How to Setup Faxmail
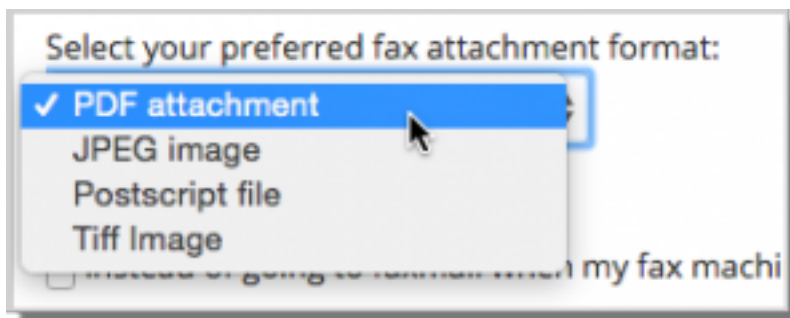
Quick Guide – Sending a fax

Our fax-mail service allows "approved" email addresses to send faxes via our service. Before you can send or receive faxes follow the Quick Guide below to configure approved senders & receivers.

- **Fax type**: We support PDF, JPEG, Postscript and Tiff attachment formats (sorry no MS Word docs)
- **Email address**: [number]@fax.tel2.co.uk
- **Confirmation**: We will send the approved sender a confirmation (see image below). NB – please allow 5-10 minutes for the confirmation.

If you rely on faxes as part of an emergency service or alternately have a business process dependent on a physical fax machine (for sending or receipt) we recommend retaining your legacy PSTN fax service.

Faxing Questions

Quick Guide – Configuring your vFax

Step 1: Fax Delivery Options

1. Log into https://now.tel2.co.uk
2. Select **Account > Manage numbers.**
3. Click on the **Fax** line number > **Faxmail Delivery Options**
4. Select **Select who should receive Inbound faxmail messages.**
5. Specify the email address of approved vfax recipients. **Note:** Each additional email address must go on a new line.
6. Click **Save settings.**

Step 2: Fax Sending Options

1. Click **Faxmail Sending Options**
2. Specify an Email addresses allowed to send fax through this number. **Note:** Each additional email address must go on a new line.
3. Add and **Optional fax verification phase.** Approved Faxmail sender (eg reception@mycompany.com.au) can only be associated with a single fax number. This works by specify the alternate fax number/phase in the email **Subject field**. The Faxmail server will in turn present the specified **Subject field** fax number as your outgoing fax number. Call it CLI masking for faxing.
4. Click **Save settings** to update.

Step 3: Do Not Disturb for Fax

1. Click **Dot Not Disturb for Fax**
2. Click **Enable Do not Disturb for Fax Service**
3. OR Click **Play a busy tone instead of diverting the caller to Faxmail,** By default the fax would be delivered as an email attachment to the assigned email in the delivery option page of faxmail.
4. Click **Save settings** to update.

Click here for a guide on our mail web site on how to use our Faxmail service.

Faxing Questions

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