

Sending a fax via email-to-fax (E2F)

Email-to-Fax (E2F) refers to the process of sending outbound faxes via email. By sending faxes in the same manner as sending an email attachment, the document remains in an electronic format and the handling of a printed/paper documents is avoided.

To send a fax via email (E2F), follow these steps:

1. Create a new message in your email application (e.g., “**New Email**”)
2. The document(s) you wish to send as a fax should be added as **attachments**. The attachments will become the fax pages, sent in the order the documents are attached. (See Appendix B for supported file types).
3. In the “**To**” field, insert the recipient’s fax number, followed by the sending domain associated with your service.
 - a. The default syntax for sending outbound is
<faxnumber>@concordsend.com.
 - b. TLS security can be enforced by sending to
<faxnumber>@secure.concordsend.com.
4. In the email subject area, type the Subject you want to include on your coverpage, in addition to the coverpage token, if necessary. Subject text will be displayed in the “subject” or “regarding section of the coverpage.
5. There is no coverpage automatically assigned to your fax. If you wish to add one, do so within the document attachment itself.
6. Send the message (e.g., click “Send”).

NOTE: Protected Health Information (**PHI**) or Personally Identifiable Information (**PII**) should not be included in the subject or body of the email request as this data is stored separately from any retained fax pages.

Formatting the Fax Number

Remember to enter the fax number as an email address when you create the email. The email address will resemble this model:

<number>@<sendingdomain>.<tld>

Using the Concord default sending domain as an example, a fax sent to the number +1 (800) 555-1212 should be entered as:

18005551212@concordsend.com.

Note that the Country Code ("1") does not need to be included in a domestic US/North American transmission, but the **area code** for a domestic fax must always be included.

If sending a fax to a location outside of North America, insert the international access code "**011**" before typing the rest of the fax number. A fax sent to the number +44 2 123456 should be entered as: **011442123456@concordsend.com.**

Naming a Recipient

An Email-to-Fax (E2F) message can be sent with a “**Recipient Name**” included as part of the email address “To” syntax. This allows for a designated recipient name to be included in the fax cover sheet and will also populate the Recipient Name to the delivery notifications used to confirm the status of the fax transmission.

To include a recipient name, extend the “To” address in the following way:

Recipient Name <faxnumber@concordsend.com>

The <> brackets are intentional and should be included in the “To” field, following the Recipient Name, as in the below example:

Peter Billingsley <18889876543@concordsend.com>

Sending Limits

Each outbound submission is subject to the following limits by default:

- The total number of pages being transmitted cannot exceed 250 pages. This can be raised to a maximum of 999 pages with approval.
- The total number of recipients cannot exceed 250 addresses/fax numbers.
- The total file size for all included attachments cannot exceed 20MB. Note that Cloud Fax users are also subject to any internally set limit, per their company email policy (i.e., while Concord may accept a 20MB file, User may not have the ability to send attachments in excess of 10MB).

Sending a Fax-Friendly Document

Documents should be formatted in a manner conducive to fax transmission and should be **black & white**. A color document, or a document created with grayscale or shading, will appear pixilated when transmitted.

If scanning a document to fax, choose the “black & white” option, rather than “photo-quality” to best ensure legibility.

Delivery Notifications

After you have sent your fax, a series of **email notifications** will be sent to you, alerting to you to the status of the initial acceptance of the fax request and the final status of the delivery attempts.

By default, User accounts are set to first receive a notification confirming Concord's receipt of your request. You will receive a "success" notification if the attachments are valid and the fax number is of a proper length and format. This is your indicator that the fax has been queued for delivery and attempts will be made to transmit the fax to your recipient destination:



Queued Successfully

Your fax has been successfully submitted to Concord Fax Online at 01-17-2023 3:42 PM and has been queued to be sent to +17328538542. Additional notifications will follow regarding the outcome of the transmission.

Tracking Number:	709-8565774
Fax Number:	17328538542
Recipient:	John McFadden
Subject:	E2F Fax Example
Custom Reference:	
Time Submitted:	01-17-2023 3:42 PM

If for some reason your submission fails to meet the necessary criteria to make a fax attempt, a notification will be sent to you so you can take the necessary corrective action. Note that the reason for the error is included:



Queue Failed

Your fax to +17328538542 has encountered an error in preprocessing. This error is terminal and your fax will not be queued to be sent. Please correct the error and resubmit the fax for transmission.

