



Using MaxFax Services

This document is provided for users who will be sending and receiving faxes via your company's MaxFax service.

Your company has set up a specific email account that will receive incoming fax email messages. In addition, your company has either designated a specific email address for you to use to send email faxes, or is allowing everyone in your domain to send email faxes. Your administrator can provide you with these email addresses.

The following file formats are supported as fax email attachments:

- .PDF
- .DOC, .DOCX
- .RTF

The maximum file size supported is 10MB.

Sending Faxes via MaxFax

To send a fax, you will need the fax content in a file so that you can attach that file to an email.

If you want to send a cover letter, then the cover letter must be part of the attached file.

1. Create your fax, including any cover letter, in one of the accepted file formats.
2. In your email application, log into the specific email account that is configured to send faxes via MaxFax. Your administrator can provide this account information.
3. Create a new email and address it to `[receiving fax number]@faxtrunk.us`.
For example, to send a fax to 408-597-9020, you would address the email to:
`4085979020@faxtrunk.us`
4. Attach the file that you want to send.
5. Click **Send** in your email application.

Note: If the *Notification* option in your company's MaxFax configuration is enabled, then an email confirming the successful transmission of your fax will be sent to the email address that has been configured to receive incoming faxes via MaxFax.

Receiving Incoming Faxes

To receive a fax, you will need to provide the sender with the MaxFax DID number that has been configured for your company as the **inbound** phone number.

Once the sender has sent the fax to that number, log onto the inbound fax email account to retrieve the email. The email will be from FAXTRUNK.US and will contain a PDF attachment. Open the PDF to view and/or print your fax.

A Note About Security

For security purposes, your email application (Microsoft Exchange) must support TLS 1.2.

Exchange Online supports TLS 1.2 by default.

If you are using an Exchange 2013 or 2016 on-premise server that has not been configured for TLS 1.2, then you will need to make the changes described in the article linked below.

<https://techcommunity.microsoft.com/t5/exchange-team-blog/exchange-server-tls-guidance-part-1-getting-ready-for-tls-1-2/ba-p/607649>