

FaxStream® Enhanced User Guide



FaxStream Enhanced

A Comprehensive Guide to the Telstra's FaxStream Enhanced Solutions
<http://faxstream.telstra.com>

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CONTACT US

If you have any questions or need help, please contact us on the numbers below:

BUSINESS Customers

	Telephone	Email
FaxStream Enhanced Help Desk	1800 188 214 (Existing Clients 8am – 6pm Mon-Fri AESDT and AEST excluding Australian Public Holidays)	helpdesk@faxstreamenhanced. telstra.com
New FaxStream Enhanced Services	13 22 00	
Fault Reporting	13 22 55 /option 1	

Website <http://faxstream.telstra.com>

HOME Customers

	Telephone	Email
FaxStream Enhanced Help Desk	1800 188 214 (Existing Clients 8am – 6pm Mon-Fri AEDT and AEST excluding Australian Public Holidays)	helpdesk@faxstreamenhanced. telstra.com
New FaxStream Enhanced Services	13 22 00	
Fault Reporting	13 22 03 /option 1	

Website <http://faxstream.telstra.com>

FAXSTREAM ENHANCED

FaxStream Enhanced offers you a range of solutions for the delivery and management of your fax communication.

Whether you're sending or receiving faxes, FaxStream Enhanced can help improve your fax communication with these great solutions:

Inbound Fax Solutions

- **Never Busy Fax**
 - Never miss an incoming fax (diverts on busy, no answer, or machine error)
- **FaxBank**
 - Receive incoming faxes to your email inbox

Outbound Fax Solutions

- **eMail to Fax**
 - Send outgoing faxes directly from your email client
- **Fax Broadcast**
 - Fax to multiple fax and email destinations at once via the web
 - Customise your broadcast fax by using our MailMERGE facility

Custom Built Fax Solutions

- **Transactional Fax**

- System or application generated one to one faxing (purchase orders, booking/order confirmations, statements, etc)

- **Weblink**

- Efficient web management tool for our Inbound and transitional fax services.

FaxStream Enhanced provides you with on-demand capacity, built in redundancy, various connectivity/security options, comprehensive reporting, ongoing system maintenance, monitoring, support and service upgrades.

Helpdesk Support

FaxStream Enhanced customers have access to a dedicated team of FaxStream Enhanced customer care consultants who can assist with over the phone training, service profile changes, reporting requests, list formatting and maintenance, personalised cover sheet set up, trouble-shooting and more.

You can access the FaxStream Enhanced Helpdesk between 8.00am and 6.00pm, Monday to Friday (excluding Australian Public Holidays) on 1800 188 214. Please note, the FaxStream Helpdesk is not able to assist with billing enquiries or service activation requests.

INBOUND FAX SOLUTIONS

There are two inbound fax solutions – Never Busy Fax and FaxBank. When you connect either of these services you are automatically given username and password access to our FaxStream Enhanced website so that you can also use FaxStream Broadcast and eMail to Fax.

Never Busy Fax

Never Busy Fax ensures that you never miss out on an incoming fax. FaxStream Enhanced captures messages that can't be delivered to your fax machine on the first attempt and delivers them either back to your fax machine when it's free or to your nominated email address.

It's a great solution for when your fax machine is often busy, out of paper, or can't be contacted.

FaxBank

FaxBank provides you with a virtual fax number that is used as the answering point for all faxes. All incoming faxes are received by FaxStream Enhanced, converted to soft copy and forwarded to your nominated email address as a TIFF file attachment.

This is an ideal solution to ensure no faxes are lost and delivery is secure to your email inbox only.

Reporting

FaxBank and Never Busy Fax can provide daily Journal Reports listing details of all faxes received, including Caller ID if available*, number of pages and date and time each fax was received.

Caller ID details cannot be provided for faxes received from international destinations or where senders chose to block their fax number.

To request reports to be set up for your account, please contact the FaxStream Helpdesk.

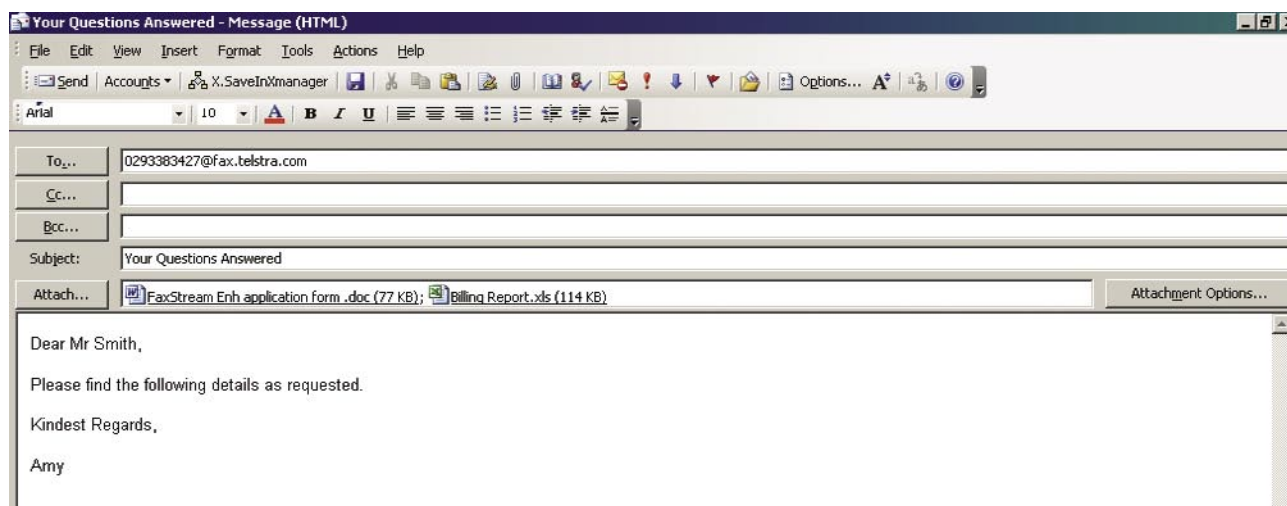
OUTBOUND FAX SOLUTIONS

eMail to Fax

The eMail to Fax solution uses your existing email client to send documents to a recipient as a fax.

To send a fax

1. Open up a new email document
2. Attach the documents you wish to send as faxes. Multiple documents can be attached to a single email and they will all be delivered to the recipient as a single transmission.
3. In the 'TO:' field on the email, enter the recipient's fax number including area code followed by ...@fax.telstra.com. The complete address should appear as in this sample: notice that there are no dashes between numbers; no spaces or additional characters.
4. Send the email.



Cover Sheets

Your eMail to Fax account has a default system cover sheet configured with the following headings:

- Date
- Fax Number
- To
- From
- Company
- Pages

The Date, Fax Number, From and Pages fields are automatically completed. To populate the To and Company fields, enter the email address into the field as follows:

For Example

'John_Smith.ABCCompany.02938384XX@fax.telstra.com' will populate the cover sheet heading To and Company fields with 'John Smith' and 'ABC Company' accordingly.

Note – Any text entered in the body of the email, such as a default signature, will show on the cover sheet

Custom cover sheets are also supported using Microsoft Word MailMERGE. If you would like a custom cover sheet configured with your **eMail to Fax** account, please contact the Help Desk.

