

# Fax

From mediawiki

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## Fax Setup & Configuration

We Need to Configure these items:

- Send Email Address - This is the email address **from** which you will **send** your faxes.  
**This email domain MUST have an SPF Record set up**  
**(-Or- ask about an @phoneessence.com forwarding address)**
- Receive Phone Number - Faxes sent to this number will be captured and emailed to you.  
We can assign a new phone number or port an existing one.
- Recieve Email Address - This is the email address **at** which you will **receive** those faxes.

## Email to FAX

You send your documents to our fax server and we fax them to the recipient's fax phone number. Your documents are "untouched by human hands". The process is completely automated.

### Create an Image File of the Document to be Faxed

- Directly acceptable document types you might create on your computer:

DOC	DOCX
XLS	XLSX
PPT	PPTX
RTF	PDF
- Or you can scan a existing paper document:
  - What program should be used to run the scanner?  
Normally a scanner or printer/scanner will come with drivers you must install and a program you can use to scan documents, that is your best choice.
  - Scan with resolution 150 pixels per inch  
150 pixels per inch will work with large clear text, but  
300 pixels per inch will result in a much better image
  - Scan as **lineart, aka Black and White**  
Do **NOT** use grayscale  
some of the grayscale pixels will not be dark enough and will turn up as white causing the faxed image to look awful  
Do **NOT** use color  
some of the color pixels will not be dark enough and will turn up as white

- causing the faxed image to look awful
- Save the scanned image to one of these file formats
  - PDF - All scanning programs allow you to save to a .pdf format
  - TIFF - Fax-formatted only
 (TIFF can encapsulate many different formats and only the fax-format works)

## Document Requirements

- Filename must be < 32 characters
- Document size should be 8.5 x 11
  - The fax machine on the other end only has 8.5 x 11 paper
  - You can check the .pdf size with File --> Properties --> Page Size
  - To overcome this potential problem you can use a third party program such as Cute PDF to re-save the file before attaching it.
  - You can download the open source Cute PDF program here (<http://www.cutepdf.com/>).
  - (The Cute PDF program may also be able to convert grayscale images to black and white.)

## Email the Image File

- **to: fax-#####@vfax.phoneessence.com**
  - where ##### is the 10 digit phone number of the receiving fax machine.
  - make sure that the **from: email address is the one configured to send faxes.**
  - just to be clear that is: 'f' 'a' 'x' 'hyphen' followed by the 10 digit phone number
- If your fax is sent successfully you should then receive
  - **"Fax Queued"** email
    - confirms that your email w/document has been successfully received and queued to send
  - **"Fax Sent Successfully"** email
    - confirms that your email w/document has been successfully sent to the fax number you specified
- If there is a problem sending your fax you may receive
  - **"Fax Send Failed"** email
    - If the error is temporary up to 3 attempts at delivery will be made
    - and you will get the failure email for each failure
    - If the error is "Error Received : T38\_NEG\_ERROR"
    - the number to which you are attempting to send the fax is probably not a fax number (does not answer with fax tones)

## Fax to Email

Faxes to you are received and sent to you by email.

- Not much to do here.
- Check your email periodically for newly received faxes.</field>