

What is the PrintBoss Fax Service?

The PrintBoss Fax Service allows document faxing using an internet connection and our secure server to instantly send faxes instead of using a modem.

How is the 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.

May multiple users share pre-purchased fax quantities?

Yes. It is possible to setup each user with his/her individual fax account or to have all users share the same fax account. By sharing an account, the users may view the log of all faxes sent and they may share the number of pre-paid pages.

May 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.

May I send multiple-paged faxes 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?

Within the PrintBoss program, there is a log of faxes. This log retains a list of the faxes sent and will indicate if the faxes were sent successfully or not.

Why wouldn't a fax send successfully with this service?

The most common reasons for faxes to fail are the receiving fax machine is offline, has a paper jam, or is not receiving. 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 faxes purchased. Please see our web site for details.
<http://www.wellspringsoftware.com/Commerce/Products/faxservice.aspx>

What happens if I run out of pre-paid fax pages?

We have an option for your PrintBoss to automatically reorder pages if you reach a certain level. This may be arranged when ordering online with a valid credit card.