File Formats supported by Telstra Mail to Fax

Type of document	Versions supported	File Extensions
Word Processing		
Microsoft Word	Win: v. 95, 97, 2000 Mac: v. 4, 5.x, 95, 98	DOC
Visio Drawing	v. 3 and above	VSD
Rich Text Format	All versions	RTF
Plain Text	All versions	TXT
Graphics		
JPEG	All versions	JPG, JPEG
Windows Bitmap	All versions	BMP
GIF	All versions	GIF
Microsoft Powerpoint	Up to v2000	PPT
PostScript	All Versions	PS
Spreadsheet		
Microsoft Excel	v. 5, 95, 97, 2000	XLS
Other		
HTML	All Versions	HTM, HTML
Adobe Acrobat	All Versions	PDF

Delivery Reports

Delivery reports can be made available by request. The report is emailed to the customer once your fax message has been delivered.

Information in the report includes:

- Subject line of the fax you sent
- Job number
- Page Count
- Fax Status

Large-scale Broadcasts can be handled easily online using our Fax Broadcast Web service. It's ideal for:

- newsletters
- promotional releases
- seminar agendas
- event schedules
- membership news
- internal communications

Using our FaxStream Enhanced Web interface you can:

1. Upload lists and documents.
2. Choose from any number of stored letterheads or cover sheets with your company name and logo.
3. Create and edit databases using list maintenance tools provided on the Web.
4. Attach 'ad hoc' destinations for one-time use only.
5. Select the best time for your message to be delivered – immediately, off peak or at a specified time.
6. Get up-to-the-minute job status and delivery reports online, even on jobs still in progress.
7. Order re-sends without re-creating your documents.
8. Customize your faxes by using our MailMERGE facility (please refer to the Broadcast Fax using MailMERGE section for instruction).

Creating your Broadcast list in Excel

There are a minimum of three fields that need to be completed to create a successful list. These are outlined below

- a. Open Microsoft Excel and enter the following column names across the top of your spreadsheet:

REF	TYPE	ADDR	HEADER (optional)
-----	------	------	-------------------

- b. Enter the details in each corresponding column.

REF is the reference that will appear next to each record on your delivery report.

TYPE is the type of address you are sending to. For example, Fax – Fax number, Internet – Email address, List – List name.

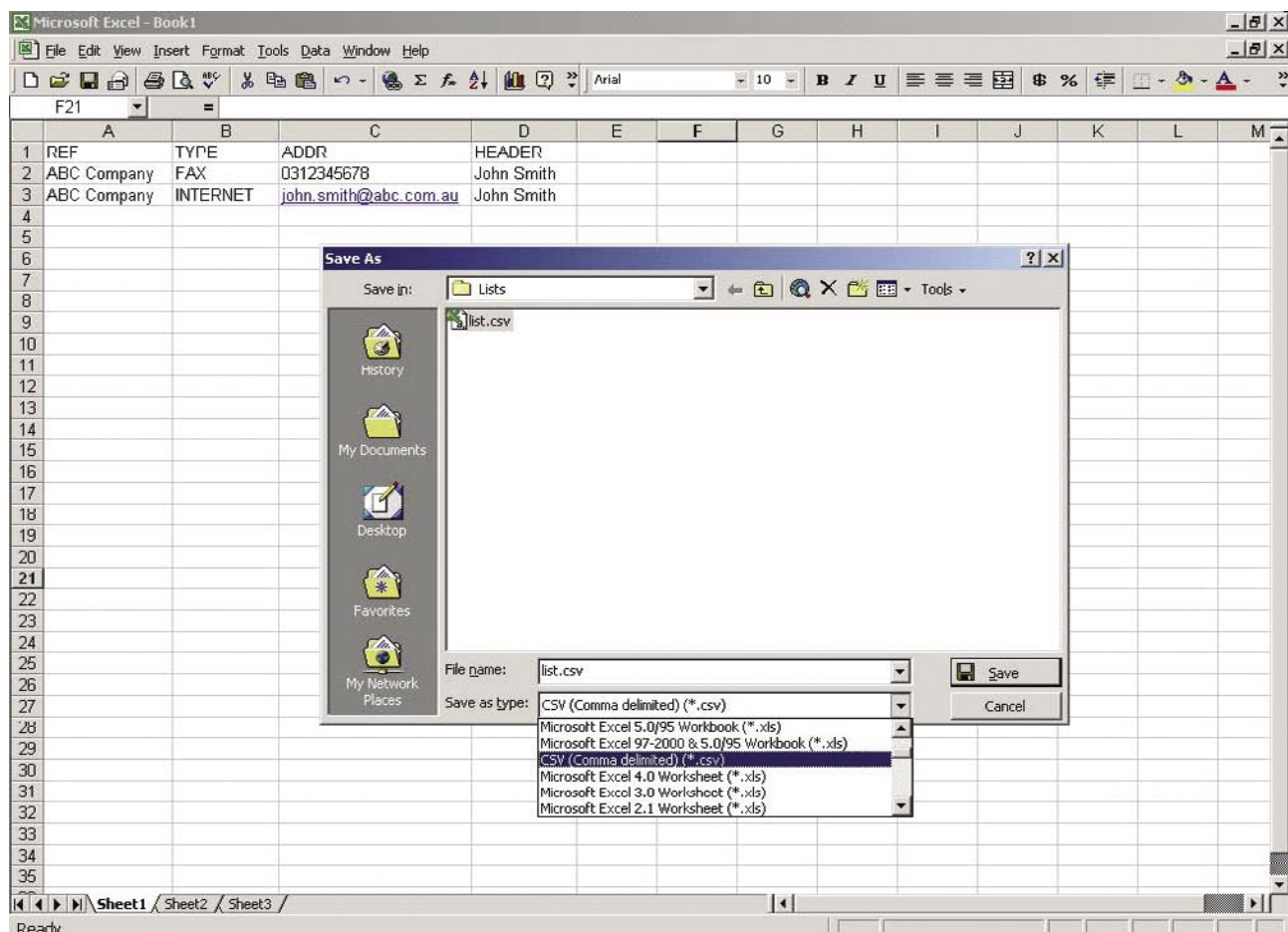
ADDR is the fax number. All fax addresses should be entered as follows:

- for domestic fax numbers enter the area code + local number
- for international fax numbers enter 0011 + country code + number
- a Broadcast List is entered as a four digit number

Ensure the '0' appears at the beginning of the domestic fax number. If it has been omitted, add a space after the '0' in your Excel spreadsheet or format the spreadsheet in TEXT. For example, a Brisbane number 0732221234 is entered as 07 32221234 or 073222 1234. A North American number should be entered as 0011 1 705232323. ADDR can also be an email address and a list.

HEADER is the header that will appear on the top of your fax in the fax transmission line. This is an easy way of adding a personal touch to the fax.

Example Excel File:



- When finished select **File**, then **Save As**.
- Choose the directory where you want your file to be saved (e.g. desktop).
- Click **File name** and give each list a 4 digit number in numerical order, e.g. from 0001 to 0100.
- Click **Save as type** then choose **CSV (comma separated) (*.csv)**.
- Click **Save**.

After selecting **Save As** you will be advised that the selected file type does not support workbooks that contain multiple sheets.

- Click **OK**

When you go to exit from MS Excel an information window will pop up advising that your file is not in Microsoft Excel format. It will ask if you want to save your changes.

