



FAX SERVICE FACT SHEET

What is the Wellspring Fax Service?

The Wellspring Fax Service lets you fax documents using an Internet connection and our secure server to instantly send your fax pages from PrintBoss without a modem.

How is the Wellspring Fax Service activated?

The Fax Service is activated by creating an account on our web site, purchasing a number of pre-paid fax pages, and turning on settings within the PrintBoss program.

Please note, only U.S. and Canadian fax numbers can be used at this time.

Can multiple users share pre-purchased fax quantities?

Yes. Each user can be setup with their own "account" of fax pages or all users can share a single "account" of a block of fax pages. By sharing an account, the users can view the log of all fax pages sent, and they can share the number of pre-paid pages.

Can I send a cover page with my fax?

Yes. PrintBoss comes with a sample cover page or you may create your own if you prefer.

Can I send a multiple-paged fax with this Fax Service?

The standard PrintBoss program will treat each page as an independent fax. The Enterprise Edition has the capability of concatenating multiple-pages into a single fax.

How can I tell if my fax was sent successfully?

PrintBoss maintains a log of the fax pages sent. The log lists the fax and indicates if the fax was sent successfully or not.

Why wouldn't a fax be sent successfully with this service?

Most often, the receiving fax machine is either offline, has a paper jam, or is not receiving at the time your fax was sent. Occasionally, an incorrect number is used to send the fax.

What version of PrintBoss is required to use the Fax Service?

Either the Standard or Enterprise Editions of PrintBoss may activate the Fax Service. Version 5.11 or higher of PrintBoss is required to activate the Fax Service.

How much does the fax service cost?

The cost depends on the quantity of pre-paid fax pages your purchase. Please see our web site for details. <http://www.wellspringsoftware.com/Commerce/Products/faxservice.aspx>