WELCOME TO PREMIERE GLOBAL SERVICES

Thank you for using Premiere Global Services (PGS). This brief Reference Guide will assist you in utilizing our Fax2Mail Solution for receiving and sending faxes from your desktop.

RECEIVING A FAX

To receive a fax, simply provide the sender with your assigned fax number and request he or she send the document in the traditional manner. PGS receives the fax and instantly converts the document into PDF or TIFF format before forwarding it to your email box.

To view a fax, simply select and open the email attachment. Your PC will launch the viewer necessary to read the document.

Once you have received and viewed your fax, you can perform all standard document operations, including saving, filing, printing, and forwarding it to other users.

*"Please Note: You **CANNOT REPLY** to an **Incoming Fax**"*
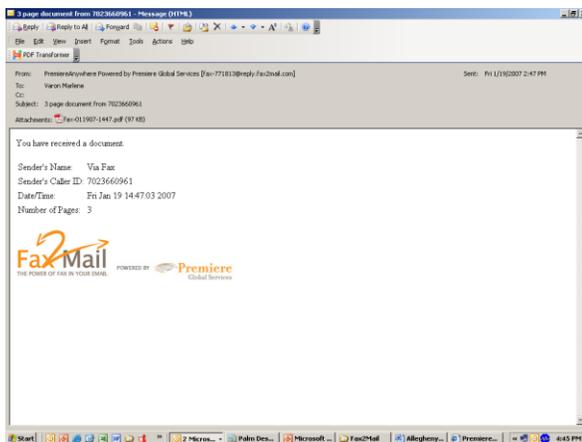
SENDING A FAX

The Fax2Mail solution uses your existing email client to send documents to a recipient as a fax. This eliminates the need for you to load any additional software on your PC or to learn how to use it.

TO SEND A FAX
STEP 1 - Create a new email document

STEP 2 - Attach the documents you wish to send as faxes. Make sure that paper size is set to A4, B4, letter or legal or the fax will go to the error log. Multiple documents can be attached to a single email and they will all be delivered to the recipient as a single transmission.

STEP 3 - In the "TO:" field on your email compose screen enter the recipient's fax number followed by @fax2mail.com. This is the minimum required to address the email to send a fax. Other variations are shown in next section.

The complete address should appear as in this sample:
 4043331234@fax2mail.com
(Note: If sending to an International destination you MUST include the 011 prefix)

If you want information filled out on your cover sheet, then address the e-mail to:
Firstname_Lastname.faxnumber@fax2mail.com
(1) You may use up to 3 additional pieces of information such as name, company, department, etc as insert fields . They are not required, but whatever you type in will be displayed in the "TO" section of your cover sheet.
(2) Do not use spaces in the email address – replace them with the underscore character. The Fax2Mail system will replace the underscore with a space character on the cover page.
(3) Do not use parenthesis "( )" or angle characters "< >" in the email address; they have special meaning in email addresses.
(4) You can use dashes "-" in the numeric fax number portion of the address.

(5) However, the period character "." is used to separate the insert fields in the address line. Do not use as a separator for a fax number.

Some variations for addressing are as follows:

8776048912@fax2mail.com

Robert_Jones.8776048912@fax2mail.com

Robert_Jones.XYZ_Corp.8776048912@fax2mail.com

Robert_Jones.XYZ_Corp.Finance.8776048912@fax2mail.com

STEP 4 - Send the email

The highlighted address from above generated this cover sheet
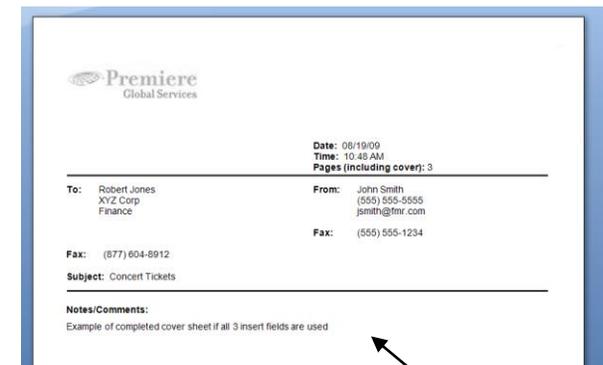
Any Message or text from the body of your e-mail (e-mail signatures included) will appear in this section of the Coversheet.

NEED HELP?

Help is always available…
Call Customer Service: 877-228-1989
e-mail: info@1pointcom.com