Fax to Email User Guide
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Fax-To-Email Overview

Cox Business Fax-To-Email is an easy-to-use, network-based, inbound faxing service that helps businesses eliminate the cost of expensive fax machines and toner cartridges.

With this service, an email is sent to any single address or multiple recipients worldwide using a customer-defined email distribution list.

Fax-To-Email includes a new or ported telephone number and an email address. Incoming faxes are emailed to the designated address where they are presented as a .TIF (Tagged Image File) attachment, a common imaging format. You can order additional Fax-To-Email numbers and direct each number to a different email address.
Receiving and Reading Emailed Faxes

Faxed emails arrive in a TIF (Tagged Image File) format which is an image file. The easiest way to open a TIF file is to double-click it and allow your PC to decide which default application should open the file. If the TIF file does not open, you may not have an application installed that can view and/or edit TIF files. If that is the case, use your browser to search for alternate ways to open this type of image file.

![Sample Email Message with TIF File Attachment](image.png)

**Figure 1. Sample Email Message with TIF File Attachment**

**Fax-to-Email Deliveries**

Faxes sent to Fax-To-Email number will arrive in your email inbox attached to an email from Cox Business (user@coxmail.com). Be sure to add this email address to your contact book and any SPAM whitelists. The subject line of the email will be "<Fax Number> sent you a Fax".

After receiving faxes, you may store these messages in a folder, back them up for future reference, or delete them. They are treated as any other email delivery.
Fax-To-Email Setup

After processing your order, Cox Business will provide you with a Fax-To-Email number, which routes fax messages to your email inbox. Now, business associates may send any faxes to this telephone number. If you requested an existing number to be ported, then it will become your Fax-To-Email telephone number.

You will also receive a standard Welcome email from Cox Business with the detailed information about your Fax-To-Email service.

Figure 2. Sample Fax-To-Email Welcome Email

![Sample Fax-To-Email Welcome Email]

Tip: Share this Fax-To-Email phone number with your business associates so they can send faxes to you immediately.
Adding Email Address to the Fax-to-Email Service

This section instructs you on how to add an email address to a fax number. Once the address is added, you can test it to make sure that you receive faxes in your email platform's inbox.

**Figure 3. Fax to Email option on MyAccount Welcome page**

Use the following steps to add, update, test, and delete an email address from the Fax-to-Email service.

1. Enter [www.coxbusiness.com](http://www.coxbusiness.com) in your browser.
2. Expand the MyAccount link
3. Enter your **Username** and **Password**.

**Result:** The MyAccount Welcome page appears.
4. Scroll to the My Services > Voice Tools section and click the **Fax to Email** icon. The Fax to Email page appears. See Figure 3.

5. If you have multiple accounts associated to your business, click the **Select an Account** link. Otherwise, click the **Select** link. See Figure 4. **Result:** The Fax to Email for that account appears. See Figure 5.

**Figure 4. Fax To Email account page**
6. Locate your Fax to Email telephone number and enter an email address to receive faxes.

7. Click the Test Email link. See Figure 5.
   **Result:** The Cox network will send an email message from the fax platform to the email address.

8. If you do not receive any test emails, check the email and SPAM filters on your network. Based on the way they are configured, your system may unintentionally prevent delivery of the fax-to-email test message.

**Receiving Emails in Your Inbox**

When a fax is transmitted through your Fax-To Email service, you will receive it as an email attachment in the TIF file format. The email message will appear in your email inbox.

If you do not immediately receive the messages, investigate your company's network firewalls or SPAM filters which can unexpectedly remove suspicious email from your inbox. To ensure that you receive emailed faxes, create a “whitelist” for Cox Business email domain, which originates the fax message. Add the email domain “Coxmail.com” to your SPAM filter settings.

If you use an Internet Service Provider (ISP) for email hosting, you may need to update any whitelists hosted through the ISP.
**Viewing Fax Images**

Fax-To-Email messages arrive in your inbox as an email with a TIF file attachment. This file format is a common data file format that can be saved, copied, and stored anywhere on your computer.

Double-click on the file and use the default program on your computer to view and/or print the image file (see Figure 1). If you are unable to find a program on your computer that can open a .TIF file, search in your web browser for freeware, shareware, and commercial programs that can open that type of file.
Frequently Asked Questions

Is there a limit on the size of the fax that I can receive?

Your Fax-To-Email service is built to receive all faxes, and there is no page limit or size limits for receiving faxes. Please consider any email inbox size limitations, though, as large faxes will consume email transmission and storage space.

What happens if I don’t see a fax that has been sent to me?

Use the following steps to troubleshoot any faxes which are delayed:

1. Make sure the sender has the proper Fax-To-Email number.
2. Review settings for your email inbox and confirm that it has the storage space to receive fax messages.
3. Check any SPAM filter or SPAM folder which might have inadvertently sidelined the fax message.
4. Verify that you are receiving inbound email and that email delivery services are operational.

How do I avoid receiving faxes that are unsolicited?

With any network service, it is important to share the Fax-To-Email number with business associates. It is recommended to avoid widespread distribution or to publicize it on untrustworthy websites. When you receive an unsolicited fax message, treat it like any unwanted email. It is best to isolate these messages, delete them, and do not respond.

How do I archive faxes that I receive?

Fax messages are another type of email in your inbox. These messages can be stored in folders, saved to computer files, or backed up using file backup programs.

Can I print my emailed faxes?

Yes. Print your fax files using any compatible image software program. Simply open the file and select Print. Faxes will print similarly to the other graphic files stored on your office computer.

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