How to... Send a Fax to Multiple Destinations (Group Fax)

Introduction:
This document provides information on how to send a fax to multiple destinations (group fax). This document assumes that you are familiar with how to address and fax to a single destination. If you need general information on how to send faxes, download document #2000, "How to... Send a Fax."

There are three methods on how to send a group fax. A group fax is defined as a fax that is automatically sent to multiple fax addresses.

Method One

This method is ideal if you do not have a large number of entries in your address books and the groups you send faxes to are small but tend to change. An example of this would be if today you fax a document to your Dad, Dr. Braen, and Tech Support, but tomorrow you fax a different document to Tech Support, your Uncle Jim, and Bill Clinton.

1. Open the document you would like to fax. Once the document is open hold down the **Option** key, click on the **File** menu and select **Fax**.

2. Click on each of the individual address entries you would like to send this fax to, and drag them over to the **Destinations** box to the right. *See Figure 1.*

3. Configure the cover sheet, fax quality, time to fax, and page range as you normally would. Once you're finished, click **Send**.
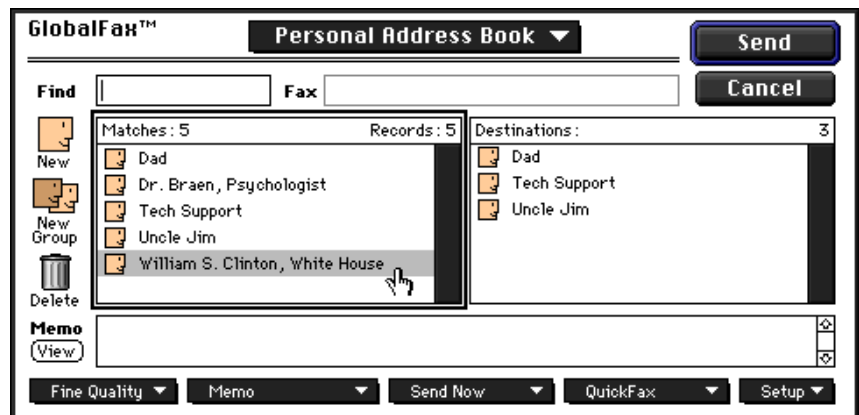

Figure 1

Method Two

This method is ideal if the groups you send faxes to usually stay the same or get larger. An example of this would be if you fax a document on a weekly basis to colleagues you work with. This group of colleagues may get larger as time passes but generally when you fax the document you want all of your colleagues to receive it.

1. Open the document you would like to fax. Once the document is open hold down the **Option** key, click on the **File** menu and select **Fax**.

2. Click on the **New Group** icon to the left. Click on each of the individual address entries you would like to send this fax to, and drag them over to the **Destinations** box to the right. *See Figure 2.* When you've finished, click **OK**.
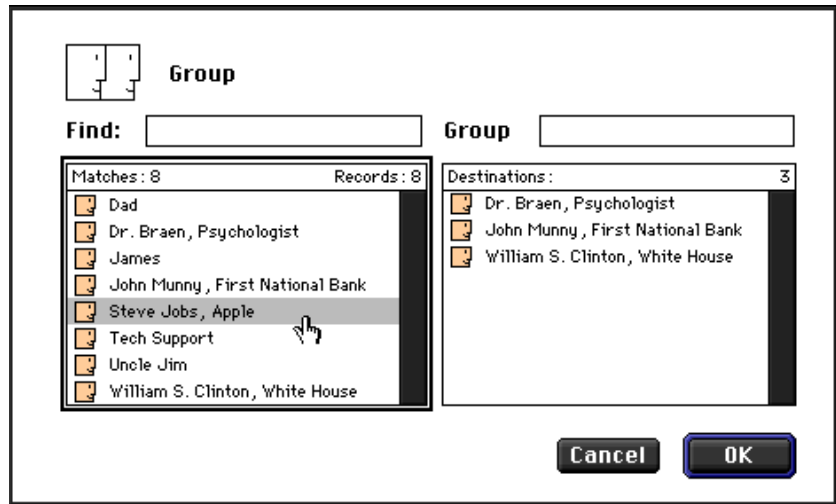

Figure 2

3. From the GlobalFax dialog box, you will see your group address (represented by a **New Group** icon) you just created among all of the single address entries. Drag the address group list to the **Destinations** box to the right. *See Figure 3.*

