

# NETFAX GUIDE

## Faxing From Your Desktop

**1** Create a new email message using your email software e.g. Outlook, Gmail, etc.

**2** Address the email to:

**<destination fax number>@fax.businessco.network**

### **Sending a Fax to a Landline Number**

Please ensure to include the country code and the local area code. For example, to send a fax to 02 9056 7226 you should use the following sequence:

**61290567226@fax.businessco.network**

### **Sending a Fax to a 1300/1800 Number**

Please ensure to include the country code. For example, to send a fax to 1300 00 1301 you should use the following sequence:

**611300001301@fax.businessco.network**

**3** Attach the Document you would like to fax and send.

### **List of Document Formats that Can Be Faxed**

DOC, DOCX, TXT, RTF, XLS, XLSX, PPT, PPTX, PDF, PS, and HTML.

### **List of Image Formats that Can Be Faxed**

PNG, GIF, JPG, and TIFF.

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### Fax Confirmations and Unsuccessful Deliveries

Every fax sent will generate an email message confirming the following:

**Successful Transmission** - fax has been delivered successfully.

**Unsuccessful Delivery** - fax has not been delivered to the destination and requires to be sent again.

### Sending Faxes from Multiple Users

An email address has to be registered with the network in order to be able to send from it. You can register multiple users to send faxes. Please contact our Customer Care Team to add or change users.

### Receiving Faxes on Your Desktop

Every fax number is allocated a primary email address for receiving incoming faxes. Only one email address per fax number can receive faxes.

#### Need More Assistance?

Please call our Customer Care Team on  
**1300 000 100** or [email care@businessco.com.au](mailto:care@businessco.com.au).