

## Sending a Fax via Email-to-Fax

Email-to-Fax (E2F) enables the customer to use an email to send documents to fax machines.

To send a fax using E2F, create a new message in the email application. Then follow these steps:

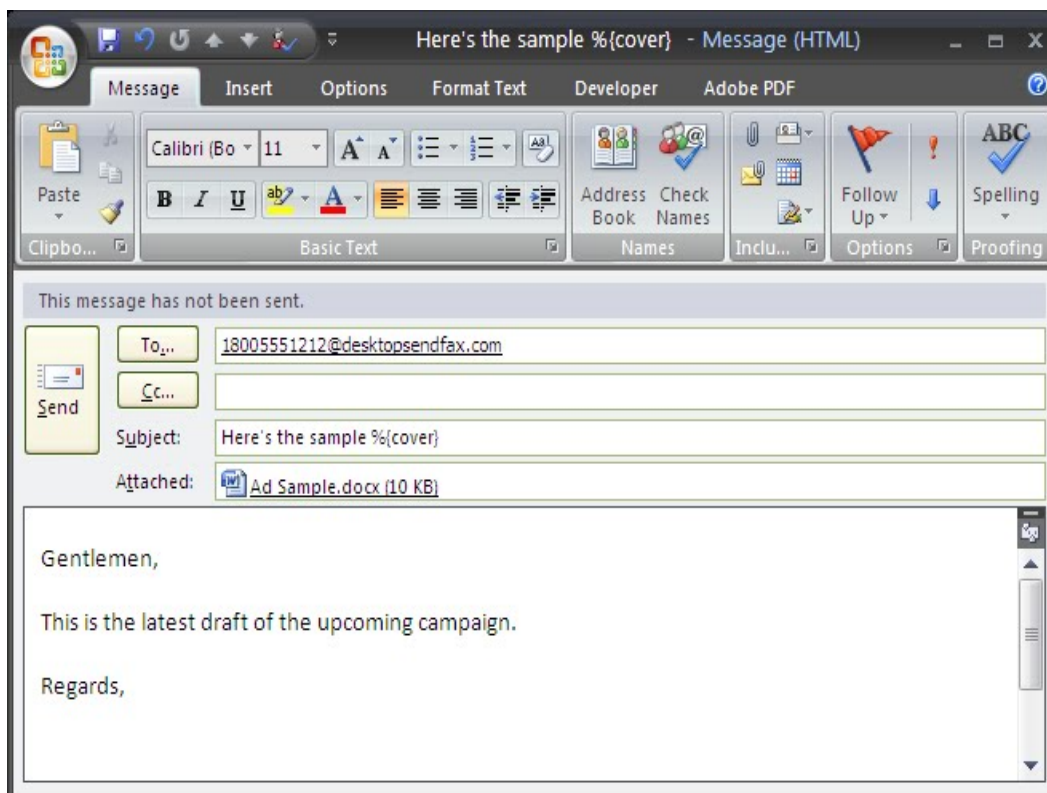
- Attach the desired file to the email message. The attachment will become the fax.
- In the "To:" field, insert the recipient's fax phone number, formatted as an email address.

The email address will resemble this model: 18005551212 @ desktopsendfax.com (*recipient fax number @ designated sending mail domain*)

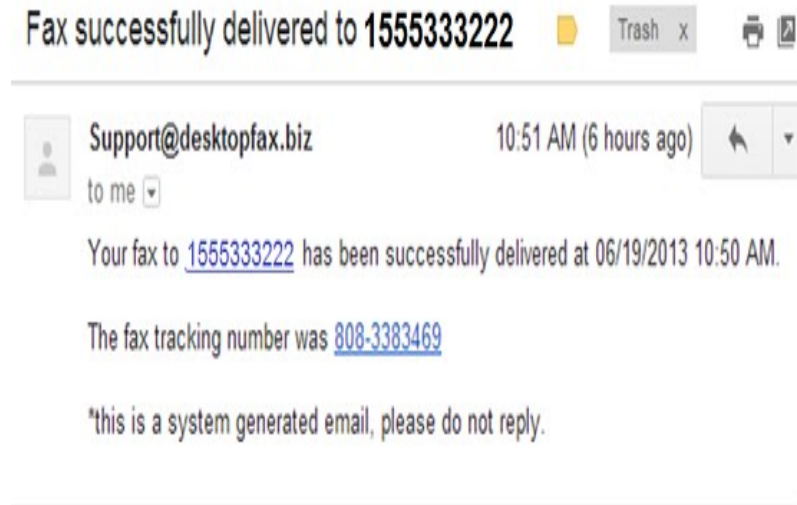
- .In the subject field, a cover page token can be included. The customer must place the following text string: %{cover}

This string should be entered into the subject line exactly as shown. The token will not appear in the resulting fax. Any other text in the email subject line will be copied to the subject field of the resulting cover page.

