

Quick User Guide

Globalgig IP Faxing Solutions

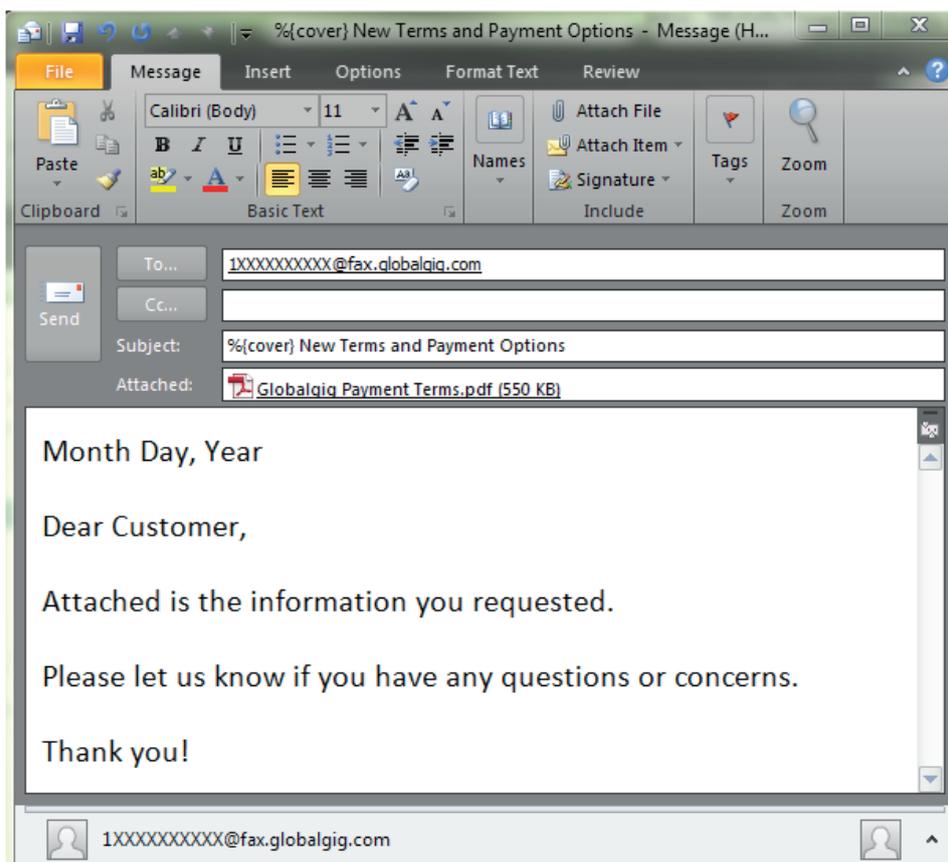


How to Send a Fax

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, Hotmail, and Gmail are also able to send and receive faxes.

The typical eMail message screen below named Untitled 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).
1. 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 xxxxxxxxxxxx)
2. Follow the Fax Number with **@fax.globalgig.com**



Questions? Contact Globalgig at 844 483 5474 or provisioning@globalgig.com

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Examples of sending a fax in the US with the number 800-555-1212 would be:

18005551212@fax.globalgig.com

An International Fax to the UK with the fax number 12-345-6789 would be:

01144123456789@fax.globalgig.com

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 onto your computer and selecting a file.

The following file types are supported:

- .TIF/TIFF (Tagged Image File Format)
- .TXT (Plain Text)
- .RTF (Rich Text Format)
- .DOC (Microsoft Word Windows v.97, 2000, XP, 2003)(shown in the example above)
- .XLS (Microsoft Excel Windows v.97, 2000, XP, 2003)
- .PPT (Microsoft PowerPoint Windows v.97, 2000, XP, 2003)
- .PDF (Adobe Portable Document Format)

Outbound Fax Confirmation

When sending a fax to the "**fax.globalgig.com**" domain, you will receive two emails: a confirmation that the fax was received at our fax server for delivery; then a second email confirming whether or not the fax was sent successfully. Confirmation emails are sent to the email address used for sending the fax.

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

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