

Step 4: Broadcast Options (continued)

Approving or Canceling Tested Order: Test faxes are delivered within 20 minutes. If you do **not** receive your test within this timeframe please contact Customer Support.

If you do not approve your test fax, your order will be held for forty-eight (48) hours. If you do **not** contact Customer Support during the grace period your order will be canceled and deleted.

To approve or cancel a tested order you may:

- Call Customer Support
- Email Customer Support including your Customer ID in the subject line, as well as the bill code of the order and your approval or cancellation statement.
(i.e.: Subject: 1002, My Broadcast Bill Code, Approved)

Fax Resolution: Determines the quality of the fax resolution used to send your fax. In most cases **Standard** resolution is recommended, graphical faxes may appear clearer in **Fine**, however this may increase the cost of your broadcast.

Step 5: Delivery Time

Openfax can deliver your fax at anytime, day or night. Remember, even if you schedule your broadcast for a future time or date and use the test fax feature, you will immediately receive your test fax. You must approve your test fax (If a test has been requested for your order to be processed).

If you decide to schedule your broadcast for a future time or date, remember to convert the specific time of your broadcast to central time.

Step 6: Review & Submission

Before clicking submit, review your order to make sure that you have selected all of the desired options. If you have scheduled your broadcast for a future time or date, double check your broadcast schedule before you click submit. After clicking submit wait for your files to upload and for your order confirmation to be displayed.

Document Best Practices:

- Avoid using serif style fonts
- Font sizes should be larger than 9pt
- Avoid grayscale or shading
- Use line art or simple graphics instead of photos
- Use at least 1/4 inch margin on all sides

List Requirements:

Openfax requires distribution list files to include column headers in the first row. The proper header to specify a fax column must contain the word 'Fax' and for a personalized "To:" header field, a column must be labeled 'To'.

The fax column must contain a valid 10 or 11 digit fax number and can contain standard phone number punctuation such as parentheses, spaces, and dashes. Any other punctuation or letters must be removed such as periods, commas, and extensions.

For lists used with document merges, column headers must match exactly what is referenced in the document merge points. If you plan on sending a merged order, please call Customer Support for assistance on setting up your list and document before submitting your order.

If you have any questions that are not answered within this guide please contact Customer Support. We are available to help you via email, telephone and online chat.

Contacting Openfax

Main Number: 1-866-OPENFAX (673-6329)
International: +01-847-221-1979
Broadcast Support: Option 2 broadast@openfax.com
Solutions & Sales: Option 3 solutions@openfax.com
Accounting Support: Option 6 billing@openfax.com

OpenFax
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User Guide

Version 2.0



Before you begin using your Openfax broadcast account you will need:

- An Openfax account ID and password
- A document you would like to broadcast
- A distribution list containing fax numbers
- A toll-free method of removal

Supported Document Formats:

Adobe Illustrator ® File Format (.ai)
Adobe Portable Document Format ® (.pdf)
Bitmapped Graphics Format (.bmp)
Graphics Interchange Format ® (.gif)
Joint Photographic Experts Group ® (.jpeg, .jpg)
Microsoft Office 1997-2007 ® editions.
Portable Network Graphics (.png)
Post Script (.ps)
Tagged Image File Format (.tif, .tiff)

Support List File Formats:

Comma Delimited Text (.txt)
Comma Separated Value (.csv)
Dbase File (.dbf)
Microsoft Access ® (.mdb)
Microsoft Excel ® Spreadsheet (.xls)

Openfax Support Contacts:

Customer Support

Toll-Free (North America) 1-866-OPENFAX, Option 2
International: +01-847-221-1979, Option 3
Email: broadcast@openfax.com
www.openfax.com/support

Solutions & Sales

Toll-Free (North America) 1-866-OPENFAX, Option 3
International: +01-847-221-1979, Option 3
Email: solutions@openfax.com
www.openfax.com/solutions

Submitting Your Order

Step 1: Login & Documents

- Visit www.openfax.com
- Select Customer Support
- Select Access My Account
- Enter Your User ID & Password
- Select Submit Broadcast Fax Order

Upload your document(s) that are to be broadcasted. Openfax has provided the ability to upload multiple documents for one single order; each line is **not** a separate order.

To upload your document(s), click the browse button and select the document you wish to upload. Continue this process with all remaining documents to be used in this broadcast.

Next, select the page type of your document:
Letter (8.5" x 11", A4) or **Legal** size (8.5" X 14").

If this is a custom merge order (ask a support advocate for details), check the box next to **merge document from list**.

Step 2: List Upload & Options

Upload your list(s) to be broadcasted to, do **not** including any block lists or opt-out lists you may keep internally. These lists will be uploaded in the next step.

To upload your lists(s), click the browse button and select the list you wish to upload. Continue this process with all remaining lists to be used in this broadcast.

Next, you may enter one **additional number** to be included in the broadcast. Enter this number using the format 18666736329.

Finally, choose whether you would like Openfax to remove any duplicate numbers from your list(s) before broadcasting. You may do this by checking the box next to **Remove Duplicate Numbers**.

Step 3: Opt-Out & FRS/IVR

Select any opt-out or do not fax lists that you have internally. You may also select whether or not to use your Fax Removal Service database, If you are not familiar with this service, please speak with your Solutions Advocate for details.

To upload your block list(s), click the browse button select the block list you wish to upload. Continue this process with all remaining block lists to be used in this broadcast.

If you use the FRS service and would like suppress fax numbers present in this database, check the box next to **Use IVR Block List**.

Step 4: Broadcast Options

The following features are optional and are used to modify different settings of your broadcast order:

Bill Code: A reference to help you identify this broadcast. This reference will appear on your invoice and reports. This can be a specific identifier such as the date of the broadcast, or a P.O. number you would like to attach. It may also be left blank, if you wish, this option will not impact your fax document.

To Header: This feature overrides the 'To' field used in the list and will be inserted into the To: field at the top of each fax. Some examples to use are: Purchasing Manager, All Employees, and Marketing Department.

From Header: This text is placed on the top of every fax. This can be your fax number, your company name, or a specific representative's name.

Test Fax Number: This feature is a free service designed to allow you to preview your broadcast directly to your fax machine. Request a test by entering a 10 or 11 digit fax number, no punctuation is needed. Using this feature will place your broadcast on hold until you approve the order, even if the future scheduled time elapses.