



Outgoing eFax Instructions

To send an eFax please follow the process below:

1. Open your E-mail client.
2. In the "To" field, type fax<destinationnumber>@titaniumvfax.com. You will simply replace <destinationnumber> with the 10-digit destination fax number that you wish to send fax to. Example: fax7274461618@titaniumvfax.com
3. Attach your message in any supported document types to the e-mail. Note, limit the file name to no greater than 32 characters. Anything greater may result in a fax failure with the error type: File_Error.
4. It is not necessary to include a subject, as this field is ignored.
5. **Do Not Put Any Text in the Body of the email-remove all signature lines and other text that is visible**, or the result will be an undeliverable fax.
6. Send the message.

After sending the message you will receive:

1. An e-mail in your inbox stating that your attempt has been queued.
2. You will receive another e-mail that will notify you if the fax is completed, or if it failed.

We also recommend that you ensure your document size is set to 8.5 x 11. You can check this in Adobe Reader by clicking File->Properties->Page Size. Often scanned documents will exceed these dimensions which can cause failures with the Email-to-fax service. The specific error you will receive is: **TIFF/F format is not compatible**. To overcome this potential problem, you can use a third-party program such as Cute PDF to re-save the file before attaching it. Cute PDF has a default size of 8.5 x 11 so the only thing you are doing when using it is shrinking whatever document you have, to fit the standard paper size used in most fax machines. You can download the open-source Cute PDF program [here](#). Once you have installed Cute PDF you can re-save the file by opening the original PDF file in Adobe, clicking File>Print (or alternately, CTRL+P) and choosing 'Cute PDF writer' at the very top of the resulting window under the 'Printer' drop down menu. Clicking the 'Print' button will cause the normal Windows dialogue window to open asking for a Save Location. Choose your desired location and click the 'Save' button. You can now open the file from the saved location, check the properties in Adobe Reader as before and see the document size is now 8.5 x 11. You should now be able to email this file without receiving the **TIFF/F format is not compatible** error.