



ANS iFax Fax to Email FAQ's

GET ANSWERS ABOUT FAX TO EMAIL

How do I receive an inbound fax?

Once you sign up for ANS iFax service, you will receive a unique telephone number mapped to your e-mail address. This number should be distributed just as you would a fax machine number. When a sender transmits a fax to this number it is routed to the ANS iFax network where it is converted to a tiff or pdf image and attached to an e-mail message. The message is then delivered to your e-mail address. Your in-bound number is never busy and always available, so multiple faxes can be received simultaneously.

How do I read or open my fax documents?

Using standard viewing software which comes bundled with your PC or Adobe Acrobat Reader, which can be downloaded for free from the Adobe website, you can open and read your inbound fax. The document can also be saved, if desired.

Can I forward or print the inbound fax messages?

Anything you can do with a standard e-mail message you can do with your inbound fax. You may forward, print or archive it.

What area codes are available for inbound service?

ANS iFax offers toll-free inbound numbers, local toll numbers in select areas, and international numbers in select countries. For a current list of local numbers, please contact your ANS iFax sales representative.

How long does it take to implement the service?

Once ANS receives your order for services, your service will be provisioned typically within 72 hours. You will receive a welcome letter advising that your account is active along with your newly assigned inbound fax number.

What if I already have an inbound fax number? Can I move it to the ANS iFax Service?

If you have an inbound toll-free number that can easily be moved to the EasyLink network, you will require a Letter of Authorization that must be sent to EasyLink so the line can be re-pointed to the EasyLink network. If you have a local inbound number, you should contact your ANS iFax sales representative to determine if EasyLink has service in that area. If so, a Letter of Authorization along with your Customer Service Record (CSR) should be submitted to EasyLink to port the number to the EasyLink network. For further information regarding documentation outlining the number porting process, please contact your ANS iFax sales representative.

Can I forward my existing fax number to ANS iFax Service

By contacting your telecom carrier, your number can be forwarded to your ANS iFax in-bound fax number. All faxes sent to your old fax number will then be received electronically into your email.

Supported file formats for receiving faxes

ANS iFax currently supports single or multi-page TIFF or PDF files.

What if I receive a fax with blank pages?

Blank pages are 99.9% of the time the sender's fault. The sender may have inserted the document upside down. If the caller ID is available in the subject of the email, you may contact the sender and ask for a re-send. ANS iFax does not analyze the content of any fax, and therefore cannot notify the sender.

What if I receive a misdirected fax?

ANS iFax does not analyze the content of any fax, therefore is unable to advise the sender of the error. If the caller ID is available in the subject of the email, you may contact and advise the sender that their fax transmission has been misdirected.



Free trial account evaluation

Call us to setup a free evaluation account before subscribing to ANS iFax Internet Fax Solutions.

Pricing information

ANS iFax offers standard and volume package plans for both enterprise and consumer/small businesses. These service package plans include a number of per user pricing options to offer the best value that fits the fax volume of your company. Contact the ANS iFax team for pricing details and information.

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Still have questions? Call 1-330-645-4266 or email us at sales@anscorp.com