



Using eFax over FleetBroadband

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1 Overview

This document provides recommendations on the use of the eFax internet-based faxing service over the FleetBroadband network. It explains the features and benefits of the eFax service and how to set up the eFax service for use with FleetBroadband.

eFax is an internet-based document delivery service designed to allow users to send and receive faxes from their desktop. It is intended as a paperless service, so that documents may be sent or received via fax without the need for a physical fax machine. The dedicated desktop client, eFax Messenger Plus, provides a simple-to-use interface for viewing and sending faxes.

2 Product range

- As an inbound fax solution, eFax supplies each user with a unique telephone number capable of delivering faxes to a designated email address in the form of an attached image file. These faxes may be viewed using the eFax Messenger Plus client.
- For outbound faxing, eFax allows the user to securely (SSL) submit an electronic file for fax delivery via the eFax Messenger Plus software. The eFax Messenger Plus software also enables users to annotate faxes, insert signatures and attach custom cover pages.

The delivery of all outbound faxes is confirmed with a transmission receipt delivered to the e-mail address of the sender. This receipt includes information such as page count, reference number, transmission time and over 40 detailed responses in the event of a failure.

3 Typical users

- Maritime.

4 Key features

The eFax service offers the following main features over the FleetBroadband network:

- Support for inbound and outbound faxing from the desktop.
- Simple faxing interface via eFax Messenger Plus software.
- Fax number availability in over 40 countries.
- Compressed file support for reducing bit traffic.

5 Benefits to FleetBroadband users

The eFax service offers you the following main benefits:

- Faxes are sent and received using eFax's .efx file type (compressed TIFF) greatly reducing the overall file size by as much as 50%.
- Electronic faxing enables users to go paperless without the need for a printer, a fax machine, or a physical fax line.
- Increase productivity by eliminating lost pages and lost faxes.

6 Setting up

This section describes how to install the eFax Messenger software and how to retrieve your eFax account information.

6.1 Before you start

Provisioning of a valid eFax account must be established by a FleetBroadband service provider, prior to setting up the eFax Messenger Plus software on the FleetBroadband terminal.

The eFax Messenger Plus software is included on the FleetBroadband set-up CD. If the CD is not available, the software can be downloaded from the following web address:

<http://www.efaxcorporate.com/corp/twa/page/downloads>

6.2 Setting up FleetBroadband

To set up your computer and FleetBroadband terminal for the eFax service:

- a. Insert the FleetBroadband set-up CD from your service provider into your computer's CD-ROM drive.
- b. From the menu of applications available for installation, choose **eFax Messenger Plus**.
- c. Follow the installation prompts.
- d. After completing the set-up for all applications on your terminal, connect to the FleetBroadband network and check your email account for a Welcome Email from eFax.
- e. The first time you send or receive a fax, you will be prompted to enter the Fax Number and PIN from the eFax Welcome Email.

6.3 Using the eFax service for receiving faxes

You can receive an eFax as follows:

- a. A fax is sent to your eFax subscriber fax number.
- b. The fax is received by you as an .efx file attachment on an e-mail.
- c. You click on the attachment to open the fax in the eFax Messenger Plus viewer.

Note You must be connected to the FleetBroadband network in order to receive the email and any inbound faxes.

6.4 Using the eFax service for sending faxes

You can send an eFax as follows:

- a. Open the document you want to fax.
- b. From within the open document, select **Print** from the **File** menu.
- c. Select the **eFax 4.3 print-driver**. The document opens in the eFax Messenger Plus viewer.

d. Click on the **Fax** button to open the **Compose Fax** window.

e. Enter the destination fax number, and click on **Send**.

You receive an email confirmation after the fax has been transmitted.

Note You must be actively connected to the FleetBroadband network to send a fax.

7 Equipment needed

The eFax service requires no dedicated equipment beyond the FleetBroadband terminal with email support.

A scanner may optionally be used for the conversion of hardcopy documents into soft copy documents for use with the eFax service. The eFax Messenger Plus software includes a TWAIN scanner driver and a scanning interface compatible with most scanners.

8 FleetBroadband customisation

No customisation is required for use of the eFax service.

9 Hints and tips

The following is a best practice tip to ensure you get the most from eFax over FleetBroadband:

- Always send faxes from the eFax Messenger Plus print-driver. This ensures that maximum compression is applied to the fax document prior to submission, and helps reduce bit traffic.

10 Technical summary

The eFax technical feature sets are summarised in the table below:

	Compression	File support	Email support
Inbound faxing	eFax's .efx (compressed TIFF) file type averages 15K per page.	In addition to the .efx (compressed TIFF) file type, .pdf and .tif are also supported.	Compatible with any email system capable of supporting file attachments.
Outbound faxing	Typical compression is 25% to 50% depending on text/image content and file format.	45+ Native File Types supported when not using the eFax Messenger Plus print-driver.	Email system required only for receiving fax status messages.

11 Further details and support

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