4. Configure the cover sheet, fax quality, time to fax, and page range as you normally would. Once you're finished, click **Send**.
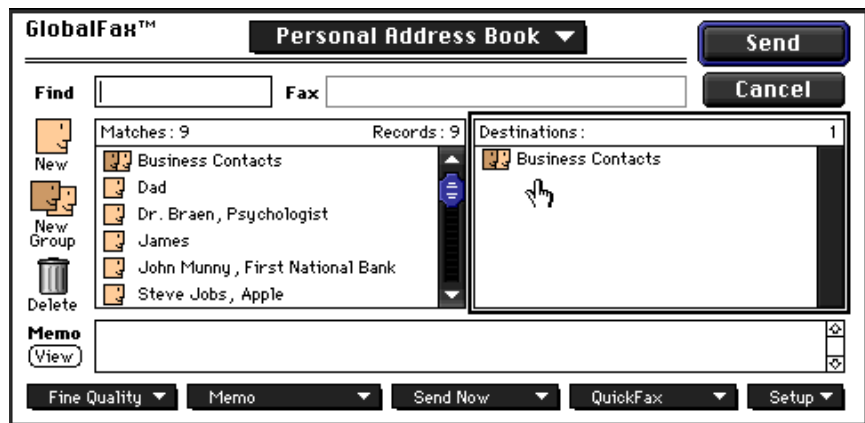

Figure 3

Global Village Online Support

Method Three

This method is ideal if you sometimes send faxes to everyone in a large group but occasionally send faxes to only part of the group. An example of this would be if you fax a document to 100 outlets in three different regions on a monthly basis, but fax a different document to each group of outlets twice a month.

1. Using this method we will create a separate address book for each group. Then within this address book, we can create groups for each region (as outlined in Method Two), fax to three regional headquarters (as outlined in Method One), and fax to every outlet as well. Click on the **Apple** menu and select **Global Village Fax Center**.

2. Click on the **File** menu, select **New** then select **Address Book**. When prompted, locate the GlobalFax Personal folder, name your new address book, and click Save. *See Figure 4.*

    GlobalFax 2.5.x Users: The GlobalFax Personal folder is located on your Hard Drive in the System Folder.

    GlobalFax 2.6.x Users: The GlobalFax Personal folder is located on your Hard Drive in the System Folder: Preferences folder: Global Village folder.

Figure 4

3. If you already have address entries created in a different address book, open that address book by selecting **Open Address Book** from the **File** menu. If prompted by a dialog box asking if you want to add this address book to your menu, click **Yes**. With both address books open, position the windows so they are side by side. Now you can click and hold on entries in one book, drag them over to the window of the other address book and let go. This drag and drop method will allow you to copy existing address entries between address books, as well as create new address book entries. When you are finished, close any open windows and quit the Global Village Fax Center.

4. Open the document you would like to fax. Once the document is open hold down the **Option** key, click on the **File** menu and select **Fax**.

5. Click on the **Address Book** pop-up menu (top middle) in the GlobalFax dialog box and select **Open Other**. *See Figure 5.* Open the GlobalFax Personal Folder (where you saved your new address book in step two). Check the **Modify "Open Other" Menu** box, click on the address book you created, and click the **Add** button. *See Figure 6.* Repeat this step for any address book you would like to have available in the Address Book pop-up menu when you send faxes. Once you're finished, click the **Done** button.

Figure 5

6. Now you can fax to the people in your address book by either selecting individuals or groups depending on who you need to send this fax to.

