

USER GUIDE

SEND YOUR FAX BY INTERNET

Popfax.com



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1 License and trademark information

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Website: <http://www.popfax.com/>

2 Popfax Printer Driver

2.1 Purpose and features

Popfax printer driver is a software solution that prints your files to fax.

1. **Ease of use** – no need to launch internet browser, to memorize site address, just print your document.
2. **Send any document** – you can send any document to fax, no restriction for any type of document that you want to send.

2.2 Hardware and software requirements

Hardware requirements

- PC with at least 128Mb RAM
- An active Internet connection

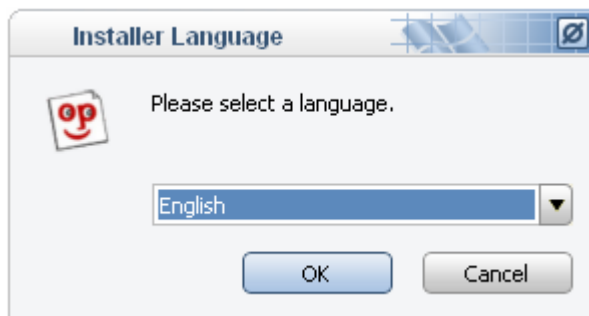
Software requirements

- Windows XP/2003/Vista

3 Installing 'Popfax Printer Driver'

3.1 Installation

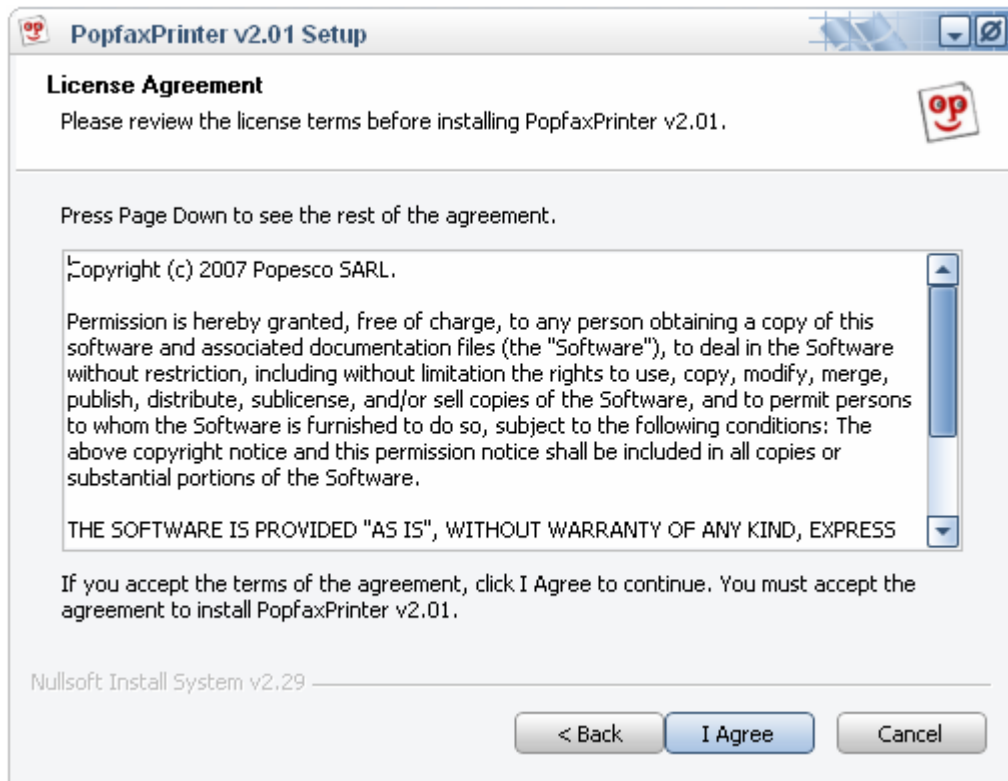
1. Make sure that all other applications are closed before you attempt to install Popfax Printer Driver.
2. To start the installation process, launch Setupe.exe.
3. Select installation language, and press **OK**.



