

Setup and Use of Concord Titanium Vfax Electronic (paperless) Faxing Solution

Initial Setup

Outgoing faxes may be sent from any email account to which we have granted permission and configured inside our Titanium Vfax server.

Your company Domain name must have a valid SPF (Sender Policy Framework) record in order to successfully send faxes.

To check if you domain has a valid SPF record, go to www.kitterman.com/spf/validate.html Enter your main domain name in the query tool. For example, if the e-mail address you want to validate is tom@examplecompany.com, you would enter examplecompany.com in the query tool. Click "Get SPF record."

If your SPF record check yielded a negative result, contact your web hosting service and ask them to add the SPF record into your company's web domain. Alternately, you can provide a different e-mail address such as a gmail account.

SPF record lookup and validation for: <http://www.examplecompany.com>

SPF records are published in DNS as TXT records.

The TXT records found for your domain are:

Checking to see if there is a valid SPF record.

No valid SPF record found of either type TXT or type SPF.

Use the back button on your browser to return to the SPF checking tool without clearing the form.

No SPF record.

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No valid SPF record found of either type TXT or type SPF.

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Valid SPF record.

We will set up your Titanium Vfax service AFTER your Fax number has ported and only when valid e-mail addresses have been provided.

Sending a Fax

- 1) Open your e-mail account
- 2) Create a new e-mail message using the following format for the address to which you are sending the Fax:
fax#####@titaniumvfax.com (##### represents the 10 digit Fax telephone number)
For example: To send a Fax to Concord, use this: fax6105583997@titaniumvfax.com
- 3) **IMPORTANT: Do not write anything in the Subject Line and do not write anything in the body of the e-mail. If the Subject line or the body of the e-mail have anything written in them, the Fax will not go through.**
- 4) Attach to the e-mail any document with the following format: PDF, DOC, DOCX, XLS, XLXS, RTF, PPTX, and TIFF. Documents with any of those formats can be attached directly from your desk top or scanned as needed and attached.
- 5) Send the e-mail.

You will shortly receive an e-mail confirmation that your Fax was Queued and another when it is successfully sent.

Receiving Faxes

Faxes sent to your Fax telephone number will be received in the e-mail address you provided when the account was set up. The e-mail will be from: xxxxxxxxx@titaniumvfax.com where xxxxxxxxxx represents your fax number. The message will say: "You have just received a new fax document. Details as follows:

From: (The senders fax telephone number)
To: (Your fax telephone number)
When: (The date and time)
Pages: (The number of pages)

The document the sender faxed to you will be attached to this e-mail as a PDF file.

Technical Support questions: Go to:
www.phonetechsupport.net