

Fax Thru Email Help Guide

Fax Thru Email is a legacy product and is no longer sold. This guide contains archived Help content for Fax Thru Email to help answer questions. However, it's no longer being updated as of March 2020.

To find answers in this guide:

- Select any title in the Contents to go directly to a specific Help article.
- Use the **Find** function (**Ctrl + F** for Windows OR **Command + F** for Mac) in your browser to search the whole PDF for specific keywords.

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About Faxing

You can send faxes through your Fax Thru Email account or through your email client (for example, Outlook, Eudora, Yahoo!, or Hotmail).

When sending a fax using your Fax Thru Email account, you can upload the file you want to fax, or, if you have Online Storage, you can select the file from your Online Storage. Fax Thru Email converts attachments into fax pages. You can import a cover sheet, create one using the Fax Thru Email program, or use one of the cover sheet templates that Fax Thru Email provides. Your fax can be up to 20MB in size.

Note: You can send faxes to North America (U.S. and Canada). International faxes are not supported; Fax Thru Email does not process outgoing fax numbers that include a country code or international destination.

Fax Thru Email supports the following file formats:

- Microsoft Word - DOC and DOCX
- Rich Text Format - RTF
- Plain Text - TXT
- CompuServe Graphics Interchange Format (GIF) - GIF
- Joint Photography Experts Group (JPEG) - JPG
- Tagged Image File Format (TIFF) - TIF
- Adobe Portable Document Format (PDF) - PDF
- HTML Format - HTML
- Microsoft Excel - XLS and XLSX

When sending a fax through your email client, make sure the "From" email address is the same as the one you assigned as your Account Email Address when you set up your Fax Thru Email account.

Successful and Failed Transmissions

Fax Thru Email sends you a confirmation email message to the email address you specified on the Settings page. You can check the status of the fax in the View History page. For successful transmissions, the minutes are deducted from your account.

If the transmission encountered a busy signal, Fax Thru Email attempts the transmission three times. If the transmission encounters an invalid fax number, it does not send the fax. Minutes from an unsuccessful transmission are not deducted from your account.

Warning: Fax Thru Email is a permission-based fax service and is not meant to send unwanted fax messages to the general public. Customers suspected of sending spam may have their accounts canceled. For more information regarding the use of Fax Thru Email to send unwanted fax messages to recipients, refer to the Fax Thru Email Service Agreement and spam policy outline.

Setting Up Your Fax Thru Email Account

Sending and receiving faxes via the Internet is easy with Fax Thru Email. You can select an area code you want associated with your Fax Thru Email account.

You may also set up a toll-free number to allow anyone to send you faxes without long-distance charges.

It can take up to 24 hours for a new Fax Thru Email credit to add to your Account Manager. Once it does, you can set up your Fax Thru Email account.

To Set Up Your Account

1. Log in to your account.
2. Click **Fax Thru Email**.
3. Next to the account to want to set up, click **Manage**.
4. Select that you accept the end **User License Agreement**, and then click **Next**.

5. If you already have credentials for a Workspace Webmail, Calendar or Online Storage in your Account Manager, enter the credentials for those Workspace applications. If you don't, click **Create New Account**, and then complete the required fields.
6. Go to the **Choose a Fax Number** section.
7. If you're setting up a toll-free number, select a toll-free area code from the **Area code** menu.
8. If you're setting up a local number, do the following:
 - From the **State** menu, select a state that has the area code you want to apply.
 - From the **Area code** menu, select the area code you want to apply.
9. From the **Phone number** menu, select a phone number.
10. Click **Finish**.

Viewing Your Fax Thru Email Account Details

The Account Overview in Fax Thru Email provides a quick overview of your basic account information, and summary of fax jobs and their status. You can edit your account information as well as change your password using the edit link.

Your Account Overview displays the following information:

- **Fax number** — Your fax number
- **Fax Pages Used** — The number of pages used out of the total available
- **Fax Activity** — The number of fax jobs by current and ending status, all sortable by day, week, or month views
- **Name** — Your name or your companies name
- **User name** — Your user name
- **Email Address** — Your email address

Warning: If you cancel, default on payment, or fail to renew your Fax Thru Email account, you cannot open a new account with the same fax number. A new fax number is issued with all new accounts.

Viewing Your Fax Thru Email Account Information

The Account Overview displays your account information when you log in to your Fax Thru Email account. You can also access the Account Overview from other pages in the Fax Thru Email program.