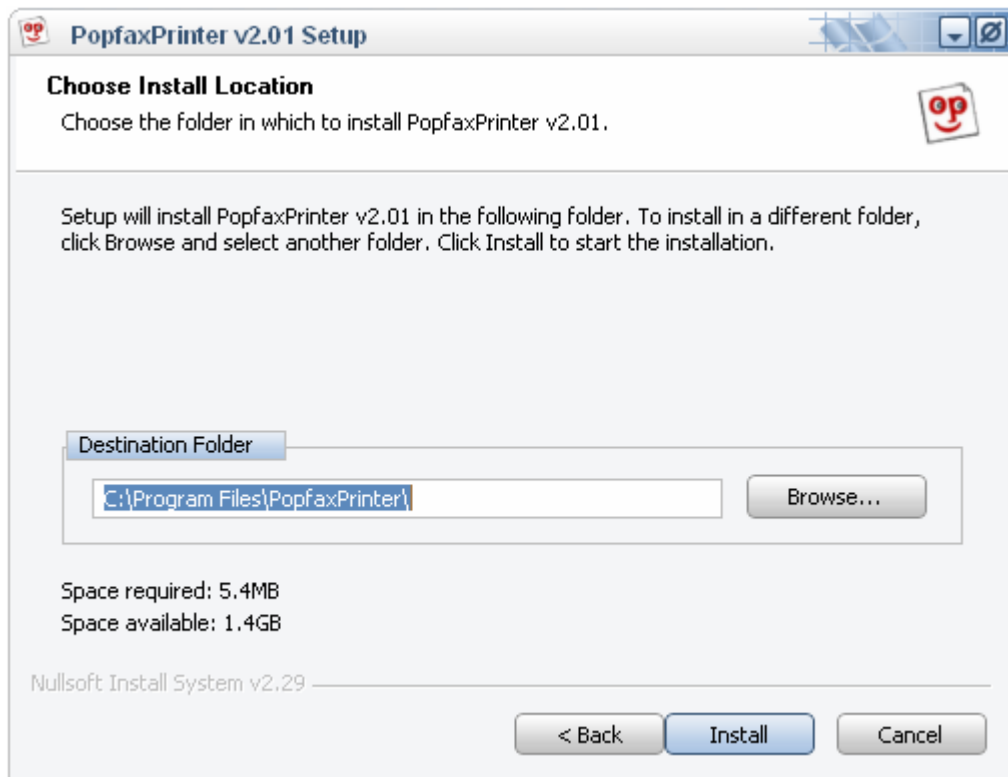
4. Read information on welcome screen, and press '**Next**'.



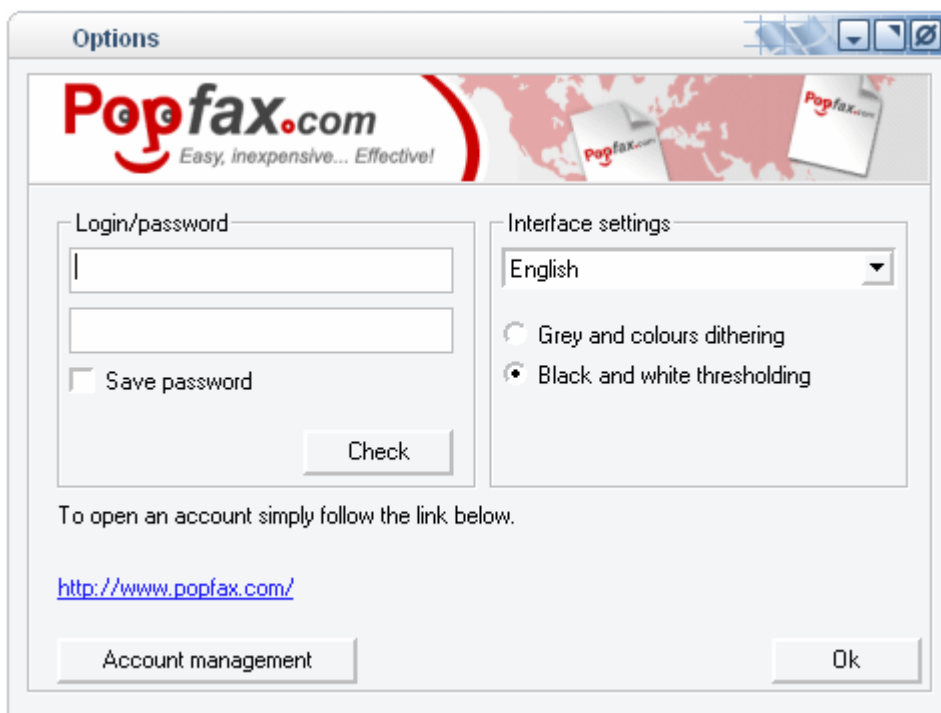
- Please read the license agreement then click '**I agree**' to accept and continue installation.



