

APPENDIX B – SUPPORTED FILE FORMATS / EMAIL CLIENTS

The following file types can be attached to an email message and converted to a fax by the Concord network. Other file types have not been tested for compatibility. Results may vary if other file types are used.

- Microsoft Word (*.doc, *.docx)
- Microsoft Excel (*.xls, *.xlsx)
- Microsoft Power Point (*.ppt, *.pptx)
- Microsoft Visio (*.vsd)
- HyperText Markup Language (*.html, *.mhtml)
- Adobe Acrobat (*.pdf)
- TIFF image (*.tif)
- ASCII Text (*.txt)
- Rich Text (*.rtf)

JPEG (*.jpg) files are also *generally* supported, though not recommended, and not supported in all circumstances.

NOTE: Be mindful of the file sizes of the documents you are faxing, particularly if you are sending scanned images, as they can be quite large. While most source documents are usually quite small (less than 200 KB), Concord will limit the maximum size of attached file(s) with either a single file or multiple files. The current limit is: 10,240KB (10MB).

Files exceeding these limits are most always high-resolution, multi-color, scanned images. In addition to exceeding size limits, such images are not typically “fax friendly”. Documents should contain no color, shading, or gray-scale, and never printed as “photo-quality”. Color, or shaded documents do not translate well to fax and will contribute to exceedingly large file sizes and longer transmission times. Documents with graphic art content should be limited to solid black, with no shading, or gray-scale.

Supported Email Clients

- Microsoft Outlook
- Any SMTP Email Client
- Any webmail client