- Click **Yes**

FaxStream Broadcast Full List Format Reference List

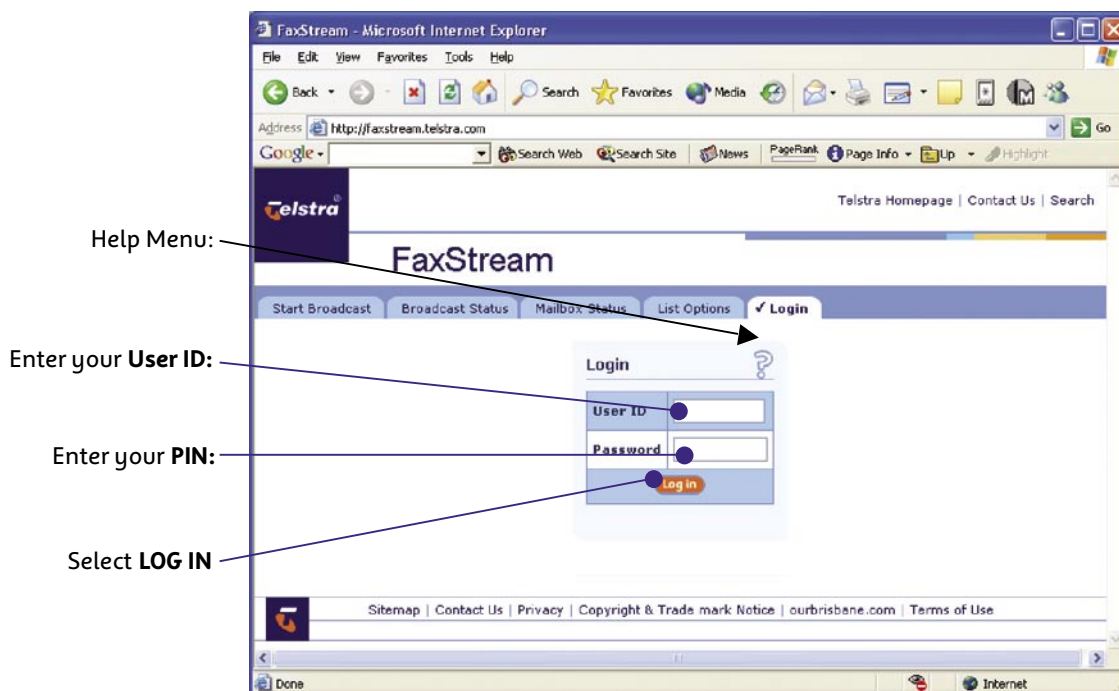
There are a number of additional fields that can be populated to further customise your list. These are summarised below.

Column Heading (not case sensitive)	Field Description	Max Length	Compulsory Field?
REF	Reference field – the info in this field appears on your delivery report that is received on completion of job.	15 characters	YES
HEADER	Header field – the info in this field appears at the top of the recipient's fax.	20 characters	NO
ADDR	Fax number (must include area code, e.g. Sydney 02 – include space within the fax number).	25 characters	YES
TYPE	Type of address you are sending to (e.g. Fax – Fax number, Internet – Email address, List – List name).	20 characters	CONDITIONAL – only required if using mixed address types
ALT_ADDR1	2nd alternative fax number, email address, or list	25 characters	OPTIONAL
ALT_TYPE1	Type of address you are sending to (e.g. Fax – Fax number, Internet – Email address, List – List name).	20 characters	CONDITIONAL – only required if using 'ALT_ADDR1'
TO_1	1st 'TO' field – as appears on your coversheet	40 Characters	NO
TO_2	2nd 'TO' field – as appears on your coversheet	40 Characters	NO
TO_3	3rd 'TO' field – as appears on your coversheet	40 Characters	NO
TO_4	4th 'TO' field – as appears on your coversheet	40 characters	NO
ATTN_1	1st 'ATTN' field – as appears on your coversheet	40 characters	NO
ATTN_2	2nd 'ATTN' field – as appears on your coversheet	40 characters	NO
ATTN_3	3rd 'ATTN' field – as appears on your coversheet	40 characters	NO
ATTN_4	4th 'ATTN' field – as appears on your coversheet	40 characters	NO
FROM_1	1st 'FROM' field – as appears on your coversheet	40 characters	NO
FROM_2	2nd 'FROM' field – as appears on your coversheet	40 characters	NO
FROM_3	3rd 'FROM' field – as appears on your coversheet	40 characters	NO
FROM_4	4th 'FROM' field – as appears on your coversheet	40 characters	NO

* Note: A maximum of 10 alternate fax, email addresses or list names per Broadcast list.

Login to the FaxStream Enhanced website

To logon simply enter you User ID and PIN provided to you on connection of your service and press the Login button.



Directory of Lists

Directory of lists allows you to view, upload, download and remove lists.

1. On the **List Options** tab click **Directory of Lists** – this will display all your lists

Viewing Lists

Choose the **list** you wish to view. This will display the recipients within the list you have chosen. No alterations can be made from this screen.

List Upload

Click the **Upload** button. This will open the **List Upload** page. (For more information refer to the 'Uploading your list to FaxStream Enhanced Web' section.)

List Download

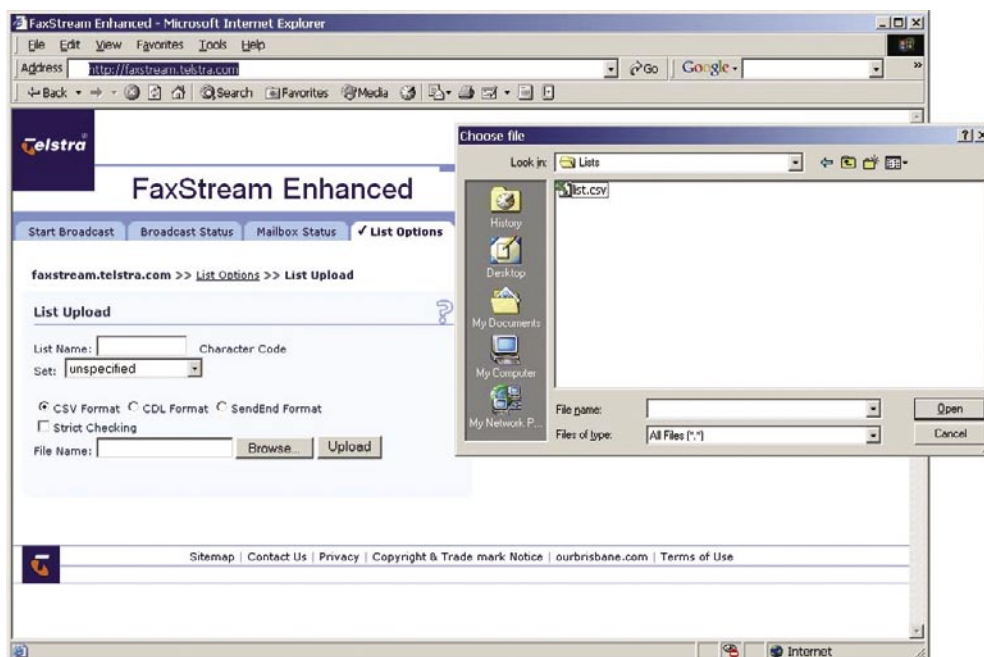
Click the **Download** button. This will open the **List Download** page

