



Block A, 16th floor, YAN'S Tower, 27 Wong Chuk Hang Road, Aberdeen, Hong Kong

Tel: (852) 2836 3131

Fax: (852) 2832 9608

E-mail: [sales@citifax.com.hk](mailto:sales@citifax.com.hk)

Dear Fax007 user:

In order to improve your registered email address to receive fax-bound message delivered by us, we'd like to recommend you to add our email address to your safe senders' list. It'll only take a few minutes to complete the process.

Steps to add us to your safe senders' list for major email service providers:

- [Yahoo! Mail](#)
- [Hotmail, Windows Live or MSN](#)
- [Gmail](#)
- Outlook
  - [Outlook 2000/2001/2002](#)
  - [Outlook 2003/2007](#)

Thanks for your time and continued support for Fax007.

## **Yahoo! Mail**

If our emails already got into your Bulk folder:

1. Go to the Bulk mail folder.
2. Check our emails and choose "Inbox" from the dropdown menu at the bottom.
3. The emails will be moved to your Inbox.

You can also create a mail filter to ensure our emails get into your Inbox:

1. Click 'Options' at the top right.
2. Choose 'Mail Options' from the dropdown menu.
3. Choose 'Filters' from the left navigation menu.
4. Enter [\\*@fax007.com](mailto:*@fax007.com) in the "Sender" field, and make sure you select "Contains" from the dropdown menu.
5. From the "Move the Message to" dropdown menu at the bottom, select "Inbox".

## **Hotmail, Windows Live or MSN**

If our emails already got into your Junk folder:

1. Go to the "Junk" folder from the left navigation menu.
2. Check our emails and right click to select "Not Junk".
3. The emails will be moved to your Inbox.

To add our emails to your safe senders' list:

1. On the top right corner, select "More Options" from the "Options" link.
2. Under "Preventing junk email" section, select "Safe and blocked senders".
3. Select "Safe Senders".
4. Enter [\\*@fax007.com](mailto:*@fax007.com) in the "Sender or domain to mark as safe" field.
5. Click "Add to list".

## **Gmail**

If our emails already got into your Spam folder:

1. Click the "Spam" folder on the left navigation.
2. Select our emails and click the "Not spam" button on the top.

You can also add our email to your contact list to avoid our emails getting into the Junk folder:

1. Click the "Contacts" button on the left.
2. Click the "New Contact".
3. Enter '[abbafax@fax007.com](mailto:abbafax@fax007.com)' into the "Email" field.
4. Click "Save".

## **Outlook 2000/2001/2002**

1. Click the "Actions" link at the top.
2. Select "Junk E-mail", then "Add Senders Domain to Safe Senders' List".
3. Enter '[@fax007.com](mailto:@fax007.com)'.

## **Outlook 2003/2007**

1. Find the address in the "From" column and add it to "Personal Contacts" folder.
2. Open our emails and "Mark as Not Junk".