

# Faxing Questions

## How to Setup Faxmail

## 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.herotel.uk
- **Confirmation:** We will send the approved sender a confirmation. 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.

### Quick Guide - Configuring your vFax

#### Step 1: Fax Delivery Options

1. Log into <https://portal.herotel.uk>
2. Select **Account > Voice**.
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**.

Page 1 / 2

(c) 2024 Support <support@herotel.uk> | 2024-05-03 14:26

URL: <https://faq.herotel.uk/index.php?action=artikel&cat=13&id=40&artlang=en-us>

# Faxing Questions

## 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.co.uk) 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.

[Click here for a guide](#) on our mail web site on how to use our Faxmail service.

Unique solution ID: #1039

Author: Support

Last update: 2019-03-11 21:28