



# Concord Fax Premier/Pro User Guide

V.2 (2010)

## **Publication Notice**

The contents of this publication the specifications of this application are subject to change without notice.

Concord reserves the right to make changes without notice to this publication, Concord software, and services, and shall not be responsible for any damages, consequential or otherwise, caused by reliance on the materials presented herein, including typographical errors.

This is the Second edition of this publication.

## **Version**

This guide describes Fax Premier Pro version 2.0 and revised June 11, 2010.

# Contents

Publication Notice .....	2
Version .....	2
Contents .....	3
Introduction .....	4
Signing up for Concord Services .....	4
Concord Fax Premier Or Concord Fax Pro.....	4
Setting Up Your Concord Fax Service .....	5
Message Center .....	5
Profile .....	6
Contact Information .....	7
Password .....	7
Preferences.....	8
Options .....	8
Display Options .....	9
Receiving Email .....	10
Sending Email .....	11
Phone Numbers .....	12
Default Cover Page.....	13
Creating a Quick Cover Page .....	13
Cover Page Example .....	14
Activity Reports.....	15
Received Logs (Default) .....	15
Sent Logs.....	15
How To Send a Fax .....	16
Using Email to Send a Fax.....	16
Attaching Your Fax Document.....	17
Setting Up Your Outbound fax Service.....	17
Making Changes to Your Outbound Fax Service .....	17
Validating Your Email Address .....	17
Getting Help.....	18
Contacting Concord Technologies Customer Service.....	18
Concord Enhanced Fax Error Descriptions .....	19
Concord Enhanced Fax Error Descriptions (cont) .....	20

# INTRODUCTION

Welcome to Concord Internet Faxing! This User Guide will provide you information and instructions on how to use your Concord Fax service. Our Concord Fax Premier and Concord Fax Pro services are a simple and cost effective way to send and receive all your faxes through the Internet, using your PC or mobile device.

This User Guide explains:

- Signing up for Concord Fax services
- Configuring the Premier or Pro service
- Creating, sending and receiving all your faxes using the service
- Customer Support options

## Signing Up for Concord Fax Services

Please visit the Concord email to Fax / Fax to email web sites to examine Fax Premier services at the following web page: [This is the link to the Fax Premier Service](#)

Or, for Fax Pro: [This is the link to the Fax Pro Service](#)

Connect directly to these links and sign up via the Web or call a Concord Representative at 1-800-792-0329 or 1-206-441-3346 to sign up for an account over the phone.

## Concord Fax Premier or Concord Fax Pro?

**Concord Fax Premier:** (See web page for current pricing)

- Send and Receive faxes through your internet connection
- Receive faxes to your own toll-free number
- Local U.S. number available for international dialing access
- Access to your fax messages from anywhere via [www.concordfax.com](http://www.concordfax.com).
- Receive incoming fax messages delivered to up to 5 different email addresses
- Includes 50 Inbound fax pages and 50 Outbound pages per month free of charge

