eFAX Service
User Guide

Overview:

eFAX is an easy-to-use, cost-effective fax service offering provided by Computing & Networking Services for UF Exchange users (faculty and staff). The outbound fax service is a hosted solution meaning there are no fax machines, servers or phone lines for you to purchase or maintain. You do all the faxing from your desktop. As long as you are faxing an electronic document you don't need any special software, just your Outlook email client. If you need to fax a paper document, you will need to convert it to an electronic document first. Supported document formats are PDF, HTML, JPG, GIF, RTF, Word, PowerPoint and Excel. Please note that outbound international faxes are not allowed.
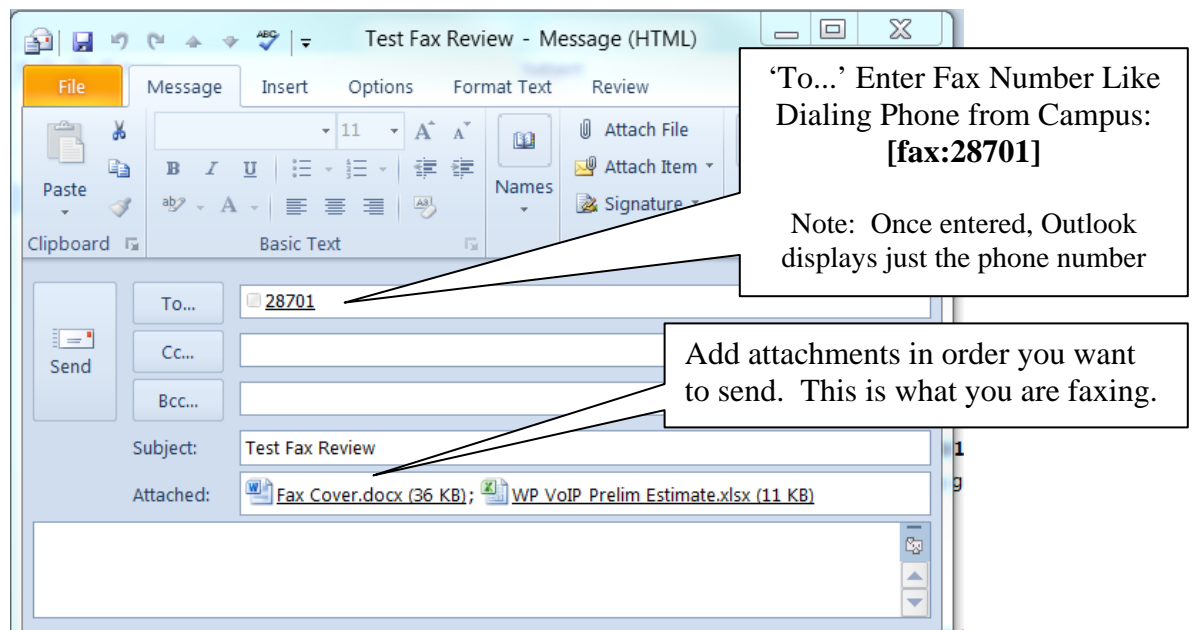
The new fax service is a paperless service. Not only does this save on paper and toner costs, it helps to reduce waste and saves energy. This effort aligns with the University of Florida initiatives to "go green."

Sending a Fax via Email:

Open your Outlook email client and create a new email message. In the "TO…" field, enter the recipient's fax number in the following formats:

| Fax Location	Fax Number	Email 'To' Field
Campus	(352) 392-8701	[fax:28701]
Off-Campus/Local	(352) 555-1212	[fax:95551212]
Off-Campus/Long Distance	(555) 555-1212	[fax:915555551212]
International Call	Not Available	Not Available

- In the "To…" field, the square brackets surrounding the text are required. The fax number text should look like the number you would dial using a campus phone.

'To...' Enter Fax Number Like Dialing Phone from Campus: **[fax:28701]**

Note: Once entered, Outlook displays just the phone number

Add attachments in order you want to send. This is what you are faxing.

