



# Frequently Asked Questions

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## The Answers

### What is ParentREACH?

ParentREACH is an Emergency Notification System brought to you by the Amfax Corporation. ParentREACH is a fully hosted system that incorporates multiple communication channels, including voice, e-mail, fax, and SMS.

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### Who uses ParentREACH?

ParentREACH is designed solely for K-12 schools and districts, both public and private.

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### What do I need to install to use ParentREACH?

Absolutely nothing. ParentREACH uses MyPortal, which is a complete web based application that does not require the use of any proprietary software or the installation of any hardware.

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### How do you access ParentREACH?

ParentREACH keeps you connected by allowing access to our system from virtually any location. ParentREACH allows you to send a broadcast from the world wide web via any internet connection or through any landline or cell phone.

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## **What if I am not near a computer is it possible to still send a message out?**

Yes. ParentREACH keeps you connected by allowing access to our system from any location. Amfax allows you to send a broadcast from the world wide web via any internet connection, any web browser or through any phone; cell or landline.

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## **Do we have to call you every time we want to send a broadcast?**

No, we give you full access to our Premiere Portal. Using your User ID and Password, you control where and when you want to send a broadcast.

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## **How many contacts can we have?**

The Premiere Portal allows you to store an unlimited number of lists, with an unlimited number of contacts per list.

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## **We are a large school with a lot of emergency contacts; can you handle all the calls?**

ParentREACH gives you more capacity and infrastructure than most organizations can comfortably purchase in-house – with over 45,000 lines. Amfax has the capacity to send hundreds of thousands of notification messages in a matter of minutes.

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## **What number is displayed on the Caller ID?**

The number that is displayed on the Caller ID is 411-411-4111. Please tell all your constituents that if they see this number that it is an important message from their school.

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## Can the Caller ID be customized?

Yes. There is a one-time fee for customizing Caller ID numbers. Caller ID numbers must be active working numbers. The display name is generated by your phone company.

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## What can you do from the Premiere Portal?

Primarily, the Premiere Portal gives you access to the following functions:

Create and send email, fax, voice and sms text messages

Resend and cancel messages

Generate and download message status reports

Create and manage pre-set crisis specific templates

Upload and manage distribution lists

### System Requirements

MyPortal is available 24 hours per day, 7 days per week via any standard internet browser. You must have Internet Explorer version 6.0 or higher or Firefox. It is also required that you have JavaScript enabled in your browser. A high-speed LAN connection is recommended for optimal functioning.

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## How do you receive files?

ParentREACH allows you to easily import and export data manually from multiple database systems through MyPortal. Furthermore, it is also possible to automate list updates through File Transfer Protocol. allows all users to independently develop and maintain all lists and documents and directly transfer all lists and documents to our server. All lists are accepted in delimited text format

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## If the number is busy, do you redial?

Yes, by default ParentREACH is designed to retry busy calls 10 times in 3 minute intervals. It is also possible to customize this feature to meet your requirements.

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## Will your system ever reach full capacity?

Our capacity management team's responsibility is to efficiently monitor incoming volumes and proactively plan additional resources when thresholds are close to being reached. In effect, ParentREACH keeps capacity ahead of customer volume requests at all times for customers with critical delivery requirements. In the event that unforeseen spikes in utilization require more capacity than what is currently available, we have agreements with several partners to handle the excess capacity.

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## Is our private information safe?

ParentREACH does not disclose, sell, or distribute any client information. Security within MyPortal is approached from multiple angles. HTTPS (Hypertext Transfer Protocol over Secure Socket Layer) is the secure protocol for accessing the system from the web. HTTPS protects your privacy by encrypting user page requests. All confidential data are encrypted in the database for further security, and information is hosted in a secure data center.

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## How can I get my user name and password?

If you have forgotten your user name or your password, contact Technical Support at **1-888-732-2401 M-F 9am EST to 5pm EST**. All other times you can reach us at **1-866-323-9706** for further assistance. A Technical Support representative will provide your user name and password after validating your account. Please be prepared to provide your account number, the name of your company's account representative, or the name of your company.

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## How can I view the contents of a list?

To view the contents of an existing list:

1. Click on the **Lists** tab.
2. Locate the list.
3. Click the **View** button next to the name of the list.

The Customer Portal will display the contents of your list on a separate pop-up page.