- Click **Download** – this will open the File Download window
- Click **OK**

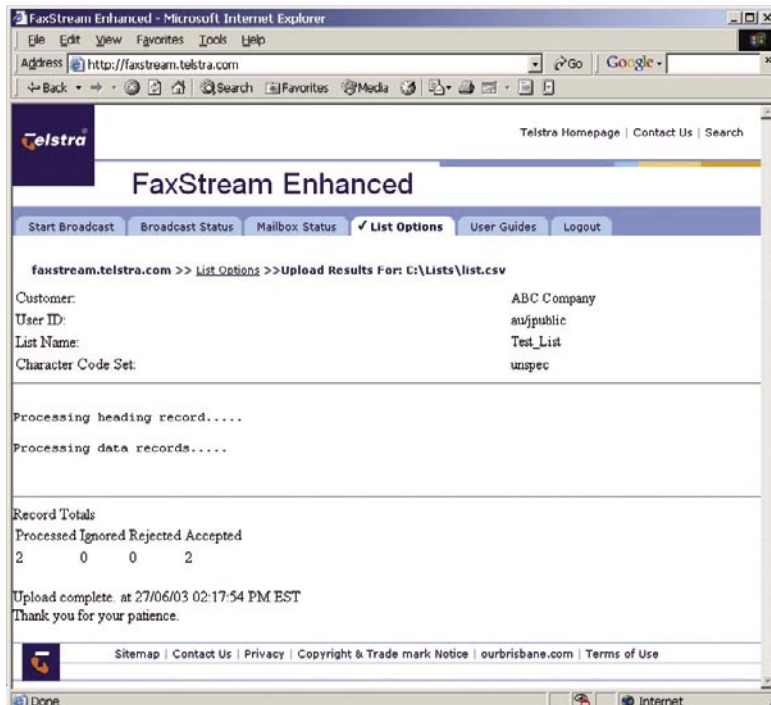
Remove a List

Click the **Remove** button next to the list you want to delete. (Once this option is selected your list will be deleted and can't be reversed.)

Uploading your list to our FaxStream Enhanced web interface



1. From the **List Options** tab click List Upload to open the List Upload form.
2. In the **List Name** field, type the name of your list.
3. Click **CSV Format**.
4. In the **File Name** field click **Browse**.
5. Locate your .csv file from your PC directory.
6. Select **UPLOAD**.



You will be notified of the total number of records processed.

Follow these simple steps to send your Broadcast:

1. List names

Do either:

a) Select **Browse Lists List Names** to find your fax list (pre-loaded onto the Telstra System)

or

b) Select **Browse Local List** to find your .csv file on your PC.

1. In the **List Name** field, type in the name of your list.

2. Select **CSV Format**.

3. Select **DOWNLOAD**.

Important Reminder
Please ensure you send a test fax back to yourself, prior to sending each broadcast.

Start Broadcast
Click Underlined Keyword for Help information

User ID T1838362 Customer TELSTRA RETAIL

List Names: Browse Lists Reset
Local List: Browse...

Additional Recipients

Address Type	Address	Address Type	Address
FAX	<input type="text"/>	FAX	<input type="text"/>
FAX	<input type="text"/>	FAX	<input type="text"/>
FAX	<input type="text"/>	FAX	<input type="text"/>

File Name: Browse...
File Type: Acrobat Fax Output Mode: Standard
Submit Broadcast

Delivery Options
Delivery Priority: Normal

Save the file to your hard drive.

2. Additional recipients

Add fax numbers, including area codes, if required.

3. File name

Click **Browse** to locate the document you want to send.

4. File type

Select the type of file you are sending (e.g. Acrobat, Postscript, Text, Tiff or Microsoft Word).

5. Fax output mode

Choose if you want the fax sent as Standard (recommended) or Fine Mode (use only for fine print or fine detail).

6. Delivery class

Choose when you want your fax to be sent.

Normal and Economy delivery will transmit immediately. Scheduled delivery allows you to select the day, date and time for your Broadcast. Rates for Normal delivery will apply to faxes sent between 7:00 am and 7:00 pm Monday to Friday and rates for Economy delivery will apply to faxes sent at all other times (AEST and AESST time).

7. Report type

Select the type of report you want (by default you will receive a Conditional report).

8. Customer reference (optional)

Type a reference you want to appear on your reports.

9. Global header

Information typed in this field will override the values from the **HEADER** column in your list and will appear on your fax Broadcast.

10. Custom cover

Select **Browse Covers** if you want to send cover pages. Click on the required cover page then click **SELECT**. This will add your cover page to the **Custom Cover** field. In the **Form and Attn/Subject/Comment** field include any additional information you need.

For PDF or Word documents, please use the following guidelines for your document specifications. You should test all documents prior to Broadcast.

Acrobat PDF Settings

- Please create your document as Version 4 or earlier, as more recent versions may not work.
- Make sure all fonts are embedded.
- There should be no security on the document.
- Use Acrobat applications to create PDF files. We do not guarantee the translation of other PDF document creators. Please always remember to test your document.
- Your document should be A4 paper size with no custom settings.
- Don't include a mixture of landscape and portrait pages.

Microsoft Word Settings

- Top and bottom margin should be 2.54cms.
- Left and right margin should be 3.17cms.
- You can embed the fonts to save substitution of non-standard Windows fonts.
- Your document should be A4 paper size with no custom settings.
- Do not have any 'Protection' on the document.
- Save the document in **Print Layout** mode.

Please do not select:

- Mirror margins
- 2 pages per sheet
- Different odd and even footers
- Different first page

Checking the status of your Broadcast

The Telstra FaxStream Enhanced web interface allows you to generate Interim Reports prior to the Completion Report.

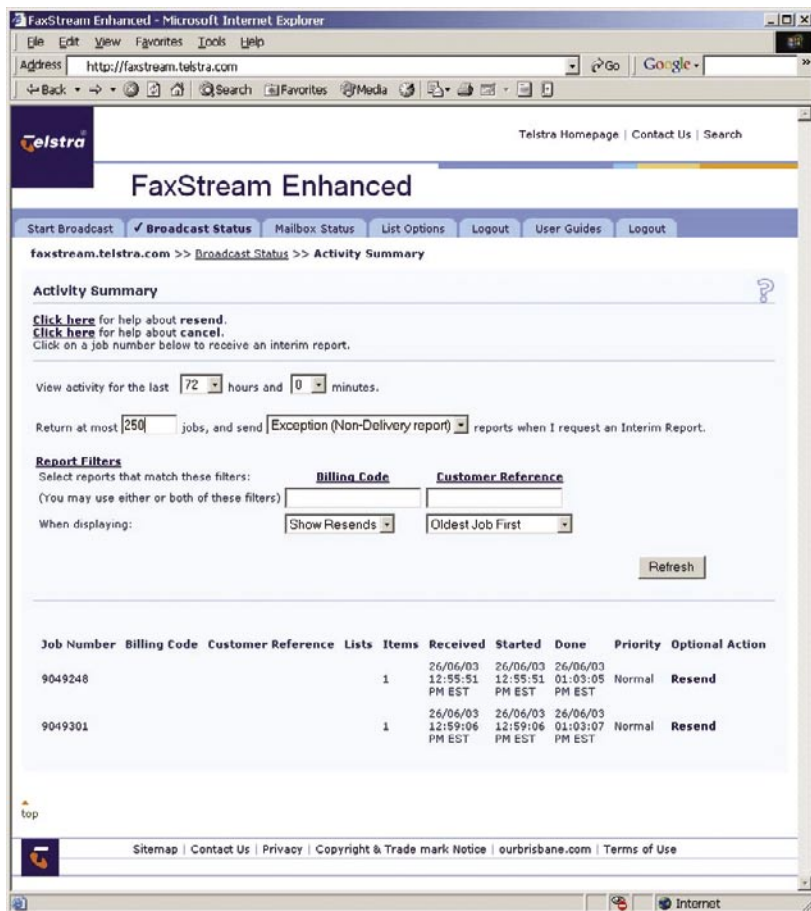
Step 1

- Select **Broadcast Status**. This will display the **Online Services Status Request** form.
- In the **View activity for the last** field select the time frame – you can view any job which has been distributed within the last 120 hours.
- In the **Send** field select the type of report you wish to view, i.e. summary, exception or detail.
- Click **Submit Query**.
- This will open the **Activity Summary** screen.

