

Using eFax Service

Faxing manual



Claricom Solutions 2012

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Claricom’s e-fax service

The term eFax stands for electronic fax, which is the sending and receiving of fax documents via digital lines such as VoIP or email. These faxes are either digitalized in PDF format, or are transcoded back to analog signals for fax machines to work.

Claricom offers three types of eFax services:

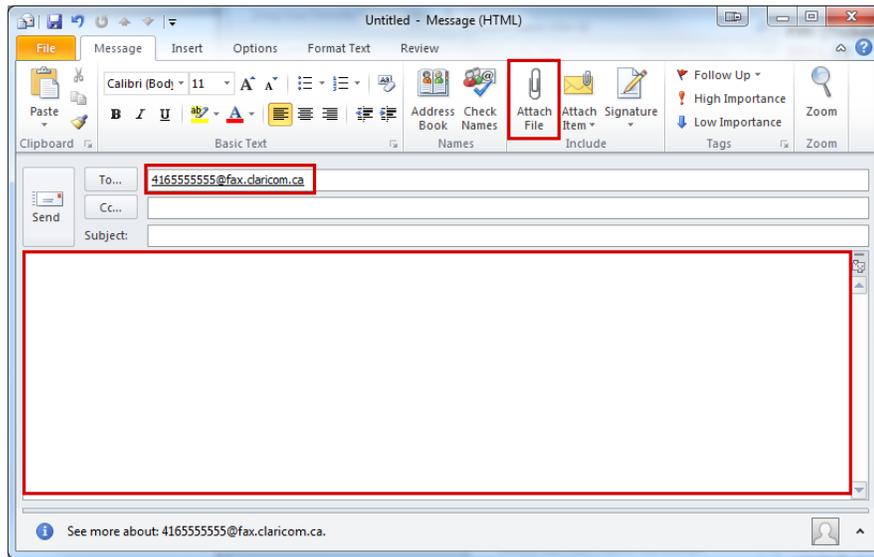
1. eFax over email
 - a. Transmitting and receiving faxes straight from your email client. No configuration is needed, nor any appliances. The faxes are received in .PDF format and can be sent in a number of different formats.

Sending faxes over email

Once your account has been created with Claricom, you will be able to send faxes via your email client. The example below uses Microsoft Outlook 2010 as the client, but most other clients follow a similar procedure.

1. Open your favourite email client, and create a new email.
2. Under the **To** field, insert the phone number in the format *phonenumber@fax.claricom.ca* where phone number is the phone number of the receiving fax.
3. The message body is considered by the system as the cover letter. You can input as much

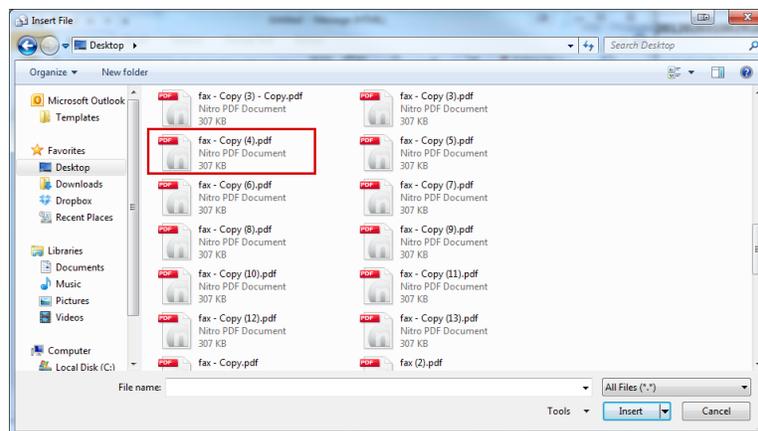
information as you require. This will precede the fax content. If a cover letter is unnecessary then you may leave this field blank. Note that is highly recommended **not** to have a picture in the



