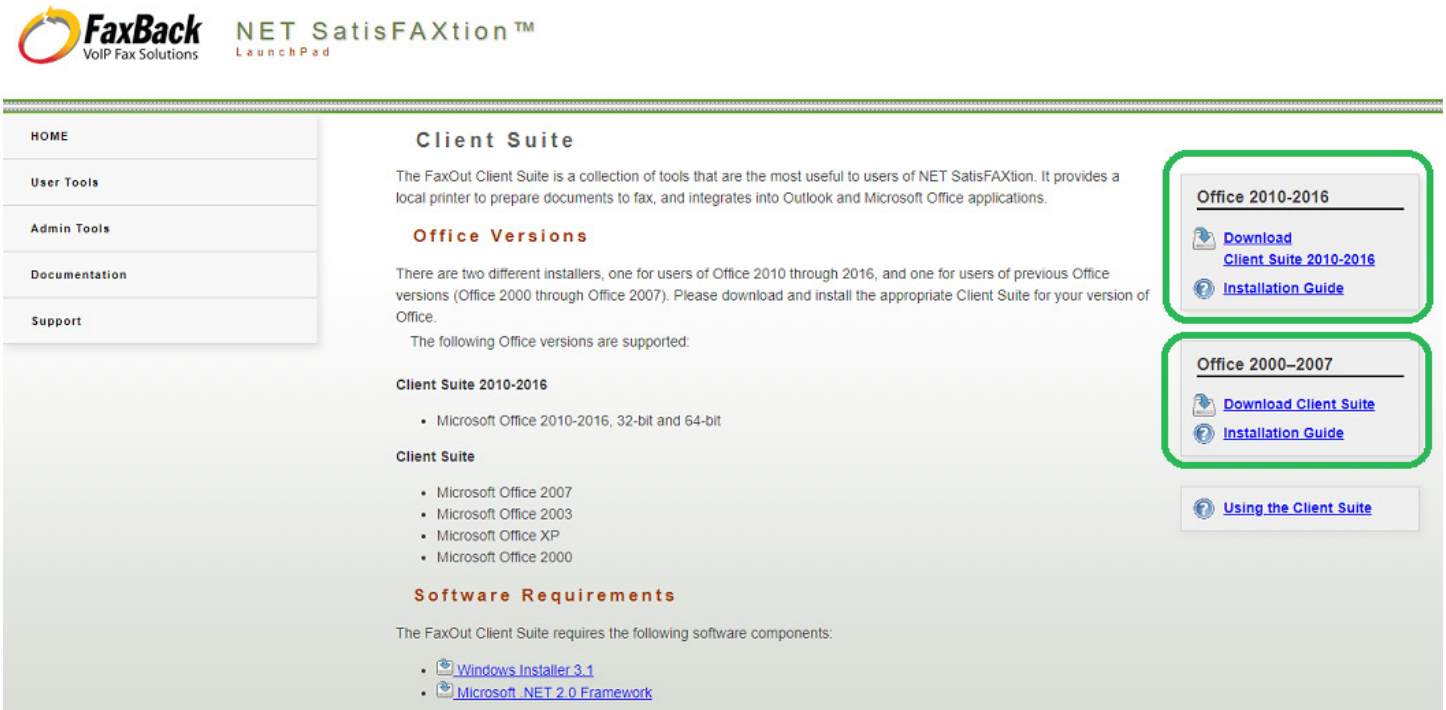
access one

2-Way E-Fax Getting Started Guide

The 2-Way E-Fax solution supports both inbound and outbound faxing.

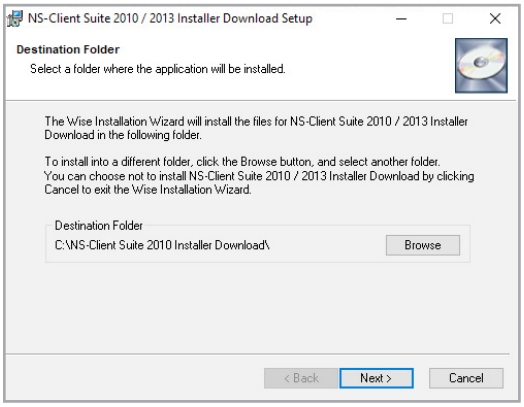
Installation:
Go to http://faxback.accessoneinc.net:84/clientsuite.html to download the FaxOut Client Suite software.