- Add attachments to the message. Messages that do not have attachments will not be processed by the fax server. You can add multiple attachements and they will be sent and printed in the order they are attached. The following formats are supported: Word, PowerPoint, Excel, PDF, HTML, JPG, GIF and RTF.

- The body of the email message will be ignored. If you would like a cover letter or are sending to a PeopleSoft service needing the bar code scan, add that as the first page in the attachment.

- Send the Message.   You will get a confirmation email in a few minutes from eFAX_Do_Not_Reply@ufl.edu to your Inbox:

- This is what the confirmation email looks like:
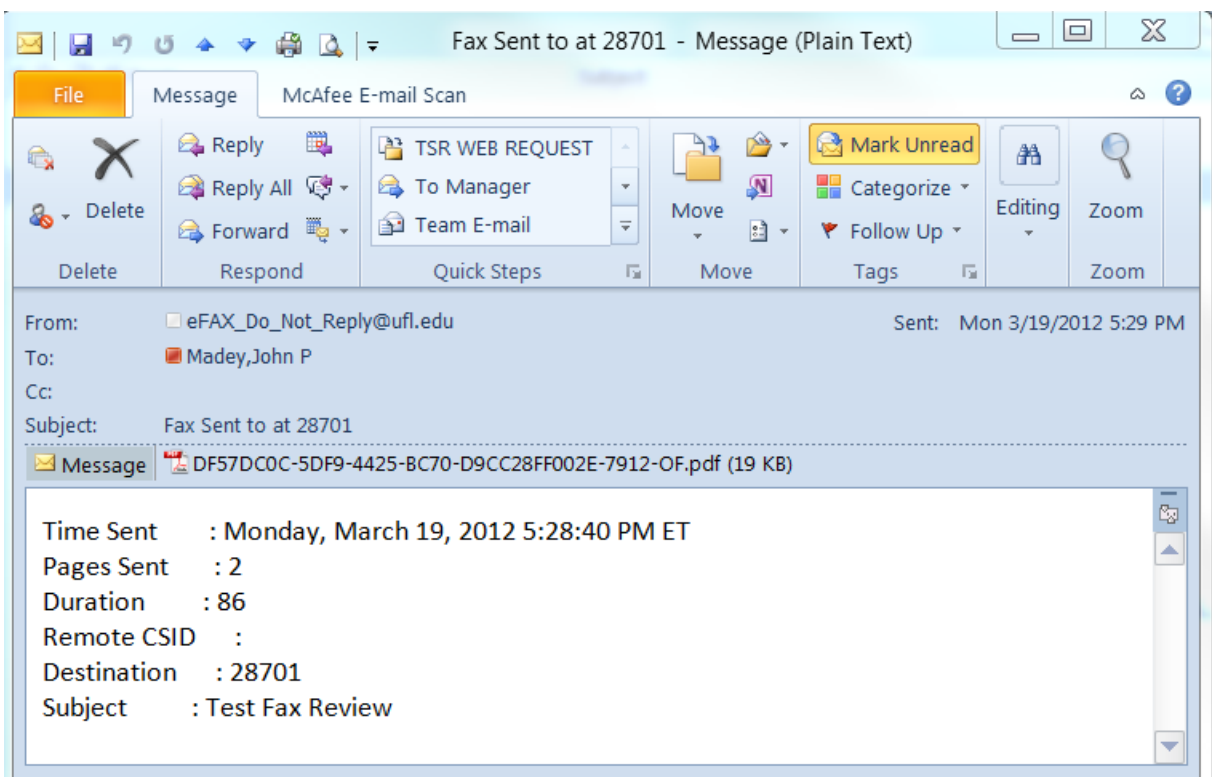
- The confirmation email attachment PDF will show the first page of your fax and how many pages were sent:

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                    ** SENDING NOTIFICATION : FAX SENT SUCCESSFULLY **