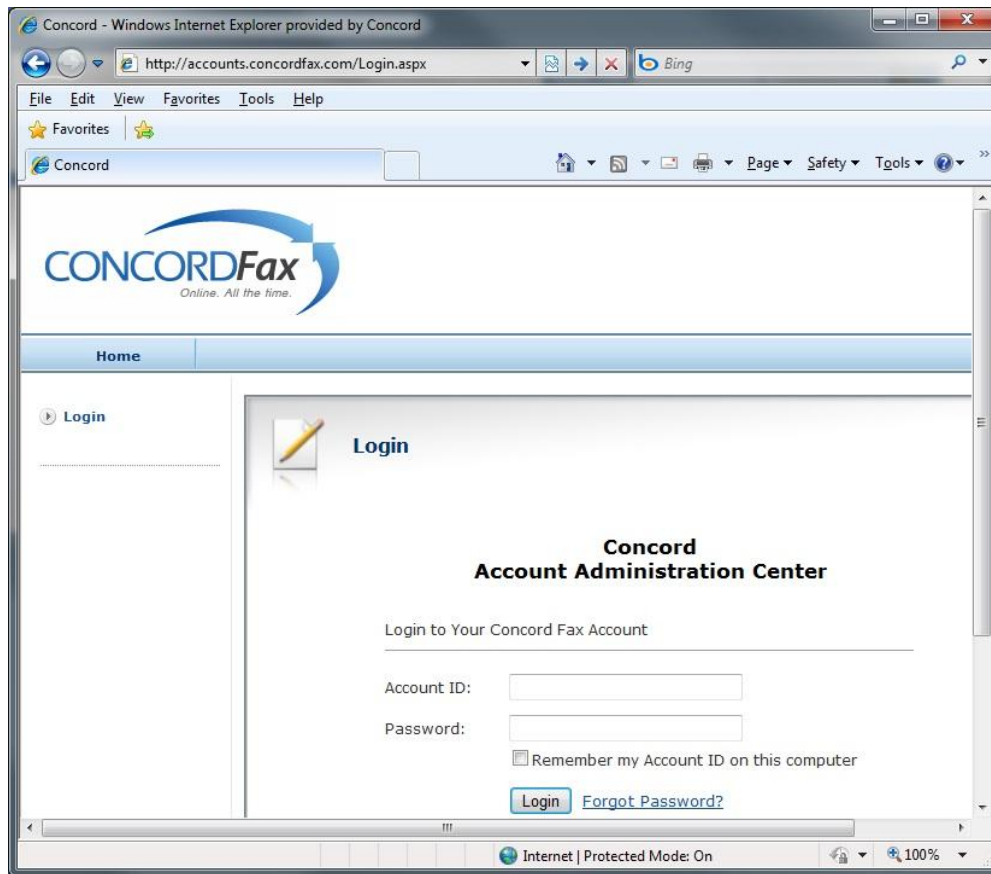
**Concord Fax Pro:** (See web page for current pricing)

- Send and Receive faxes through your internet connection
- Receive faxes to your own toll-free number
- Local U.S. number available for international dialing access
- Access to your fax from anywhere via [www.concordfax.com](http://www.concordfax.com).
- Receive incoming fax delivered to up to 5 different email addresses
- Includes 150 Inbound fax pages and 150 Outbound fax pages per month free on charge

**Note: 150 inbound and Outbound includes pages to/from USA & Canada only!**

## Setting Up Your Concord Fax Service

Once you have activated a fax account with Concord, you must now sign into the Concord website [www.concordfax.com](http://www.concordfax.com) and setup you fax service. From the home page click “Login”. This will bring you to a login screen show below.



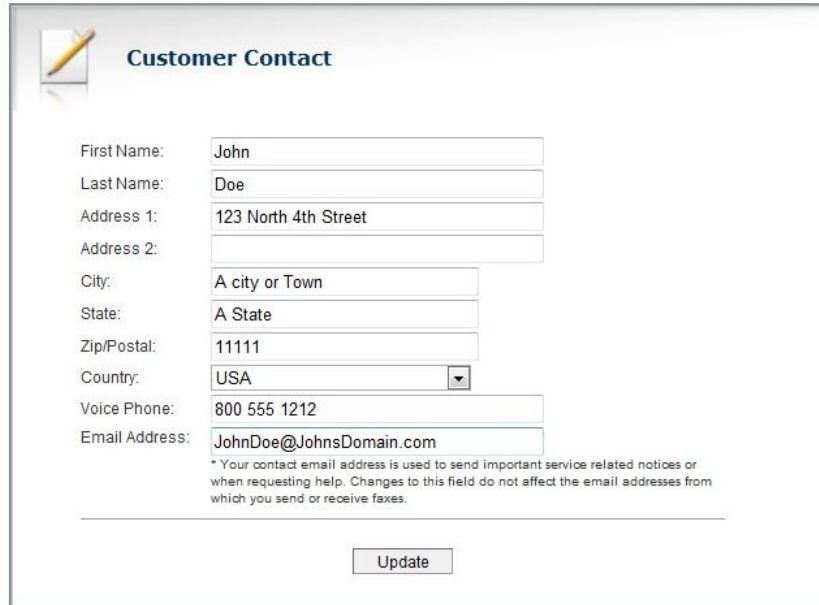
You will be prompted to enter a User ID and Password. Your User ID will be the 800 number provided to you at the time of signup for the fax service as well as the Password. If you do not have either the User ID or Password, please contact Concord Customer Support and we will provide you with your Login information.