There are two different download options based upon Microsoft's Office versions. Select and download the Client Suite for the Microsoft Office version you are currently running.



Upon launching the downloaded file, you will face a series of prompts. Make sure that Outlook is closed before continuing with the installation, or, you will be prompted to close it later.

Click Next



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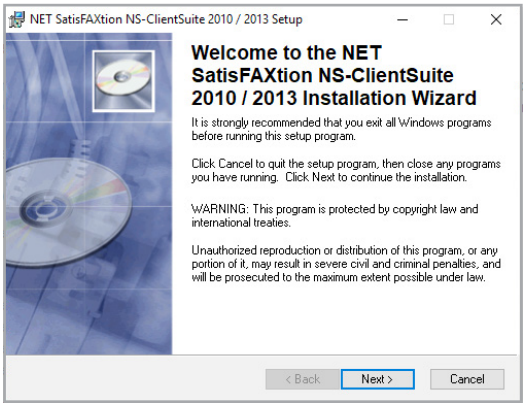

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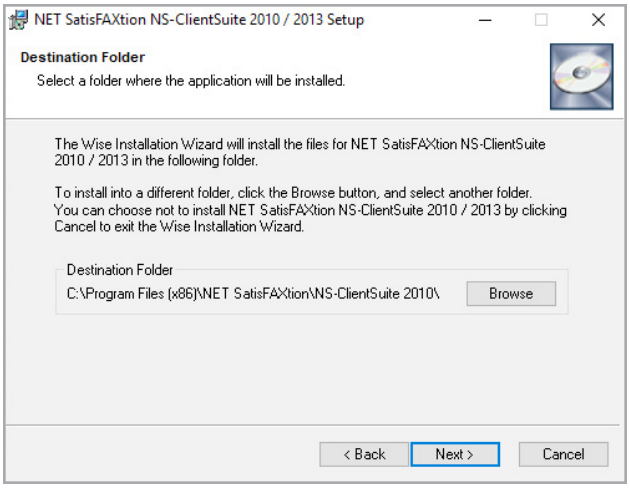

