Using Outlook's Fax Server to Send Faxes OutlookFax3-outbound.doc

A. Create Outlook Fax Destination Entries
B. Send a Fax from Outlook, Word, Excel or PowerPoint
C. Quick Fax Address Method
D. Result Status of Fax

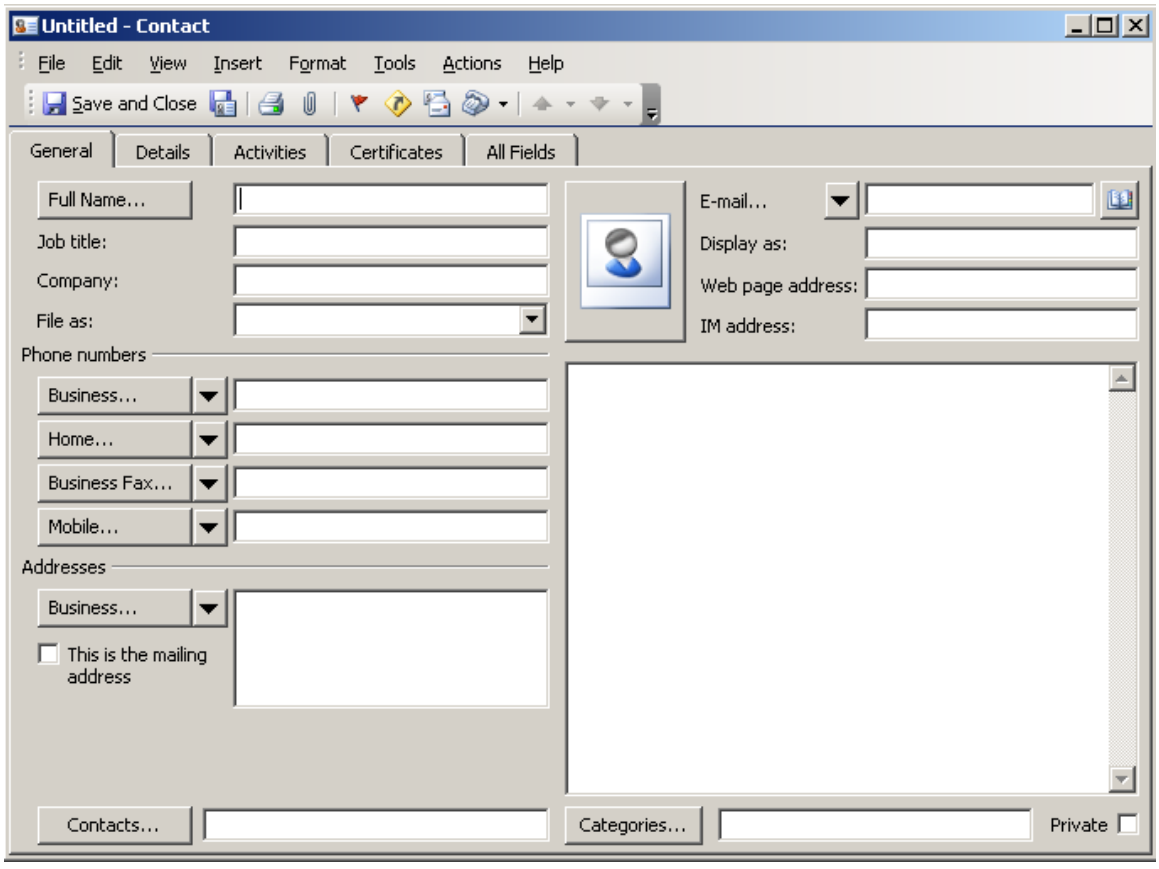
Can be used with:
PC: Office/Outlook 2000, 2002, 2003, 2007
Mac: Office/Outlook 2001 – Using Quick Fax Format
Outlook Web Access https://itowa.uchc.edu

An email message, including attachments from Word, Excel or PowerPoint, can be sent directly to a Fax machine using Microsoft Outlook's Fax Server capabilities. In order to send an email to a fax machine, you must first create a Contact which contains the fax number or use the "Quick Fax Method" described below as an alternative method.