TIME SENT                    REMOTE CSID           DURATION   PAGES    STATUS
March 19, 2012 5:28:40 PM EDT                      86         2        Sent
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UF | UNIVERSITY *of* FLORIDA

Office of Information Technology
Computing and Network Services
Telecommunications & Network Infrastructure

Building 429
PO Box 112655
Gainesville, FL 32611-2655
352.273.1113
352.392.8701 Fax
Email: jmadey@ufl.edu

FAX Memorandum

Fax To: 352.392.8701

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DATE: March 19, 2012

TO: CNS Telecom

FROM: John Madey

SUBJECT: **Fax Cover Page Test**

This is a test of a fax cover page and associated attachments. Please review these attachments and send me your comments.
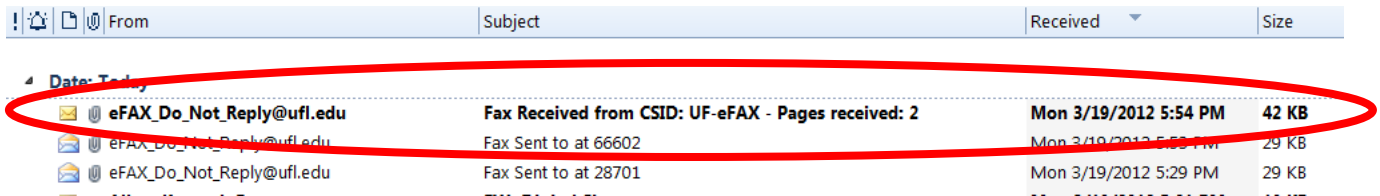
Thanks.

John

- Outbound faxes from the eFAX service will show up to the recipient with the header:

    YEAR/Month/Date   Time Sent   UF-eFAX   Page 1/#

**Receiving Faxes via Email:**

To receive faxes via the eFAX service, your department must first have a fax email. Contact your local IT support person to create this email account. Once your department has a fax email account, inbound faxes will appear as new email messages in this email account.

In this example, a fax is sent to 352.846.6602, a campus number, and appears in the associated email Inbox as:

- The fax appears in the Inbox as being received from eFAX_Do_Not_Reply@ufl.edu and the Subject field lists a Fax Received from UF-eFAX.

- Open the email to access the received fax (click on the PDF attachment to open the fax document):
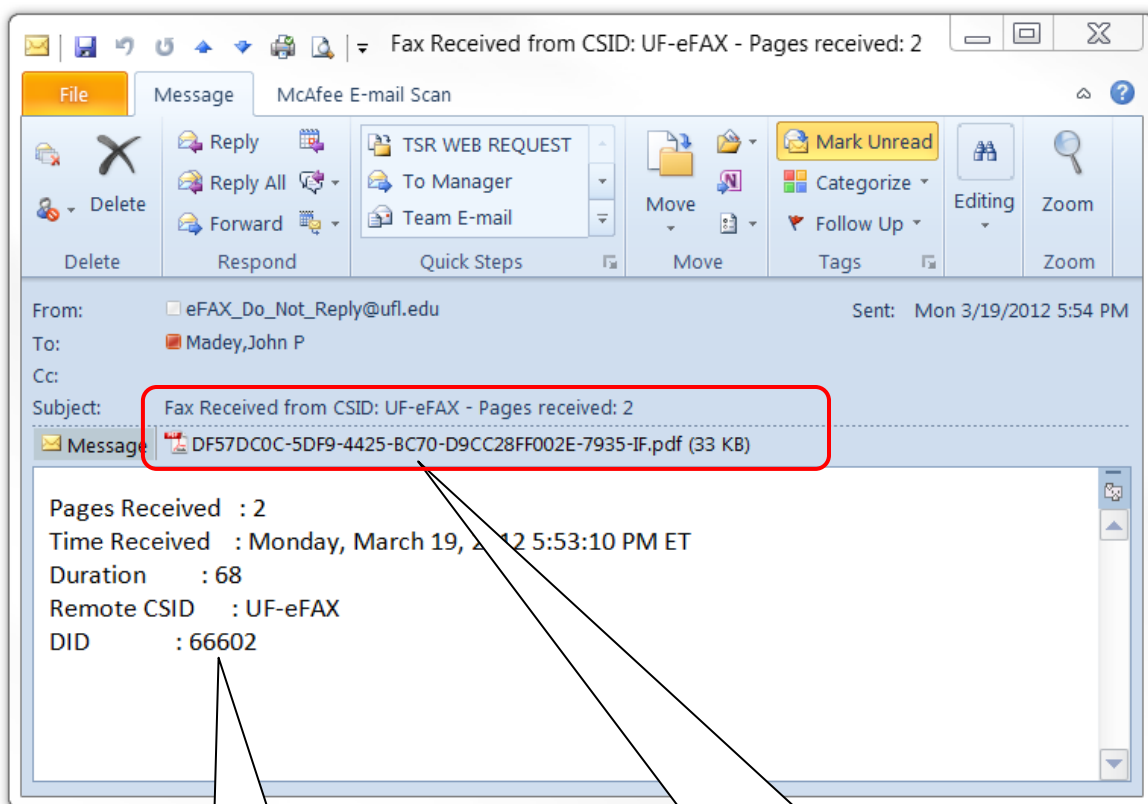
Fax was sent to 846.6602, a campus number