## Message Center

When logged into your Concord Fax account the main screen will default to your Profile. This is where you view all of your Contact Info and you can edit your Password. Also, if at any time you wish to close your account, this screen enables you to do that, as well. You will also be able to go to the other areas in your Profile, enabling you to adjust your Preferences and receive Activity Reports. For security reasons, we also suggest you “Logout” of your account when you are finished editing it.

mbx08599315

- Profile
  - Contact Info
  - Password
- Preferences
- Activity Reports
- Logout



### Customer Contact

First Name:

Last Name:

Address 1:

Address 2:

City:

State:

Zip/Postal:

Country:

Voice Phone:

Email Address:

\* Your contact email address is used to send important service related notices or when requesting help. Changes to this field do not affect the email addresses from which you send or receive faxes.

## Profile

After logging in, the Profile area will be displayed. This page displays your contact information and also allows access to change your password. By default, you are greeted by the Profile area when you log in.

## Contact Info

When logged into your Fax Pro or Fax Premier account, the main screen will display customer contact information. To update your contact information, please do so in this area. You may also navigate to this area by selecting Contact Info under Profile in the menu bar located in the left-hand margin of this page.

## Password

From this screen, you may verify and change the Password, or PIN that was issued to you. In order to change your password, enter the password originally assigned to you (“Current Password”) and then type in your new password in the “New Password” and “Verify Password” fields. After doing this, click on the Submit button to initiate the change.

Passwords must be numeric and between 4 and 10 characters in length.



Home

mbx08599315

- Profile
  - Contact Info
  - Password**
- Preferences
- Activity Reports
- Logout



### Change Password

*Changing your password will change your password for this User ID only. Passwords must be between 4 and 10 characters in length*

Current Password

New Password

Verify Password

# Preferences

To edit your preferred settings for the Fax Pro or Fax Premier services, please click on Preferences in the menu area in the left hand margin of the screen. There are 5 choices to select from in the Preferences area: Options, Display Options, Receiving Email, Sending Email, and Activate PC.



Home

mbx08599315

- Profile
- Preferences
  - Options
  - Display Options
  - Receiving Email
  - Sending Email
  - Phone Numbers
  - Default Cover Page
- Activity Reports
- Logout

### Options

**Receiving Messages**

Fax File Format: PDF

**Sending Faxes**

Fax CSID: 12065772942

Deliver Sent Fax Confirmations:

**Message Notification**

Notify For:  Faxes

Email Notification To:

Update

## Options

Under Options you may change the Fax file format that you receive faxes to either PDF or TIF format. You may change the Fax CSID (Call Subscriber ID). Your fax number is recommended, though some people choose to use the name of their business, or full name. It is unlawful to send a fax without a CSID. Below the Fax CSID field, there is a box to check if you would like to receive a notification when your faxes are sent. The Message Notification area allows you to designate which email address you would like your notification delivered. (The sent fax notification address need not be the same address you use for sending and receiving messages)

Be sure to press Update to implement your changes. (See screenshot of Options, above.)



# Display Options

The Display Options area provides you with the ability to change your time zone designation as well as the format for the date and time information that is printed on your fax header. These tools allow you completely customize the look and feel of your outbound fax messages.

A sample of the date and time formats are displayed as choose from the corresponding drop-down menus.

Be sure to press Update to implement your changes.




Home

**mbx08599315**


- Profile
- Preferences
  - Options
  - Display Options
  - Receiving Email
  - Sending Email
  - Phone Numbers
  - Default Cover Page
- Activity Reports
- Logout

---





### Display Options


**Time Zone:**  
Enter your current time zone. Setting this value will ensure your messages use your time zone information.

 Current Time Zone

**Fax Header Format:**  
The date format to be used in the fax header.

 Date Format

 Time Format

 Date Separator

Include Time Zone Abbreviation in Date Time Format

**Resulting Format:** 09/27/2010 10:16 AM

## Receiving email

To add, remove, and editing the email addresses you choose to 'receive' your faxes, this is where you would look in your Concord account. The Fax Premier and Pro accounts allow you to have up to five (5) email addresses which to have your fax messages forwarded. It can take up to two (2) minutes to add each additional address.