The screenshot shows the 'FaxStream Enhanced' web interface in a Microsoft Internet Explorer browser window. The address bar shows 'http://faxstream.telstra.com'. The page has a Telstra logo and navigation links: 'Telstra Homepage | Contact Us | Search'. Below the header, there's a menu bar with 'Start Broadcast', 'Broadcast Status' (which is selected), 'Mailbox Status', 'List Options', 'User Guides', and 'Logout'. The main content area is titled 'Broadcast Status' and includes a 'Item Level Query' section. It instructs the user to 'Please select the reporting period, up to 120 hours into the past.' and provides a 'Note: Sometimes generated reports can be quite large. If your browser times out while trying to fill your request, then reduce the amount of history requested.' Below this, there are input fields for 'View activity for the last' (72 hours and 0 minutes) and 'Return at most' (250 jobs), and a dropdown for 'Exception (Non-Delivery report)'. There are also 'Report Filters' for 'Billing Code' and 'Customer Reference', and a 'When displaying' section with 'Show Resends' and 'Oldest Job First' options. A 'Submit Query' button is at the bottom right of the form. The footer contains links for 'Sitemap', 'Contact Us', 'Privacy', 'Copyright & Trade mark Notice', 'ourbrisbane.com', and 'Terms of Use'.

Step 2

- Select the relevant **Job Number** to generate a report – you will now be able to view your report online.



Note:

From this screen you can cancel a Broadcast (the job might have been complete and might not cancel all destinations from the list). If you select **Normal Delivery** on the **Broadcast Submission Form** it only takes seconds for your Broadcast to begin.

You may use the re-send feature once on any one Broadcast. If you need more resends, simply call our FaxStream Enhanced Helpdesk and quote your last re-send job number.

You can arrange for Delivery Reports to be delivered for an additional cost to a nominated fax/email address by calling the Helpdesk

Report failure types

Listed below are the most common failure codes that appear. If you have a type that does not appear in the list below, please call our FaxStream Enhanced Helpdesk*.

Call Incomplete The number is incorrect, OR if dialling a foreign number, network congestion has been detected.

Fax Nbr Blocked We have been requested to block calls to the given number. This is normally a residential phone number not a business fax number.

Invalid Cutdown After FaxStream Enhanced sends a fax page the receiving machine is expected to respond with a confirmation that the page has been received. This message means that the receiving fax machine did not respond. FaxStream Enhanced does not consider a fax to be sent unless this signal has been received for each page. It is possible that the recipient has received the fax, especially if the receiving fax machine failed to signal a confirmation on the last page of the fax.

Normal Busy	The number called was engaged.
Not a Fax Nbr	One of the following occurred: <ul style="list-style-type: none"> • a connection was made, but no image has been transferred • the receiving machine may not be a fax machine • the receiving machine is out of paper • you have tried to send a fax in fine mode to a fax machine that cannot accept such transmissions.
OK	The receiving machine has confirmed that it has received the image.
POSS Setup Error	The system has automatically cancelled the number because it is incorrect OR you have asked to cancel a job that is either in progress or scheduled for a later date.
Possible Bad Nbr	A connection has been made, but for an unspecified reason the image cannot be transferred. The line may have dropped out and the connection lost.
Ring no answer	The number failed to answer OR the answering machine failed to provide the correct fax-tone.
Time Expired	The call has finished retrying and is still not delivered.
Voice Detection	A connection has been made but something other than a fax machine has answered the call. This could possibly be an answering machine or a person has answered on a voice line.

Fax Broadcast using MailMERGE

Creating your MailMERGE Broadcast list in Excel

Following these guidelines will enable seamless and timely transfer of data.

1. Open an Excel work sheet.
2. Place 'Key word' field names as column headings in row 1:
 - These key words should not contain spaces.
 - Key words can contain all alphanumeric characters as well as the underscore character.
 - Use any Key words you prefer, for example name, address, fax, phone or company.
 - Ensure one column of the data is the destination fax address
 - For domestic fax numbers enter the area code + local number
 - For international fax numbers enter 0011 + country code + number
 - To avoid the first '0' dropping off the number when you save your file to csv, insert a space between '0' and the following number.
 - Rows that do not contain data should be removed.
 - Any spare cells within rows should have '.' Inserted.

	A	B	C	D	E	F	G
1	Name	Company	Phone	Fax	Address		
2	Brian Smith	Smiths Orchids	0 267784553	0 26777099	Unit 1 Garden Road, Botany		
3	Avril Flanagan	Only Roses	0 366008225	0 365438977	..		
4							
5							
6							
7							
8							
9							
10							
11							
12							

3. When finished select **File**, then **save as**.
4. Choose the directory where you want your file to be saved (e.g. desktop).
5. Click **File name** and give each list a 4 digit number in numerical order, e.g. from 0001 to 0100.
6. Click **Save as type** then choose **CSV (comma separated) (*.csv)**.
7. Click **Save**.

After selecting Save As, two prompts will appear. The first notifies you that the selected file type does not support workbooks containing multiple sheets.

Click OK

The second prompt notifies you that the file may contain features that are not compatible with CSV.

Click Yes



When you exit from MS Excel an information window will pop up advising that your file is not in Microsoft Excel format. It will ask if you want to save your changes.

- Click **NO**

Creating a main document file

Preparing your document:

1. Open Microsoft Word ('97 or 2000).
2. Select an existing file or open a blank document.
3. Leave blank any sections in the document where a 'Key word' is required unless you have already created the word document including the correct keywords.
 - a. You can use all Word enhancements including underlining, bolding, centre-ing, italicising, justification, decimal tabs, columns, etc.
 - b. Pages can be portrait or landscape, or use a mix by inserting the proper page or section break.

Inserting an Image

Your MailMERGE document may also include your company logo or any other graphics you choose.

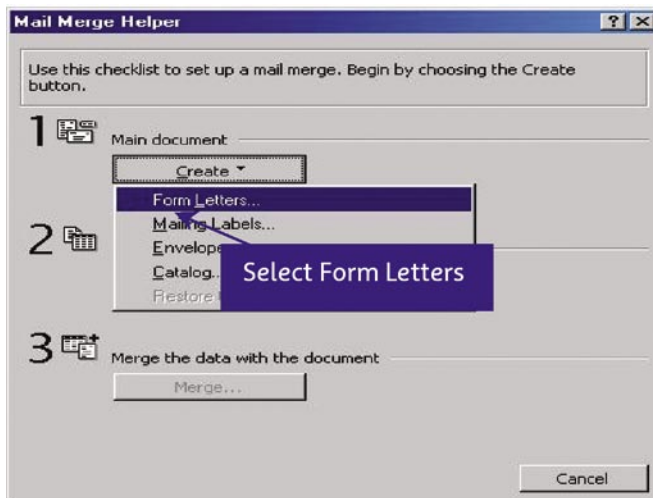
Any graphics, additional documents or spreadsheets **MUST** be part of this document, not linked to external documents, files or objects.

