



Online Communication

FaxMail

As part of our continuing efforts to improve our service, MWEB Business has introduced FaxMail, a state-of-the-art service that enables you to send and receive faxes as if they were e-mails. MWEB FaxMail is therefore suitable for any small or large business and is an exclusive service to MWEB customers.

How do I use MWEB FaxMail?

To use the FaxMail service, you need to have an MWEB mail box as our FaxMail facility links to your e-mail account. You are also requested to register online using the [My Account](#) interface if you are a Business customer or [Message Centre](#) if you are a Home customer. (If you are not sure whether you are a Home or Business customer, please call **08600 32000**, have your account number or e-mail address at hand, and one of our consultants will gladly assist you.) During this time you will also be asked to create a secret 5-digit PIN that you will use when sending faxes.

Below are different ways in which you can use MWEB FaxMail:

* **Please note** that if you need further clarity on how to use this service, you are encouraged to contact our technical assistance center on **0860 100 154** and one of our consultants will support you.

1 - Use MWEB Home Message Centre / MWEB Business My Account to:

Receive and send faxes: our online service is designed to make using FaxMail easy. It has a 'Create Fax' button, which allows you to send a fax using an e-mail format. The interface is designed so that you don't need to remember fax numbers which you type into the 'To' field when sending your fax. While incoming faxes come straight to your inbox.

2 - Use your regular e-mail program to:

Receive faxes: Once a fax is sent to one of your FaxMail numbers, it arrives in your MWEB mail box just like any other e-mail. You can view faxes with an image viewer that comes with your Windows operating system.

Send faxes: Even though you will be using your e-mail programme to send, your document will arrive at the receiving end as a fax. You can send to FaxMail users as well as to a normal fax machine.



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Benefits and features

MWEB FaxMail is a cost efficient service that will save you money and the most precious resource of all – time. With **MWEB FaxMail you can:**

- Receive faxes via e-mail for free!
- Get up to 5 fax numbers to which you can receive faxes. Primary / master account holders can register for an additional four numbers, provided they have an e-mail account for the additional fax numbers requested.
- Send faxes via e-mail from as little as 70c for the 1st minute and 35c per 30 seconds thereafter.
- Cut your costs because you...
 - Save on paper and toner
 - You only pay for faxes sent – there is no monthly fee
 - Save about 25% on when faxing to international destinations
- There are no additional software or hardware requirements.
- Work smart, since you receive all your faxes directly in your e-mail inbox, you can also store all faxes electronically. Plus you can manage or store both faxes and e-mails in one place for easy reference.
- Receive faxes from anywhere in the world (through the My Account interface)
- Have privacy as you eliminate sharing the fax machine with colleagues.
- Have convenience as you can store all your faxes on your PC. This also makes it more secure.

Frequently Asked Questions

Do I need special software to use FaxMail?

No. All you need is a valid MWEB e-mail address and your regular e-mail program. Simply activate your FaxMail account through 'My Account' if you are a Business customer or 'Message Center' if you are a Home customer, and you can start using it straight away.



How do I send international faxes?

The procedure is the same as for domestic faxes, with the following extra steps:

1. For all international numbers, always leave out the "00" and/or "+" sign at the beginning of the number. So, instead of sending your fax to **004420786xxxxx** in the United Kingdom, you will address it to **4420786xxxxx**
2. If the area code of an international destination begins with a "0", then leave out the "0".

Can someone send me faxes from overseas?

Yes, you are able to receive faxes from these overseas countries:

| | | | | | | |
|------------------|----------------|------------|-----------------|--------------|-------------|----------------------|
| Argentina | Cote D' Ivore | Ghana | Maldives Island | Peru | South Korea | United Arab Emirates |
| Australia | Cyprus | Greece | Mauritius | Poland | Swaziland | USA/Canada |
| Austria | Czech Republic | Hungary | Mexico | Portugal | Sweden | Vietnam |
| Bahrain | Denmark | India | Namibia | Qatar | Switzerland | Zimbabwe |
| Belgium | Egypt | Ireland | Netherlands | Reunion | Syria | |
| Botswana | Estonia | Italy | New Zealand | Russia | Taiwan CHT | |
| Brazil | Finland | Japan | Nigeria | Saudi Arabia | Tanzania | |
| China | France | Lesotho | Rep of Nigeria | Seychelles | Thailand | |
| Colombia | Gabon | Luxembourg | Norway | Singapore | Turkey | |
| Congo Brazaville | Germany | Malaysia | Pakistan | Slovenia | UK | |

I want to send a fax to multiple recipients. How do I do that?

This is not recommended because if delivery to one recipient is delayed, then it will be delayed for all the other recipients as well. This is why it can be more cost efficient to send your faxes to one recipient at a time. Should you still wish to do so, however, then in Outlook Express you would simply insert each address in the "To" field, separated by a comma.



I would like to attach a file to my fax. Which files can I attach?