Home

mbx08599315

- Profile
- Preferences
  - Options
  - Display Options
  - Receiving Email
  - Sending Email
  - Phone Numbers
  - Default Cover Page
- Activity Reports
- Logout

### Receiving Email Addresses

**Forwarding Email Addresses:**

**Add New Email Address**

[Add](#)

Email Address	Status		
JohnDoe@sampledomain.com	Active	<a href="#">Edit</a>	<a href="#">Delete</a>

# Sending Email

In order to send a Fax using email a valid email address must be used. In the field below email addresses may be added, edited or removed. After each new sending email address is added, a validation request is generated and emailed back to you at that address. In order to activate each new sending address, you will need to open this email and click on the appropriate link in the email of the body of the validation request. Only addresses that have been validated will be able to successfully send a fax message. You may select up to three (3) sending email addresses.



mbx08599315

- ▶ Profile
- ▼ Preferences
  - ▶ Options
  - ▶ Display Options
  - ▶ Receiving Email
  - ▶ Sending Email
  - ▶ Phone Numbers
  - ▶ Default Cover Page
- ▶ Activity Reports
- ▶ Logout



## Sending Email Addresses

The following email addresses are authorized to send faxes from this account.

Each email address - once received, please confirm the email address is valid by clicking on the link enclosed in the email. Only email addresses that have been validated will be allowed to send faxes with your account.

If desired, password protection is available by specifying a password to be used each time a fax is sent. If password protection is enabled, the email address sending the fax must have the password included in order for the fax to be sent. Email addresses with this optional password protection enabled are shown below with the padlock image.

**Add New Email Address**

Email Address	Password	Password Protected	Email Validated	Send Validation Request	Edit	Delete	Status
johndoe@sampledomain.com			<input type="checkbox"/>	<a href="#">Send</a>	<a href="#">Edit</a>	<a href="#">Delete</a>	Active

# Phone Numbers

This section is for adding additional phone numbers. Select as many additional numbers as needed.

**CONCORDFax**  
Online. All the time.

Home

mbx08599315

- Profile
- Preferences
  - Options
  - Display Options
  - Receiving Email
  - Sending Email
  - Phone Numbers
  - Default Cover Page
- Activity Reports
- Logout

### Active Phone Numbers

DID Number	Cost
+1 8004975915	included

Request additional numbers

Please note that additional pricing for ‘local’ numbers can be found on the web page, as well as the additional Toll-Free numbers pricing, as shown below. (Pricing subject to change)

After choosing “Request additional numbers” these fields appear.

**CONCORDFax**  
Online. All the time.

Home

mbx08599315

- Profile
- Preferences
  - Options
  - Display Options
  - Receiving Email
  - Sending Email
  - Phone Numbers
  - Default Cover Page
- Activity Reports
- Logout

### Active Phone Numbers

Country: USA (1) [v]  
State: -Select State- [v]  
City: [v]

You can add additional numbers for an additional charge of 4.95/month

Add Number

I would like to add a Toll-Free number for and additional 6.95/month

Cancel

DID Number	Cost
+1 8004975915	included

Request additional numbers

## Default Cover Page

To utilize Concord's Cover Page feature you will need to select a cover page in the window below.

A screenshot of a web application interface. At the top is a blue navigation bar with the word 'Home' in white. Below this is a sidebar on the left with the user ID 'mbx08599315' and a list of menu items: 'Profile', 'Preferences' (expanded), 'Options', 'Display Options', 'Receiving Email', 'Sending Email', 'Phone Numbers', and 'Default Cover Page' (highlighted with an orange arrow). The main content area is titled 'Default Cover Page' and contains two input fields. The first is labeled 'User Default' and has 'Concord Default' entered. The second is labeled 'Available Cover Pages' and also has 'Concord Default' selected from a dropdown menu. Below these fields are two blue links: 'Preview' and 'Set Default'.

To take advantage of the Concord Default cover page you should populate “Available Cover Pages” with Concord Default and then click “Set Default”.

## Creating a Quick Cover Page

The new cover sheet fax feature for Fax Premier and Fax Pro is built into Concord's Faxing options and is designed to quickly enable our customers with the ability to send a fax in the body of their email. It is an extremely basic fax cover page. To have a more attractive and customizable fax cover page you could simply attach a fax template to your emails that you have customized to your needs.

When sending a “Cover Page” fax through the body of your email the “To:” field is the same as always, however the “Subject” line should contain the following: - %cover} - Then if you want something in the “Subject” line after %cover} you could put something following %cover}.

In the example below I put the following in the Subject line: %cover}Testing Cover Pages.