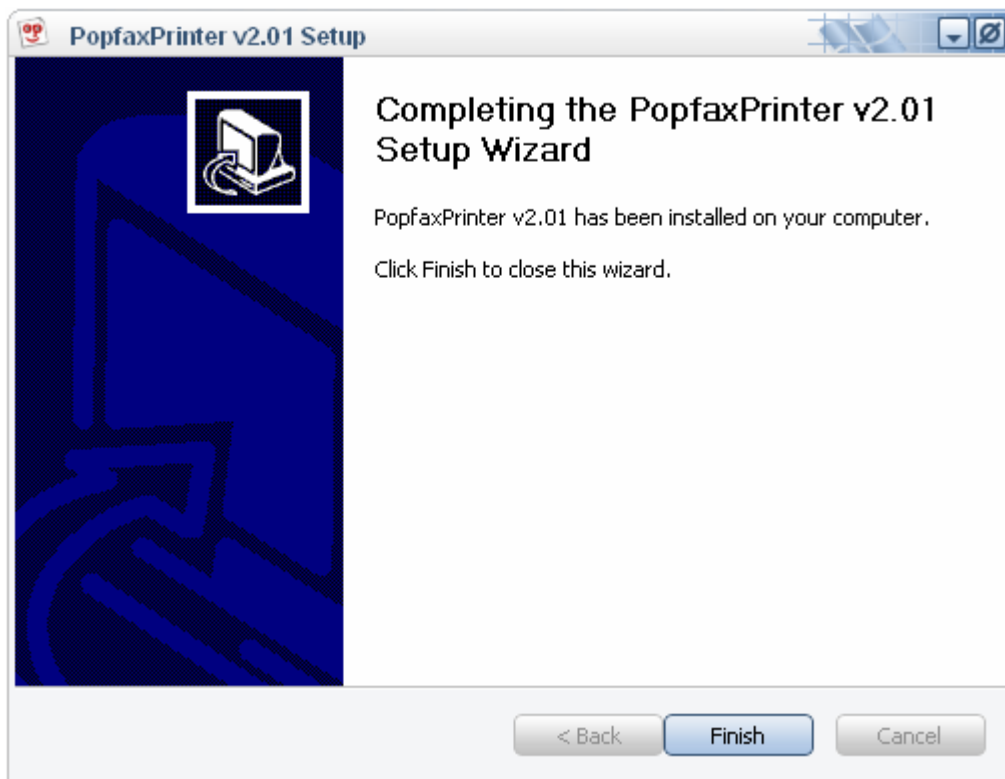
- Select folder in which Popfax Printer Driver will be installed and press '**I install**'.



- 7. Enter your user name and password. To obtain a user name and password you need to create an account on www.popfax.com.



- 8. Press 'Finish' to complete installation process.



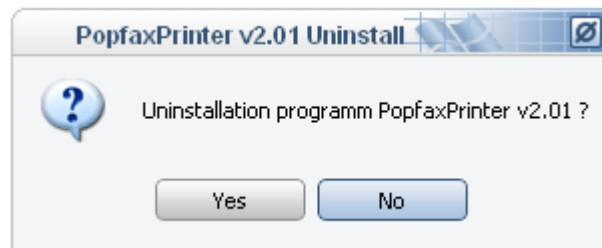
3.2 Updating Driver

To update you will need to follow the same procedure as for installation.

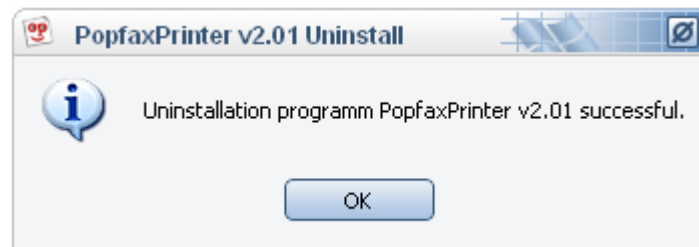
3.3 Uninstalling Driver

Follow these steps if you wish to uninstall '**Popfax Printer Driver**':