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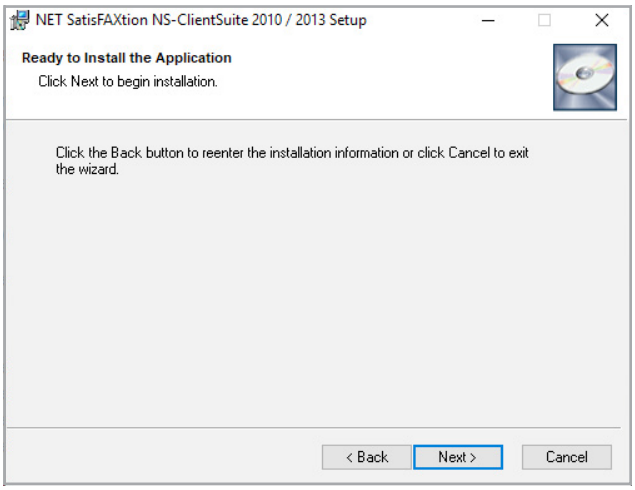
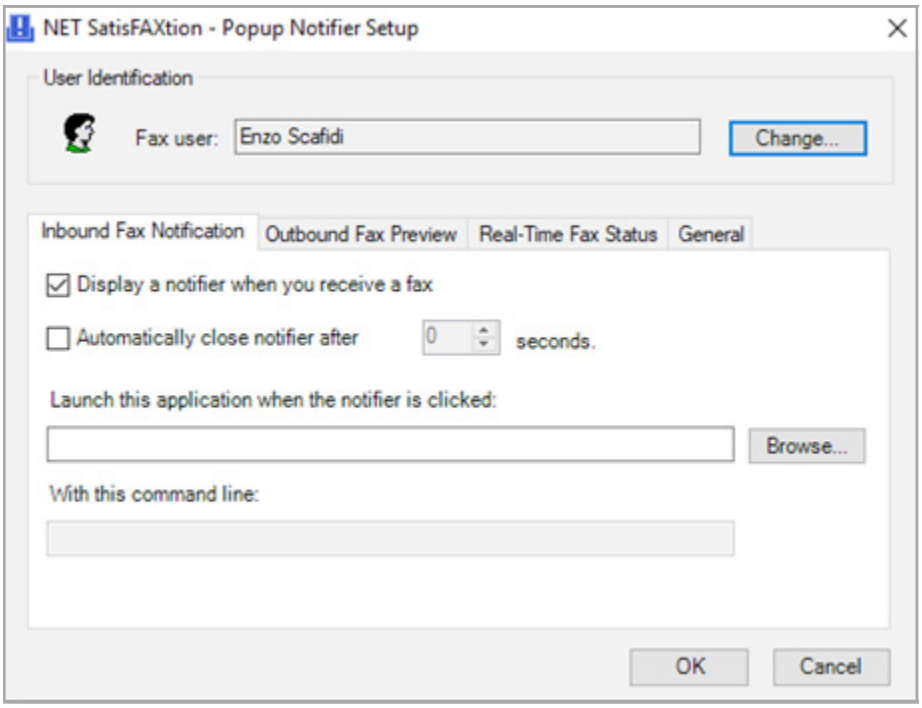
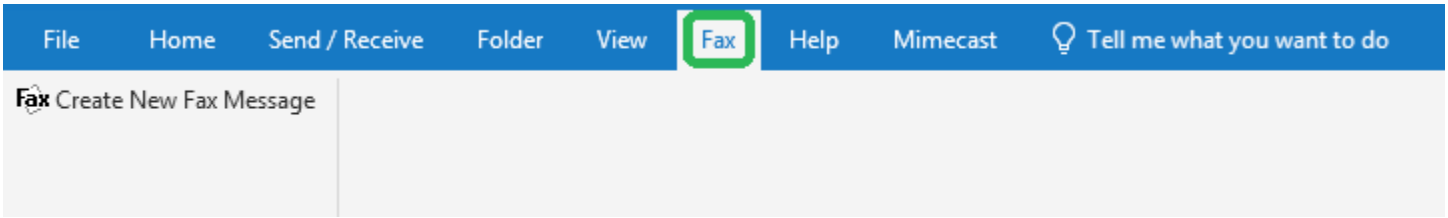


Your Fax User should automatically populate, if it does not, contact your Administrator for support. There are settings that need to be configured under the "Change" button next to the Fax user name.

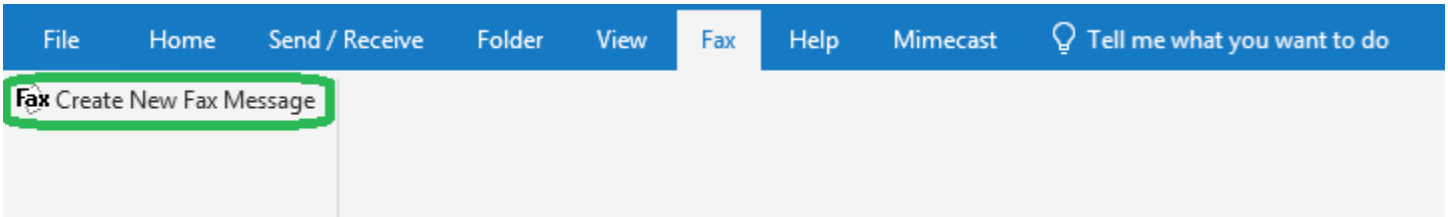


Login:
Once installed, log in with the credentials provided by your Administrator.

