

Faxing Questions

How to Setup Faxmail

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Quick Guide - Sending a fax

Our fax-mail service allows “approved” email addresses to send faxes via our service. Before you can send or receive faxes follow the Quick Guide below to configure approved senders & receivers.

- **Fax type:** We support PDF, JPEG, Postscript and Tiff attachment formats (sorry no MS Word docs)
- **Email address:** [number]@fax.hero.co.nz
- **Confirmation:** We will send the approved sender a confirmation. NB - please allow 5-10 minutes for the confirmation.

If you rely on faxes as part of an emergency service or alternately have a business process dependent on a physical fax machine (for sending or receipt) we recommend retaining your legacy PSTN fax service.

Quick Guide - Configuring your vFax

Step 1: Fax Delivery Options

1. Log into <https://portal.hero.co.nz>
2. Select **Account > Voice**.
3. Click on the **Fax** line number > **Faxmail Delivery Options**
4. Select **Select who should receive Inbound faxmail messages**.
5. Specify the email address of approved vfax recipients. **Note:** Each additional email address must go on a new line.
6. Click **Save settings**.

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URL: <https://faq.hero.co.nz/index.php?action=artikel&cat=13&id=40&artlang=en-us>

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Step 2: Fax Sending Options

1. Click **Faxmail Sending Options**
2. Specify an Email addresses allowed to send fax through this number. **Note:** Each additional email address must go on a new line.
3. Add and **Optional fax verification phase.** Approved Faxmail sender (eg reception@mycompany.co.nz) can only be associated with a single fax number. This works by specify the alternate fax number/phase in the email **Subject field**. The Faxmail server will in turn present the specified **Subject field** fax number as your outgoing fax number. Call it CLI masking for faxing.
4. Click **Save settings** to update.

[Click here for a guide](#) on our mail web site on how to use our Faxmail service.

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