[Then in the body of the email I put the following]

Dear Customer,  
If you have any additional questions regarding automatically generated Cover Pages, or other issues, Concord customer support is available Monday through Friday, from 6:00 am to 5:00 pm, Pacific Time at 1-800-792-0329 or 206-441-3346. You may also contact us via email at [service@concordfax.com](mailto:service@concordfax.com) and we will respond within one business day. Thank you for using Concord's faxing solutions.  
Best regards,  
Customer Support  
Concord Technologies  
Ph: 800-792-0329 Ext.220  
Fax: 800-301-0329  
[service@concordfax.com](mailto:service@concordfax.com)

## Cover Page Sample

[Here is the sample of what the Concord “automatically generated” cover page looks like. (see below)]

<b>FAX</b>	To:	18004467360
	Fax No:	18004467360
	From:	Michael Gary Jordan
	Contact No:	2064413346
	Date:	06/11/2010 11:42 AM
	Subject:	Test fax on 6 11 2010 at 11:45 am Pacific Time
	No. of Pages (with cover):	1

Dear Customer,

If you have any additional questions regarding automatically generated Cover Pages, or other issues, Concord customer support is available Monday through Friday, from 6:00 am to 5:00 pm, Pacific Time at 1-800-792-0329 or 206-441-3346. You may also contact us via email at [service@concordfax.com](mailto:service@concordfax.com) and we will respond within one business day.

Thank you for using Concord's faxing solutions.

Best Regards,

Customer Support

Concord Technologies

Ph: 800-792-0329 Ext 220

Ph: 800-301-0329

[service@concordfax.com](mailto:service@concordfax.com)

---

[end of cover page]

This fax was sent over the Concord network. To find out more visit [www.concordfax.com](http://www.concordfax.com)

FYI - There is NO preview feature in the “automatically generated” Concord Cover Page.

## Activity Reports

The Activity Reports feature allows you to monitor your activity up to 30 days. Using the Begin Date and End Date you can look back on your faxing activity.

**Received Logs:** When you click on Activity Reports the default is Received Logs.



**CONCORDFax**  
Online. All the time.

Home

mbx08599315

- Profile
- Preferences
- Activity Reports
  - Sent Logs
  - Received Logs
- Logout

### Account Activity - Received Logs

Date: Tuesday, October 12, 2010

Begin Date:

End Date:

Record Count: 1 Page Size: 20

Date	CSID	Caller ID	Duration	Pages
10/01/2010 08:29 AM	Fax Services	12063360416	17s	1

**Sent Logs:** A sample of the type of information found in the Sent Logs is shown below.



**CONCORDFax**  
Online. All the time.

Home

mbx08150393

- Profile
- Preferences
- Activity Reports
  - Sent Logs
  - Received Logs
- Logout

### Account Activity - Sent Logs

Date: Tuesday, October 12, 2010

Begin Date:

End Date:

Record Count: 1 Page Size: 20

Date	Destination	Duration	Pages	Status	Message ID
10/01/2010 08:30 AM	18004975915	19s	1	Success	805-503812

## How To Send a Fax

Your outbound fax service may be setup through your email. (Please keep in mind that your User ID is your 10-digit toll, or toll-free number!) Almost any email program can send faxes. Not only programs such as Microsoft Outlook, Outlook Express and Lotus Notes, can send faxes. Hosted on-line email services, like Yahoo, Hot Mail, and GMail are also able to send and receive faxes.

### Using Email to Send a Fax

The typical email message screen below is an example of sending a fax using an email. All one needs to do is to follow these 3 steps to send a fax via email in the US or Canada, or even Internationally.