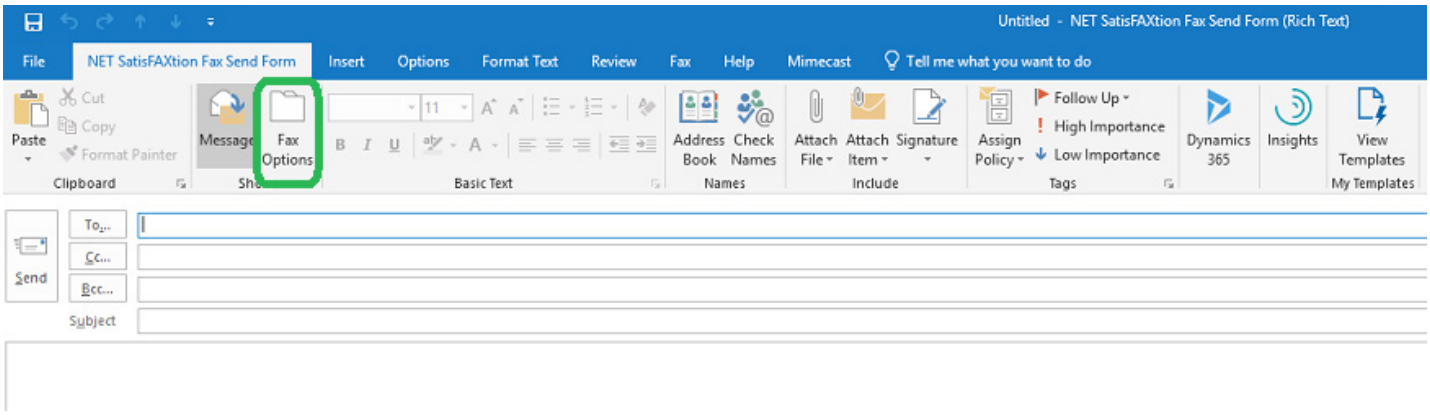
Upon successful login, you will see a Fax tab at the top of Outlook.



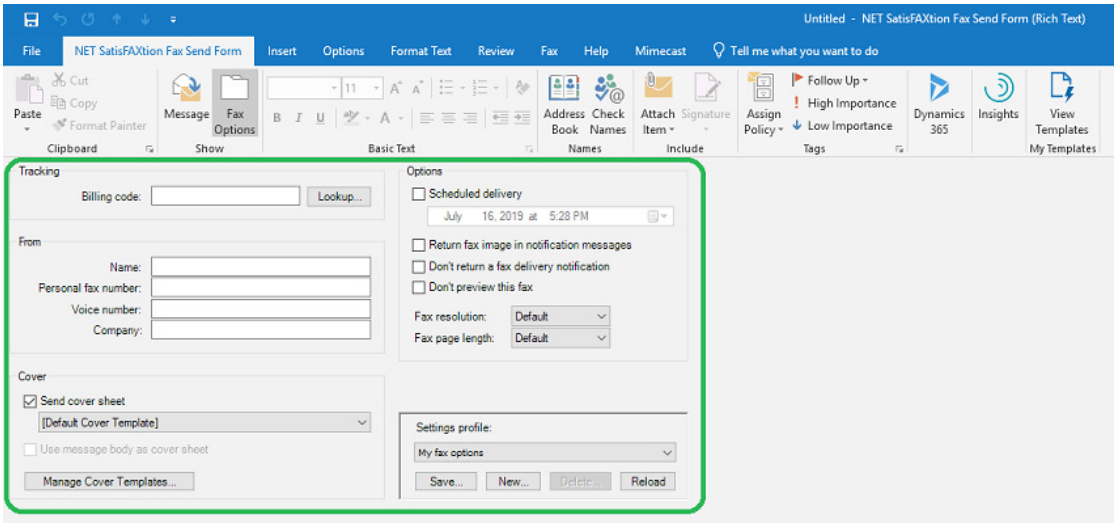
Creating a New Fax Message:
Click on Create New Fax Message. This will open a New Fax Send Form Message window.



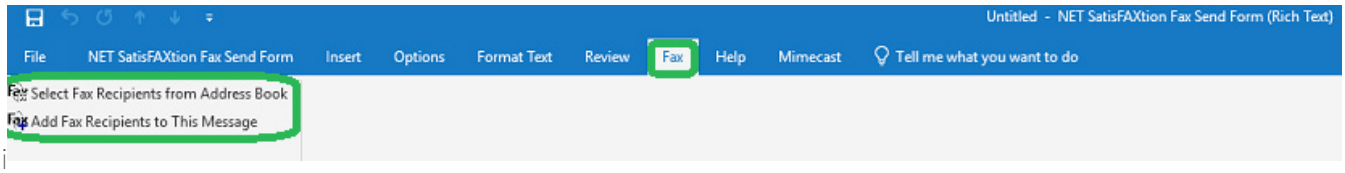
Additional fax configuration options are available by clicking on Fax Options.