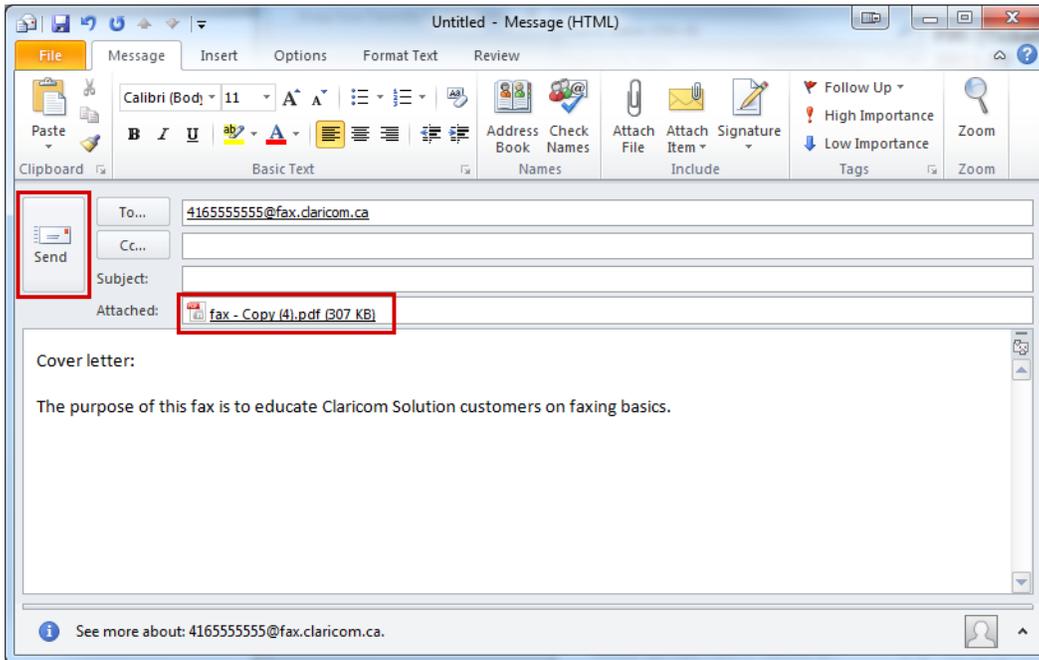
it

message body as some fax machines may reject the fax.

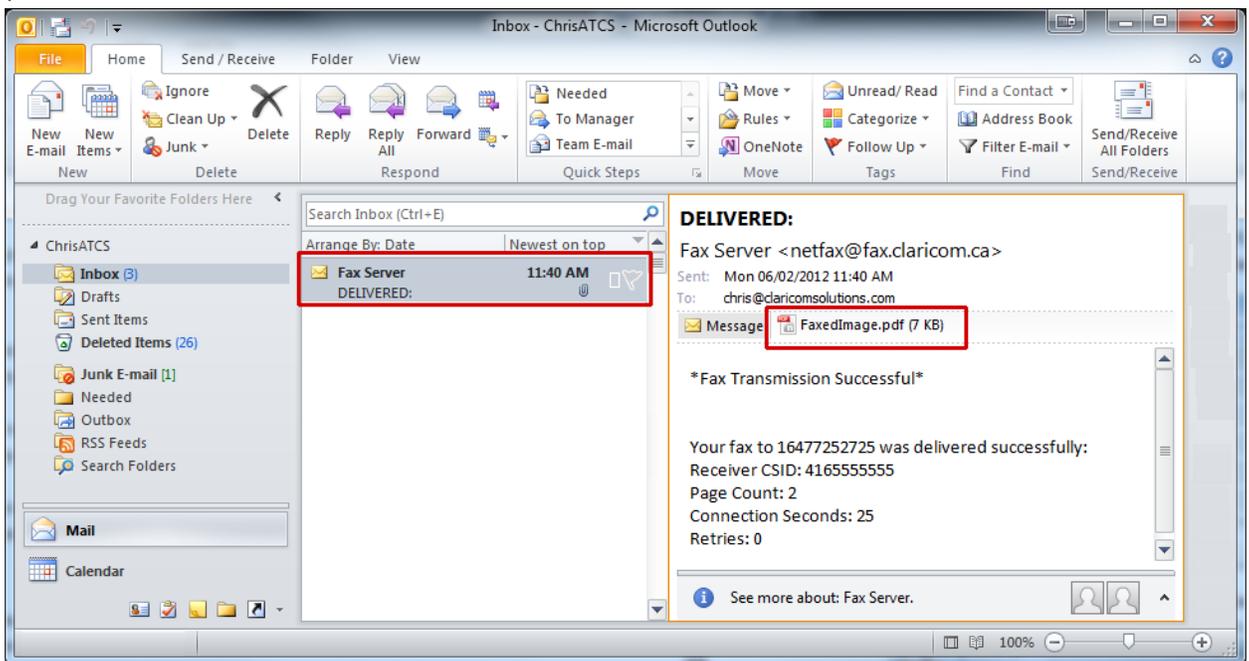
4. You may now press the Attach File button.
5. When selecting an attachment please note that not all file formats can be sent. The formats that proved to work best are: PDF, DOC, DOCX, TXT, TEXT, JPG, JPEG and TIFF. It is recommended that you use one of these formats for better compatibility.



6. After selecting the file you wish to send as a fax, click the insert button.
7. After reviewing your fax, click the send button.