The contents displayed will include:

- Destination (fax, e-mail, or voice)
- Company Name
- Contact Name
- Any additional fields that may be part of your list

You could also click the **Download** button to download your list and then view its complete contents on your local system.

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## How can I see a list of all my lists?

You can see a list of your recipient distribution lists stored on the Customer Portal by clicking on **Lists** tab to open the List Manager page. The Available Lists table will appear with a list of your lists. The table display will initially be sorted alphabetically (0-9, A-Z) by List Name. You may re-sort the table by clicking one of the column headers. You may **View**, **Delete**, **Rename** or **Download** one of your lists from this page.

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## How can I rename a list?

To rename a list:

1. Click the **Lists** tab to open the List Manager page.
2. Find your list and click the **Rename** button next to it.
3. In the List Rename pop-up window, remove the current name and type in the new list name in the List Name textbox.
4. A message will appear informing you that your list has been renamed. Click the Close button to close the pop-up window.
5. Click your browser's Refresh button to refresh the List Manager page. The Customer Portal will redisplay the page with your new list name included.

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## How can I add or remove a contact from a list?

To edit an existing list, you must download the list to your local machine, edit the list, and re-upload the list to the system.

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## How can I delete a list?

To delete a list from the Customer Portal:

1. Click the **Lists** tab.
  2. Locate the list you wish to delete on the Manage Lists page.
  3. Click the checkbox in the Delete column next to your list.
  4. Click the **Delete** button.
  5. When the Customer Portal asks you to confirm the deletion of your list, click the **OK** button. This will complete the deletion of your list on the Customer Portal.
- 

## How can I modify a list?

To change an existing list, download the list to your local machine, edit the list, and re-upload the list to the system.

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## What characters can I use to name my list?

List names can be composed of letters, digits, and underscores. List names may not contain spaces or other white space. They should not contain any punctuation characters, except for the underscore.

Acceptable names:

CustomerContacts\_JenniferStanley\_032006

Sales\_Target\_032006

Unacceptable names:

Customer Contacts – 03-2006

03/2006 – Mailing List 3 – Jennifer Garner

\*CurrentList3923

---

## What field names are allowed in my list file?

The Customer Portal requires your list to contain specific field names to represent certain data in your list. If you need more information on formatting your list file, please refer to the online Help.

### Lists

The fields in a Customer Portal list can have the following names and must be in comma-delimited (.csv) format:

- Ref
  - Addr
  - Type
  - INS\_1
-

## How can I create a new list?

Creating a new recipient distribution list for the Customer Portal is very straightforward. Each list must be a Text, Comma-delimited (.CSV) file that contains one row with list field names followed by one or more rows with data for each of the fields in the first row.

For example, to create a fax new list using Notepad, follow these steps:

1. Open a new document in Notepad
2. Type field names for your list onto the first line
3. Select the Enter key on your keyboard to continue to the second line
4. Type in one record (one row of data) for each field
5. Select the Enter key to continue to the next line and continue entering rows of data as needed until you have entered your entire list
6. Save your new list:
  - a. Select *File* and then *Save As...* in the top menu
  - b. In the popup window that appears, navigate to the location where you would like to save your new list
  - c. Select *All Files* from the Save As Type dropdown box
  - d. In the file name box, type in the name of your new recipient list followed by ".csv"
  - e. Click the Save button

You have successfully created a new csv list that you can now use!

