How to send Outlook email-to-fax (RightFax) messages after migration to Exchange Online

As a customer of the Enterprise E-mail system using Exchange Online, you are able to send email-to-fax (RightFax) messages using Outlook or OWA. The instructions below will guide you through this process.

Using Outlook or OWA, open a new message to send. Within the "To" field, use the following address format to send an email-to-fax (RightFax) message:

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

Resume composing the message as you normally would. Enter the subject of the fax in the "Subject" field and RightFax will convert the "Subject" field into the subject line of a fax cover sheet. Enter the message of the fax in the body of the message and the message body will be converted to a separate page of the fax. Attach any files you would like to send and they will be printed as additional pages of the fax. You can attach Word, Excel, and .pdf files. Files that are not printable cannot be faxed, and a message with no message body will not be faxed. When you are ready to transmit, click "Send" with your message.

Special Notes

1. You must have a fax address in the "To" field to send to that fax recipient. Any fax addresses listed in the "BCC" field will not be sent.

2. If the call is local, use the normal 7 digit dialing to transmit the fax.   Do not dial 9 for an outside line.   If the fax number is long distance, you will need to have 1+area code used in the number. Do not include any hyphens or parenthesis in the fax number. For example, use 5551212@efax.fax (or /name=Fred/fax=5551212@efax.fax to send to "Fred"), or 16085551212@efax.fax (or /name=Sally/fax=16085551212 to send to "Sally") for long distance calls.

3. If you are configured to receive notifications from RightFax, you will receive a notification that your fax was either successfully delivered or failed to transmit from the RightFax system. It may take several minutes before you get the result message. In the event you receive a failed to transmit message, check your addressing and try to retransmit, and/or contact the recipient to confirm they are able to receive faxes at the number being used.