**University of Florida**

**eFAX Service Administration**

**Table of Contents**

[1.0 Introduction 1](#_Toc317773531)

[2.0 Outbound eFAX 1](#_Toc317773532)

[3.0 Inbound eFAX 1](#_Toc317773533)

[3.1 How to request an Inbound eFAX Service 1](#_Toc317773534)

[4.0 Moves, Adds, Disconnects 2](#_Toc317773535)

[5.0 Help Requests 2](#_Toc317773536)

# Introduction

The following document outlines the UF eFAX service. eFAX or FoIP – Fax over IP, runs in an enterprise focused fax server, Xmedius. Current Exchange users (not students) may send and receive faxes via email. This service will reduce the need for traditional fax machines and reduces printing cost. The Outbound faxes all use the same outgoing fax number owned by CNS. The Inbound fax numbers need to be requested from Telecommunications and will be owned by the requesting Department.

# Outbound eFAX

* Any UF Exchange user can send a ‘fax’ via their email client.
* ‘To’ field format is [fax:93523924716]
* Supported document formats are PDF, HTML, JPG, GIF, RTF, Microsoft Word, PowerPoint, Excel

# Inbound eFAX

UF Departments can request a dedicated Inbound eFAX number from Telecommunications. They can ask for a new number from the range of reserved eFAX numbers 846-6600 – 846-6799. They can also port over their existing fax number for this service.

## How to request an Inbound eFAX Service

1. Submit a Telecom request: <http://telecom.cns.ufl.edu/ServiceRequest>
2. In the Description section make sure to request eFAX service (not standard fax)
3. Specify your need for a new eFAX number or the need to convert your existing fax number to eFAX service. If an existing number is converted, then the old fax machine will no longer work.
4. Provide the email address which will receive the eFAX. This may be for a regular Exchange user, a UFAD mail-enabled service account user, or a mail-enabled security group.
5. The cost to the department is $11/month for the line plus a one time $25 work order fee for converting existing non-VoIP fax numbers into eFAX numbers.

# Moves, Adds, Disconnects

All requests should be routed via Telecommunications

Submit a Telecom request: http://telecom.cns.ufl.edu/ServiceRequest

# Help Requests

Customers should contact Telecom with any problems with eFAX.

Submit a Telecom request: <http://telecom.cns.ufl.edu/ServiceRequest>