To View Account Information

1. Log in to your account.
2. Click **Fax Thru Email**.
3. On the **Fax Thru Email** page, select the Fax Thru Email account for which you want to view account information.
4. Click the **Home** tap to receive more information.

Changing your Fax Thru Email settings

If your contact information changes, you can update your account settings for Fax Thru Email. Once a Fax Thru Email account is set up, the email address to which faxes are sent can always be updated. However, the email address assigned as the username **CANNOT** be changed. If a username change is desired, the Fax Thru Email account will have to be cancelled, repurchased, and re-created completely.

1. Log in to your account.
2. Click **Fax Thru Email**.
3. Next to the account you want to use, click **Manage**.
4. From the **Settings** menu select **Contact Information**, **Security Code**, **Cover Sheet**, or **Online Storage**.

You can update your Fax Thru Email password and the email address faxes are sent to on the **Contact Information page**. If you update your email address, an approval email will be sent to the new address which must be acknowledged to finalize the change.

Setting a Fax Thru Email Security Code

For additional security for your Fax Thru Email account, you can require a security code to send a fax using an email client or mobile device. This is an optional code you can establish for additional security on your Fax Thru Email messages.

To Set a Security Code

1. Log in to your account.
2. Click **Fax Thru Email**.
3. Next to the account you want to use, click **Manage**.
4. From the **Settings** menu, select **Security Code**.
5. On the **Security Code** tab, select **Require a security code to send faxes**.
6. In the available field, enter a security code. Your security code can contain numbers, letters, spaces, and special characters and must be between 8 and 20 characters in length.
7. Click **Save**.

Removing a Fax Thru Email Security Code

If you have set a security code for Fax Thru Email, you can remove it at any time.

To Remove a Fax Thru Email Security Code

1. Log in to your account.
2. Click **Fax Thru Email**.
3. Next to the account you want to use, click **Manage**.
4. From the **Settings** menu, select **Security Code**.
5. On the **Security Code** tab, select **Do not require a security code to send faxes**.
6. Click **Save**.

Sending Faxes Using Fax Thru Email

You can use Fax Thru Email to send faxes to U.S. and Canadian fax numbers.

Sending Faxes Using Your Web Browser

You can send faxes directly through Fax Thru Email's Web interface.

To Send a Fax Using Your Web Browser

1. Log in to your **Fax Thru Email** account at www.faxthruemail.com/login.jsp.
2. Click **Send Fax**.
3. In the **Enter the recipient's fax number** field, enter the recipient's fax number, including area code. Do not include a 1, 9, or any other special numbers that you might dial using your fax machine or telephone.

4. In the **Select cover sheet** section, specify if you want to include a cover sheet. You can upload your own cover sheet or have Fax Thru Email create one for you. For more information about adding a cover sheet, see **Adding Cover Sheets to Faxes**.
5. In the **Add Files to Fax** section, do one of the following:
 - o To upload a file from your computer, click **Browse**, and then select and open the file.
 - o To upload a file from your Online Storage, click **Add File from Online Storage**, select the files, and then click **Include Files**.
6. To upload another file, add a field for the file by clicking **Add Another File**, and then repeat the previous step.
7. Click **OK** to send the fax.

Sending Faxes through Your Email Client

You can send a Fax Thru Email message to any fax number using your email account. It doesn't matter what email program you use, as long as the email address for the account matches the email address you listed when you set up your Fax Thru Email account. The "From" email address in your email client must be the same as the email address in your Fax Thru Email account.

To Send a Fax with an Email Client

1. Log on to your email client using the account you use with Fax Thru Email.
2. Compose a new email message.
3. In the **To** field, type **faxout@faxthruemail.com**.
4. In the **Subject** field, enter the recipient's fax number (for example: 480-123-4567).
5. *Optional:* If you enabled the Security Code feature for your Fax Thru Email account, in the **Subject** field, after the recipient's fax number, enter a space, and then your security code.
6. Add the documents you want to send in the fax as a file attachment to the email message. Do not enter any information in the body of the email message. Fax Thru Email removes all information in the body of your email message.

7. Send the email message.

Note: The "From" email address must match the "Account Email Address." Fax Thru Email checks that these two addresses match when validating the outgoing fax. Also, if you enabled the Security Code feature, the system checks to ensure the security code you entered in the subject line of the email message is accurate and valid.

Sending Faxes from Mobile Devices

You can send faxes from your mobile device by logging in to the email account you use with Fax Thru Email on your mobile device. The "From" email address in your mobile mail must be the same as the email address in your Fax Thru Email account.