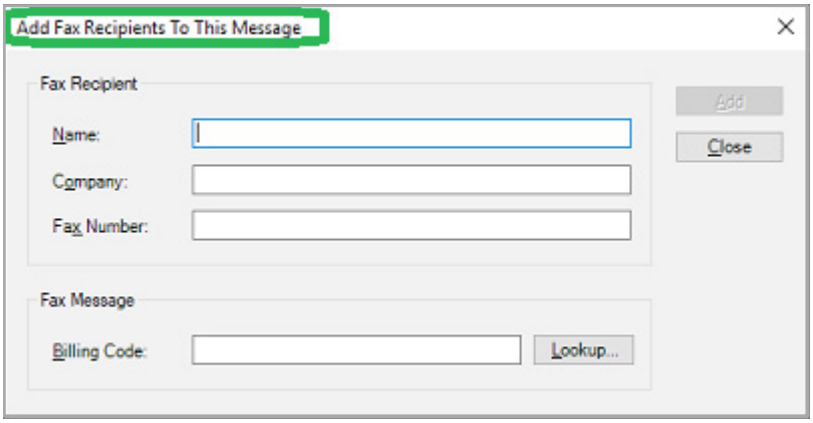


Additional fax configuration options:



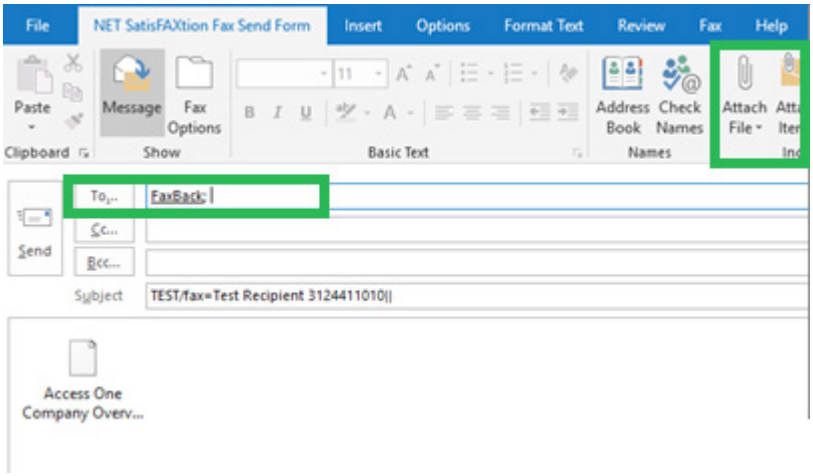
Once in a New Fax Send Message window, clicking on the Fax tab located across the top of the window allows for recipients to be added to the Fax Message and auto populates the New Message with the information.



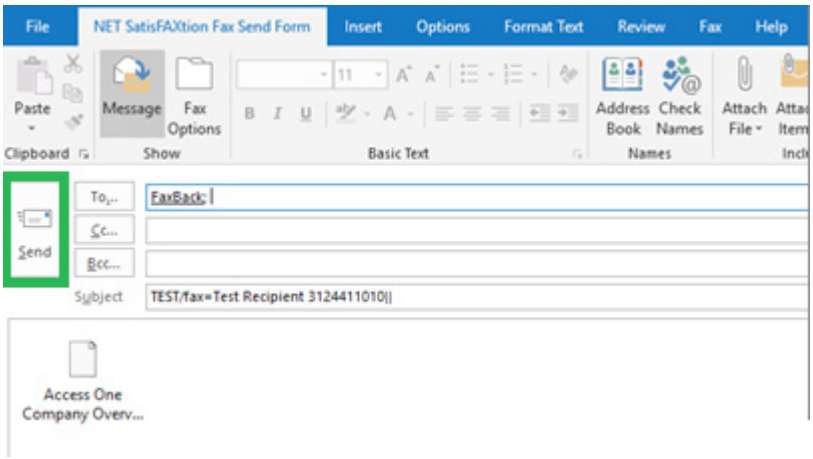


! Important: In the To... field of the Fax Message enter faxback@faxback.accessoneinc.com
Add any attachments you want to send as part of the fax message.