You simply enter the fax email address in the "TO:" line of an email. If the email message does not convert, you will receive a message that the Compose (change to fax format) failed and the email message was not sent.

A. Create Destination FAX Entries in Outlook (Contacts)

1. First create the address entry: From within Outlook - click the "Contact" Icon, then click "New" to create a New Contact. Note: If the Contact Icon is not visible, Click on FILE (on the Menu Bar), then NEW, then choose CONTACT (Keyboard combo= Shift, Ctrl, C)

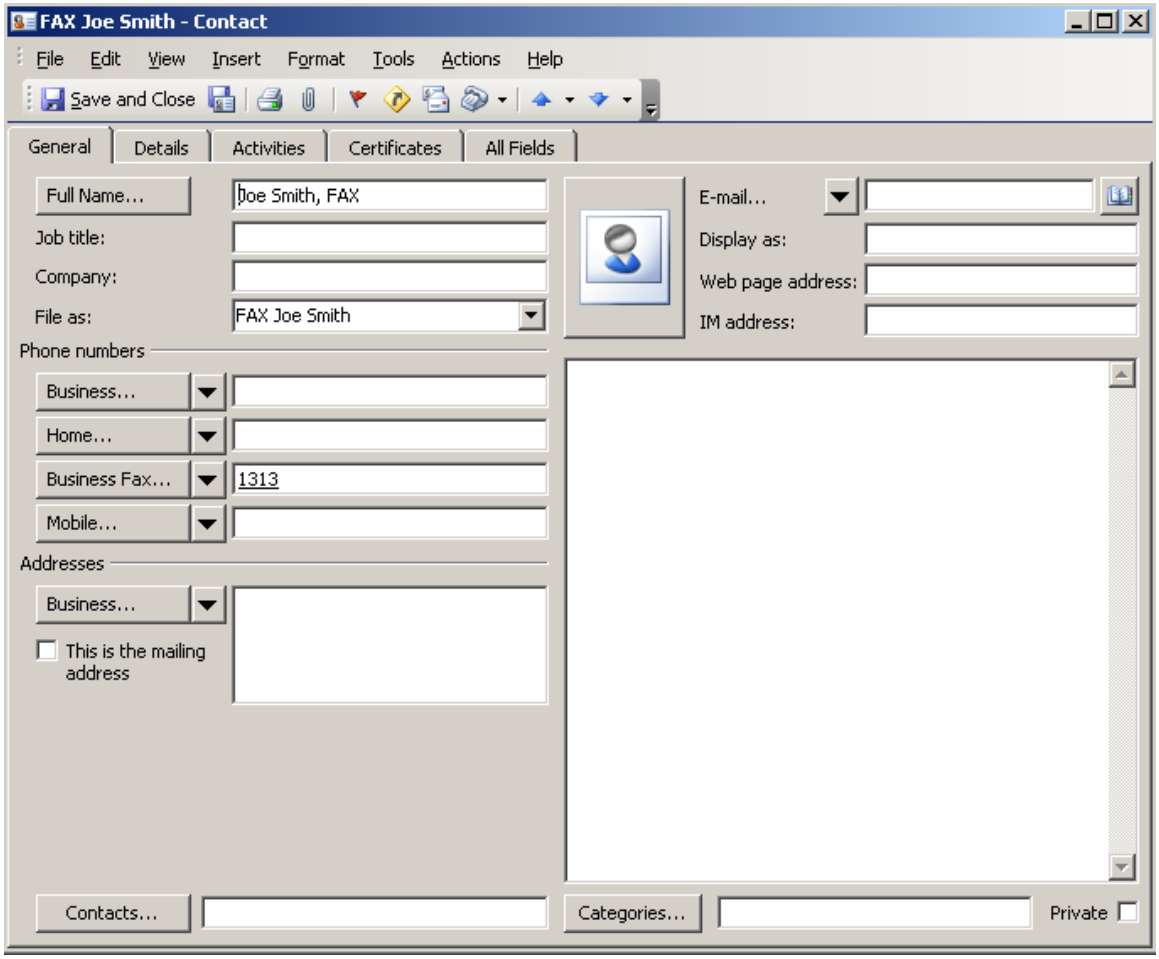


2. Fill in “Full Name…” field (example. “Joe Smith Fax”)

3. Move cursor to “Business Fax” field. When this is done, the “File as:” field will be automatically filled in as “Fax, Joe Smith” (or whatever you have typed).