To Send a Fax from Your Mobile Device

1. From your mobile device, log in to the email account that you use with Fax Thru Email.
2. Compose a new email message.
3. In the **To** field, type **faxout@faxthruemail.com**.
4. In the **Subject** field, enter the recipient's fax number (for example: 480-123-4567).
5. *Optional:* If your Fax Thru Email account requires a security code, in the **Subject** field, after the recipient's fax number, enter a space, and then enter your security code.
6. Add the documents you want to send in the fax as a file attachment to the email message. Do not enter any information in the body of the email message. Fax Thru Email removes all information in the body of your email message.
7. Click **Send**.

Note: The "From" email address must match the "Account Email Address." Fax Thru Email checks that these two addresses match when validating the outgoing fax. Also, if you enabled the Security Code feature, the system checks to ensure the security code you entered in the subject line of the email message is accurate and valid.

Sending Faxes from Mobile Devices Using Fax Thru Email

You can send a fax from your mobile device by logging in to the email account that you use with Fax Thru Email on your mobile device. The "From" email address in your mobile mail must be the same as the email address in your Fax Thru Email account.

To Send a Fax from Your Mobile Device Using Fax Thru Email

1. From your mobile device, log in to the email account that you use with Fax Thru Email.
2. Compose a new email message.
3. In the **To** field, type **faxout@faxthruemail.com**.
4. In the **Subject** field, enter the recipient's fax number (for example: 480-123-4567).
5. If your Fax Thru Email account requires a password, in the **Subject** field, after the recipient's fax number, enter a space and your password.
6. Add the documents you want to send in the fax as a file attachment to the email message. Do not enter any information in the body of the email message. Fax Thru Email removes all information in the body of your email message.
7. Send the email message.

Note: The "From" email address must match the "Account Email Address." Fax Thru Email checks that these two addresses match when validating the outgoing fax. If you enabled the Remote Faxing Password feature, the system checks to ensure the password in the subject line of the email message is accurate and valid.

Receiving and Viewing Faxes in Your Email from Mobile Devices

If you receive a Fax Thru Email fax in your email account, you can access it by logging in to your email account from your mobile device.

To view an attachment sent using Fax Thru Email, you must have Acrobat Reader installed on your mobile device.

Creating Fax Cover Sheets

When sending a fax through Fax Thru Email, you can create a cover sheet for your fax through the application itself.

To Create a Fax Cover Sheet

1. Click **Send Fax**.
2. In the **Select cover sheet** area, click **Create a cover sheet**.
The recipient/sender information options display.
3. Complete the information, and then click **Next**.
4. *(Optional)* Attach a cover sheet image.
5. *(Optional)* Click the arrow to select a cover sheet template. (You can preview your cover sheet by clicking **Preview**)
6. Click **Finish**.

Note: Selecting a different cover sheet template while sending a fax does not change the default template. To change the default template, select the template through your fax settings. For more information, see **Setting Your Cover Sheet Options**.

Setting Your Cover Sheet Options

You can use Fax Thru Email to create a custom cover sheet for your fax messages.

To Set Your Cover Sheet Options

1. Log in to your account.
2. Click **Fax Thru Email**.
3. On the **Fax Thru Email** page, click **Open** next to the Fax Thru Email account you want to use.
4. Click **Settings**.
5. In the **Cover Sheet Options** area, select an image to use on the cover sheet by clicking **Browse**.
6. Locate and open the image you want to use.
7. To select a template to use as the default option for your fax cover sheets, click **Change Template**.
8. Click the fax template you want to use.
9. Click **OK**.

Adding Cover Sheets to Faxes

When sending a fax through Fax Thru Email, you can opt to use a cover sheet from your computer or create one in Fax Thru Email.

To Add a Cover Sheet from Your Computer

1. Click **Send Fax**, and then enter the recipient's fax numbers.
2. In the **Select cover sheet** area, click **Upload a cover sheet**.
3. Click **Browse**.
4. Locate and select the file you want to use as your cover sheet, and then click **Upload**.
5. Click **Send fax**.

To Add a Cover Sheet With Fax Thru Email

1. Log in to Fax Thru Email.
2. Click **Create a cover sheet**.
3. Fill in the information, and then click **Next**.
4. To upload an image, check **Attach image to my cover sheet**, and then click **Use different image for this cover sheet**.
5. **Browse** to the image you want from your computer, and then click **Upload**.
6. Click **Next**.
7. If you want to save this cover sheet, Check **Save this cover sheet for future use**.