Error Description:	No file attached.
Tracking Number:	704-8249819
Fax Number:	+17328538542
Recipient:	17328538542
Subject:	E2F No Attach
Custom Reference:	
Time Submitted:	20:44:05 2023-01-17

Upon successful delivery of your fax, you will receive a notification confirming the delivery:



Success

Your 3 page fax has been successfully delivered to +17328538542 on 01-17-2023 3:43 PM.

Tracking Number:	709-8565774
Fax Number:	+17328538542
Recipient:	John McFadden
Subject:	E2F Fax Example
Time Delivered:	01-17-2023 3:43 PM
Pages Delivered:	3

If for some reason the delivery attempts failed, a failure notification will be sent to you noting the reason for the delivery failure. This will come after multiple attempts are made to deliver the fax message. Please see **Appendix C** for a complete list of **Error Descriptions**.



Failed

Your 3 page fax was unable to be delivered to +17326048654 after multiple attempts.

Error Description:	Voice Answer
Tracking Number:	710-8246858
Fax Number:	+17326048654
Recipient:	17326048654
Subject:	FAIL
Pages Delivered:	0
Pages Failed:	3

Outbound notifications can be turned off by your Fax Online Administrator. It is **strongly recommended** that the default notifications listed above remain activated.

Receiving a fax (fax-to-email)

Faxes sent to your Concord Cloud Fax **Fax-to-Email** enabled number will be converted to your preferred image type and forwarded to your designated email address. You may elect to choose up to three (3) addresses for the forwarding of received messages. Additional email address recipients can be added by your company administrator.

In addition to the attached fax image, the following message is included in the body of the email:



New Fax

A fax of 3 pages has been received on 2023/01/17 15:43:09 at your Concord Fax Online fax number (+17328538542) and has been attached to this email.

Tracking Number:	ct17328538542-20230117124309138-282-51
Received from (CSID):	Fax Services
Received from (Caller ID):	13125489942
Number of Pages:	3 pages
Time Received:	2023/01/17 15:43:09

Fax messages, by default, are forwarded to you as a **PDF** file. You also have the option to receive your messages in TIF and XPS formats. Should your business process demand it, there are expanded TIF options including High Resolution TIF, and TIF files sent with the extension, “.fax”.

All of these options are controlled by your **Cloud Fax company administrator**.

Appendix B – Supported File Formats / Email Clients

The following file types can be attached to an email message and converted to a fax by the Concord Cloud Fax platform. Other file types have not been tested for compatibility. Results may vary and fax submissions may be rejected if other file types are used.

- Microsoft Word (*.doc, *.docx)
- Microsoft Excel (*.xls, *.xlsx)
- Microsoft Power Point (*.ppt, *.pptx)
- Microsoft Visio (*.vsd)
- HyperText Markup Language (*.html, *.mhtml)
- Adobe Acrobat (*.pdf)
- TIFF image (*.tif, *.tiff)
- ASCII Text (*.txt)
- Rich Text (*.rtf)
- JPEG (*.jpg, *.jpeg)
- GIF Image (*.gif)
- Portable Network Graphics (*.png)

JPEG (*.jpg, *.jpeg), GIF (*.gif) and PNG (*.png) files are generally supported but not recommended as fax files, and may not be supported in all circumstances.

NOTE: Be mindful of the file sizes of the documents you are faxing, particularly if you are sending scanned images, as they can be quite large. While most

source documents are usually quite small (less than 200 KB), Concord will limit the maximum size of attached file(s) with either a single file or multiple files. The current limit is 20MB.

Files exceeding these limits are often high-resolution, multi-color, scanned images. In addition to exceeding size limits, such images are not typically “fax friendly”. Documents should contain no color, shading, or grayscale and should never be printed as “photo-quality.”

Color, or shaded documents do not translate well to fax and will contribute to exceedingly large file sizes and longer transmission times. Documents with graphic art content should be limited to solid black, with no shading, or grayscale.

Supported Email Clients

- Microsoft Outlook
- Email clients that support standard SMTP messaging
- Webmail clients that support standard SMTP messaging

Appendix C – Fax Error Codes

Busy

"Busy" indicates that the called number (phone line) is already in use or engaged.