4. Fill in fax number to be called. For internal numbers enter the 4 digit extension and external numbers use 9, just as it would be dialed. Examples: 1313 for fax machines inside this facility and 98606791313 for local fax machines outside this facility. For long distance calls an access code is required from Telecom and would be provided by Janet Brownell. Those phone numbers would resemble: 91860765432177777777 (where 7777777 is your long distance access code).

5. Once the two fields are filled in, your screen should look similar to the following:



6. Click on “Save and Close”.

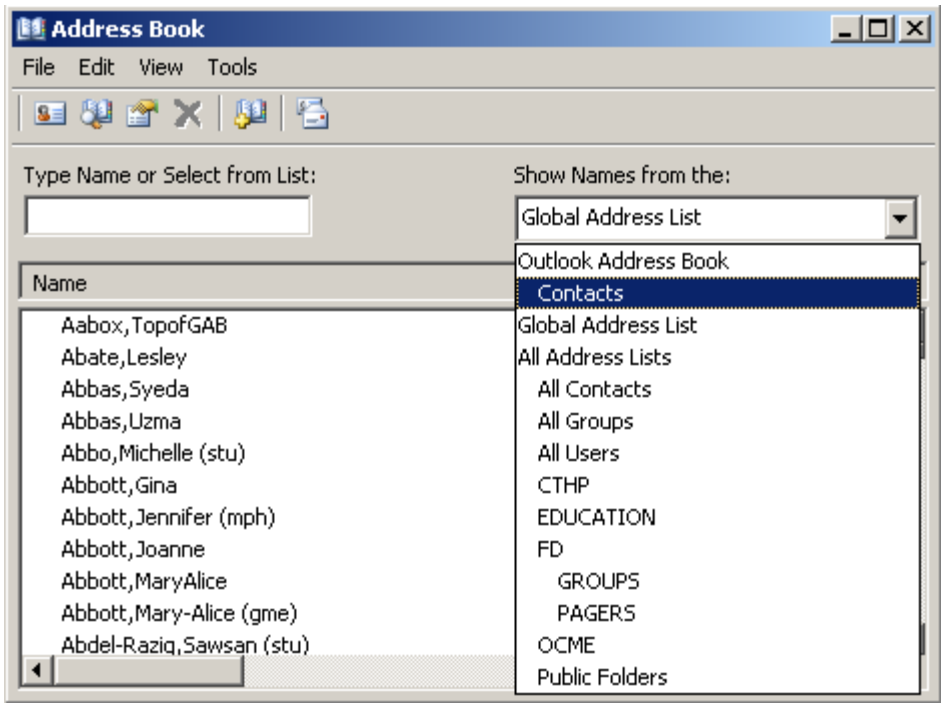
7. If a “Check Phone Number” dialogue box appears, click cancel to retain the phone number you have entered.

