

User Guide



Fax 2 Email

Email a PDF to any
Fax Machine from any
Device and Receive Faxes
Directly to your Inbox



Sending Faxes

Sending a fax is as easy as 1, 2, 3...

STEP 1

Compose an email message on any device using the email application of your choice, making sure the “From” email address is the one configured for your Fax2Email number.

Note: FracTEL Fax2Email uses your configured Fax2Email address as a security confirmation.

STEP 2

Set the “To” email address to any 10 digit fax number in the form of <10 digits>@fractelfax.net.

For example, if you were to send a fax to FracTEL you would send an email to 8553722835@fractelfax.net, which is our 10 Digit Fax Number, plus @fractelfax.net

Note: It is not necessary to include the country code or 1 in front of the area code.

STEP 3

The subject and body of the email will become the cover page of the fax. Attach a PDF of any additional documents you may want to fax. Any attached PDF files will be faxed as additional pages, plus cover.

Note: PDFs must be formatted as vertical Letter Size Documents (8.5 x 11 Inches)

Send the email! It will automatically be converted to a fax and transmitted.

You will receive a confirmation or failure notice email from FracTEL.

Note: If you do not receive a confirmation email, make sure you are sending to @fractelfax.net



Getting Started

STEP 1

Note: If you have a Fax2Email number already configured you can skip this section.

Order a new telephone number using the “Order New DID” Command in your FracTEL portal. Make sure that “T.38 Support” is set to Yes, set the other filters as desired, and click on the “Submit” button.

Note: It can take several minutes for the system to find all available numbers. Please be patient!

Select the number you want from the list of available numbers and click on the “Submit” button, then click “Submit” again to confirm and order your new number.

SMART Tip

You can find more information on the “Order New DID” command in the FracTEL HelpDesk Knowledge Base.

STEP 2

Set the service for your new DID to Fax2Email using the “DIDs/Edit DIDs” command in your FracTEL portal. Select your new DID from the list and click on the “Submit” button. Set the Service to “Fax2Email”, and enter the email address you want faxes to be sent to. Click on the “Submit” button to finish the configuration.

SMART Tip

If Fax2Email is not an available service for your number, it does not have T.38 Support. Contact the FracTEL support team for assistance.

Receiving Faxes

Receiving a fax is as easy as receiving an email message.

When a fax is sent to your fax number, it is converted to PDF and sent as an email message to the address configured for your Fax2Email number in the FracTEL User Portal.

The subject of the email will show the number the fax was sent to and the number it was sent from. The received fax document will be attached to the email as a PDF file.

SMARTip

The “From” address for the email will be in the form of <10 digits>@fractelfax.net, and will be the number the received fax was sent from. If you reply to this email, your message will be transmitted back to the sending party as a fax.



GET CONNECTED

Self Help fractel.desk.com

Email support@fractel.net

Phone Dial 611 from your FracTEL device
or (321) 989-6727 from any device

Complete User Guides for all FracTEL phones can be found online
fractel.net/resources