Note: You can save up to 5 cover sheets. To access your saved cover sheets go to **Settings** and click on **Cover Sheet**.

Adding Attachments to Faxes

When sending faxes through your Fax Thru Email account, you can add attachments to your messages. Your fax can be up to 20MB in size.

To Add an Attachment to a Fax

1. Click **Send Fax**.
2. In the **Upload Files to Fax** area click **Browse**, and then locate and open the file from your computer.
3. To upload another file repeat step 2.
4. To preview a file, click **Preview**.
5. Continue completing the fields.

Accessing Online Storage Files with Fax Thru Email

Fax Thru Email can be used with the Online Storage application.

To Access Online Storage Files

1. Log in to your account.
2. Click **Fax Thru Email**.
3. Next to the account you want to use, click **Manage**.
4. Hover over the **Settings** drop-down menu, and click **Online Storage**.
5. In the **Online Storage Username** field, type the username you use to access Online Storage.

6. In the **Online Storage Password** field, type the password you use to access Online Storage.
7. Click **Save**.

Add pages to my Fax Thru Email

Add more pages to your Fax thru Email account by purchasing page packs. If you're not sure how many pages you have left, open your Fax Thru Email account and view your usage under the **Account Overview**.

1. Go to your product page and click **Workspace Email**.
2. Next to the **Fax Thru Email** account you want to modify, click **Options**.
3. From the **Customize** tab, choose pages credits and then click **Checkout**.
4. Complete the checkout process.
5. On the **My Products** page, click **Options**, again.
6. From the **Customize** tab, in the **Apply Page Credits** section, choose your available page credit.
7. Click **Apply**. Your new pages are added to your account within 90 minutes.

Tips for Improving Fax Quality

You can improve the quality of your fax by:

- Using a portrait format instead of landscape.
- Using larger font sizes.
- Using common fonts.
- Adding simple graphics.
- Creating files in black and white instead of color.

Adding/Removing a Number to the Blocked Numbers List

Your Fax Thru Email account allows you to add specific fax numbers to a blocked number list. Faxes sent from a number on your blocked list will be blocked provided the sender uses their fax number as their identity. The blocked number list serves as a filter to help you block spam or other unwanted faxes.

Note: If you have a toll-free number account, you will not be charged for any pages due to correspondence from numbers on your blocked list.

To Add a Number to your Blocked Numbers List

1. Log in to your account.
2. Click **Fax Thru Email**.
3. Click the **Blocked Numbers** tab.
4. In the **Fax Number** field, enter the number you want to add. You must enter a valid phone number, including area code.

Note: You can also block international numbers.

5. Click **Block**. The fax number displays in the Blocked Numbers list.

Note: You can also add a number to your Blocked Numbers list in two other locations: 1) Via the Send a Fax page, Recent Faxes section, when you hover over a Received fax, and the user is presented with a block number icon. 2) On the Fax History page, the user can click on the block number icon next to a Received fax number.

To Remove a Number from the Blocked Numbers List

1. Log in to your account.
2. Click **Fax Thru Email**.
3. From the **Send a Fax** page in the **Recent Faxes** panel, click **View blocked numbers**.
4. Select **delete** next to the number you want to remove.

You can view all of your blocked numbers from the Send a Fax page in the Recent Faxes panel. Just click **View blocked numbers**.

Viewing Fax History in Fax Thru Email

Fax Thru Email tracks your incoming and outgoing fax history to review and sort. You can view this information in the application from the **History** tab.

To View Your Fax History

1. Log in to your Fax Thru Email account.
2. Click **History**, or under **Account Overview**, see your five most recent faxes. Click **View all history**, which also shows your entire history.

Note: Faxes sent from a number on your Blacklist are blocked. The status displays as blocked, zero minutes, and zero pages. Toll-free accounts are not charged for blocked transmissions.

3. (Optional) To narrow the fax history list — from the **Show:** drop-down list, you can select the criteria you want to view: all, sent, received, or blocked.
4. (Optional) To change the number of history items that display — from the **Display** drop-down list, select the number of items you want to display on the page.

Understanding Fax Statuses

- Incoming faxes display the following statuses:
 - Successful** — fax received and forwarded
 - Failed** — not forwarded due to account status
 - Blocked** — not forwarded due to sending number being blacklisted.
- Outgoing faxes display the following statuses:
 - Pending** — starting transmission process
 - Failed** — failed to send
 - Sending** — task accepted and passed to fax server for transmission
 - Partial** — fax in process and the remaining portion of the fax is in queue to be sent
 - Incomplete** — partial transmission sent, ending in error
 - Complete** — fax sent successfully

Blocking a Fax Number in Your Fax Thru Email Account

You can block specific fax numbers in Fax Thru Email. Here's how:

To Block a Fax Number in Your Fax Thru Email Account

1. Log in to your faxthruemail.com account.
2. Click the **Blocked Numbers** tab.
3. Enter the fax number you want to block, and Click **Block**.

