



## Step by Step User Manual

The customer Account has already been set up.

It includes for each customer location **only one** email address that will receive Faxes and up to 5 email addresses from which faxes can be sent.

*Note: If more outgoing addresses are required, please reach your IT department to do the enablement.*

### How to send a fax

1. From one of the email valid accounts, please create a new email.

a. **Mail format:** Please select as **Plain text**

b. **To:** [faxnumber@ticofax.com](mailto:faxnumber@ticofax.com)

Example for a US number: 13056445532@ticofax.com

Include the country code before the number, except for Costa Rica.

c. **Subject:** Type the fax header

d. **Attachments** can be in any of the following formats:

PDF (preferred option)
Tif
Txt
Doc or Docx
Odt

- e. Information included in the email body will be sent. The digital signature will be sent as a separate page.
- f. You will receive an emailing confirmation that shows the number of pages sent and the fax status.

Example of an email confirmation:

Reply Reply All Forward IM

RL Ri  
**RE: fax**

*i* We removed extra line breaks from this message.

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recvq/fax000049891.tif

Sender: Fax 40004001

Pages: 1 ————— Number of received pages

Quality: Fine

Size: ISO A4

Received: 2021:07:30 16:48:12 CST Time To Receive: 0:00:04 ————— Fax status

Signal Rate: 14400 bit/s

Data Format: 2-D MMR

Error Correct: Yes

CallID1: 40004000

CallID2: 40004001

Received On: boston00

CommID: 000687866

## Receiving a Fax

1. Faxes will be sent to the customer valid emails.

Example of received fax:

The screenshot shows an email interface with a header containing 'Reply', 'Reply All', 'Forward', and 'IM' icons. Below the header is a circular profile picture with the initials 'RL' and the name 'Ri' above the word 'fax'. A blue information icon is followed by the text: 'You replied to this message on 7/30/2021 8:48 AM. We removed extra line breaks from this message.'

The main body of the email contains the following text:

recvq/fax000049877.tif

Origin fax ID / ID fax origen: +14582003365

Pages / Paginas: 1 Number of received pages

Resolution / Resolucion: Fine

Size / Tamano: North American Letter

Received / Recibido: 2021:07:29 07:43:09 CST

Fax duration / Duracion del fax: 0:00:21

Speed / Velocidad: 14400 bit/s

Data format / Formato de datos: 2-D MR Error correction / Correccion de error: No

Origin Fax / Fax origen: 4582003365

Destination Fax / Fax destino: 2144338216

Modem ID / ID del modem: boston00

CommID / CommID: 000687430