B. Fax the Email Message from Outlook

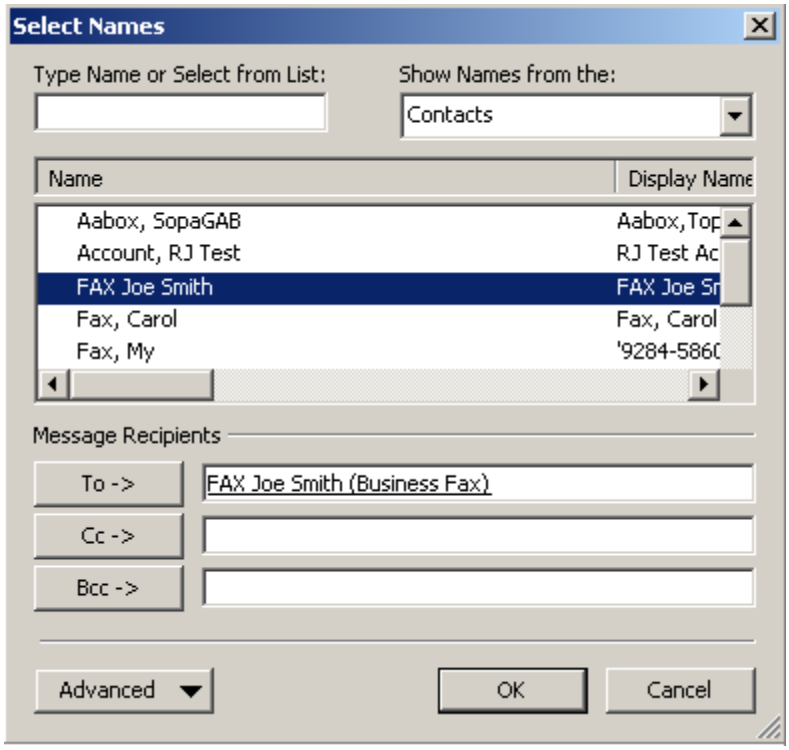
1. After your mail message is complete, and any file attachments have been made, position your cursor in the address line (or click the “To” button.)

2. Click on the ‘Address Book” icon.

3. In the Select Names Window, on the top right, click on the Down Arrow next to “Global Address List” and Select “Contacts”



4. From the list of contacts, select the desired fax location, then click on the “TO” button.