Receiving and Viewing Faxes in your Email Account

When you set up your Fax Thru Email account, you specify the email address you want to use with your account. When you receive a Fax Thru Email fax in your email account, you can access it by logging in to your email account and then viewing the attachment.

To view an attachment sent using Fax Thru Email, you must have Acrobat Reader installed on your computer.

Scheduling an event from my header

If you have a Calendar account, you can use the header to schedule an event from within the Homepage, Email, Calendar, File, or Fax tabs. You schedule events with the same fields and options available in Calendar, from your related products.

1. Log in to your Workspace Email account and open your product.
2. Log in to your Web-Based Email, Calendar, Online Storage, or Fax Thru Email account.

Note: To schedule an event, you must be logged into your Calendar account.

3. In the header, click **Add Event**.
4. In the window header, complete the following:
 - **Start Time** — The month, day, year, and time the event begins.
 - **End Time** — The month, day, year, and time the event ends.
 - **Time Zone** — The specific time zone where the event will take place.
 - **All Day Event** — The event occurs all day.
5. On the Details tab, complete the following:
 - **Calendar** — The Calendar account for which you are scheduling the event for.
 - **Title** — The name of the event.
 - **Location** — Where the event is located.
 - **Details** — Additional event-related information.
 - **My Attendance** — Your attendance status.
 - **Event Status** — The event status.
 - **Event Owner** — The user who created the event. This field is completed automatically.
 - **Allow attendees to invite other users** — Allows event attendees to invite other Calendar users to the event.
6. To add attendees and resources, go to the **Attendees & Resources** tab and complete any of the following:
 - **Add Attendee** — Click to enter the email address of the attendee you want to include, and then press Enter.
 - **Add Resource** — Click to select the resource you want to add, and then click the name of the resource.

7. To set a recurrence frequency, go to the **Recurrence** tab, and then select one of the following:
 - **None** — Do not set a recurrence frequency for the event.
 - **Daily** — Indicate whether you want the event to recur every specific number of days or every weekday.
 - **Weekly** — Indicate the weekly rate at which you want the event to recur by specifying the number of weeks between events, and then specify the days of the week on which you want the event to recur.
 - **Monthly** — Indicate whether you want the event to recur on a specific day of the month and the number of months between events or use the lists to select a specific timeframe.
 - **Yearly** — Indicate whether you want the event to recur on a specific day of the month and the number of months between events or use the lists to select a specific timeframe.
 - **Ending** — Specify when you want the recurring event to end.
8. To add a reminder, go to the **Reminders** tab, click **Add Reminder**, enter the email address to which you want to send the reminder, and then use the lists to specify when you want to receive the reminder.
9. To add an attachment, go to the **Attachments** tab, and then complete any of the following:
 - **Upload File** — Click to locate and upload a file from your computer.
 - **Add File from Online Storage** — Click to locate and upload a file from your Online Storage account.
10. Click **OK**.

Compose a message from the header

If you have an email account, you can use the header to compose a message from within the Homepage, Calendar, File, or Fax tabs. You compose messages with the same options available in Web-Based Email.

1. Log in to your Web-Based Email, Calendar, Online Storage, or Fax Thru Email account.
2. In the header, click **Compose Email**.

Note: You must be logged into your Web-Based Email account to compose a message.

3. In the **To** field, enter the email address of the person to which you want to send the email message. If you enter multiple email addresses, separate the email addresses with a comma.
4. To send a copy of the email message to another user, in the **CC** field, enter the user's email address.
5. To send a blind copy of the email message to another user, in the **BCC** field, enter the user's email address.

Note: You can add up to 100 contacts to a single message. Email addresses in the BCC field do not display to other users who receive the email message.

6. In the **Subject** field, enter the subject of the email message.
7. In the text box, enter your message.
8. When you are finished, click **Send**.

Upload a file from the header

You can use the header to upload a file from within the Homepage, Email, Calendar, File or Fax tabs.

1. Log in to your Web-Based Email, Calendar, Online Storage, or Fax Thru Email account.
2. In the header, click **Upload File**.
3. Browse for the file you want to upload.
4. Select the file and click **OK**.

