

Re: Problem sending mail merge fax in xp

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook.fax/2004-07/0065.html>

From: Russ Valentine [MVP-Outlook] (russval_at_mvps.org)

Date: 07/23/04

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Welcome to the frustration of fax merges. Fax merges rank as one of the most neglected "features" Microsoft has ever tried to offer. There are no solutions for any of the issues you raise. All the menu features for "Merge to Fax" are invalid and refer to older fax modules that no longer exist. The workarounds required to get fax merges to work are so obtuse that in essence the feature does not even exist. You cannot have any graphics in a fax merge because the Fax Service cannot render them.

Microsoft needs to decide whether to abandon fax merge completely to third party developers or bring it up to speed. I have no idea whether there is a light at the end of the tunnel or not. If there is, get out of the way; it is probably just an oncoming train. Don't worry. It won't be a fast one.

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Russ Valentine
[MVP-Outlook]

"Mike" <iammike@thatsit.myob> wrote in message
news:MndMc.19299\$oh7.16343@newssvr24.news.prodigy.com...
> I got a little bit further in that I get an error message when trying to
do
> a fax merge using HTML. The error message (which I've searched a number
of
> places for, and got a few pieces of info on) is "Not all attachments can
be
> rendered." Yes, I have a graphic (my signature) on the fax - I tried
> copying & pasting it (as a bitmap), I tried inserting it (as a GIF), I
even
> tried converting it to a black & white graphic. No luck. I tried
changing
> the Word (2003) option under "General" for "Mail as attachment". Short of
> removing the signature - which I would not do - nothing would get this to
> work. So I did the fax merge as an attachment - which is horrendous,
since
> I had to wait 5 to 10 seconds between *each* fax to click "Yes". Having
> wasted about two hours already, however, I figured it was worth it since
at
> least this works.
>
> I have two questions. One, what am I missing in faxing with graphics?
Two,
> why is there a Merge to Fax option if there is - as best I can tell - not
> one single program out there that enables it? I tried out Fax4Outlook -
that
> was a big no go. It seems odd on so many fronts that Word & Outlook don't
> know about each other (e.g., the security message first asking for

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> permission to use Outlook, then asking for permission for EVERY SINGLE fax).

> I know this is supposed to be for my "safety," but talk about throwing out the baby with the bathwater! It's also rather strange that Microsoft Fax (with Windows 2000 or XP) isn't recognized by Outlook or Word as a fax (at least not recognized very well). One thing that annoys me about doing fax merges as an email is the informationless cover sheet (no name, etc - just the fax number).

>

> I hope there is some light at the end of the tunnel for doing fax merges. I don't do it very often, but sure would like some help in getting this to work the way it is designed.

>

> Mike Lax

>

> "Russ Valentine [MVP-Outlook]" <russval@mvps.org> wrote in message news:eLwLRXdbEHA.2760@TK2MSFTNGP09.phx.gbl...

> > Well one thing that comes to mind is that fax merges don't use canonical format. You must use the format specified in 289532.

> > --

> > Russ Valentine

> > [MVP-Outlook]

> > "Mark Turner" <mark@amaofthecarolinas.com> wrote in message news:Oauv53ZbEHA.3716@TK2MSFTNGP11.phx.gbl...

> > > I've looked everywhere and it appears that you are the expert. I have read

> > > all of the newsgroups I can find, as well as some very good articles on

> > > slipstick.com, so I believe I am following the instructions correctly.

> > > However, after a mail merge in Word using contacts from Outlook, in the

> > mail

> > > merge wizard, I click electronic mail, change the user field To: Business

> > > Fax, set it on HTML, and click OK, I get the hourglass, but nothing else

> > > happens.

> > >

> > > I'm using windows XP, Office XP. I have no trouble sending a fax via

> > > selecting the fax mail transport in a single message in outlook. I have

> > > tried several different number combinations to make sure I am in conical

> > > format. I've checked out the Microsoft Knowledge Base Article 289532, and

> > > 294695, and your articles on slipstick.com I moved the fax mail transport

> > > to the top of the accounts list.

> > >

> > >

> > > Somehow the fax merge is getting stuck in word and not getting through to

> > > Outlook. No dial tone or anything.

> > >

> > >

> > > Please let me know if you can think of what I'm missing here, and if there

> > > is a solution.

> > >

> > > Thank you for your assistance,

> > >

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> > > Mark Turner
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