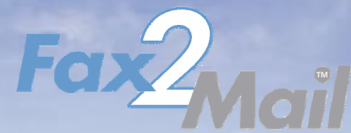


# Frequently Asked Questions



SEND A FAX, RECEIVE IT ANYWHERE  
RECEIVE A FAX, SEND IT ANYWHERE

## GETTING STARTED

### Requirements for Fax2Mail

The only requirement is an email address. We will provide you with a fax number.

### Do I still need a fax line?

No, all you need is an email address.

### Does Fax2Mail only work with other Fax2Mail users?

No, Fax2Mail can send faxes to a fax machine and can receive faxes from a fax machine.

### What if I need to fax a piece of paper?

Most documents originate from an electronic format now however you can still scan a hard copy document and then fax it.

### How do I set it up?

All you need to do is choose your fax number, signup and we will do the rest. Once your new fax number is activated we will email you confirmation of your new number.

### When can I start faxing?

Your account will be active and ready for use within 1 working day.

### Will I have to pay extra for technical support?

No technical support is free. You can contact our customer service team on 0870 114 1140 or email [support@fax2mail.co.uk](mailto:support@fax2mail.co.uk). The customer service team is available from 9.00 am to 5.30pm (Monday – Friday).

### Is the service secure?

Yes, access control is managed by User Id and Password.

### Can I use my own cover sheet on faxes, with my company logo?

Yes, you can call the customer service team who can arrange this for you on 0870 114 1140.

### Is there a minimum contract term?

Yes, accounts are based on a 12 month minimum contract and continue on a monthly rolling contract thereafter.

## MY ACCOUNT ONLINE

### How do I access my account online?

All you need to do is go to [www.fax2mail.com](http://www.fax2mail.com) and login using your email address and password which will be sent to you in your welcome email.

### What do I do if I can't login?

Phone the customer support team on 0870 114 1140 or email [support@fax2mail.co.uk](mailto:support@fax2mail.co.uk).

### What can I use the online account management for?

The online account management allows you to view your sent and received faxes for the last 30 days. You can also manage your personal preferences such as received file format, password and your assigned email address.

### How do I view my received faxes?

Once logged in you will see 3 options on the top left of the screen. Received faxes, sent faxes and download center. Click on received faxes, a screen below will load and display all your received faxes for that day.

### How do I view my Sent faxes?

Once logged in you will see 3 options on the top left of the screen. Received faxes, sent fax and download center. Click on sent faxes. A screen below will load and display all your sent faxes for that day.



## SENDING FAXES

### How do I send a fax?

To send a fax all you need to do is:

- 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.

### How can I find out if my fax has been sent?

Simply log in to your account online at [www.fax2mail.com](http://www.fax2mail.com) using your email address and password and click the 'sent faxes' option. Faxes are archived for 30 days.

### Can I send documents to multiple recipients?

Yes, just like email you can send to multiple recipients simultaneously.

### Can I send faxes to international destinations?

All Fax2Mail accounts can send internationally except 0871's which are UK only.

## RECEIVING FAXES

### Is there a limit to how many faxes can be received?

An unlimited number of faxes can be received.

### What format will I receive the fax attachment in?

The fax attachment will be in either PDF or TIFF bitmap image format (can be viewed by standard windows viewer).

### Can I receive faxes on my XDA/PDA/Blackberry?

Yes, you can send and receive faxes on any device capable of email.

### If two people send me a fax at the same time, will one of them get a busy signal?

No, you can receive multiple faxes simultaneously on a single Fax2Mail number.

### Can I receive faxes from international destinations?

All Fax2Mail numbers can receive internationally except 0871 numbers which are for UK use only.

## COSTS

### Is there a set-up fee?

Yes, a standard fee of £10.00 is charged unless otherwise specified as part of a promotion.

### How much does the Fax2Mail service cost?

Fax2Mail accounts range in price between £3.00 and £10.00 per month.

### Are the prices inclusive of VAT?

No, all prices are quoted exclusive of VAT.

### How do I pay for my account?

You can pay anytime, either on-line or by contacting our sales team on 0870 114 1000.

### How much does it cost to send a fax?

The first 30 pages every month are free, every page thereafter is charged at 10p including most international destinations.

### Do I get discounts for buying in bulk?

Yes, for details please call sales 0870 114 1000.