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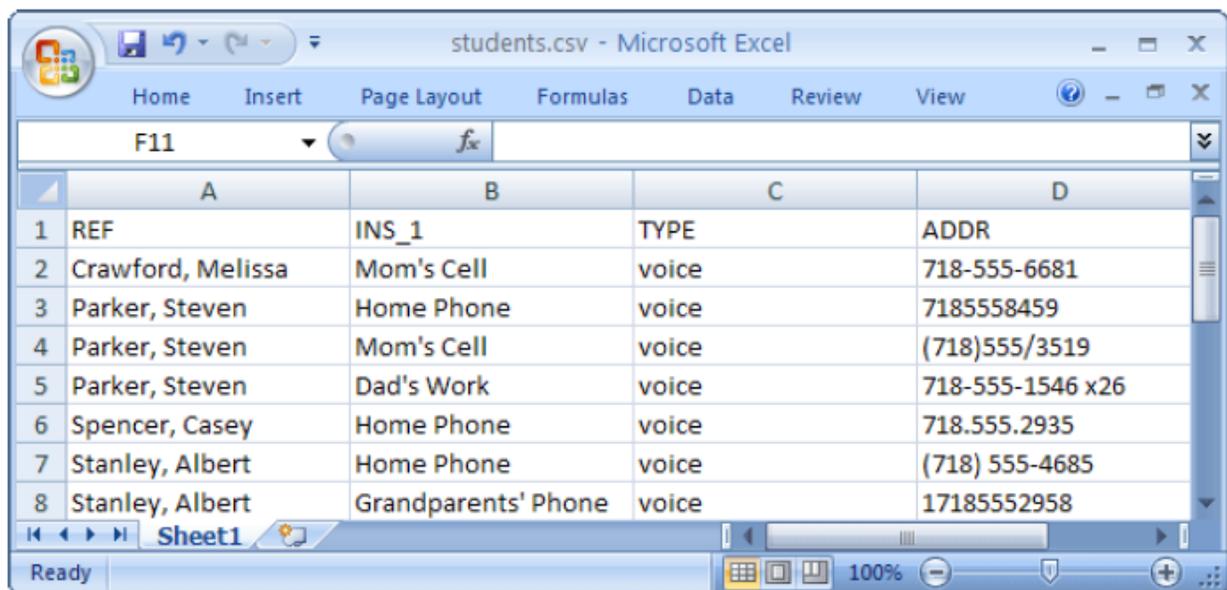
## What is a CSV file?

A CSV file is a comma-separated value file, which is a common text format in which individual fields are separated by commas. CSV files can be easily imported into most applications.

**Note:** Please check the online help for detailed information on how to use using CSV files with the Customer Portal.

### CSV Formatting:

In a CSV file's formatting, each column is separated with commas. Only fields containing commas or alternate character encoded data are encoded with quotes. Each line has the same number of columns. The first line is the Column Title or Heading line, as is shown below:



The screenshot shows a Microsoft Excel window titled 'students.csv - Microsoft Excel'. The ribbon includes Home, Insert, Page Layout, Formulas, Data, Review, and View. The active cell is F11. The spreadsheet contains the following data:

	A	B	C	D
1	REF	INS_1	TYPE	ADDR
2	Crawford, Melissa	Mom's Cell	voice	718-555-6681
3	Parker, Steven	Home Phone	voice	7185558459
4	Parker, Steven	Mom's Cell	voice	(718)555/3519
5	Parker, Steven	Dad's Work	voice	718-555-1546 x26
6	Spencer, Casey	Home Phone	voice	718.555.2935
7	Stanley, Albert	Home Phone	voice	(718) 555-4685
8	Stanley, Albert	Grandparents' Phone	voice	17185552958

The status bar at the bottom shows 'Ready', 'Sheet1', and '100%' zoom.

## Can I check the status of my messages from the Customer Portal?

Yes, you can view the status of a job from the job status dashboard or by generating a report from the Reports tab.

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## How can I see a list of people who did not receive my document?

You can view an exception report for a job through the Request Report page. The Exception Report specifies only those destinations to which your message could not be delivered (including the number of attempts made and the reason the delivery failed).

Once you are viewing an exception report, you will also be able to search for a particular address.

### [View an Exception Report for a Job:](#)

1. Click the **Reports** tab at the top of the Customer Portal.
2. On the page that appears, enter the search parameters for your job group.
  - a. Select the time parameters for your search.
  - b. If desired, narrow your search by billing code, customer reference, and/or job ID.
  - c. If desired, change the order in which your jobs will be displayed (most recent job first, or oldest job first).
  - d. If desired, add a job status filter to your search (successful only, error only, cancelled only, or all jobs).
  - e. If desired, add a job type filter to your search (fax jobs only, email jobs only, email and fax jobs).
3. Click the **Get Report** button. The Job Search Results page will appear containing a list of jobs meeting your search criteria. The following details will be displayed:

- **Job #** – your job’s Job ID number
- **Job Type** – whether this job is a fax job, voice job, sms job or an email job
- **Reference** – an optional reference you may have assigned to your job
- **Status** – whether this job is complete or in progress
- **Delivery Type** – whether this job was express, scheduled, or off-peak
- **Started** – the time your job was started by the system
- **Completed** – the time your job was completed
- **List Names** – the list names used for your job
- **Total Items** – the total number of messages included in your job
- **Billing Code** – an optional billing code you may have assigned to your job

4. Find your job in the job table.
5. Click the job number for your job. The Job Summary page will appear with an activity summary report for the selected job number.
6. Choose Exception Report in the dropdown box and an exception report will be displayed.
7. You may search for a particular destination address from this location.

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## What types of reports are available?

You can create a Summary, Detail, Exception, or Removal report for each of your jobs.

Report	Description
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Type	
Detail	A report specifying the final delivery or non-delivery status for each destination included in your list(s). The information for each destination will specify the results for that destination (including the number of attempts and the elapsed time to deliver). (Note: The number of destinations on the detailed delivery report may include the report itself. Thus, the total number of destinations may be one greater than the number of destinations on your list(s).)
Exception	A report specifying only those that destinations to which your message could not be delivered (including the number of attempts made and the reason the delivery failed).
Summary	A report specifying the totals for the number of messages delivered and the number of non-delivered messages.
Removal	For email jobs, this is a report listing the destinations that have requested removal from your mailing list.

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## How can I request a report for a specific message?

### [Locate Your Item and Request a Report:](#)

1. Click the **Reports** tab at the top of the Customer Portal.
  2. Click the Item Level Query link.
  3. On the page that appears, enter the search parameters for your job.
  4. Click the Submit button and details for your item will appear on the page.
-

## Why does a detail report sometimes arrive as an email attachment and, at other times, I get a downloadable file link?

The way the report arrives in your mailbox is determined by its size. Since large email messages can be rejected by some mail systems, the Customer Portal makes large detail reports available to you as downloadable files.

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## My email job completed very quickly, but when I request a detail report, it says that only an interim detail report is available. Why?

Even after delivery of your email job completes, a final report is not issued until the job expires. For email messages that do not include downloadable files, job expiration is usually 3 days after posting. This allows any additional internet communications to be received by the Customer Portal and then communicated to you. For messages that do include downloadable files, the default is 14 days. The Customer Portal allows you to specify a different job expiration time if you prefer.

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### DEFAULT PROFILE SETTINGS

## How can I change my default job settings?

If you have permission to update your profile settings, you will see a **Save Profile** button at the bottom right of the **User Profile** page. If you do not have permission to update your settings, the button will not be displayed and any changes you make on the page will not be saved.

To update your user profile settings, use the following steps:

1. Click the **Default Settings** tab.
2. Change the values displayed on your **User Profile** page as desired.
3. Click the **Save Profile** button.

Your changes will be saved and will become your new default user profile settings.

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## How can I found out when email recipients request removal from my mailing list?

If you have permission to update your user profile settings, you will see a **Save Profile** button at the bottom right of the **User Profile** page. If you do not have permission to update your settings, the button will not be displayed and any changes you make on the page will not be saved.

You may change the default email opt-out (removal request) notifications settings as follows:

1. Click the **Default Settings** tab at the top of the Customer Portal.
2. Change the default 'Select Email Notifications When Recipients Opt-Out' settings displayed on your **User Profile** page as desired.
3. Enter the email address you would like the opt-out notification sent to in the 'Email Address' field.
4. Click the **Save Profile** button.

Your changes will be saved and will be your new default user profile settings.

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## How can I resend a job?

You may resend a job from one of the following three locations:

1. **Job Status Dashboard:** Locate your job in the Completed Jobs table of the Job Status Dashboard page and click the Resend button.
2. **Job Status Details:** Click the Resend icon located on the Job Status Details page for your job.
3. **Report Results:** Click the Resend button located on the Report Results page for your job.

The portal will then display a **Resend Job** page with selections appropriate to your job type (fax or email).

