



ANS iFax Email to Fax FAQ's

GET ANSWERS ABOUT EMAIL TO FAX

How do I send faxes from my email?

Once you are registered with ANS iFax you create a new message in your e-mail client software just as you would an e-mail message. Your message should be addressed to 1-faxnumber@ansifax.net. The country code and area code must always precede the fax number. Type any text in the body of the e-mail, attach the documents you want to send, and select send. Your message will be directed to the EasyLink network where it is converted to a fax image and delivered to the fax number you specified.

Steps:

1. Enter the recipient's faxnumber@ansifax.net (ex. 13055037104@ansifax.net) in the "To:" field, including country code, area/city code and local fax number. Use the country code "1" within the U.S. and Canada. Do not include any international dialing codes/prefixes (such as 9, 0, 011, etc.)

For example:

In the U.S. or Canada

The number 1 305-695-4022 is entered as 13056954022@ansifax.net

In other countries

The number +44 (0) 1752 894833 is entered as 441752894833@ansifax.net

2. Attach the fax to be sent (the fax can be attached from a Windows application or composed as a message in the body of the email).

3. Click Send.

Does this service require special software?

The EasyLink E-mail to Fax service requires no special software. Simply using your existing e-mail client and registering your e-mail address with EasyLink allows you to send faxes from your e-mail.

What kind of messages can I send with my E-mail to Fax account?

You can send any message you can e-mail. EasyLink accepts plain text messages as well as over 80 attachment types. Typical documents that can be sent as attachments include MS Word, PowerPoint and Excel to name a few.

What document formats do you support?

ANS iFax supports most document formats including MS Word, MS Excel, MS PowerPoint, Adobe Acrobat PDF, Plain Text, RTF, TIFF (Groups 3 and 4), Adobe Postscript (Apple Laser Writer Plus), HTML, ASCII Files, PCL5, VSD, BMP, GIF, JPG, PNG, PCX, DCX, and compressed documents/attachments (Win Zip). You will be notified via email if one of your attachments is not supported.

Can I send messages to both fax and e-mail addresses in the same message? And, is there a limit on how many I can send at one time?

With the ANS iFax E-mail to Fax service you can combine message delivery types, meaning you can send to both an e-mail address and a fax address in the same message. There is no limit to the number of recipients in an outbound message.

Is there a limitation on the number of pages I can send using the ANS iFax service?

It is recommended you limit the number of pages to no greater than 150 per outbound fax. If your business needs require you to send more than 150 pages per transmission, please contact your ANS iFax sales representative.

What happens if my fax cannot be delivered?

ANS iFax's Email to Fax service automatically retries the receiving fax machine in the event of a busy signal. If your message is successfully delivered, you will receive a positive confirmation of delivery to your e-mail box. If your message could not be delivered, you will receive a non-delivery notification to your e-mail box with a reason as to why the message could not be delivered.



Does ANS iFax charge for non-delivered faxes?

There is no charge for non-delivered faxes. ANS iFax only charges for successfully delivered messages.

Can I use my e-mail address book to store fax addresses?

Yes, you can create fax addresses in your e-mail client address book. The fax number should be saved as an e-mail address of faxnumber@ansifax.net. If you have both an e-mail address and a fax number for a recipient you may want to store the fax entry in your address book as "Recipient name - fax" to distinguish between the addresses. Optionally, you may use the Plug-in for Microsoft Exchange or Outlook which uses the business fax number stored in your contacts or global address list. This can be downloaded from our website.

Free trial account evaluation

Call us to setup a free evaluation account before subscribing to ANS iFax Internet Fax Solutions.

Pricing information

ANS iFax offers standard and volume package plans for both enterprise and consumer/small businesses. These service package plans include a number of per user pricing options to offer the best value that fits the fax volume of your company. Contact the ANS iFax team for pricing details and information.

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Still have questions? Call 1-330-645-4266 or email us at sales@anscorp.com