



# GRAPEVINE INTERACTIVE

## **Fax2Email User Manual**

# Fax2Email User Manual

## Table of Contents

WELCOME .....	3
GETTING STARTED .....	4
REPLIES TO FAXES.....	4
RECEIVING A FAX.....	5
FAQ .....	6
CONTACT US.....	7
FOR MORE INFORMATION: .....	7
FOR SUPPORT .....	7

## Welcome

Welcome to Fax2Email!

Fax2email is a service that routes faxes sent to your allocated fax number to your e-mail address.

An overview of Fax2Email is in the figure below:

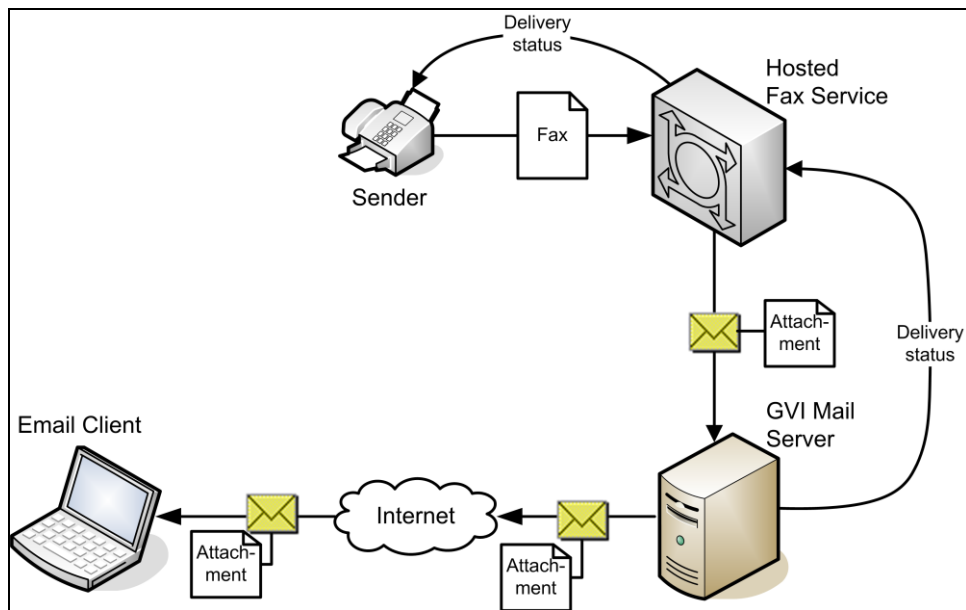


Figure 1: Fax2Email Overview

## Getting Started

To get started, you must be registered to use Fax2Email. When you register, we allocate a fax number to you. This is the fax number to which people must fax their documents. At registration you specify the e-mail address to which the Fa2Email service must route these faxes.

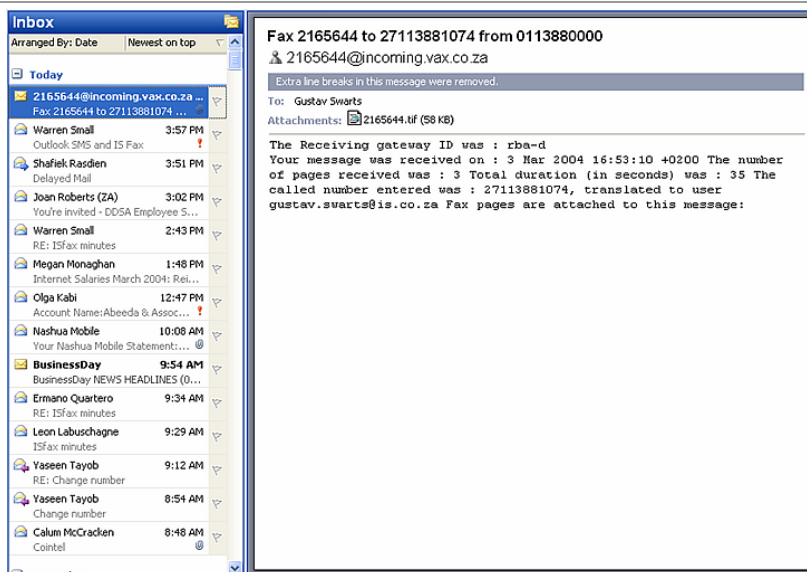
You will receive, via email, notification that you have been registered.