### To Resend Your Job:

1. Recipient List: Select a distribution list for your fax job from the available resend options:
  - a. Resend to all recipients in my original list
  - b. Resend to all undelivered recipients in my original list
  - c. Resend to undelivered recipients in my original list with a status of Busy and/or No Answer (you may use the checkboxes on the page to select Busy, No Answer, or both options)
  - d. Resend to a stored list (click the Browse button to select one or more of your saved lists on the Customer Portal's system)
2. Job Schedule: Select your schedule preferences at the bottom of the page from the following options:

- a. Send Now (Express)
- b. Scheduled \*
- c. Off-Peak (fax job will be sent between 9:00 p.m. and 7 a.m.)

\* If you select the Scheduled option, the Customer Portal will allow you to select your start date and start time from dropdown boxes beneath the scheduling section. (Your time zone will also be displayed in this section.)

3. Click the **Resend** button.

- Note: If you change your mind and decide not to resend your fax job, you may click the **Cancel** button. In this case the Resend Job page will vanish and the page you were on previously will reappear.

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## How can I cancel a job?

The Customer Portal allows you to cancel jobs that are in progress and jobs that have not yet started. However, you cannot cancel a job that has already been completed or cancelled.

- When you cancel a job that has not yet started (for example, a future scheduled job), you may cancel the job before any delivery attempts are made.
- When you cancel a job that has already started, you can only cancel any outstanding deliveries that are not actually in progress at the instant of cancellation. Since there can be a delay in reaching remote delivery sites, during this interval, some deliveries might still be started. Deliveries that have already been completed cannot be cancelled.

Use the following methods to cancel a job:

- Click **Jobs** tab and **Check Job Status** link.
- Find your job listed on the **Jobs In Progress** table on the same page.
- Click the **Cancel** button in the Action column  
*OR*  
Click the icon in the **Status** column to open the **Job Status Details** page for your job and then click the **Cancel** button on that page.
- Click the **Yes** button on a popup message which asks, "Are you sure you want to cancel this job?" The message will also note that the system is simultaneously sending messages, so it may not be possible to cancel all deliveries.

After you click the **Yes** button, your job will be cancelled and the Customer Portal will display the **Job Status Detail** page for your cancelled job. The details will include the number of messages that were successfully cancelled out of the total number of messages in your job.

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## How can I preview my job?

To preview your job you can send a test to your own number. To preview an email job send a test job to your own email address.

Once your job has arrived and you are happy with it, find your job on the Job Status Dashboard page and Resend it to the complete list of your intended recipients.

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## Why was my job rejected?

To determine why your job was rejected, find your job on the Job Status Dashboard page and click the error link in the status column or click the Error button in the Action column. This will describe the reason why the job could not be processed.

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## How can I add an extra number onto my job?

You can add an extra number to your job by typing the fax number into one of the textboxes in the Additional Recipients section on the Select Recipients (Step 1 of 4) page. This number will be included among the other numbers from your recipient lists(s) when you send your job. The number will also be listed in the Ad Hoc section of your job reports.

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## How can I see a list of my jobs?

Jobs that you have sent within the last two days can be located on the Job Status Dashboard under the **Jobs** tab, which is also the first page you see when you log in. Information about older jobs (those more than two days old) can be found under the **Reports** tab. To open the Job Status Dashboard:

- Click on the **Jobs** tab, and click the **Check Job Status** link.

To see a list of older jobs, create an Activity Summary Report as follows:

- Click the **Reports** tab.

- Select the appropriate search parameters for your job and click the **Submit** button.

Note: There may be a delay while the Customer Portal searches for jobs that match your search parameters. During busy periods, your search may take several minutes to complete.

- The Activity Summary table will appear with a list of jobs fitting your search parameters. If you wish, you may view the contents of a distribution list by clicking its link, or you may view a detailed report for a job by clicking the link in the Job ID column and then clicking the button to view a detailed report.
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## What is a billing code?

A billing code is an optional billing or department code that you can apply to your job. The bill code may be used on the Job Status Dashboard page to help you locate a job and determine its status. The bill code you enter when creating your job can be up to 20 characters in length. If you have a bill code in your user profile, it will automatically be applied to any job you send.

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## How do I improve my fax document's quality?

