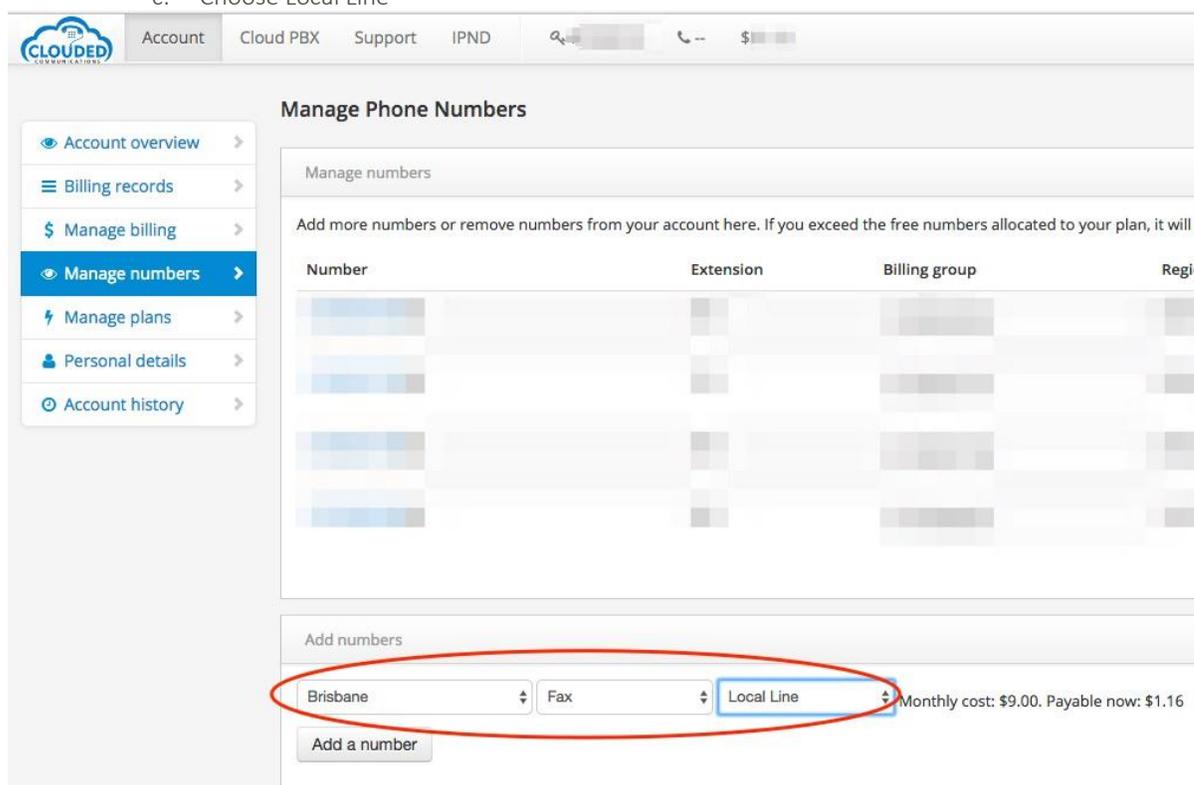# Fax To Email Service

Every customer can get their own fax number to send and receive faxes without the need of a fax machine.

The service works by delivering copies of faxes sent to your number as an email attachment to your registered email address. You can also send faxes out to normal fax machines anywhere in the world by sending an email with a recognised attachment to the fax mail service. Below are instructions on how to receive and send faxes using the fax mail service:

Setting up a fax to email service

1. Login to your account and add a fax number https://login.cloudedcomms.com.au/customer/numbers
    a. Select your desired region
    b. Choose Fax
    c. Choose Local Line

2. Once you have a fax number on your account navigate to https://login.cloudedcomms.com.au/pabxprefs/selectline and select your fax line. You should then see 'Fax Settings' your number.
3. The most important settings for receiving faxes are in the 'Fax Delivery Options' section. Here you can choose which email addresses will receive inbound fax attachments and the format you prefer the faxes to be delivered as. By default faxes will be sent to your primary email address that you used to sign up with and attachments will be in PDF format.

NOTE: Unless you are going to connect a physical fax machine you do not need to worry about the diversion timers as all of your inbound fax will immediately be delivered to faxmail. In the settings you can also blacklist anonymous fax callers or individual numbers or temporarily make your fax number unavailable.
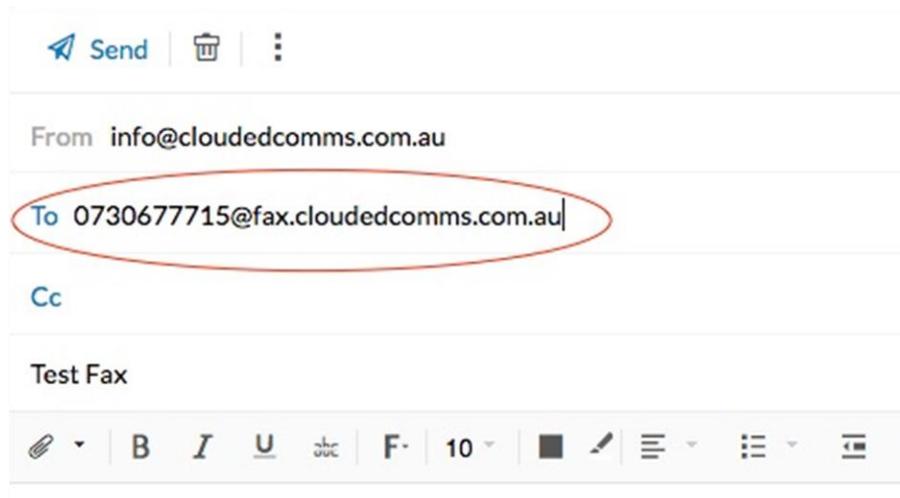
Next click on the 'Faxmail Sending Options' section. Here you can specify which email addresses are allowed to send faxes via this number. You can enter multiple email addresses here. If you do not enter the email address(es) correctly then faxes will not be allowed to be sent from these email addresses.

You can also specify how many times we should retry sending a fax and the number of minutes to wait between retries. If you wish you can also request that all fax messages should include a fax verification passphrase in the Subject line for added security. This can be any phrase and the system will check that this phrase exists anywhere in the Subject header when accepting a fax to email.

Sending a Fax

Once the system has been instructed to allow faxes from your email address you simply attach your document to an email. Documents can be in PDF, Postscript (.PS) or TIFF formats.

1. Compose a new email and attach your PDF, PS or TIFF file to your email
2. In the "TO" field, address it to recipients_phone_number@fax.cloudedcomms.com.au

For example if you wanted to fax the document to a Brisbane number 0730677715, you would send the email to 0730677715@fax.cloudedcomms.com.au . You can fax the document to multiple fax numbers by simply adding multiple recipients to your email. Please always include the area code in the phone number when using the fax to email service. Our fax to email service will send you a confirmation email confirming the delivery status and details.

If you are having problems sending or receiving a fax then please ensure that the other fax machine you are sending/receiving from is switched on and working correctly. Failing this please log a support ticket at http://www.cloudedcomms.com.au/support