8. You should receive an email from the fax server stating the status of your fax. If it was delivered you should receive a fax similar to the one below:



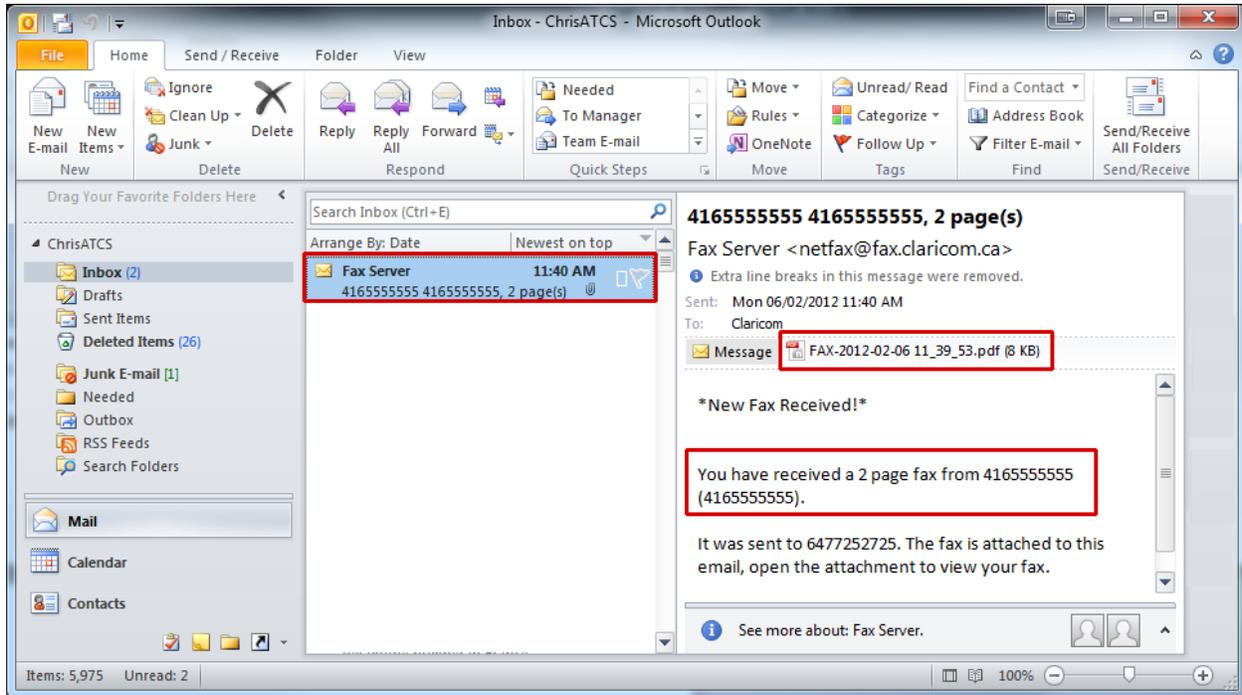
9. You may click on the Fax Server Delivered message, and then on FaxedImage.pdf attachment to review the faxed image. Note that if you receive a NOT DELIVERED message, that means that the fax failed to deliver.

Trouble Shooting

- a. You have sent from an email address that has not been authorized when the account was signed up.
 - i. Always send from the same email that you used during the signup process. If you need to add extra email addresses please contact your sales manager or the support team.
- b. Your file type has been rejected.
 - i. Note that the only file types currently accepted are: PDF, DOC, DOCX, TXT, TEXT, JPG, JPEG and TIFF
- c. The phone number was not found.
 - i. Make sure that you used the correct email address for the phone number, in Claricom's case, **zzzyyyxxx**@fax.claricom.ca where zzz is the area code, yyyxxx are the remaining seven digits. You may also need to add a 1 in front if this is a long distance fax.

Receiving faxes

Faxes are sent directly to your mailbox. All faxes come in PDF format. It is suggested that you add *netfax@fax.claricom.ca* to your safe senders list, this will ensure that faxes come to your mail box and not your Junk or Spam filter.



1. Click on the new email.
2. The actual fax will come as an attachment under the FAX- where the rest of the name represents the date and time. You may double click on the attachment to view the fax. The email will also display the number where the fax was received from.

Trouble shooting

- a. Make sure that the attachment is included.
 - i. If it's not included you may check your settings to see if you are blocking attachments from displaying (a feature in many modern email clients)
- b. If you do not received an email.
 - i. The email comes only to the designated main email on the account.
 - ii. Your spam filter might have blocked the email; you should check your spam box.
- c. You cannot read the attachment
 - i. Please download and install the latest Adobe Acrobat Reader.