

Fax Service Cheat Sheet

Basic Config

You need to separately specify Fax => Email and Email => Fax. On some occasions these can be the same but more normally they are different. However both directions need to be specified when deploying the service.

Fax => Email

- Faxes will be sent to up to 3 email addresses - for more recipients than this using a group email address..
- The received fax will be attached as a PDF document.

Email => Fax

- You can define up to 3 email addresses from which we will accept faxes.
- Sending of faxes is done by attaching a PDF, Word or Excel document to an email and sending it to: fax5556784321@titaniumvfax.com - where 5556784321 is the fax number you want to send to.
- The DNS servers for the domains of the authorized users MUST contain an SPF or TXT record(s) validating the sender(s), for example:

```
3600 SPF "v=spf1 mx ip4:208.125.174.160/29 ip4:64.246.142.160/28 a:btcom.us ~all"  
3600 TXT "v=spf1 mx ip4:208.125.174.160/29 ip4:64.246.142.160/28 a:btcom.us ~all"
```

- Any errors in sending or receiving faxes can be sent to a defined email address (just one).

Check your SPF config here

<http://mxtoolbox.com/domain/btcom.us/>

Substitute the test URL for 'btcom.us' above to determine if your DNS is configured correctly. A 'dmarc' error is of no consequence and other errors usually are. Certainly any SPF errors need to be corrected.

The screenshot shows a 'BTCOM.US Domain Health Report' with a summary of service statuses and a detailed table of problems.

Category	Host	Result	More Info
✖ 1 Errors			
⚠ 1 Warning			
✔ 247 Passed			

Category	Host	Result	More Info
✖ 0 Errors			
⚠ 0 Warning			
✔ 216 Passed			

Category	Host	Result	More Info
✖ 1 Errors			
⚠ 0 Warning			
✔ 12 Passed			

Category	Host	Result	More Info
✖ 0 Errors			
⚠ 0 Warning			
✔ 3 Passed			

Category	Host	Result	More Info
✖ 0 Errors			
⚠ 1 Warning			
✔ 16 Passed			

Category	Host	Result	More Info
✖ dmarc	btcom.us	Record Missing	More Info
⚠ dns	btcom.us	SOA Expire Value out of recommended range	More Info