

**Zayo Managed Services vFAX  
Fax to Email Service User Guide**

Document Version 1.1  
January 15, 2008

## Overview

Zayo Managed Services Fax-to-Email (vFax) service automatically converts received faxes into a TIFF formatted image which in turn is delivered to an end-user's email inbox. Users are given a unique vFax number. When anyone sends a fax to this vFax number, it is converted into a TIFF file and is attached to a standard email message that is delivered to the user's email account. The fax image can be opened, read, printed, stored, or forwarded via email to another user.

## Fax to Email Call Flow

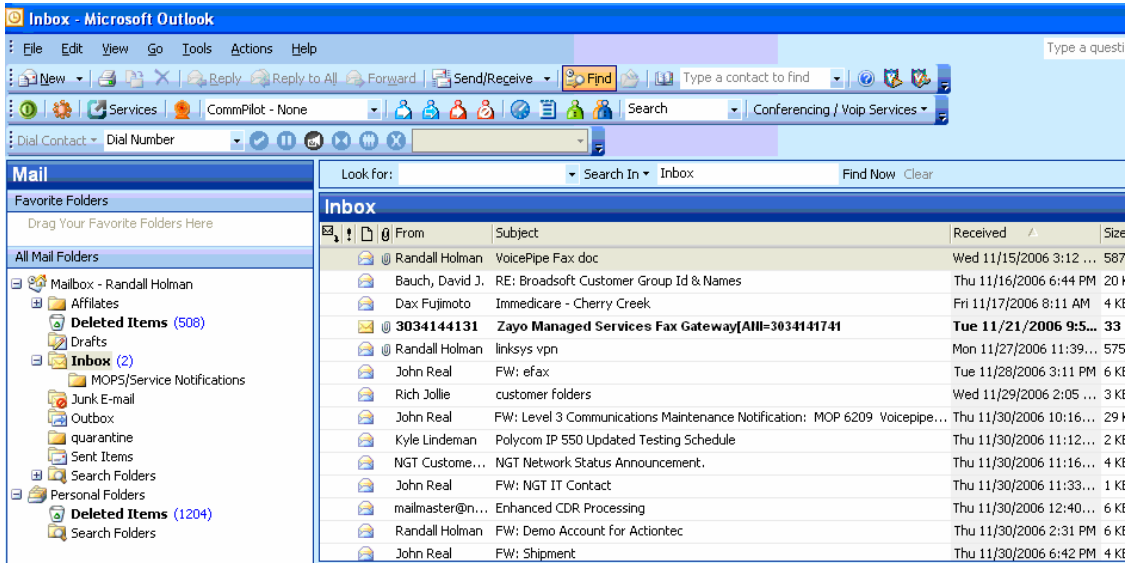
How does fax to email work? Here is the basic flow of the fax:

- 1) A remote fax is initiated from a fax machine by calling the user's vFax number
- 2) The call is answered by Zayo Managed Services fax gateway router
- 3) The fax is then transmitted to the Zayo Managed Services fax gateway router over the normal telephone network
- 4) Once the fax is finished transmitting, the Zayo Managed Services fax gateway converts the fax into a TIFF image file
- 5) The Zayo Managed Services fax gateway then attaches the TIFF image file to an email message
- 6) The vFax number is matched to the user's email address and the fax email is then sent
- 7) The fax email arrives in the user's email inbox
- 8) The user opens the email and views the TIFF image containing the fax

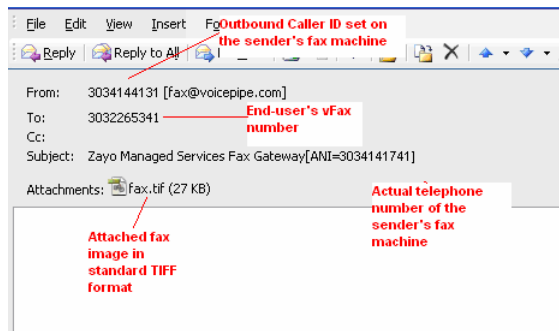
**Please Note:** Zayo Managed Services does not keep copies of delivered faxes. Once the fax email is sent, the fax image is discarded.

## When Faxes Arrive in the End-User's Email

Fax emails will be delivered to the end-user's email inbox and will have the subject, **Zayo Managed Services Fax Gateway**.



The fax email header information will reflect the sending fax machine’s actual telephone number, the outbound caller ID set on the sender’s fax machine, and the vFax phone number in the *To:* field. The fax attachment is a standard TIFF formatted file and can be viewed by just about any PC running Windows.



The above example diagram shows a fax was sent to 303.226.5341 from a fax machine at 303.414.1741. The sender’s fax machine has its outbound caller id set to 303.414.4131. The fax image is sent as a file attachment named *fax.tif*. To view the fax image, simply double-click it and the email client will use its default viewer, or right-click and save-as to store it on the hard drive and open it with a viewer of the end-user’s choice.

**Please Note:** Do not reply to the fax email (replies will not go to a valid email address and will be discarded). If you wish to email the fax to someone else, use your email’s **forward** option and address the email to a valid recipient.