

Fax connectivity

Fax to email

Inbound fax is supported through a fax to email service; this infrastructure is provided by an external service such as eFax or MyFax. Fax numbers are concatenated or hot-linked to the eFax service; received faxes are converted to PDF format and emailed to the CONTACT™ email server.

The CONTACT messaging service retrieves the email and places the message into the fax channel. Faxes are presented as embedded PDFs as per the screenshot below:

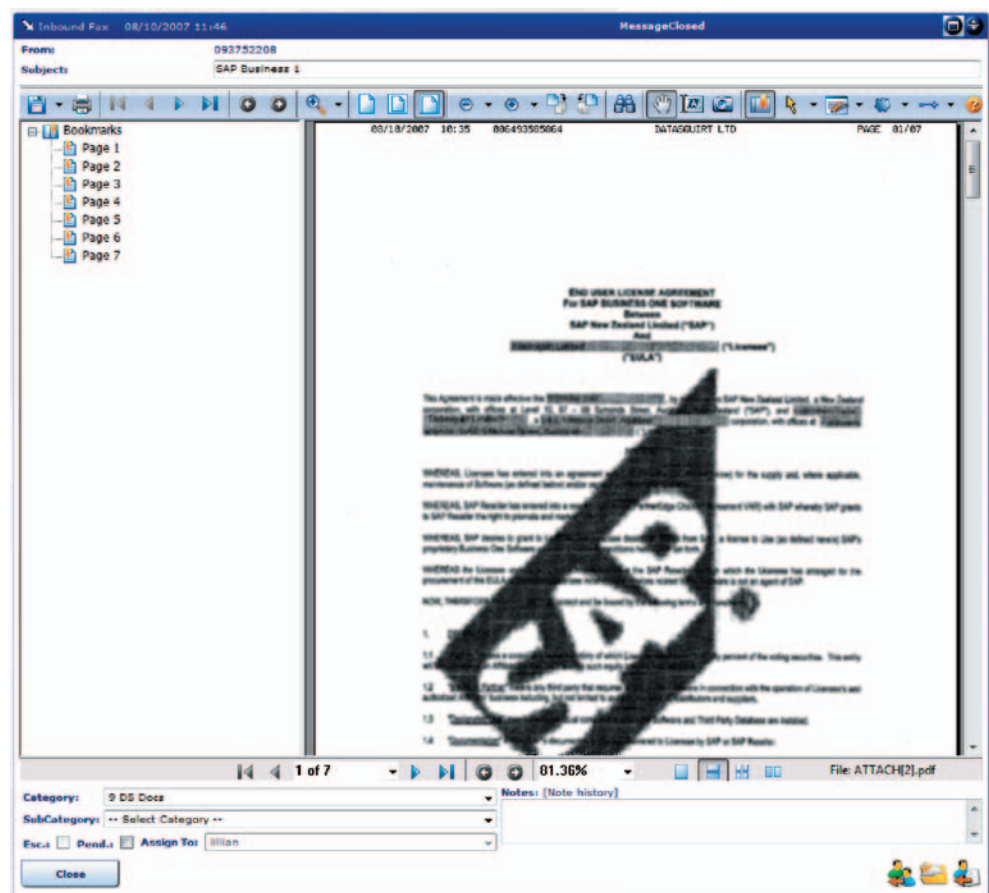


Figure 1: Inbound fax screenshot

Email to fax

Outbound fax is supported through an email to fax service, typically provided by the same supplier that is used for the inbound service.

Faxes created in the CONTACT message console are sent as specially formatted emails to the fax service; these are converted to a fax and delivered to the destination number.

Limitations for email to fax

Only certain document formats are supported; these are Word, Excel, RTF, and PDF.

For outbound faxes, the originating number that appears on the fax will be a number allocated to the fax service.