1. Go to **Control Panel**, select **Add or Remove Program**, choose PopfaxPrinter and press **Uninstall**. The following window will appear on the screen:



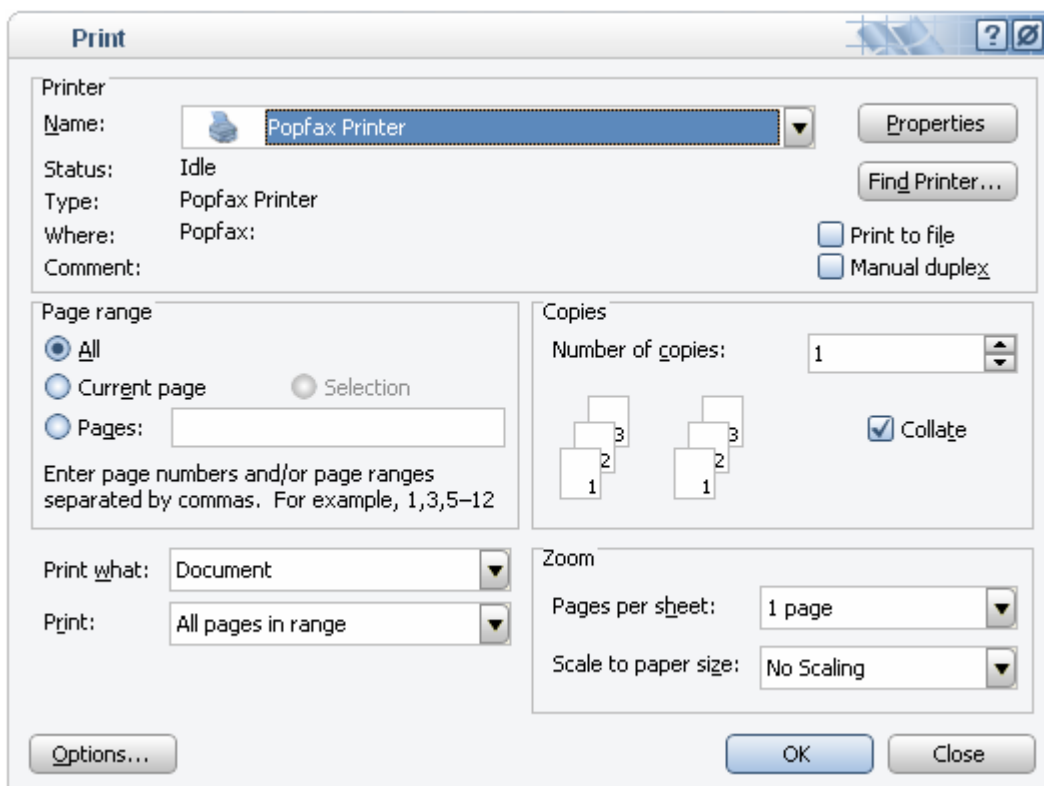
2. To confirm press **Yes**.
3. Following successful completion of the de-installation process, you will see the following message:



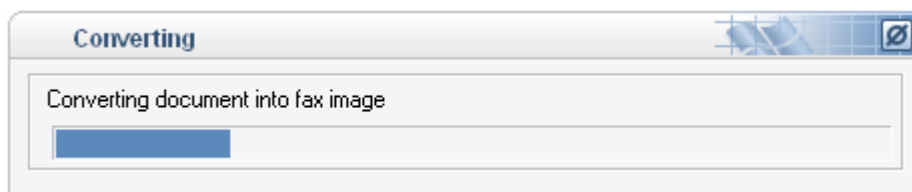
4 Operation

4.1 Using the Popfax Printer Driver

1. Open any document from your PC application and press print. Select PopfaxPrinter as your designated printing device.



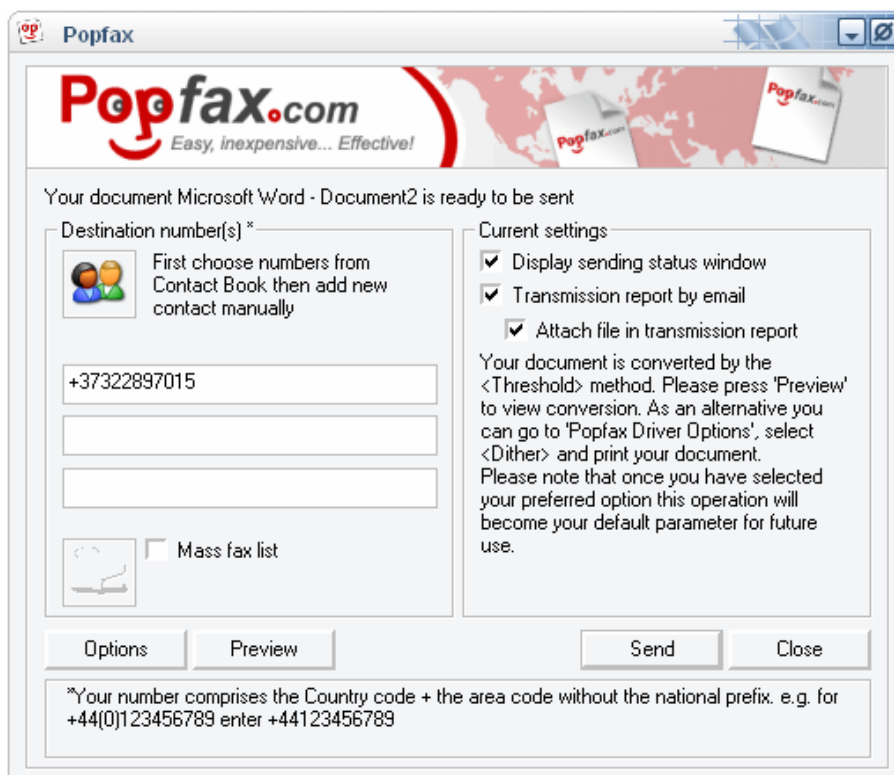
2. Press **OK** to print document.



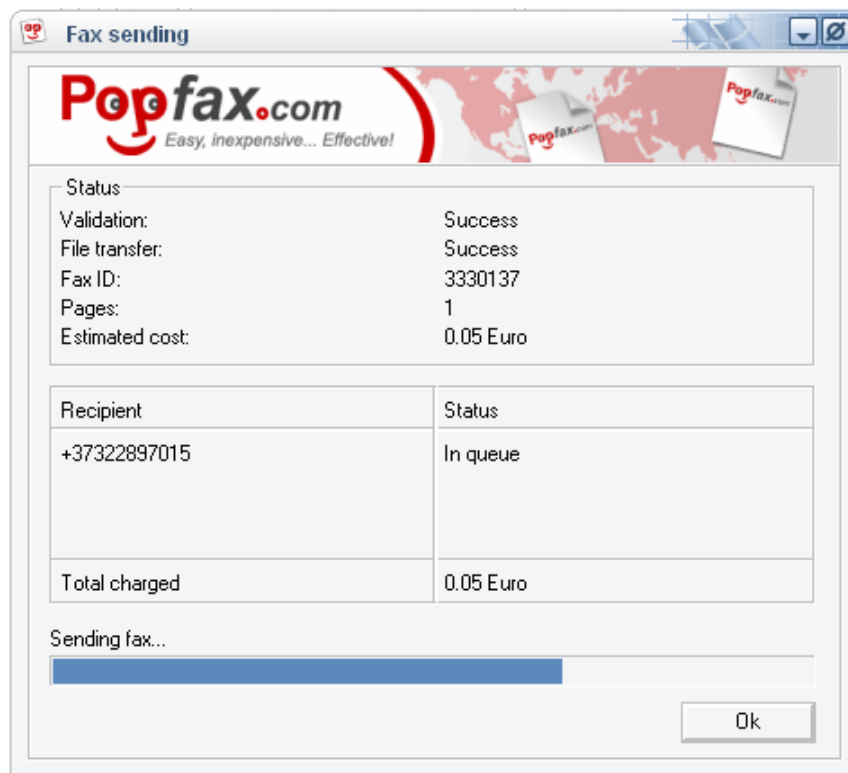
- Your document is converted and sent to the designated fax machine.



