

Sending Faxes via Email / SMTP API

Benefits

- * No software to buy / install
- * No modem or phone lines required

The FaxMate API allows you to automate the sending of faxes including attachments and multiple recipients.

Features

- * Multiple Recipients
- * Cover Page Suppression options
- * Cover Page Generation

Requirements

Ability to send emails via SMTP port 25

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Email Usage

To send a fax via the FaxMate API is as simple as sending an email with the following parameters.

Field	Format	Comments
From	Email Address	This address is used for authentication. Therefore, it must be setup as an outbound email address in your FaxMate account. The "From" field will display the email address used to send the fax or if you have a name defined in your email program/client which appears before the email address, only that name will be displayed. ie. From: "Firstname Lastname" <email@example.com>
To	faxnumber@faxmate.com.au	
Subject	Alphanumeric string, a max. of 50 characters	This string to be used for your reference or for client reference and is also used as the cover page subject line (unless suppressed) This will always appear in the reply/delivery receipt email.
Body	String	This is the body of the fax. Text may be any length. Format may be plain text or HTML. This text is used on the cover page.

Invalid Options

Field	Format	Comments
CC	Email Address	FaxMate will not accept addresses entered into this field.
BCC	Email Address	FaxMate will not accept addresses entered into this field.
Reply-To	Email Address	Confirmations will not be sent to this address they will be sent to the "From:" address instead.

Cover Page Creation

A cover page can be automatically generated based on the content of the email body. Refer to the Email usage table for the list of fields.

Cover Page Suppression

To avoid the creation of a cover page you can use any of the following suppression options:

<code>::c=none</code>	Suppress the entire cover page. Any text in the body of your email will be ignored.
<code>::end</code>	This option is used to suppress the generation of extra fax pages from unwanted text. Some antivirus or mail servers include a "This email has been scanned by" or a disclaimer message at the bottom of each email.
<code>~-----</code>	This is a variation to the above option. This can be included at the beginning of an email footer and is visually more appealing than the <code>::end</code> option, this is often used at the beginning of email signatures.

Multiple Fax Recipients

To send a fax to multiple recipients, enter the first recipient in the TO: address of the email and add the attachment (if required). In the body of the email, enter each additional recipient's fax number on a new line with a prefix of 2 colons. For example:

```
::0733251234  
::0298051234  
::0380001234  
::0890001234
```

There is a limitation of 100 recipients.

Methods for Obtaining Fax Status

The FaxMate SMTP email API does not have the ability to query the status of your outbound faxes. There are two methods for obtaining confirmation of faxing activity:

1. Web-based Account Management System

Your outbound faxing activity, is always be visible by logging into the FaxMate Account Management System – <http://my.faxmate.com.au>

After logging in, click on Your Services | Then Click on Activity for the outbound service in question to view all of your outbound activity.

2. Confirmation Email

A confirmation email or receipt is automatically sent on success or failure of fax transmissions.

Confirmations will be sent to the sender's "From:" address. If a different "Reply-To:" address is used it will be ignored.

An individual confirmation email will be sent for each of the recipients of the fax.

As a rule, the 4th line will always include a Status code as listed in Appendix A.

Email Receipt Examples

Fax Success Receipt - example

Subject : ::FaxMate:: Success : subject (Fax sent to number)
Date : Day, Day# Mth xxxx xx:xx:xx +1000 - example: Fri, 06 Oct 2007 10:53:28 +1000
From : do-not-reply@faxmate.com.au
To : <senders email>

SENT FAX REPORT

(CODE=S000)
Subject: subject
Sender: name in from field
Recipient: <recipient number>
Date/Time: Day, Day# Mth xxxx xx:xx:xx +1000 - example: Fri, 06 Oct 2007 10:53:28 +1000
Speed: Speed in bit/s
Connection time: x:xx:xx
Pages: pages
Resolution: resolution
Remote ID: remote fax ID
Retries: number of retries
Description: Your fax job completed successfully!

Fax Failure Receipt - example

Subject : ::FaxMate:: Failed : subject (Fax sent to number)
Date : Day, Day# Mth xxxx xx:xx:xx +1000 - example: Fri, 06 Oct 2007 10:53:28 +1000
From : do-not-reply@faxmate.com.au
To : <senders email>

SENDING FAXES - ERROR REPORT

(CODE=error code)
Subject: subject
Sender: name in from field
Recipient: <recipient number>
Date/Time: Day, Day# Mth xxxx xx:xx:xx +1000 - example: Fri, 06 Oct 2007 10:53:28 +1000
Speed: Speed in bit/s
Connection time: x:xx:xx
Pages: pages
Resolution: resolution
Remote ID: remote fax ID
Retries: 0
Error Code: error code
Description: error description

Appendix A - Email Status Codes

Code	Error Description
S000	Success
E002	Line Busy / Invalid or disconnected nr / Picked up by Human
E345	Job deleted by admin
E601	User not authorised to send faxes
E701	Invalid number (Ie not 10 digits etc)
E702	Too many recipients (over 100)
E703	Multiple recipients using To or Cc (not allowed)
E801	Fax conversion failed
E802	Attached document format not supported
E803	Fax empty
E901	Faxing timed out

Other error codes are possible although they are rare. In which case refer those errors to our technical support department.