

# Cox Business Fax-to-Email

## Quick Reference Guide



### WHAT IS FAX-TO-EMAIL?

Cox Business Fax-to-Email provides a streamlined service to route any incoming faxes directly to a user's email inbox.

The service includes a dedicated telephone number that receives faxes and routes them to a customer's designated email address. They are then able to manage faxes as file attachments in their favorite email program.

Fax-to-Email includes the following key features:

- Virtual telephone number routed to an email address or email distribution list
- Ability to forward any phone line or toll-free number to the fax-to-email number
- Ability to manage email addresses directly through MyAccount

### WHAT DO I NEED TO USE THE FAX-TO-EMAIL SERVICE?

To use the Cox Business Fax-to-Email service, you need:

- One (1) virtual Fax-to-Email number
- One (1) email address and an active email account

This service may be purchased in conjunction with a Cox Business Voice package or as a stand-alone service.

### HOW WILL I RECEIVE FAX EMAILS?

Faxes sent to your Fax-to-Email number will arrive in your email inbox as a TIF file attachment.

The subject line of your email will be "**<Fax Number> sent you a fax message.**"

### WHAT IF I CANNOT FIND THE FAX EMAILS?

Follow these steps to ensure your faxes reach your email inbox.

1. Confirm that your email inbox has sufficient space to receive messages with attached fax files.
2. Whitelist the email domain "coxmail.com" for all fax emails.
3. Verify that your firewall or security software allows emails from the Cox network.

### HOW DO I OPEN A TIF FILE?

Most computers have a default program to open TIF files, and you double-click the file to open it. If your computer does not have a default program to open TIF files, use the Search function in your Web browser to locate applications, freeware or shareware that can open a TIF file format.

### HOW CAN I MANAGE MY FAX-TO-EMAIL NUMBER IN MYACCOUNT?

MyAccount customers who have Fax-to-Email can add or update email addresses to receive faxes. Once the address is added, you can request a test message to confirm the setup.