled "FAX Cover Page".

An option to disable the above cover page from being generated is available by logging in to your account, then selecting "Developers" then "Fax via Email Settings", "Cover Page Options".

The options allow you to send the fax "as is" meaning that the information included in the body of the email will be sent as the first page of the fax without the formatting of TraiTel's Fax cover page, the other option is to "discard email body" meaning that the information in the body of the email will be ignored and only the attachments will be sent.

Note: Images that appear in the body of emails are actually attachments and are simply placed in the body of the email by the email programme, so these MUST be deleted if you do not want them faxed.

iv.   **Attachments accepted**

TraiTel accepts most of the common document formats available today, including **PDF**, MS **Word** documents, MS **Excel**, MS **Powerpoint**, **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 rendered into faxes by our Fax servers. TraiTel 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 TraiTel may not have) in the document itself.