Email2fax Help File

❖ **Important information when sending faxes from your email (Email2Fax)**

All Email2fax rates are published on our website

❖ **How to send a single fax from your email**

1. **Create a new email in your email client**

2. **Enter the destination fax number in the TO address field of the email in the following format:**

   faxnumber@faxwhiz.com

(!) For example a 011 Johannesburg number will be

   27110000000@faxwhiz.com

(!) For example a 012 Pretoria Number will be

   27120000000@faxwhiz.com

(!) For example a 021 Cape Town Number will be

   27210000000@faxwhiz.com

(!) For example a 0866 Fax2email number will be

   27866000000@faxwhiz.com

3. **Add only one fax number in the To: field - no other addresses.**

4. **You will always need to add text in the subject field of the Email, if no text is added in the subject field the system will not be able to send your fax.**

5. **You will always need to have text in the Body Of your email, if there is no text in the body of the email the system will not be able to send your fax.**

6. **The text added in the body of the email will print out on the destination fax machine as the first page i.e. the fax cover sheet.**

7. **If you do not wish to use the above mentioned fax cover page you can add the following command in the Subject field and body of your email NOCOVER (one word) which will disable the Fax Cover Page.**

8. **You can then attached your document/s to your email program,**

9. **(!) Please remember not to send password protected, read only, zip or rar files into the system.**

   (!) Please take note that it's recommended to send emails in plain text format rather than HTML mail format.

10. **Faxes are normally processed in between 5 to 15 min depending on if the destination fax machine is busy**

11. You will receive an email back from our system once a fax transmission has been processed. This report will indicate if the fax was successfully sent or failed, The report will display your fax balance, duration of the fax call and the cost of the fax.

❖ **How to send bulk faxes from your email**

Bulk Faxing are for the individual who need to send the same document to multiple fax numbers.

1. Create a new email in your email client

2. In the To: field of your email program you need to enter the following email address **batch@faxwhiz.com**,

   Subject field commands.

3. You will always need to add text in the subject field of the Email, if no text is added in the subject field the system will not be able to send your fax. You can use any of the following.

- **Bulkfax** – Bulkfax command will provide you with an email report for each fax number added in your bulkfax

- **Bulkfaxnoreply** – Bulkfaxnoreply will not send out any reports but you can login to your Fax2email account and retrieve reports from the Reports and email2fax section.

4. In the body of the email add the fax numbers the fax must be sent to, each number must be added in a separate line.

   (!) Do not add any other text in the body of the email

   Only the intended recipient numbers as per the example below:

   0119990000
   0121234567
   0211234567
   0161234567
   0866123456

5. The document/s can now be attached to your email.

   (!) Please remember not to send password protected, read only, zip or rar files into the system.

   Please bear in mind when sending Bulk faxes that it will take longer to be processed than a single recipient fax.

Please do not hesitate to contact us should you require any further assistance.