

## Fax2Mail Quick Reference Guide

Thank you for choosing Fax2Mail.

### Receiving a Fax

To receive a fax, simply provide the sender with your Fax2Mail fax number. The Fax2Mail system receives the fax and instantly converts the document into either PDF or TIFF format before forwarding it to your email box.

### Viewing a Fax

To view a fax, simply select and open the email attachment. If you do not have a viewer loaded on your PC, choose PDF as your fax format (see Managing Your Account below) and download the free Adobe Acrobat Reader from [www.adobe.com](http://www.adobe.com)

### Sending a Fax

- STEP 1 Create a new email.
- STEP 2 Attach the documents you wish to send as faxes.
- STEP 3 In the "TO:" field on the email enter the recipient's fax number followed by @fax2mail.com  
e.g. 08701142000@fax2mail.com
- STEP 4 Send the email.

Should you enter any message into the Body Text of your email, this information will appear in the body of the Coversheet, so you can add any extra notes or instructions for the main fax document that may be necessary.

Cover pages are set up as default to all accounts, but can be removed for individual faxes by adding the following code to the end of the Subject field of your email: //CP=NONE

To populate the TO: and COMPANY: fields you must address your message in the following format:  
Firstname\_Lastname.Company\_name.faxnumber@fax2mail.com  
e.g. John\_Doe.Fax2Mail\_Ltd.08701142000@fax2mail.com

Fax2Mail supports the following attached document formats in sent outbound faxes:  
.doc .xls .vsd .rft .pdf .jpg .ppt .gif .bmp .jpeg .txt .rtf

### Managing Your Account

Log on to the [www.fax2mail.com](http://www.fax2mail.com) website using your email address and password and review your account activity, change preferences and passwords.

Received Faxes	View and act upon faxes that you have received
Sent Faxes	View and act upon faxes that you have sent
Preferences	Change your preferences. Each user can select either PDF or TIFF formats to receive their faxes.

### Received Faxes

The activity log on [www.fax2mail.com](http://www.fax2mail.com) website allows the user to view and act upon all of the faxes received in the past 30 days. Information is provided such as the time the fax was received and the number of pages along with a reference number. Users can view and/or resend previously received faxes.

### Sent Faxes

This activity log allows the user to view and act upon all of the faxes sent in the past 30 days. Information is provided such as the time a fax was sent, the recipient (fax number), the number of pages and a reference number. Users can resend faxes directly from this log.

**Notice:** The activity log only stores the records from the past 30 days. After this period, records are automatically deleted from the system.

### Customer Support

If you are having problems with basic user functions, please contact our customer service centre at [support@fax2mail.co.uk](mailto:support@fax2mail.co.uk) or call 0870 114 1140.