Do not 'paste special' any graphics or references to other documents, spreadsheets, etc.

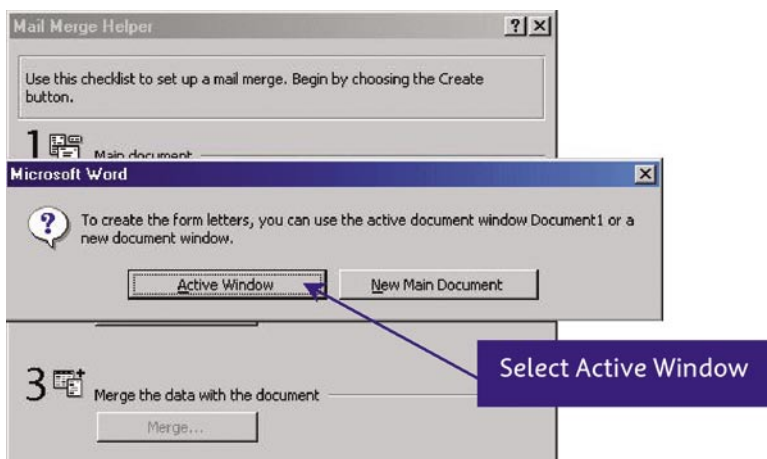
Cover pages must be inserted as the first page of the document.

Merging your document with your data source file

1. In Microsoft Word, select 'Tools'. in the standard toolbar.
2. Click on 'Mail Merge'..
3. Word displays a checklist to perform the Mail Merge.
4. The first step is to click on the 'Create'. button in the Main Document and select 'Form Letters'.

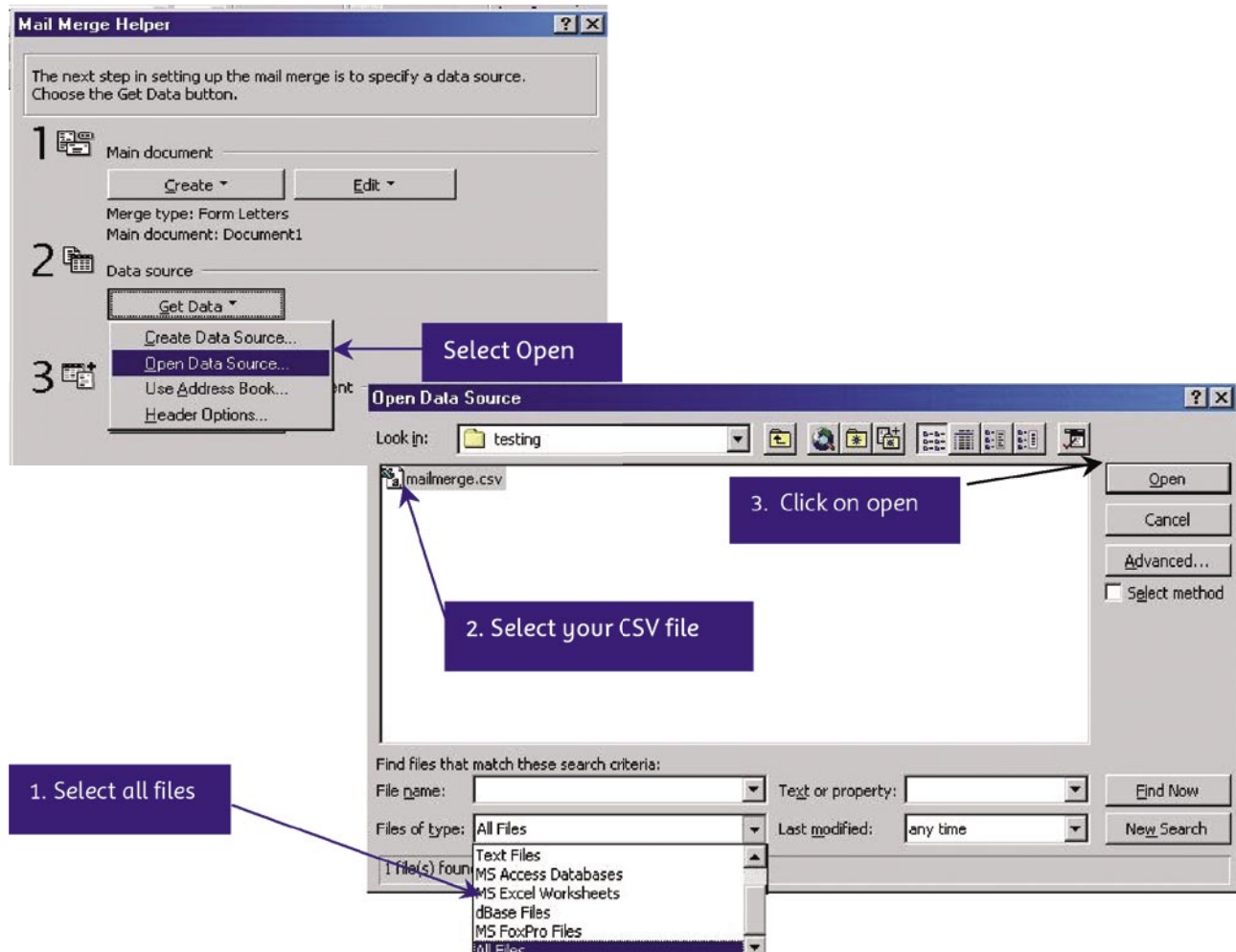


Click on 'Active Window'. button.



You are now at Step 2 – Data Source

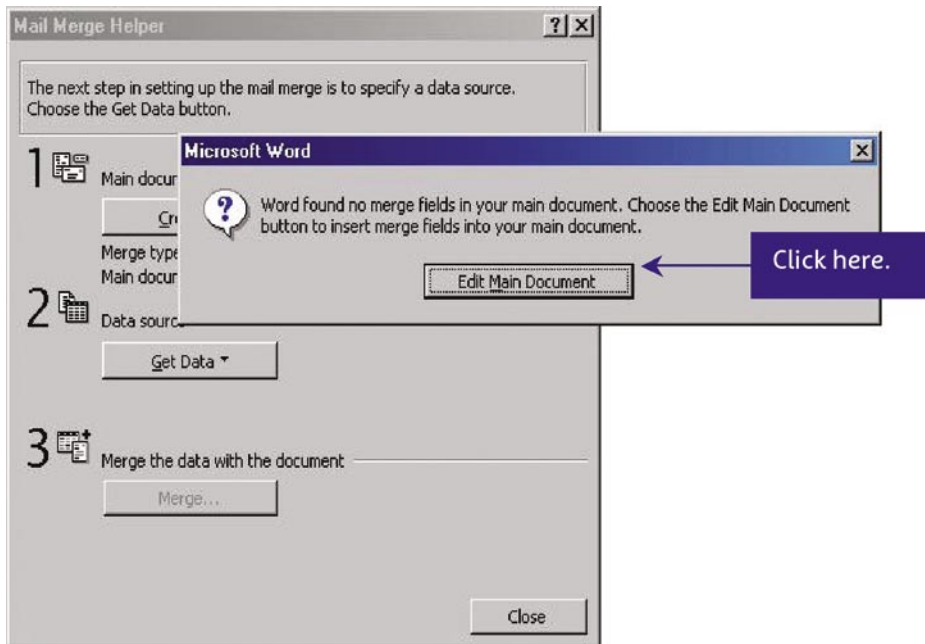
1. Click on the 'Get Data'. button.
2. Click on 'Open Data Source'.
3. Change the file type from Word doc to 'All Files (*.*)' and select the csv file.