Open the Fax Received email and click on the PDF attachment to read the Fax.

- The received fax document will include the header information listed below. Notice that a fax sent by the eFAX service is designated as UF-eFAX.

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              ** INBOUND NOTIFICATION : FAX RECEIVED SUCCESSFULLY **

 TIME RECEIVED                    REMOTE CSID              DURATION   PAGES     STATUS
 March 19, 2012 5:53:10 PM EDT    UF-eFAX                  68         2         Received
              2012/03/19 17:52:02   UF-eFAX  1   /2
```

Requesting eFAX Service:

Outbound (sending) eFAX is available only to faculty and staff users with UF Exchange accounts who use an Outlook email client. There is no charge to use the outbound service. Please note that outbound international faxes are not allowed. Contact your department if you need to send a fax document to an international location. NOTE: The Academic Health Center (AHC) eFax deployment is in beta testing stage. A general availability date has not yet been set, but information will be forthcoming when the service is ready for AHC faculty and staff.

Inbound (receiving) eFAX service is available only to UF departments with UF Exchange accounts. CNS provides and maintains the eFAX service and pricing information is listed here: http://www.it.ufl.edu/services/services/efax/

To create an inbound eFAX Service Account, end-users should contact their local IT support staff. The local IT staff will help set up an email account to be associated with the fax number. Once this is ready, the local IT department will then submit a Telecom Service Request (http://telecom.cns.ufl.edu/ServiceRequest) with the following description ("insert your information"):

New eFAX Number Request:
- Set up an eFAX account for "XYZ Department." Email address to associate to eFAX number is "sample@ufemailaddress". Provide new eFAX number. Local IT contact person is: "Terry.Techie@ufl.edu."

Port Existing Fax Number Request:
- Set up an eFAX account for "XYZ Department." Email address to associate to eFAX number is "sample@ufemailaddress". Port over existing number to eFAX service – the existing fax number is "352.392.4357". Local IT contact person is: "Terry.Techie@ufl.edu."

Changes to the fax server and the VoIP gateway will typically take place during an after-hours or weekend maintenance window, so please keep this in mind when requesting a new service. As a reminder, the old fax machines will no longer work once the line is moved to the eFAX service.

Customer Support: As a first step in troubleshooting any issues with eFAX service, please contact your local IT department support.

Note: A special thanks to CLAS-IT and IFAS-IT for taking the time to provide feedback on this feature and submitting many of the above user tips. If you would like to provide any additional feedback, suggestions or if you have any questions, please contact John Madey at 352.273.1113 or jmadey@ufl.edu.