You can attach the following files to your fax:

- Microsoft Word Files *.doc
- Microsoft Excel Files *.xls
- Microsoft Power Point Files *.ppt
- Notepad *.txt
- Gif Images (not animation Gif) *.gif
- TIF Images *.tif
- Jpeg *.jpeg
- Bmp *.bmp
- Adobe Acrobat Reader *.pdf
- Html Documents (Internet) *.html,*.htm

In Microsoft Excel I have multiple sheets in one workbook. How can I send selected sheets?

All sheets that are visible will be sent. However if you wish to hide sheets, follow the instructions below:

1. Select the sheets to hide.
 - A single sheet: Click the sheet tab.
 - Two or more adjacent sheets: Click the tab for the first sheet, and then hold down SHIFT and click the tab for the last sheet.
 - Two or more nonadjacent sheets: Click the tab for the first sheet, then hold down CTRL and click the tabs for the other sheets.
2. On the Format menu, point to Sheet, and then click Hide.
3. Now you can fax the sheets that are not hidden.

Note: To avoid faxing more pages than you intend, define the Print Area by first selecting the area you want to fax. Then click **File**, move your mouse pointer to **Print Area**, and click on **Set Print Area**. (If you have a printer, you can test whether you did this correctly by printing out the selected area first before you fax it.)



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Who can top up the FaxMail funds?

In order to protect our customers, use of the Add-2-Bill facility is restricted to the Primary account holders. This means that Primary Account holders can transfer & allocate funds using the 'My Account' or 'Message Centre' interface to their respective child accounts (extra e-mail addresses). A user of any of the e-mail accounts can also top up their funds – however they are limited to using their credit card.

How much do I need in my PrePaid FaxMail account in order to send faxes?

To send faxes, you need to purchase a R100 FaxMail package. When you send faxes, the cost of each fax is deducted from this amount, until you reach a balance of R50. At this point you will need to "top up" your account with a new FaxMail package.

Keeping R50 in your account ensures that there are always funds in reserve to cover the cost of your faxes. Should you cancel your FaxMail service, we will refund the balance of your account.

You can "top up" your FaxMail balance either by adding an extra amount to your monthly MWEB account via the 'My Account' interface or by purchasing via your credit card.

How much do I need in my FaxMail postpaid account in order to send faxes?

With FaxMail PostPaid you will be billed at the end of each month as this particular option is usage based.

I can't open / don't have an image viewer on my PC that can open faxes!

If for any reason you can't open the files attached to your FaxMail fax notifications, make sure you have your Windows installation CD handy and try to reinstall a Windows Accessory named 'Imaging'.

Alternatively, you can download and install a free program called 'IrfanView' at the Tucows Web site (<http://tucows.mweb.co.za/preview/194967.html>) This program can display images in many formats, including the .TIF format in which you will receive faxes. (*Please note that MWEB does not provide product support for this program.)

I lost my FaxMail PIN! How do I get it?

For your security, even we don't know what your PIN is! The solution is to visit the **FaxMail Details** page (which can be found in the 'My Account' interface if you are a Business customer or 'Message Center' if you are a Home customer) and click on **Update Secret PIN**. Here you can type in a new PIN, which you can then use instead of your old PIN.



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What happens if I don't use FaxMail for a long time?

If you don't send or receive faxes for three months or longer, your FaxMail account will be suspended and you will need to reactivate it if you want to send or receive faxes once again.

If you reactivate your account within three months of the suspension date (or cancellation date if you cancelled your account), you will get your original FaxMail number back. However, if you reactivate your account after this three month period, you may receive a different FaxMail number.

NOTE: if you send faxes on a regular basis your account will automatically stay active – it is of no consequence if you don't receive any faxes for lengthy periods.

How cost-effective is FaxMail?

Domestic Calls: On average, the actual call costs are the same as those charged by Telkom. However take into consideration that FaxMail will end up costing you less as you'll be saving on paper, ink cartridges and time wasted standing in front of the fax machine!

International Calls: Compared to using a fax machine, your FaxMail charges to most international destinations are approximately 25% lower. Plus you save on paper, ink and time!

How much does it cost to send faxes to my FaxMail number?

If someone is sending a fax to your FaxMail number, Telkom rates and their location will affect the cost of the fax. This cost will appear on their telephone bill.

Do I get my money back if I stop using FaxMail?

If you do not cancel your FaxMail account, we will keep your remaining funds in reserve for you. (This also applies to inactive FaxMail accounts, i.e. FaxMail accounts that have not been used for three consecutive months or more.) These funds will remain available should you wish to use FaxMail again in future. We will refund you with all your unspent FaxMail funds should you cancel your FaxMail as well as your Mailbox account with MWEB.

Who do I contact for further assistance?

If you still need help regarding FaxMail, please contact our Technical Assistance Centre on **0860 100 154** and an agent will assist you further. Alternatively e-mail sos@mweb.com.

** Cost subject to change as per Telkom's discretion.*