Once you have opened your Data Source file a message may pop up on your screen.

This is NOT an error message just a note to let you know that you are now ready to insert your Key Words.

Click on 'Edit Main Document'.



If this is a document that you saved earlier, which already has Key Words inserted, you will not see this message. You can proceed by clicking 'close'.

NOTE: Any column that has a keyword starting with a number – will be prefixed with 'M_'. before the keyword name. This is normal.

Inserting Your Key Words

You are now able to select the 'Insert Merge Field'. button on the Mail Merge toolbar. Use this to select the fields you wish to place into your document.

Position your cursor where you wish the keyword to be inserted, then, using the drop down options, insert the fields required throughout the document.

When you have finished, save the document with the normal Word .doc extension and 'close'. the file.

NOTE: Keywords must be exactly the same in your excel titles and the word document.

Login

Once you have logged in to the FaxStream Enhanced website, click on the MailMERGE tab.

The following page will appear:



There are two documents to enter here:

- 1) The Main Document File – this is the Microsoft Word document you created using Mail Merge. Click on **Browse** then locate the saved document, click on **Open** and the document will be dropped into the white space.
- 2) The Data Source File – this is the csv file containing the merge information and fax numbers you wish to broadcast to. Click on **Browse** to locate this saved file, click on **Open** and the document will be dropped into the space.

A window will open to notify you that the information you have entered is being loaded onto the web server.

You will then be directed to the MailMERGE Request page. The files you have just inserted will be displayed at the top of the page.

Enter the relevant information as detailed below:

The screenshot shows the 'Mail MERGE Request' form in the FaxStream Enhanced web application. The form is titled 'Mail MERGE Request' and includes a user ID 'XSFS-43EFFR Customer: XPEDITE SYSTEMS SA'. It has sections for 'File Identification' (Main Document File, Data Source File, Character Set), 'Data Mapping' (Fax Address Field, Record Reference Field, Fax Header Field), 'Delivery Options' (Delivery Class, Start Time, Report Type), 'Customer Reference', 'Billing Code', and 'Global Fax Header'. The form is filled with example data, such as 'C:\Documents and Settings\j.doctor\Desktop\mmtest.doc' for the Main Document File and 'Express' for the Delivery Class.

Fax Address Field (compulsory): The field on your CSV file that contains the delivery address (addr or address or Fax, etc).

Record Reference Field (recommended): Choose the field on your CSV file that will enable you to recognize individual entries on your reports. This could be the company or individual's name.

Fax Header (Optional): If you wish to have a name appear across the top of the fax, you can choose the appropriate field. Note that the maximum number of characters allowed on a header is 20.

Delivery Class

Normal and Economy delivery will transmit immediately. Scheduled delivery allows you to select the day, date and time for your Broadcast. Rates for Normal delivery will apply to faxes sent between 7:00 am and 7:00 pm Monday to Friday and rates for Economy delivery will apply to faxes sent at all other times (AEST and AESST time).

Mode

The default value for this element is 'Standard'..

- Standard mode is approximately 100x200 lines per inch
- Fine mode is approximately 200x200 lines per inch resolution.

Report Type

- **Detail** – This will show all the numbers on your list and whether the delivery was sent or busy or if there was an error (see error codes for details)
- **Exception** – Shows numbers that were not sent. This could be because the number was busy or there was an error (see error codes for details)
- **Conditional** – This report is only generated if some numbers were unsuccessful. If all numbers were delivered to, no report is sent.
- **Summary** – Shows whether the broadcast was sent or failed to each number – no detail is given.

Customer Reference (Optional)

A reference number (comprising either alpha or numeric) can be entered here to enable users to identify their jobs. This reference will appear on job reports.

Global Header (Optional)

Information typed in this field will overwrite any 'Headings' on your CSV file. Information entered here will appear on the top of the fax broadcast.

The screenshot shows a web browser window with a 'Please wait' dialog box in the foreground that says 'We are now sending your request to the web server...'. In the background, the Telstra MailMerge interface is visible. The main form contains the following fields and options:

- Main Document File:** C:\Documents and Settings\j.doctor\Desktop\mmtest.doc
- Data Source File:** C:\Documents and Settings\j.doctor\Desktop\mmtestaugust.csv
- Character Set:** Western (ISO-8859-1)
- Data Mapping:**
 - Fax Address Field:** Fax
 - Record Reference Field:** Company
 - Fax Header Field:**
- Delivery Options:**
 - Delivery Class:** Express (selected), Standard, Fine
 - Mode:** Standard (selected), Express, Fine
 - Start Time:** Date and Time pickers, with a 'Local Time' checkbox.
 - Report Type:** Detail (selected)
 - Customer Reference:** Text input field
 - Billina Code:** Text input field
 - Global Fax Header:** Text input field
- Buttons:** Next > and Cancel

Finalising your MailMERGE broadcast

Once the Next button is clicked, a box appears stating that the request is being sent to the server.

You will receive a prompt to either open the file or save it.

By opening it, you can preview your document. You can then broadcast your fax or cancel the broadcast then make any necessary changes to the document before re-submitting.

Once a job is submitted, a job number will be provided. This job number must be provided to Telstra in the event of a query on the job at a later date.

Checking the status of your job

Please refer to 'Checking the status of your Broadcasts'. above.

FAX BROADCAST DIAL IN/VOICE PROMPT

You can use FaxStream Enhanced Dial In or Voice Prompt to send Broadcasts, retrieve mailbox messages or perform administration functions, such as request reports, cancel a pending message, delete mailbox messages or edit your address lists. If you do require assistance with these services, please contact the FaxStream Helpdesk or more information.

TIPS FOR SENDING A FAX

1. Always send a test to your own fax machine, via our FaxStream Enhanced system, before sending your Broadcast. Check that any images and small print are visible and clear. Also check that the fax has not rolled over onto an extra page.
2. All fax addresses must include the area code and/or country codes. Ensure the '0' appears at the front of each fax number. If it has been omitted add a space after the '0' in your Excel spreadsheet or format the Excel spreadsheet in TEXT.
3. If you are using a .PDF or .DOC file, make sure the fonts are embedded before broadcasting to prevent font substitution.
4. If you are using Microsoft Word, make sure the document is not password protected.
5. If you are sending a large Broadcast (in excess of 5,000 destinations) please send in blocks of 5,000 every half hour. Call the FaxStream Enhanced Helpdesk if you would like advice or assistance when sending a large Broadcast.
6. If your Internet connection drops out prior to receiving a job number, check the current job status by signing in to the FaxStream Enhanced Website and clicking the Broadcast Status tab to see if FaxStream Enhanced has accepted the job. If you're unsure, contact our FaxStream Enhanced Helpdesk on 1800 188 214.

FREQUENTLY ASKED QUESTIONS

What is the log on address for FaxStream Enhanced?

<http://faxstream.telstra.com>

I keep getting the message 'Page cannot be displayed' when I go to the website.

This is usually a problem with the internet cache in Internet Explorer. Clear the cache by selecting **TOOLS > INTERNET OPTIONS** and clicking on the **GENERAL** tab.

Under **Temporary Internet Files** click **Delete Files**. Check the box next to **Delete all** offline content. Click **OK** and **OK** again.