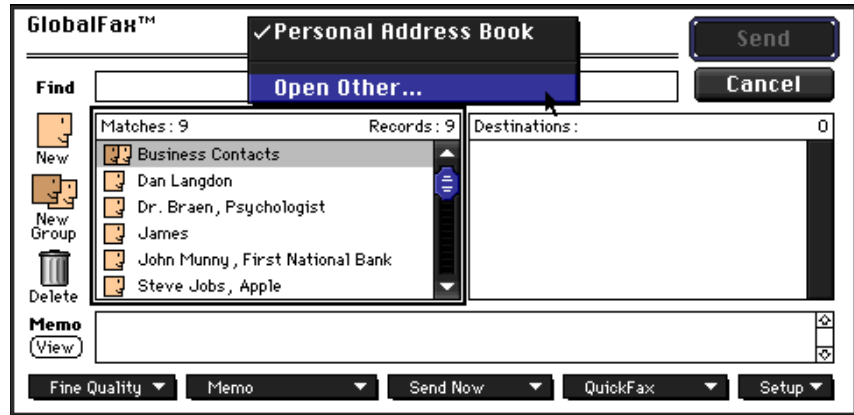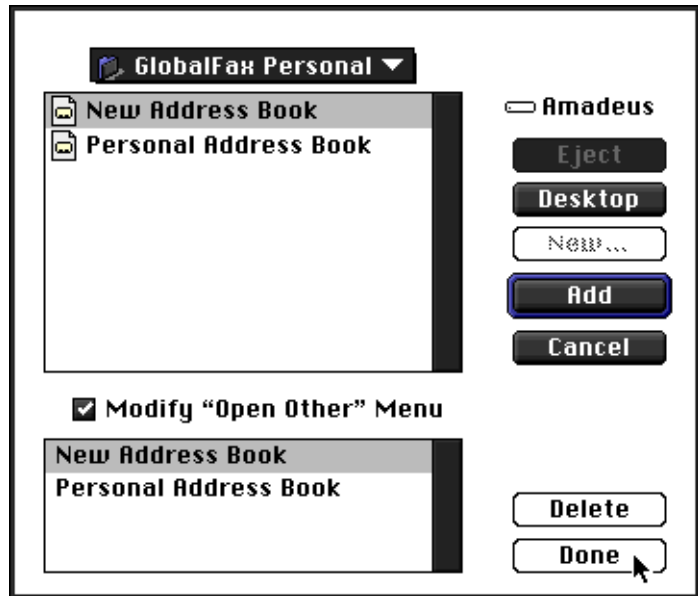*Figure 6*

Rescheduling Faxes

Usually when sending to a large number of destinations there are some that are unreachable for whatever reason. To determine which destinations did not receive your fax, follow the steps below.

1. Open the Global Village Fax Center, and click on the **Schedule** icon. You should see the fax you were sending.

2. To the left of the fax's icon, click on the triangle so it points downward. All of the recipients that you specified as destinations should now be listed below the fax.

3. Any of the recipients that have an X through their icon did not receive your fax. Any recipients' icons that are dark grey successfully received the fax. If a recipient's icon is white, it means that GlobalFax has not yet completely attempted to send your fax to that recipient. *See Figure 7.*

4. Note any destinations that didn't receive your fax and resend the document(s) to those destinations. If you have your Sending Setup
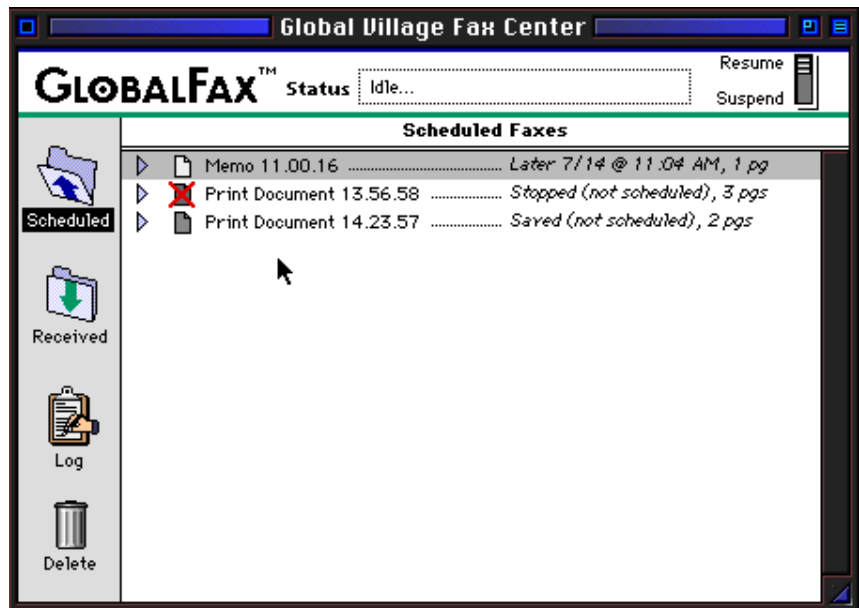
Figure 7

configured to delete successful fax files after they've been sent and you do not find your fax document in the Scheduled list, this means that all of the recipients received your fax successfully and GlobalFax deleted the fax file after the last recipient received it.