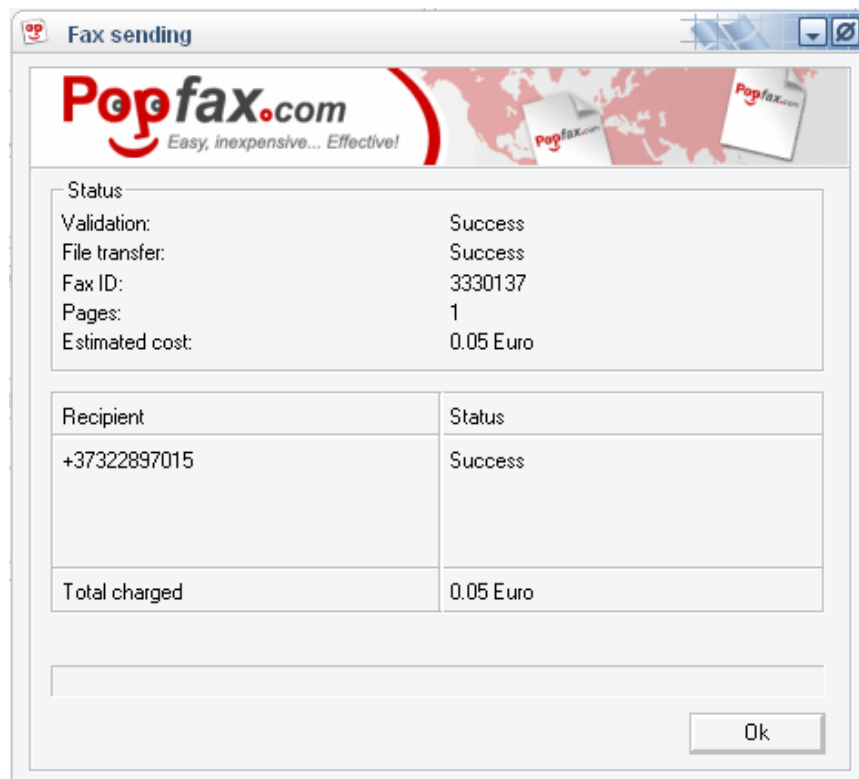
- Type destination fax number(s) and press **Send**. Fax number should be entered in international dialling notation (e.g. +1823765262; +44123456789; +33175342422; ...)



5. Document will be sent to fax.



6. When fax is sent you may close form.



4.2 Configuration

4.2.1 Change user name and password

Print test page, in Popfax application form press **Options**.

Enter your new username/password and press **Check** if you would like to confirm.

4.2.2 Change language interface

Print test page, in Popfax application form press **Options**.
Select your preferred language and press **OK**.

4.2.3 Change image quality

Print test page, in Popfax application form press **Options**.

Options

Popfax.com
Easy, inexpensive... Effective!

Login/password

john.smith@yahoo.com

Save password

Check

Interface settings

English

Grey and colours dithering

Black and white thresholding

If you do not have an account yet, you can receive one by following the link below.

<http://www.popfax.com/>

Account management

Ok

Select one of the quality options:

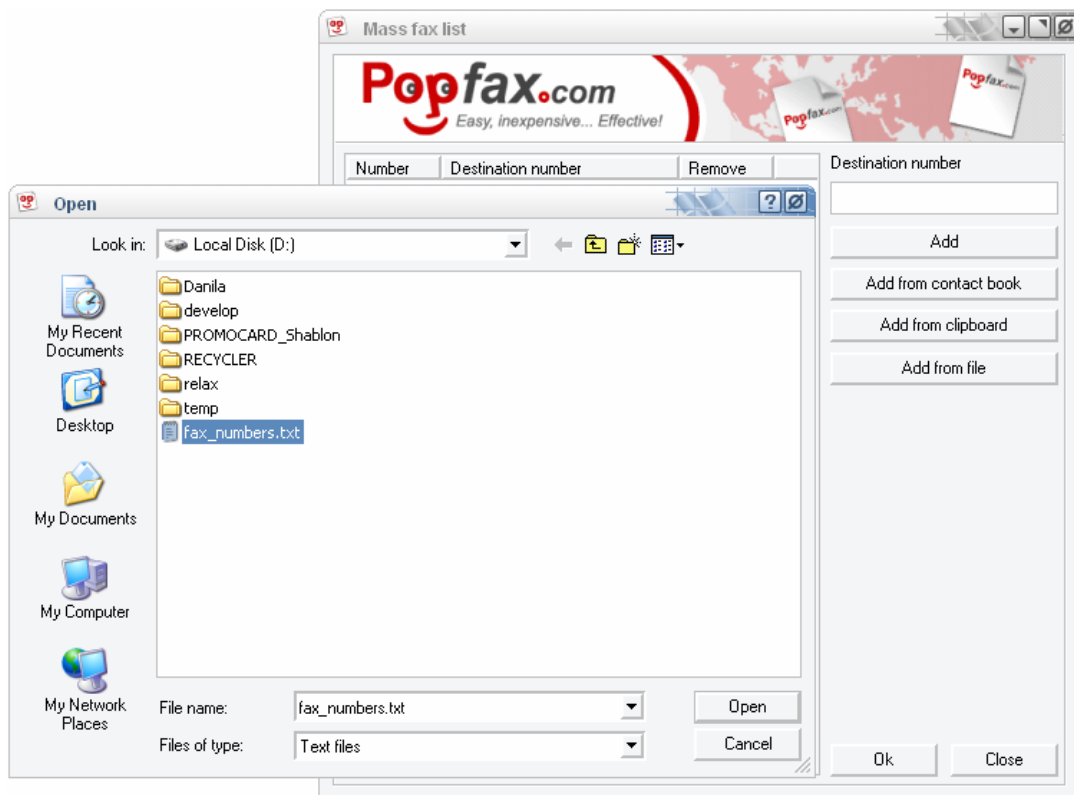
- **Grey and colour dithering** (renders grey zones for pictures and logos, reduces readability of text and page takes longer to transmit and may be charged as two or more pages)
- **Black and white thresholding** (improved readability of text pages)