You can improve the quality of your fax document by adjusting your fax job's resolution on the Create/Send Job page. On this page, you can select a fax resolution for your fax from the dropdown box. The available options include Standard (default selection) and Fine. Standard mode has a resolution of approximately 100x200 lines per inch. Fine mode has a resolution of approximately 200x200 lines per inch. Keep in mind that Fine mode deliveries may increase the cost of your job because it takes longer to deliver fine mode faxes.

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## **How do I change the header information that appears on the top of each outgoing fax?**

The way for you to change the header that appears on your fax jobs:

Modify Header details on individual fax jobs.

[Modify Global Header Details on Individual Fax Jobs:](#)

1. Select Yes for Customize Fax Header on the Create/Send Job page for a fax job.
2. Add the text for your header into the text box. (The field may be up to 20 characters long.
3. Continue creating and sending your fax job.

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## **How do I personalize my fax documents with information unique to each recipient?**

If Using Premiere Global Service's Mail Merge service – you can do this on-the-fly.

What's needed:

1. A Word Document created with the Microsoft Word Mail Merge Utility
  2. A Data Source file in Comma Separated Value format, containing the destination addresses and insert data.
  3. Tiff viewer for previewing samples of your merged data
-

## What type of destinations can the service send my documents to?

The current service supports fax destinations.

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## Can I use another word processor's Mail Merge functionality?

No, Premiere's Mail Merge service only supports MS Word. You do have the option of importing most other word processor documents into MS Word.

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## If I don't have a data source file, can I create a source file from within Word Mail Merge functionality?

Yes. However, Word creates the data source as a Word table document, so you will also be required to convert the table to a CSV file before uploading it to Premiere's Customer Portal.

After you build the source table and create your Mail Merge document, save the document. Then follow these steps:

1. Click **Tools** and **Mail Merge...**
2. Under Data Source, click **Edit**
3. Highlight the complete table. (Be careful not to highlight the next entry position.)
4. Click the **Tools** menu and click **Convert table to text**
5. Select **comma** for the separator
6. Save the file as an **MS DOS text file** (with a txt extension)
7. Upload the Word document file, and the text file created above as your data source.

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## **Is there a limit to the number of destinations?**

No, there is no practical limit. However, a large destination file (above 10,000 destinations) may take an appreciable time to load. The preview may also take several minutes.

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## **Is there a limit on the number of pages or the number of inserts?**

No, there is no limit.

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## **Can an insert field be used more than once in the same document?**

Yes. It may be used an unlimited number of times.

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## **What keywords are required for a Premiere Global Services Mail Merge?**

You may use any keywords you wish. The only restriction is that Premiere's Customer Portal must know which keyword is the destination address.

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## **What will happen if a required field is not present in the CSV file?**

The Customer Portal checks to ensure that all keyword fields in the document are also present in the data source file. If not, you will be presented with an error message and will not be able to proceed until you correct the problem.

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## **Can insertions be centered on a page?**

Yes. All Word formatting functions are preserved.

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## **Will the formatting of my document be preserved for each recipient?**

Usually, yes. However, any insert that is long enough to cause a line to wrap could extend a paragraph by an extra line and could possibly cause a new page to be added.

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## **Can I store my list on the Customer Portal server?**

For Premiere's Mail Merge service, you must upload the list as a data source file.

However, it is only used for the particular document specified, and will not be saved for re-use.

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## **Can I use a broadcast list I stored for a regular fax job with a fax mail merge job?**

No, you cannot use a stored fax list.

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## **Can I use a letterhead or cover page stored on the Customer Portal?**

No, Premiere's Fax Mail Merge application does not have access to pre-stored cover pages and/or letterheads. You should include these elements within your Word document file.

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## How do I set up the fax image preview?

The first time you click the image preview icon, your browser will ask you what program to use to open the file. Use either Wang Imaging or Kodak viewer (depending on which is supplied with your operating system). If you check the box to always use this program, you will be able to open future previews without needing to select the program needed to view it.

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## Can I check on the status of my Mail Merge job?

Yes, you may check your job's status on the Job Status Dashboard.

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## How should I resend to failed delivery addresses?

If the failure is due to an out of paper condition or a constant busy state at the destination for your fax, you can click the Resend button on the Job Status Dashboard and then enter the appropriate options to resend to failed destinations.

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## Can I use any font?