How do I upload a new list using the FaxStream Enhanced website?

Firstly, check your list is set up in the correct format. Login in to the FaxStream Enhanced website – <http://faxstream.telstra.com> – using your T-Number and password. Click on the **LIST OPTIONS** tab and choose **List Upload** from the menu. Type in a new four digit list number and then browse for your .csv file and click on upload. The number of records successfully processed by the system will then be displayed.

How do I edit my list using the FaxStream Enhanced website?

There are two methods. For small changes – adding, deleting a few numbers – the **LIST EDITOR** tool is best. Click on the **LIST OPTIONS** tab and choose **List Editor**. Click **Launch List Maintenance Tool** and the editor will open in a new window. Make your changes and be sure to click **SEND** before you close the window to save the changes you have made.

For larger or more complex changes, you can download a copy of your list onto your PC and then make the changes in Excel. When you've completed your changes and saved the document, you need to re-upload the list using the same list name so that it writes over the old list.

Please refer to the user guide available on the website for a detailed explanation of these procedures.

I can't seem to view my Broadcast status.

Make sure that the **Billing Code** and **Customer Reference** fields are blank. Also remember to set the number of hours being checked in the box next to **View activity for the last ...** You can check Broadcasts sent in the previous 120 hours.

If you have more than one FaxStream Enhanced account, ensure that you are logged in with the correct T-Number.

Why have none of my Broadcast faxes been sent?

Check your delivery report or the **Broadcast Status** screen for error messages – do your fax numbers have the area code in them? Or is the first zero missing? Your Broadcast lists must include the full fax number, including the area codes.

Did you send your Broadcast to a valid list name? If you are sending a Broadcast via a fax machine make sure your lists are all named as four digit numbers (e.g. 0001, 0002, 0003 etc.)

I need to resend my job via FaxStream Enhanced and keep getting the message 'Generation limit was exceeded. Resend cancelled.'

You can only do one resend on the FaxStream Enhanced website and if you have already done this, you will need to contact the FaxStream Enhanced Helpdesk on 1800 188 214 to do more resends.

I tried to click 'Resend' next to my Broadcast job number but it is not allowing me to do so.

The job has not completed yet or you have already resent the job once via the FaxStream Enhanced website.

What is the status of my job?

You can check the status of your job by signing in to the FaxStream Enhanced website and clicking on the **Broadcast Status** tab. Both summary and detailed reports can be displayed on screen for each job number.

How do I cancel a job?

Your job can be cancelled via the FaxStream Enhanced website. View the jobs you have submitted by clicking on the **Broadcast Status** tab. Each job number – as long as it is still in progress – has the option to cancel next to it.

Please note that the FaxStream Broadcast system works very quickly. If you have submitted a job for Express (normal) delivery, faxes will begin to be delivered immediately. Once the job is in progress a Broadcast cannot be completely stopped – pressing **Cancel** will only cancel faxes that have not already been delivered by the system.

However, if your job is scheduled for a time in the future or set as off peak, you will be able to cancel it without any of the recipients receiving the fax.

How do I update my contact/reporting details?

Requests for changes will be actioned by the FaxStream Enhanced Helpdesk. Email your requests to helpdesk@faxstreamenhanced.telstra.com including your 'T number' and details of the information to be changed. The Helpdesk will confirm by email when your request has been actioned.

What do the different report types mean?

Exception – The report will only display the detail of the numbers that were unsuccessful.

Conditional – This report will only be generated if there were errors in the job delivery. If the delivery was 100% successful then no report will be sent.

Detailed – This report shows the status of every number delivered to that was on the list, i.e. sent and errors.

Summary – This report does not show any of the numbers delivered to, but gives a summary of total numbers sent and a total number of errors.

I submitted a word doc that was 1 page but my delivery report says 2 pages were sent.

When you are sending a Broadcast via the website, it is possible that a one page Word document can spill over to a second page – if the standard page margin settings have been altered or if the document has a lot of graphics or tables in it. For this reason we strongly recommend that you send a test Broadcast to yourself each time to verify the results and prevent any potential problems.

Why has the font in my original Word document changed in my fax?

Not all fonts within Word are supported in our system – if the system detects that you have used a font that is not supported, it will look for the next nearest font supported and substitute it.

Where font substitution takes place the document can sometimes be pushed over to another page – the substituted font could be slightly larger than the original font.

For this reason we strongly recommend that you test every document prior to Broadcast to verify the results and prevent any potential problems.

Alternatively, to preserve the original fonts, convert your document to Acrobat PDF format (version 3 or 4 only) and ensure that all fonts are embedded for standard Broadcast only.

Why did my recipient receive the fax more than once?

Firstly, check your list – does the recipient's fax number appear on it more than once? The system does not automatically check for duplicate fax entries, so if the fax entry appears more than once, it will attempt to deliver as many times as it appears on the list.

It may also be an issue with the recipient's fax machine. Old fax machines have limited memory and the imaging system could be outdated, so, when a document that contains graphics is sent to the machine, it prints out everything except the graphics (i.e. it might print 2 out of the 3 pages). When this happens a 'not sent' signal is sent back to the FaxStream Enhanced system causing the fax to be retried. The FaxStream Enhanced system is programmed to retry multiple times until a successful **SENT** confirmation is received.

I received a job number but my job doesn't seem to be delivering.

Your job may have errored. If the document you are trying to Broadcast is incorrectly formatted or not supported by the FaxStream Enhanced system, it may fail and appear in an error queue monitored by the FaxStream Enhanced Helpdesk. During business hours, the Helpdesk will endeavor to inform you as soon as possible of an error with your document.

How do I send a Broadcast in economy time?

If you are sending your Broadcast via the DTMF/IVR system, you would dial in to 1800 010 560 and the code is: *99*3* then the list number followed by #.

If you are sending via the website you need to choose **Economy** from the drop down list under the **Delivery Options**.

If I select 'economy' when will my job be delivered?

The job will be delivered at any time during the next off peak period. The economy periods are:

7pm – 7am Monday – Thursday (AEST and AESST time)

7pm Friday to 7am Monday (AEST and AESST time).

For example, a job you submit on a Wednesday for off peak delivery will be delivered at some point between 7pm Wednesday and 7am Thursday. A job submitted on Friday may go at any time between 7pm Friday and 7am the following Monday. ECONOMY Broadcasts are queued on a 'first come – first served' basis.

What is the dial in number for Broadcast?

The dial in number is 1800 010 560.

You can also send Broadcasts from other fax machines – for example, if you are away from the office or travelling. In these cases you can dial 1800 010 561. A voice prompt system will ask you to enter your user ID (please enter the last 6 digits of your user ID) and password to verify your identity. The voice prompt system generally requires a fax machine with a handset.

How do I add/delete a number using the IVR?

To add a number to your list, dial in via 1800 010 560 and enter *901*(address list number)*(fax number)# or to delete a number in the list enter *902*(address list number)*(fax number)#.

While it is possible to make these changes via a fax machine, the fastest and easiest way for all list changes is to use the FaxStream Enhanced website.

How do I check for messages in the mailbox?

You can dial either from your fax machine or a normal phone to see if you have any messages in your mailbox. Dial in to 1800 010 561 and enter your user ID and password when prompted. It will then say if you have any messages in your mailbox or not.

If you do you have messages in you rmailbox you can select either option 2 which will send the messages to your specified destination or option 3 which will allow you to choose another destination.

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