FAQ for Enterprise E-Fax Services

For problems with E-Fax, first contact your agency Help Desk. If the problem appears to be related to the E-Fax service, a call should be placed to the Enterprise Service Desk from the agency Help Desk.

What is Enterprise E-FAX?

The Enterprise E-Fax service offers an enterprise software solution for electronic faxing. The service allows agencies to combine fax, e-mail, and document recognition technologies for document delivery to and from the Enterprise E-mail system as well as integration with file systems and third party document management solutions.

When do I use E-Fax?

You can use E-Fax for all outgoing and incoming faxing. Receiving faxes via E-Fax requires 608 area code phone number dedicated to a E-fax account. Faxes can be delivered to shared or individual mailboxes, a distribution list, a network printer or a network file share. There are a limited number of incoming phone lines associated with this service. If an incoming phone line is required, please contact the Enterprise Service Desk to request one. **Supervisor approval is required for all phone line requests**. Requests for incoming fax accounts should be made following your agency's approval process and submitted to DET through your agency help desk.

How do I send a FAX using Outlook?

You can send faxes from Outlook / Outlook Web Access (OWA) using the following format:

> **number@efax.fax**
> or…
> **/name=RecipientName/fax=number@efax.fax** to include a RecipientName

Do not include 9 or 8 for an outside line. If the call is local (608 / Madison), you can use just the last 7 digits. If the fax number is long distance, you will need to have the 1+area code for the number. Do not include any hyphens or parenthesis in the fax number; for example use 5551212 for local calls or 16085551212 for long distance calls. You can create Outlook contacts with this format for the email address, and send faxes to those contacts. You will receive a confirmation email when your fax is successfully sent, or if it fails to send.

If your agency utilizes the full FaxUtil client, you would send and receive faxes from that application. (You can only use this client if you have an E-Fax account with a userid and password).

How do I Receive a Fax?

Receiving a fax, regardless of the delivery method, requires an E-Fax account with a local (608) number assigned to the account. If you have an existing fax number that you want to continue using, your Telcom staff will need to work with DET Telcom and Collaboration Services to coordinate porting that number to the E-Fax system. Incoming faxes can be delivered to a shared mailbox, individual mailbox, or distribution list, on the Enterprise E-mail System, a network printer or network file share, or accessed using the desktop (FaxUtil) client (if approved / installed by your agency). Receiving faxes to a network printer or network file share needs to be coordinated with your agency IT staff and DET Collaboration Services.

Is there a client for E-Fax?

Yes, there is a desktop client called FaxUtil. This client needs to be installed and supported by an agency's desktop support staff, and an E-Fax account is required in order to use this client. Your agency will determine if the client is available to you. You do not need any additional software installed on your computer in order to send or receive faxes via Outlook / Outlook Web Access (OWA). If you are using a client, support is provided solely by your agency desktop support staff, not by DET.

Using E-FAX, can I send all documents?

You can only send electronic documents. The following document formats are supported for sending via E-Fax as an attachment: MS Office apps, PDF and txt files. Files that can't be printed can't be faxed (.avi, mpeg, etc.) If you include graphics in your email message, they will be appended to the end of the text fax message, and some graphics will not convert well.

What are the DOA standards for using E-FAX?

- Use e-mail if available rather than faxing. The recipient will receive the same document as those who receive the FAX, but the quality of a printed copy will be better, and files sent via email can be more easily edited and stored.
- The default "State of Wisconsin" cover page is used for outbound DOA faxes.
- If you will need to send multiple faxes to the same recipient, save the FAX information in your Outlook contacts.

Can I forward Faxes that I receive?

Yes, you can forward FAX attachments in the same way you forward other email attachments.

During what hours can I receive or send faxes?

Both sending and receiving faxes are available 24x7, except for occasional maintenance windows. Receiving faxes requires an E-Fax account with a phone number assigned to it.

How can I tell when the fax was sent by the sender?

If you receive the fax via email, the time the message is sent to you will show up in the message, like all email you receive. The time the sender sent the fax (according to their fax machine) will be found on the cover page of the fax, which will appear as an attachment if you receive it via email. If requested, the time our server received it can be printed on the bottom of each page of the fax.

What is the cost to utilize the Enterprise E-Fax service?

Enterprise E-Fax services are included in the Enterprise E-mail rate.

How do I subscribe to the Enterprise E-Fax service?

By default all Enterprise E-mail customers are able to utilize the Enterprise E-Fax service to send faxes. Outbound faxing via e-mail is available without any additional software or accounts. See your agency E-fax user guide for specific instructions on sending faxes from Outlook / Outlook Web Access. Inbound faxing requires special setup and should be coordinated with your agency IT Department.