

Q&A

Redirect your resources with the seamless and secure Hybrid Mail service



1. How does the Hybrid Mail service work?

The Hybrid Mail printer installs like any Windows printer, then you select print, to forward your documents to the Hybrid Mail service. In the submission wizard that opens you can select how you want your documents sent (e.g. by mail or fax).

Documents can be sent to this virtual printer from any desktop application with a print function, including Microsoft Word, Microsoft Works, Microsoft Excel, Word Perfect, StarOffice, etc.

For a simple letter or fax, simply create your document with your word processing software then pick Hybrid Mail from the printer list. Select any additional options required and click Send.

For mailing, simply customise your document using the mail merge feature from your favourite word processor and select the Hybrid Mail printer.

Choose any additional options wanted and click Send. Your documents are then securely transmitted over the Internet to the Hybrid Mail service, from where they will be faxed, printed, put in an envelope and mailed, as required.

Our Hybrid Mail service is totally secure. All processing for mail and faxes is fully automated without any human intervention.

2. What do I need to use Hybrid Mail?

A single PC connected to the Internet is all that's needed to run Hybrid Mail. Your messages can be sent direct from your word processor or any desktop application.

3. Is my data safe?

The Hybrid Mail servers are hosted in a data centre that is monitored 24x7x365. Temperature, pressure and humidity are tracked round-the-clock, with emergency measures in place in case of fire and standby generators that take over in the event of power failure.

4. How long are records stored on your server?

Emails are kept for 10 days, while other documents (letters, faxes etc.) are stored for 60 days.

5. Can I use Hybrid Mail when I'm not at my desk?

Yes. Hybrid Mail is accessible from all over the world, using your access codes.

6. Which Internet browsers are compatible?

Internet Explorer is currently the only browser compatible with Hybrid Mail.

7. Who can use Hybrid Mail?

This service is available to both private and public sector organisations as well as individuals, professionals, craftsmen and traders.

8. How long does it take to install Hybrid Mail?

It takes just two minutes to add the Hybrid Mail virtual printer, which is all that you need to install. We handle the rest.

9. I want to deploy your solution throughout my company, is there a simple way to do this?

Yes. Hybrid Mail comes with a simple setup script that can run silently in the background to install the printer.

10. How do I know that my mail has been sent on to the post office?

With Hybrid Mail Manager, you have complete access to your mail reports 24x24, 7x7. You can log on from any PC to see the status of your mail shipment.

11. Can Hybrid Mail print my documents on headed paper?

You can register your letterhead in the Hybrid Mail database. This can then be used as a document overlay to print your letterhead in colour.

12. What happens to my documents once Hybrid Mail has sent them?

Emails are kept for 10 days, while other documents like letters and faxes are stored on our secure servers for 60 days. During this period, they are accessible online at any time.



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