5 Mass fax sending

1. For Mass Fax sending, select the radio button Mass fax list and click on the icon.



2. Select from the options button 'Add from file' and open your document with fax numbers.



- 3. The added list of faxes from your file will be displayed onto application.



4. Click '**Send**' button to send fax. Close window when fax is sent



6 Additional information

Troubleshooting

Error Message	Possible cause	Possible solution
Invalid number	No communication established. The number called is reported as invalid.	Check fax number is correct and re-enter.
Too many recipients	More than 3 recipients	Present up to 3 recipients
Not enough credits	Not enough credit remaining to send the fax.	Credit your account
Authentication error	While inserting your parameters (password and/or email), please refrain from inserting spaces or other characters (e.g. hour, date etc.)	Re-enter your username and password
Empty destination list	Recipient list is empty / no valid destination number was found.	Enter fax number
Internal system error	A problem appeared while processing your request.	Repeat attempt. In the event of a persistent problem contact Customer Care.
Not active	Your account isn't active	Activate account
Prohibited page count	Prohibited page count	Resend document
Invalid tiff document	Format of the tiff document is invalid	Convert your tiff document to CCITT Group 3 fax encoding tiff
File upload error	File upload error	Resend document
Pages count mismatch	Pages count that you have provided is different to the pages count in tiff document	Specify correct number of pages
Duplicate numbers	Numbers have been duplicated	Remove duplicate number(s)
Wrong Fax	Fax number entered is incorrect	Enter right fax number
Fax not found	Incorrect number	Enter correct fax number and try again
No fax machine answering	Call answered and fax communication tone sent repeatedly for approx. 1 minute. If no fax response detected, communication is stopped. If called number is either a GSM or an "advanced network" number, fax unavailability is confirmed by network. If voice detection is enabled, the call is aborted when voice is detected	Try to send fax again
Incomplete transmission	Not all pages are sent due to an unexpected disconnection or remote fax abort that is not reported as such.	Try to send fax again
Fax connection failed	Communication is established, but fax handshake failed due to bad line or non-standard fax machine..... etc.	Try to send fax again

	communication problem.	
Busy line	No communication established. The line is reported as busy.	Try to send fax again
Call rejected	No communication established. The call is reported as rejected, by the signaling network.	Try to send fax again
Conversion error	No communication established. Dummy error code used only for mail2fax. Conversion of attached document failed.	Try to send fax again
No answer	No communication established. The call has not responded for 1-2 minutes.	Try to send fax again
System busy	No communication established. Generated by the transport level system overload.	Try to send fax again
Bad line	Communication is established, handshake successful but error rate is too high and communication is aborted. Fax not sent. Occurs particularly when ECM is used on a very bad line.	Try to send fax again
Line problem	No communication established. Generated by problem with fax sending management level system on E1 line.	Try to send fax again
File cannot be sent	No communication established. Generated by the transport level system file corruption.	Try to send fax again
Remote fax aborted	Fax sending incomplete. Not all pages sent due to unexpected disconnection caused by remote fax abort.	Try to send fax again