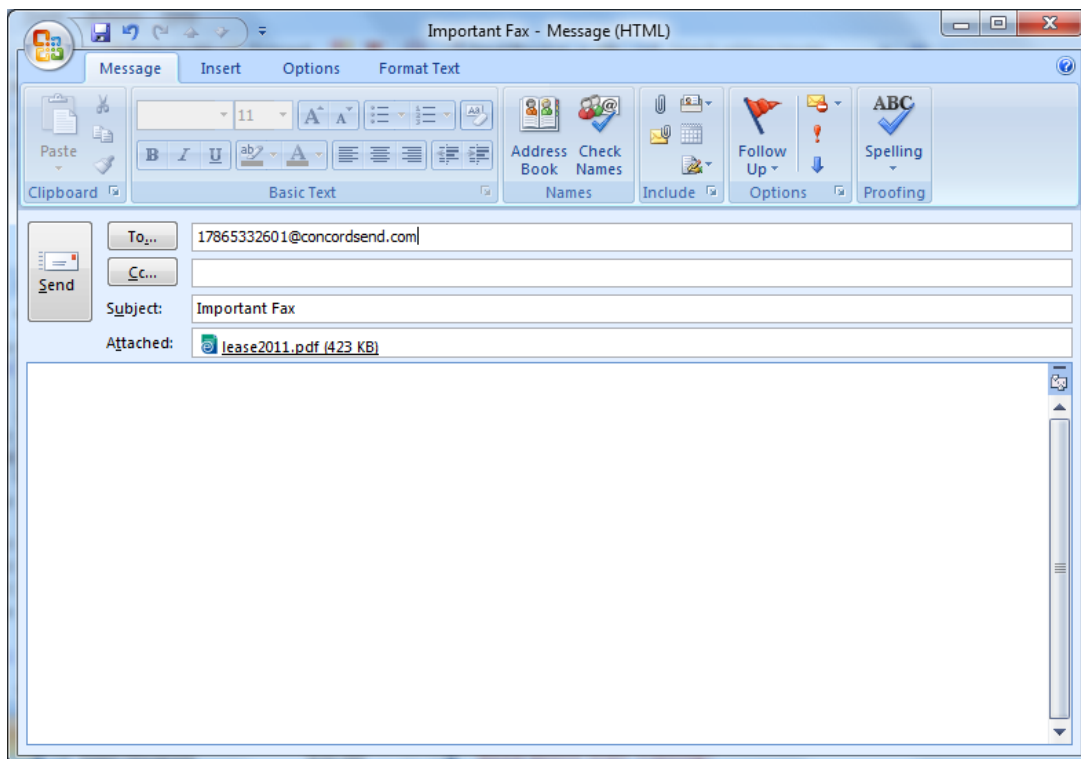
1. Enter the number “1” for US and Canada emails, or, 011 plus the ‘Country Code’ for emails outside of the US or Canada. For example, 01144 would be the number to enter for a UK fax (the Country Code for the UK is 44).
2. Follow the “1”, or the 011 plus the ‘Country Code,’ with the Fax Number of the person you are sending a fax. (Shown in the sample email screen below as xxxxxxxxxx)
3. Follow the Fax Number with @Concordsend.com

You can send a fax to up to 5 fax numbers in a single email following the 3 steps above for each number.

Examples of sending a US fax with the number 800-555-1212: [18005551212@concordsend.com](mailto:18005551212@concordsend.com).

An example of a Fax to the UK with the fax number 12-345-6789: [01144123456789@concordsend.com](mailto:01144123456789@concordsend.com)

**Note: Never use any hyphens, spaces, or dashes between any parts of the fax number!**





## Attaching your Fax Document

You will need to attach an electronic file to send as the fax. From your message screen you will need to insert or attach the document by browsing within your computer and selecting a file. You may attach up to a maximum of 5 files of almost any page length to each faxed email.

The following file types are supported:

- .TIF/TIFF (Tagged Image File Format)
- .TXT (Plain Text)
- .HTML(Hypertext Markup Language)
- .RTF (Rich Text Format)
- .DOC, DOCX (Microsoft Word Windows v.97, 2000, XP, 2003, 2007, 2010)(shown in the example above)
- .XLS, XLSX (Microsoft Excel Windows v.97, 2000, XP, 2003, 2007, 2010)
- .PPT, PPTX (Microsoft PowerPoint Windows v.97, 2000, XP, 2003, 2007, 2010)
- .PDF (Adobe Portable Document Format)
- .JPG, VSD (Visio and JPEG)
- .GIF (Graphics Interchange Format) [1144123456789@concordsend.com](mailto:1144123456789@concordsend.com).

## Setting Up Your Outbound Fax Service

To set up your Outbound Fax Service log into your account at [www.concordfax.com](http://www.concordfax.com) with your password and your account's "toll free" or "local" Fax numbers. Then, follow the steps below.

- Select Preferences from the menu on the left side of your inbox.
- Select Sending email. This will bring you to the setup window for your outbound fax service.
- Once you have entered the first email address you want enabled for sending faxes you will be sent a confirmation email to the same address prompting you to validate the request.
- You must validate the email address before you will be able to send outbound faxes from that email address!
- You are able to add up to 3 individual email addresses for sending faxes.

## Making Changes to Your Outbound Fax Service

You may enable Password Protection for each individual email address or delete any or all of the email addresses for outbound faxing. To delete an email address, simply click the Delete option to the right of the address.