### REPLIES TO FAXES

Fax2Email cannot send e-mail replies to the fax sender. If you need a reply service, ask our support desk about the Email2Fax service.

## Receiving a Fax

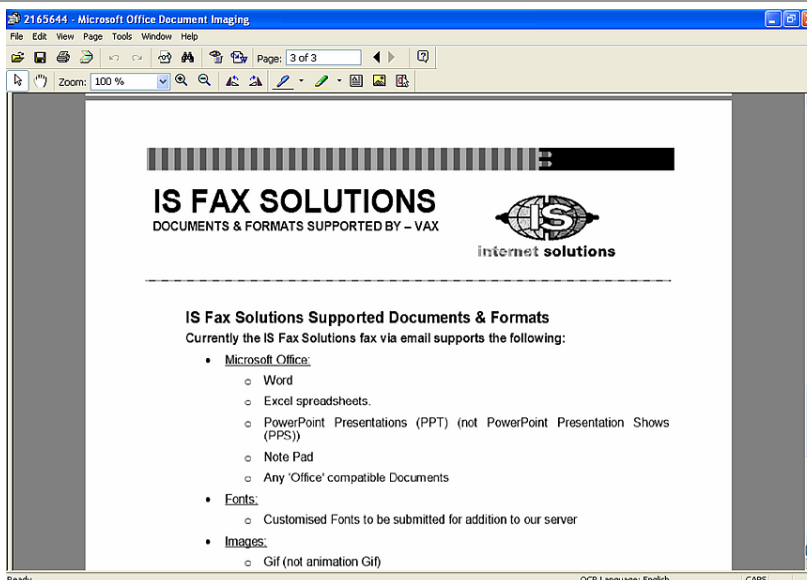
1. Your fax arrives in your e-mail program's inbox as a message from <your\_fax\_number>@vax.co.za.
2. When you open the fax, you'll see that the message itself contains technical details about the fax transfer.
3. The actual fax is in the .tif file, which is attached to the e-mail.



4. Double-click the .tif attachment to open the fax.

.tif is an image format and most systems are set up with a programme to open these files. In this example, Microsoft Office Document Imaging, which comes standard with Windows XP, opens the fax.

You can now print the fax or save it on your computer.



5. From your e-mail client you can forward the fax message as you would any other e-mail message.

## FAQ

### ***Do I need a specific e-mail program to receive the faxes?***

No, you can use any e-mail programme.

### ***I opened the e-mail message but I don't see the fax?***

The actual fax is in the <your\_fax\_number>.tif file, which is attached to the e-mail message. Double-click the file to open it.

### ***Which programs will open .tif files?***

Almost any imaging programme will open .tif files. These include:

Microsoft Windows	Linux	Apple Macintosh
Adobe Fireworks	Adobe Photoshop	Preview
Adobe Photoshop	gThumb Image Viewer	Adobe Fireworks
Microsoft Office Document Imaging	Gwenview	Adobe Photoshop
Microsoft Paint	Image Viewer	
Windows Picture and Fax Viewer	The Gimp	

### ***Can I reply to the fax from my e-mail program?***

No. If you need to reply using your e-mail program, contact our support desk and enquire about our Email2Fax service.

## Contact Us

### FOR MORE INFORMATION:

Contact:

#### Cape Town

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### FOR SUPPORT

Contact:

#### The Call Centre

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Email: [support@vine.co.za](mailto:support@vine.co.za)