

Fax User Guide

How do I send a Fax?

Pre requisites

The email address that you use to send faxes from can be any authorised account. We automatically add your account registered email to the list of addresses that are allowed, but you can add additional addresses to your account – please email us at support@sapien.it to add additional email addresses.

Sending your fax

In our example, we'll send a fax to 01234 56789

- Start a new email
- Address your email to the number you want to send your fax to with @fax.sapien.it after it. So, in our example, we would address our email to 0123456789@fax.sapien.it
- If you're sending a fax to an international destination by specifying 00 followed by the country code prior to the address (for example 001123456789@fax.sapien.it)
- Don't put any spaces or any other sort of punctuation in the number
- Attach the documents that you want to fax.
- Click send

After you've clicked send

After you have sent the e-mail containing the fax, we'll keep you informed as to how the fax transmission is in progress.

We'll send you an initial e-mail to let you know that the fax has been accepted and is currently queued, then a further message to let you know if the fax transmission was successful.

How do I receive a Fax?

Faxes will be automatically sent to your registered email address. If you want to change your email address or add additional email addresses, please contact us at support@sapien.it.