## Validating Your Email Address

After adding any new email address you will automatically be sent a Validation Request. After the request is sent please check the same email for the validation email, open it and click the link within

the email to confirm the email address is valid. To resend the request, click the Send button to the right of the newly added address.

## Getting Help

This section explains how you can contact Concord Technologies' Customer Service, for questions regarding your account or general questions on Concord services.

### Contacting Concord Technologies Customer Service

Normal service hours are Monday-Friday from 6:00 AM to 5:00 PM (Pacific Time).

Telephone: +1 (206) 441-3346 or 1-800-792-0329

For written support, please either fax or e-mail your question to the number or address below and a representative will respond within one business day:

Fax: +1 (206) 441-7965 or 1-800-301-0329

Email: [service@concordfax.com](mailto:service@concordfax.com)

You can contact Concord Technologies Customer Service to:

- Subscribe to additional services
  - Internet Fax for Microsoft Office (IFOF)
- Inquire about billing and charges.
- Change your current account information. For example, if you want to switch your current credit card billing to another credit card, contact Customer Service. All account changes are subject to the appropriate credit approval.

We recommend that you visit our web site at [www.concordfax.com](http://www.concordfax.com) for frequently asked questions regarding our services.

## Concord Enhanced Fax Error Descriptions

Error Message	Enhanced Error Description
<b>Busy</b>	"Busy" Indicates that the called number (phone line) is already in use or engaged.
<b>No Answer</b>	"No Answer" indicates that the line was not picked up (answered) by a fax machine or person before timing out. The timeout is sufficient to ensure at a minimum of 5-8 standard rings.
<b>Not a Fax Machine</b>	"Not a fax machine" indicates that a fax device has failed to answer the call. Specifically, fax tones or the fax signal from a remote machine has not been detected. This may for a number of reason including but not limited to, a wrong number, a machine not configured to automatically answer, or a device that has stopped answering because it is out of paper or has a paper jam.
<b>Voice Answer</b>	"Voice Answer" indicates that either a person or voicemail message answered the call.
<b>Fast Busy</b>	"Fast Busy" indicates that there was no available path to the attempted fax number. This normally indicates that the destination is currently overloaded, or that there is an outage with the specific number or in the area attempted such as that due to a fibre cut. This can also be caused by severe weather conditions in the area of the destination. In most cases Fast Busy conditions are temporary, please verify the fax number you're trying to reach is valid and if so please try again later.
<b>Sit-Tone / Operator Msg</b>	"Sit-Tone / Operator Msg" indicates that the call was intercepted by the special situation information tones followed by an operator message, examples include "The number you have dialed is disconnected or is no longer in service. Please check the listing and try your call again.", "The number you have dialed has been changed...the new number is...XXX-XXX-XXXX", "All circuits are currently busy, please try your call again later". "Operator Msg" indicates the same issue however the special situation information tones were not detected.

## Concord Enhanced Fax Error Descriptions (cont.)

Error Message	Enhanced Error Description
<b>Negotiation Failed</b>	“Negotiation Failed” indicates the call was answered by a fax device but during the initial training phase of the call, communication between the fax transmitter and the receiving fax device failed or the two devices could not agree on the parameters to be used for the call. This often indicates a phone line quality issue and may occur at the beginning of the fax transmission, or, during the fax transmission between pages on a multi-page fax.
<b>Transmission Failed</b>	“Transmission Failed” indicates the receiving fax machine has answered and connected but the fax was not able to be fully and successfully transmitted. This can be caused by line quality issues, fax device issues, the sharing of phone line with other devices such as credit card processing terminals. Temporary conditions such as severe weather conditions in the destination area can also cause transmissions failures.
<b>Exceeded ECM Retransmit</b>	“Exceeded ECM Retransmit” indicates the call was answered by a fax device and connected using ECM or Error Correction Mode. Due to poor line quality or a poor connection for that specific call attempt the transmission of the fax required an excessive amount of data to be retransmitted to the receiving device to get acknowledgment of successful reception of the fax, the call was aborted to allow a retry or new attempt to get a better connection and to ensure the call duration did not ensure excessive overtime charges.
<b>Job Cancelled</b>	“Job Cancelled” indicates that the job or recipient number was cancelled or the set time for delivery expired.
<b>General Error</b>	“General Error” indicates that another uncommon error not listed above has occurred resulting in the failure to transmit your fax. Please retry the fax job or recipient again. If you get the same error again please contact Concord customer service for further assistance and investigation.