5. Verify that the fax contact is now in the “Message Recipient” box and click “Ok”.

6. You are returned to your email message. Additional addressees can be added, including regular email addresses and fax addresses within the same email. Click on the “Send” button when the message is ready to be sent.

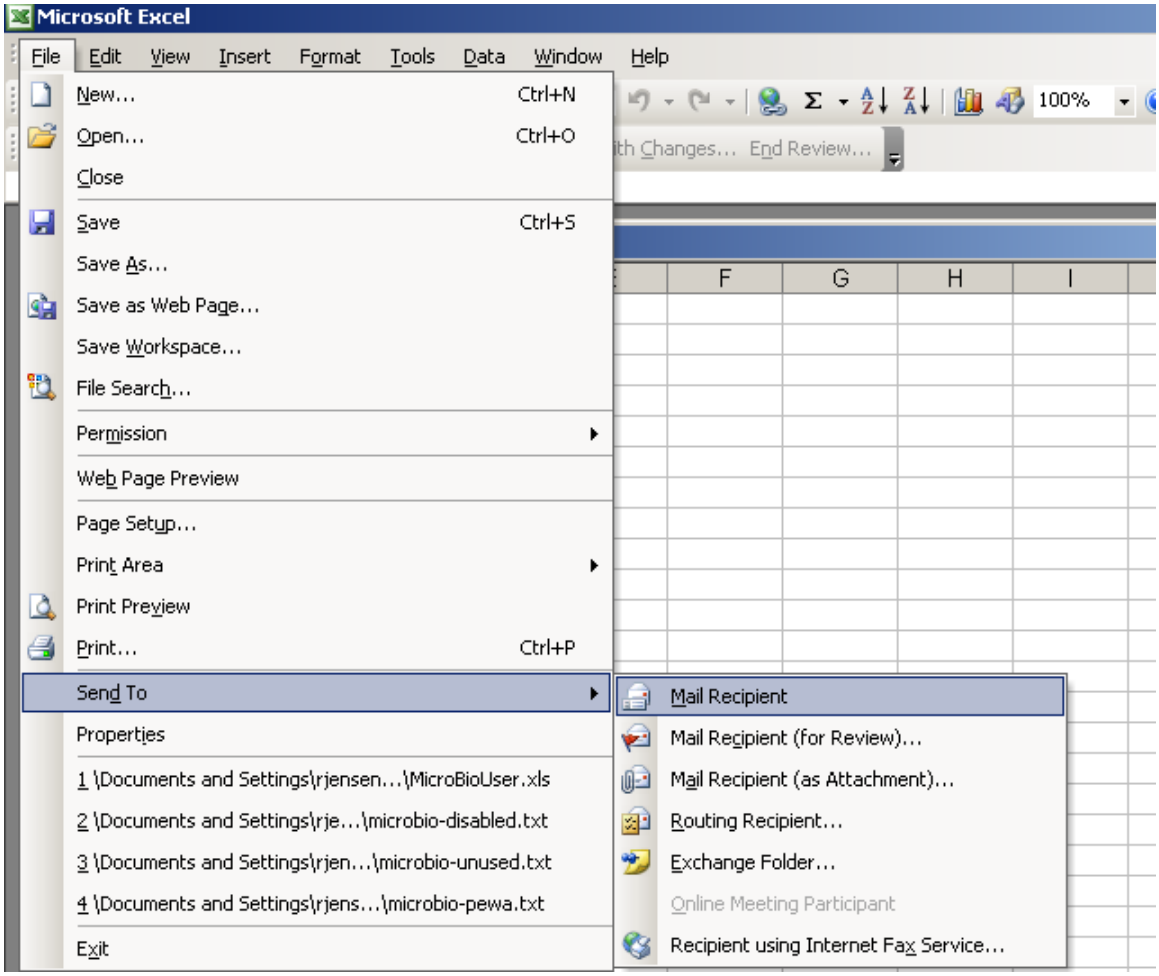
7. Email will be delivered normally. The FAX facility will try multiple times to deliver your fax.

