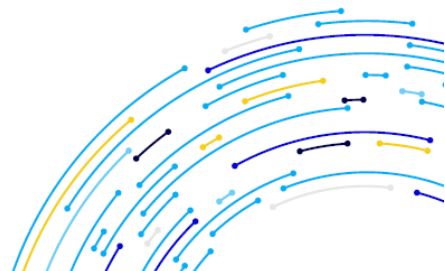




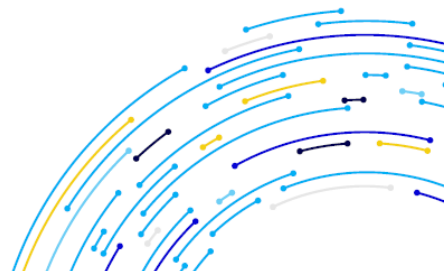
Email-to-Fax Getting Started Guide



What is Segra SkyFax?

Segra SkyFax, is a secure, cloud-based fax solution that lets you keep your existing fax machines while sending faxes over the internet using HTTPS. It eliminates the need for legacy copper lines, reduces costs, and provides a seamless transition to digital faxing—without changing how users work. By unifying fax workflows into one platform, Segra SkyFax simplifies management, improves reliability, and supports compliance.

This Email-to-Fax Guide provides a simple overview of how to send and receive faxes directly from your email. Sending a fax from your email works just like sending a regular email.



Sending a Fax from Your Email

1. **Create** a **new email** message.
2. In the To field, **enter the fax number** as an email address:
<faxnumber>@send.fax.solutions Example:
5035971234@send.fax.solutions
3. **Add a Subject** (this appears on the fax cover sheet).
4. **Attach your document** (PDF, Word, Excel, etc.).
5. Click **Send**.

The screenshot shows an Outlook email composition window with several annotations in blue boxes and arrows:

- Enter Fax Number**: Points to the "To" field which contains the email address `<5035971234@send.fax.solutions>`.
- Add Subject**: Points to the subject line which contains the text "Sales projections".
- Attach Documents**: Points to an attached document icon labeled "Q4-2024.docx" (13 KB).
- Cover Letter**: Points to the body of the email, which contains the text:
Dan,
Here are the sales projections for Q4 2024.

Anne

Anne Anderson | Sales Operations | [redacted]
O: [redacted] | M: [redacted] | [redacted]@mail.com
Sent from Outlook on the Web

At the bottom of the window, the "Send" button is highlighted in blue. A blue arrow points from a box labeled **Send Fax** to this "Send" button. The status bar at the bottom right indicates "Draft saved at 9:27 AM".

Faxing Tips

Fax Number Format

- Always use: <faxnumber>@send.fax.solutions
- You may send the same fax to multiple recipients by adding additional fax email addresses in the To field. **From**

Information

- The From name on the fax header and cover sheet is automatically pulled from your email account's display name.
- Example: "Anne Anderson" aanderson@gmail.com will display Anne Anderson on the fax.

Cover Sheets

- A cover sheet is automatically added to each fax.
- The email subject appears on the cover sheet.
- Any text in the email body is included on the cover sheet.
- To send without a cover sheet, remove all email body content (including signatures).

Cover Sheet Only Fax

- You may send a fax with only a cover sheet.
- A subject is required if no document is attached.

Tip: Large email signatures, logos, or graphics may cause delays or formatting issues. Remove them before sending them when possible.

Attachments

- Attach one or more documents to the email.
- Documents are faxed in the order they are attached. Supported File Types PDF, Word, Excel, RTF, TXT, TIFF (.pdf, .doc, .docx, .xls, .xlsx, .rtf, .txt, .tif, .tiff)

Tip: Large images or photos may slow delivery due to fax image conversion. **Fax**

Notifications

- You will receive an email confirmation once the fax completes.
- Notifications indicate whether the fax was:
 - o Delivered
 - o Not delivered (with a reason)

Notification preferences can be customized on your account.

DELIVERED: Sales projections



Fax Solutions <No-Reply@Fax.Solutions>

Today, 6:44 AM

Quentin J. Dible

Reply all



FaxedImage.pdf

9 KB

Download

Fax Delivery Successful

Fax Status Details for transmission to 5035975324

Submit Time	10/13/2024 6:44:21 AM
Start Time	10/13/2024 6:44:23 AM
Receiver CSID	5035975324
Pages Transferred	2 of 2
Total Seconds	1
Retries	0

Receiving Faxes

- Incoming faxes are delivered to your email.
- The fax image is attached as a PDF or TIFF file.

Common Troubleshooting

There are some common issues you may encounter based on the email response you get after submitting a fax.

“Email address is not authorized”

Possible causes:

- No fax account exists
 - Email address does not match your fax account
 - o For example, anne@gmail.com vs. anne.anderson@gmail.com.
 - Email address is not authorized on the account
- You can add additional alias to your account. Please contact your fax account manager or Segra Customer Support for further details on email aliases.
- Contact your fax account manager or Segra Customer Support.

“No files or cover page to fax”

- Ensure you have either:
 - o An attachment or
 - o Email body content with a subject

Cover Sheet Issues

- Cover sheet too long or distorted → shorten or remove your email signature
- Formatting problems → remove logos and graphics

Fax Taking Too Long

- Large images, photos, or logos may slow delivery.
- Remove unnecessary graphics from attachments and email signatures.