Exceeded ECM Retransmit

"Exceeded ECM Retransmit" indicates the call was answered by a fax device and connected using ECM or Error Correction Mode. The failed attempt required an excessive amount of data to be retransmitted to the receiving device prior to confirming acknowledgment of successful transmission completion. The call was aborted to allow a retry or new attempt to get a better connection.

Fast Busy

"Fast Busy" indicates that there was no available path to the receiving fax number. This normally indicates that the destination is currently not reachable. This may be caused by an outage, severe weather conditions, circuit overloads, or other conditions. In many cases, "Fast Busy" conditions are temporary. Please confirm the validity of the fax number by calling from a handset device. If the recipient answers with a fax tone, but a fax fails when sending through Concord, contact customer service for further assistance.

General Error

"General Error" indicates that another uncommon error not listed has occurred, resulting in the failure to transmit the fax. Please retry the fax job. If you receive the same error, please contact Concord Premium Support for further assistance.

Invalid Attachment

"Invalid Attachment" indicates the attachment is not one of the file types listed below, the document should be converted into a supported format.

- TIF/TIFF (Tagged Image File Format) G3/G4 Black & White only.
- TXT (Plain Text)
- RTF (Rich Text Format)
- DOC, DOCX (Microsoft Windows - Word 97-2019 and Office 365)
- XLS, XLSX (Microsoft Windows - Excel 97-2019 and Office 365)
- PPT, PPTX Windows PowerPoint 97-2019 & Office 365
- PDF (Adobe Portable Document Format) - (v1.0-v1.7)
- VSD (Microsoft Visio Windows - Visio 2000-2016)
- JPG/JPEG (Joint Photographic Experts Group - Strongly discouraged / Not Advisable.
- GIF (Graphics Interchange Format) - Strongly discouraged / Not Advisable.
- PNG (Portable Network Graphic) - Strongly discouraged / Not Advisable.

Invalid Fax Number

"Invalid Fax Number" indicates a problem with the destination fax number. You must address the fax request with the full fax number, including area code (including Country Code for international fax) Please correct the fax number and try again.

Job Cancelled

"Job Cancelled" indicates that the job or recipient number was cancelled or the set time for delivery expired.

Negotiation Failed

"Negotiation Failed" indicates the call was answered by a fax device but during the initial training phase of the call, communication between the fax transmitter and the receiving fax device failed or the two devices could not agree on the parameters to be used for the call. This often indicates a phone line quality issue and may occur at the beginning of the fax transmission, or during the fax transmission between pages on a multi-page fax.

No Answer

"No Answer" indicates that the line was not picked up (answered) by a fax machine or person before timing out. The timeout is sufficient to ensure at a minimum of 58 standard rings, which is actually a duration of 55 seconds.

No Attachment

"No Attachment" Indicates that there was no document attached to the fax request. You must attach the document you wish to fax in an accepted format, such as .DOC or .PDF. Please see <https://concord.net/cloud-fax/cloud-fax-faq/> for a comprehensive list of acceptable file types.

Not a Fax Machine

"Not a fax machine" indicates that a fax device has failed to answer the call. Specifically, fax tones or the fax signal from a remote machine has not been detected. This may happen for a number of reasons, including but not limited to, a wrong number, a machine not configured to automatically answer, or a device that has stopped answering because it is out of paper or has a paper jam.

Sit-Tone / Operator Msg

"Sit-Tone / Operator Msg" indicates that the call was intercepted by the special situation information tones followed by an operator message, examples include "The number you have dialed is disconnected or is no longer in service. Please check the listing and try your call again.", "The number you have dialed has been changed...the new number is...XXX-XXX-XXXX", "All circuits are currently busy, please try your call again later". "Operator Msg" indicates the same issue however the special situation information tones were not detected.

Transmission Failed

"Transmission Failed" indicates the receiving fax machine has answered and connected but the fax was not able to be fully and successfully transmitted. This can be caused by line quality issues, fax device issues, the sharing of phone line with other devices such as credit card processing terminals. Temporary conditions such as severe weather conditions in the destination area can also cause transmissions failures.

Unauthorized Sending Address

"Unauthorized Sending Address" indicates that the email address from which an email-to-fax request was sent is not registered with Concord. The origin email address must be added as a valid sender via the Concord Web Portal. Please login to the Concord Web Portal to add the email address. If you are unable to do so or need instruction with this process, please contact Premium Support for assistance.

Voice Answer

"Voice Answer" indicates that either a person or voicemail message answered the call.