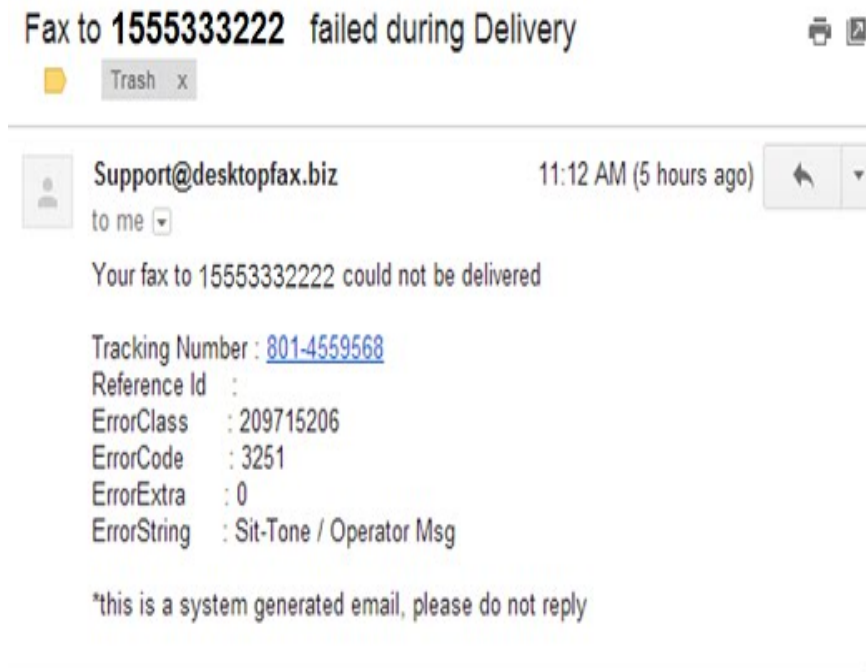
- .In the email message area (the body) type in the information for the cover page. Text, graphics, photos, or HTML content can be included. Whatever is placed in the email message will appear on the cover page, following the cover page header.
- Send the message.



- Upon successful delivery of the fax, an email notification is sent to the originator's email address. See example below...



- If fax delivery fails, an email notification of the failed event is sent to the originator's email address. See example below...



## **What file types can be converted to fax via when using Fax-to-Email?**

The following file types can be attached to an email message and converted to fax. Other file types may work, but results may vary if other file types are used.

- Adobe Acrobat (\*.pdf)
- ASCII Text (\*.txt)
- JPEG image (\*.jpg)
- Microsoft Excel (\*.xls, \*.xlsx)
- Microsoft Power Point (\*.ppt, \*.pptx)
- Microsoft Visio (\*.vsd)
- Microsoft Word (\*.doc, \*.docx)
- Rich Text (\*.rtf)
- TIFF image (\*.tif)




When preparing a document for to be sent to a fax recipient via Fax-to-Email, the following size and configuration limitations need to be kept in mind.

- A single fax can only support 20MB in attachments.
- The total pages from all attachments cannot exceed 250.
- For best results, margins should be .75 all around





## Receiving a Fax via Fax-to-Email


Just like the paperless process of sending faxes, the process of receiving faxes is done using the customer's email.

When a fax is sent to a Fax-to-Email number, there are no additional steps to be taken by the sender. The sender simply loads the document into the fax machine, dials the customer's fax number, and sends the fax. The voice network does the work of converting the fax to an email. Then an email message is created and delivered to one or more email addresses that are designated in the account settings. The fax can be picked up from any device that accesses the email address. See example below...

Fax Message from 5553332222 - 2 pages   

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 messages@desktopreceivefax.com  11:09 AM (5 hours ago)  

to me 

You have received a new Fax Message at [1555444331](#) from [5553332222](#)

Called Number: [15553332222](#)  
Caller ID: [15553332222](#)  
CSID: [555999901](#)  
Pages: 2 pages  
Speed: 9600 bps  
Date/Time: 2013/06/19 11:08:27

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 ct16783999562-20130619080827094-301-1.pdf  
56K [View](#) [Download](#)

## Common Error Messages

### **Invalid email address**

This indicates that the email address attempting to send a fax has not been registered. Contact your fax administrator to get your sending email address properly set up.

### **Voice answer detected**

The phone number entered was connected to a phone instead of a fax machine. Check the fax number and resend.

### **Number of retries exceeded**

This indicates that the dialed fax number was busy for an extended period of time, and numerous attempts to connect failed as a result. Try again later.

### **Attachment is invalid**

The file attached to the email message was not one of the supported file types.