You can use any standard Windows font. You should not use specially designed or custom fonts. Word will replace such fonts with the closest matching font or substitute a Courier font.

---

## If I receive an error when trying to see a preview, what should I do?

If you do not understand the error condition, contact Technical Support at **1-888-732-2401** for further assistance. Give them the reference code on the error page. They will be able to retrieve your main document and data source file. They may be able to diagnose the error condition.

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## **Can I include a page from an Excel spreadsheet in my document?**

Yes, but the spreadsheet reference must be a pasted link, and not an external reference to the spreadsheet.

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## **Can I use a document created in another application such as Quark or PowerPoint?**

You must import such documents into MS Word, and then use the Mail Merge functionality.

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## **Can I simulate the Word Mail Merge functionality by typing the chevron characters into my document (such as <<keyword>>)?**

No, you will receive best results if you use the Word Mail Merge utility.

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## **Can I use macros in my document?**

No. Fax Mail Merge does not currently support the use of macros in a Word document. Macros have been excellent hiding places for viruses and, as such, cannot be trusted. You are required to remove any macros from your Word document before submitting it to the Customer Portal.

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## Why can't I use my own FROM: address?

In an attempt to control spam, many internet service providers discard mail if the sender's domain in the "From" field does not match the actual domain from which the email message was sent. Therefore, the Customer Portal cannot place your domain address in the From field.

However, it *can* add your address to the front of the required Customer Portal address. For example, the From field could include your name and/or company:

```
JohnSmith-Biz.com<R-1-2-34567-89012-1-2-P1-  
90C1B33@messageREACH.com>
```

The Customer Portal receives all reply messages. It handles all the incoming removal requests and bad/bounced destination addresses which it reports to you. The portal also forward to you any other replies that your messages generate.

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## What happens if the first delivery attempt fails (i.e., the recipient's mailbox might be full or their mail server might be down)?

If the mailbox is full, the Customer Portal reports the full mailbox condition in a detail report. If the destination domain is not immediately able to accept mail, the Customer Portal will automatically retry the delivery for up to 24 hours.

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## **How long will it take for my message to be delivered to all recipients?**

The Customer Portal can send tens of thousands of messages every hour. The speed of delivery to your recipients depends on your message's size and other variables. However, delivery is usually extremely fast!

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## **Are there any domains that the Customer Portal will not send to?**

Yes. The Customer Portal will not send messages to the following domains intentionally due to State Department restrictions.

- .cu – Cuba
  - .ir – Iran
  - .iq – Iraq
  - .ly – Libya
  - .sd – Sudan
  - .sy - Syria
- 

## **What if my email list contains other address types such as fax numbers or proprietary email addresses?**

The Customer Portal will only deliver to internet and SMS addresses. All other addresses are invalid and will be canceled.

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## **Why should I send both a Text and an HTML version of my email?**

An email standard is not yet a reality. Different email service providers and programs have different email capabilities. Some of your intended recipients are limited to viewing plain text messages while others can read HTML. When you send a message, often you do not know how the message's body will be displayed in the recipient's email program, unless all of the recipients have informed you of their email capabilities.

Instead of worrying about which recipients can read which formats, you can send two versions of the same message – a Text version and an HTML version.

Generally, recipients only see what their email programs can display, although some email programs may display both the HTML and the Text versions in different sections of the message body. Plain text is the default alternative if the HTML format cannot be displayed. Sending both a Text and an HTML message makes it more likely that recipients will see your message correctly, regardless of their system's limitations.

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## **Can I add color and fonts to a text message?**

No. You can only use color and fonts in a text message if the text is rendered and saved in HTML.

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## **After I send a message, the downloadable file links for some recipients are not clickable. Why not, and what can be done?**

Some email services and email readers do not correctly display web-based URLs that are placed in the message body and used to identify downloadable files. If the recipient cannot activate these links, they can still obtain the file by using the following steps:

1. Copy the URL information to the clipboard.

2. Paste it into the browser's URL field (called the Address field in Internet Explorer, Location for Netscape, and Web address for AOL).
3. Press the Enter key on the keyboard.

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## **Who creates my downloadable files?**

You create these files and submit them with your email job. The Customer Portal stores the files, creates links to them, and adds the links to the message body. Your recipients then click the links to download your files.