8. You will get a status message back regarding success or failure, similar to the following:
Your fax which was sent to Joe Smith Fax Machine at 98606791216 was successfully transmitted at 05/31/09 08:21:24, your fax contained a total of 1 page(s).

C. Send a Fax from MS Word, Excel or PowerPoint

You can send a file within MS Office via Outlook’s fax server from the application – without leaving the application.

1. When ready to fax your document, use the FILE Menu, Send to: Choose Mail Recipient or click on the Email Icon in the Word Tool Bar (It is located next to the Save icon (floppy disk).

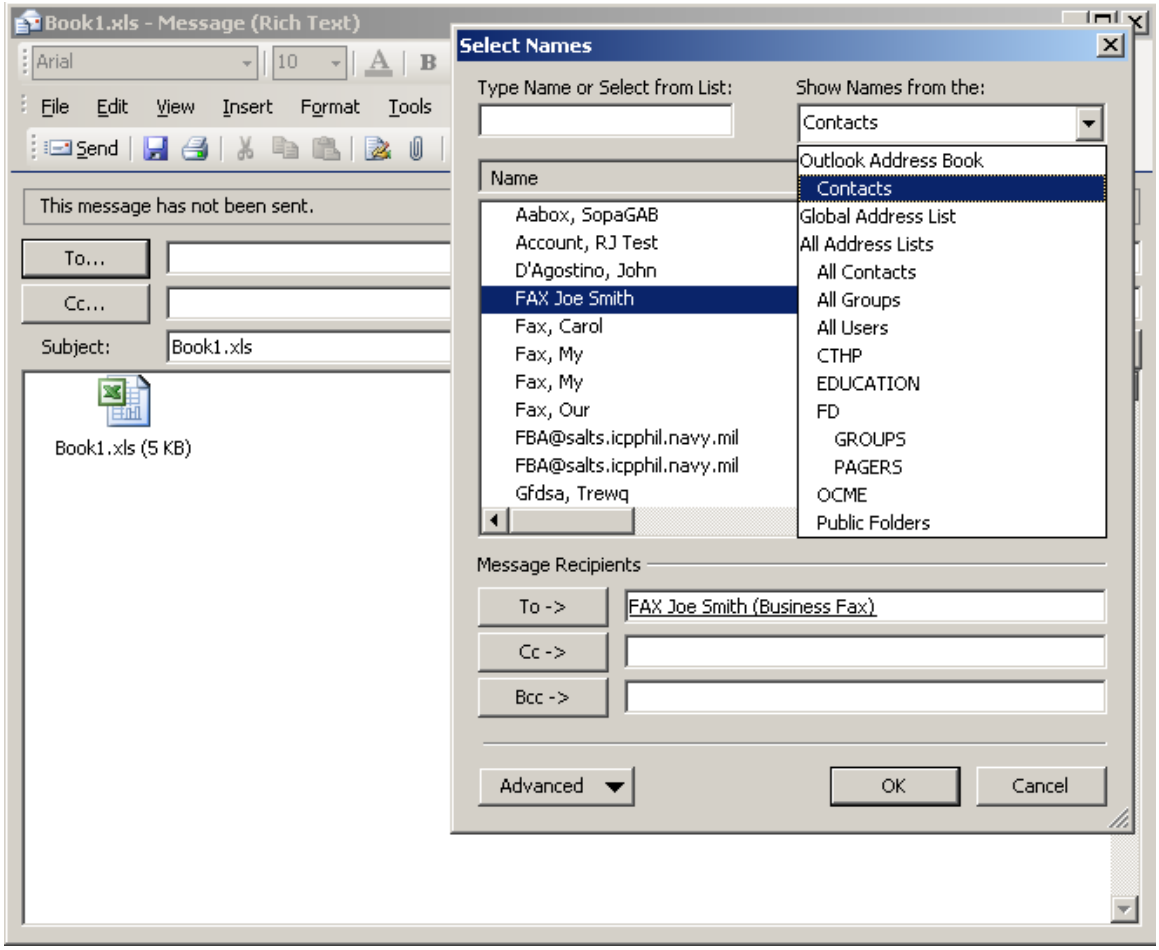


Note: In Excel you will be given the option to send entire workbook or just the current sheet.

2. Your Word (or Excel) document will now have an "e-mail" look. (Hint: If you want to/need to change back (undo) the email – simply click on the Email icon again. It acts as a Toggle switch)

3. Click on the Address Book icon to the left of TO: or click on the Address Book icon next to the Check Names icon:

4. In the Select Names Window, click on the down arrow in the “Show Names From the” section, Select Contacts from the list.



5. Choose the Fax entry from the list in the Name box on the left. Click on the TO: button.
Note: you can also use the Quick Fax method (described below) to manually type in a fax address that is not in the Contacts folder.

6. Then Click on the OK button.

7. A copy of the Sent document will be added to your Sent Mail Folder in Outlook

8. Once the Fax has gone through, you will receive an email message with its completion status.

Quick Fax Method

Another option for sending a fax via email is to use the "QUICK FAX" method. The difference with the quick fax method is that the fax destination address is not saved in the Contacts folder.
[Fax:1313]
[Fax:98606791313]
[Fax:9186067913137777777] 7777777=telecom code
1. On the To line, type – as shown, including the brackets**, [fax:recipient@98606791313]** where recipient is the name of the person to whom the fax is being sent and 8606791313 is the number of their fax machine. Be sure to precede the phone number with 9, if the fax is to an external number.

2. When you move to another section, like the Subject line or text area, the above typed information will change to just "recipient@98606791313". This is ok.

3. Additional addressees can be added (including more fax numbers as well as “regular’ email addresses.

4. Complete the message and then send it as you normally would.

D. The Result Status of a Sent Fax

The delivery status of a sent fax will be sent to you as an email message within Outlook.

1. You will receive a reply email message indicating success or failure.

2. If there was an error, you will be notified of the error condition and the error message.

3. If the fax is returned due to non-deliverable errors: check the fax destination by calling the fax number as it was dialed by the fax server. If the number is incorrect adjust its entry and try again. The fax server requires a 9 for numbers off campus and coding information from Telecom for long distance calls.

4. If the Items pending delivery do not go through, result in conversion errors or you have any further problems or questions please contact the Help Desk at x4400.