Sending a Copy of a Received Fax

Fax Thru Email lets you send a copy of a fax you've already received to yourself or another person.

To Send a Copy of a Fax

1. Log in to your Fax Thru Email account.
2. Go to **History**.
3. Select the received faxes you need to send.
4. Click **Resend Email**.
5. Make sure the email address is correct, and then click **OK**.

Why can't I access Fax Thru Email?

You may not be able to access the Fax Thru Email application because your security settings are set to High. To access the application, you can either change the security level to Medium or add the application's URL to your Trusted Sites list.

To Add Fax Thru Email to Your Trusted Sites

1. From your browser, from the **Tools** menu, click **Internet Options**.

Note: These steps are specific to Internet Explorer, and will be slightly different if you're using another browser.

2. Click **Security**.
3. Click **Trusted Sites**.
4. In the **Security level for this zone** box, check your security level. You may need to do one of the following:
 - If it is set to High, use the slider to change it to a **Medium** or lower security level.
 - If it is set to Custom, click **Default Level**, and then use the slider to change it to a **Medium** or lower security level.
5. Click the **Sites** button.
6. Clear the **Require server verification** check box.
7. In the **Add this website to the zone** field, type **http://www.faxthruemail.com**.
8. Click **OK**.
9. On the **Internet Options** window, click **OK**.

What are the system requirements for Fax Thru Email?

The Fax Thru Email service is a Web-based application that lets you send fax messages from the service's Web browser interface or from any email program. You are not required to download any software to use the Fax Thru Email service.

Web Browser Requirements

Fax Thru Email is designed for the Microsoft Internet Explorer, and also supports Firefox and Netscape browsers.

- Internet Explorer 6.0 or later (7.0 recommended)
- Netscape® 7.1 or later (7.2 recommended)
- Firefox 2.0 or later
- On the Mac OS, you can use Fax Thru Email using the Safari browser (v2.0 or later)for Mac OS.

Email Program Requirements

You can use any email program that allows you to include file attachments to an email message. You must have a valid email address to use this service.

What happens if I run out of pages for my Fax Thru Email account?

When you use all of your pages, you'll see a message when you log in to your Fax Thru Email account. If you attempt to send a fax using the remote faxing option, your email bounces back with a message indicating your account is out of pages. If someone sends a fax to your Fax Thru Email number and you are out of pages, the fax is dropped and you receive a notice that you are out of pages in your account.

If you would like to add pages to your account, see **Add pages to my Fax Thru Email**.

Can I choose my Fax Thru Email fax number?

We do not offer the ability to select a specific fax number when purchasing or setting up a Fax Thru Email account.

Note: This includes Fax Thru Email accounts that you are setting up again after canceling them from within your account, defaulting on payment for them, or failing to renew the prior account.

Can I keep my Fax Thru Email phone number if I cancel my account?

Fax Thru Email is no longer sold, so your number cannot be applied to another account.

Existing customers can keep using their fax number as long as they have a Fax Thru Email. If you cancel the account, the number will no longer work.

Which file formats does Fax Thru Email support?

Fax Thru Email supports most common file formats. Look below for the extension of the file name you're sending — such as *.doc* — to ensure it's compatible with the formats Fax Thru Email supports.

Microsoft® Office

- .doc
- .docx
- .xls
- .xlsx

Open Office

- .sxw
- .odt
- .sxc
- .ods
- .sxd
- .odg

Text Documents

- .txt
- .rtf

Other Document Types

- .pdf

Hypertext

- .html
- .htm

Images

- .bmp

- .jpg
- .jpeg
- .gif
- .png
- .tif
- .tiff

Am I charged for incoming faxes?

You are only charged for incoming faxes through Fax Thru Email if you have a toll-free number. Otherwise, you are not charged for incoming faxes.

How am I billed for faxes to an 800 number?

All outgoing faxes and incoming faxes sent to an 800 number are billed per minute. Your Fax Thru Email account comes with a monthly minute quota (a single page fax roughly equates to one minute). If you want to increase this monthly limit, you can purchase a Minute Pack and apply it to your account.

Minute Packs are available in 100-minute increments.

Can I send faxes to an international fax number?

You cannot send international faxes using Fax Thru Email, with the exception of Canada. Fax Thru Email does not support any fax number that requires a country code (for example: 011.82.480.123.4567). You can, however, block international numbers.

Note: You cannot fax to most United States Territories or the Caribbean Islands even though they use the same North American dialing format (i.e., area code, followed by 7 digits).