Prior to sending, your Fax Message will look similar to this:

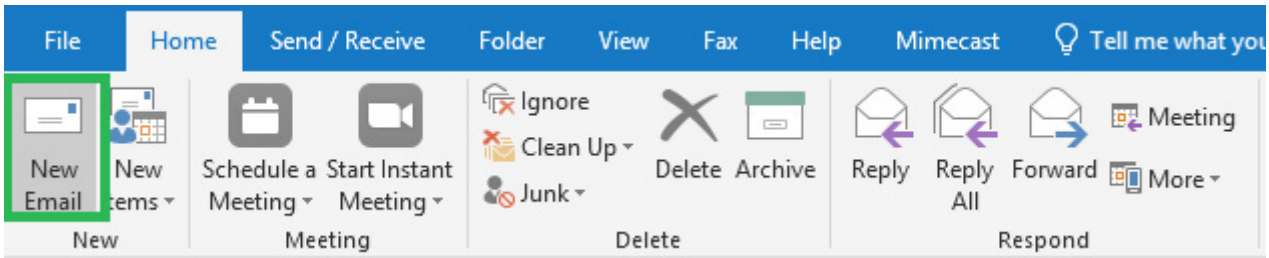


When you are finished preparing your Fax Message, click on Send.



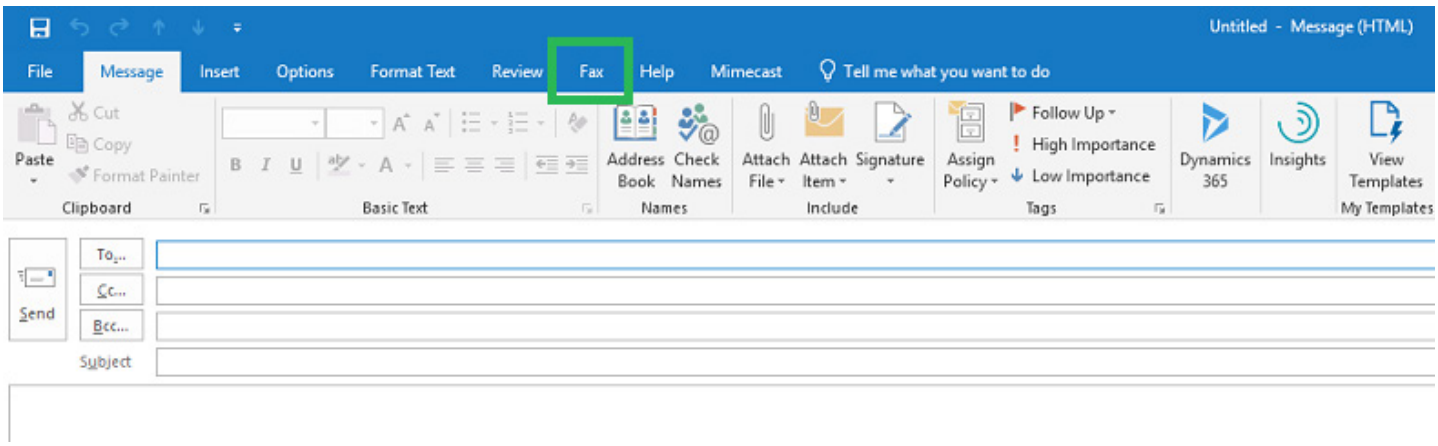
Alternate Options for Creating a New Fax Message:

Open a New Email window in Outlook

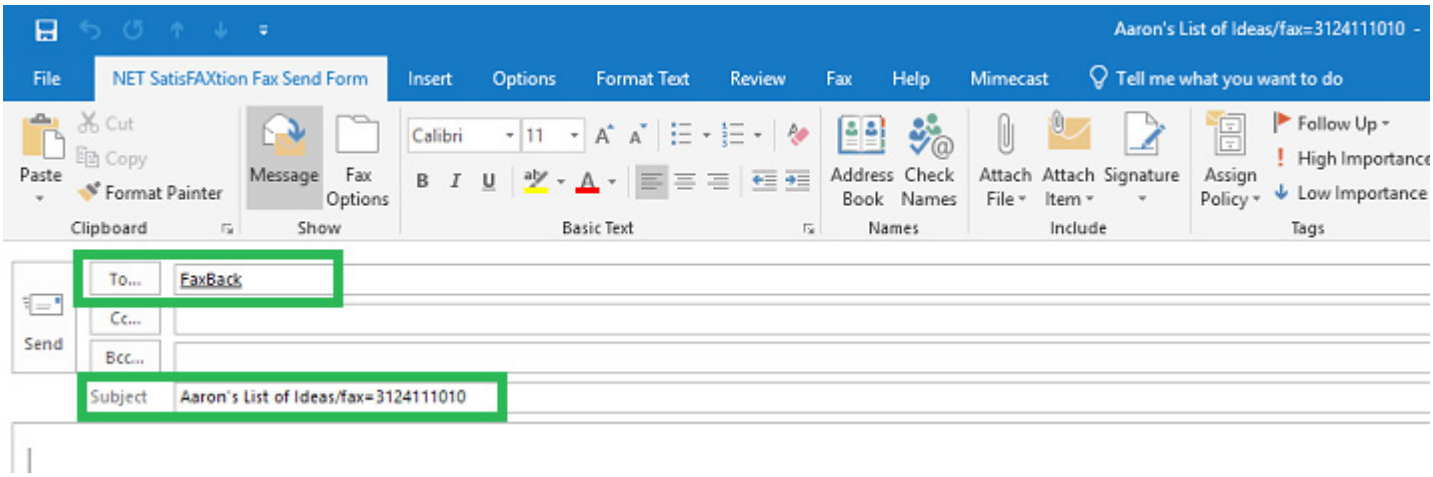


Then, go directly to the Fax tab located across the top of the window.
Add the recipient information and attachments.

! Important: Remember to send To... faxback@faxback.accessoneinc.com

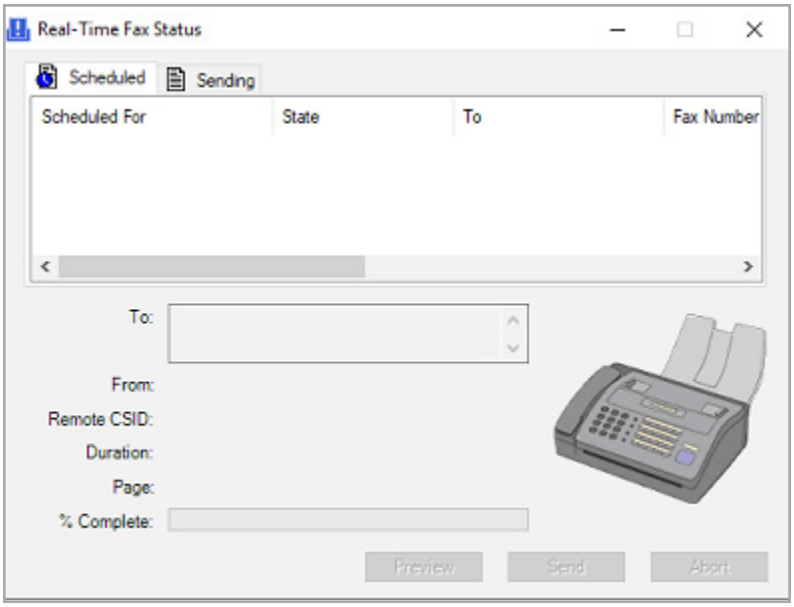


Lastly, whether you begin by clicking on Create New Fax Message from the Fax tab or by clicking on New Email in Outlook, you can also send a Fax Message by simply entering faxback@faxback.accessoneinc.com in the To... field and subject/fax=3124111010 into the subject field. The subject being whatever you want the subject to be and the fax number to which you are sending to.
For example, if your subject is "Aaron's List of Ideas" and the fax number destination is 312-411-1010, then you will list as follows: Aaron's List of Ideas/fax=3124111010



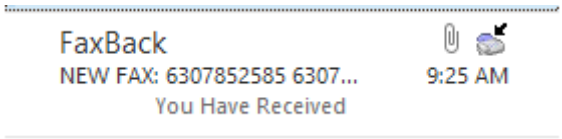
Viewing Real-Time Fax Status:
In the Windows Task Bar you will see a Fax icon.

By clicking on this icon, you will be able to view Real-Time Fax Status.

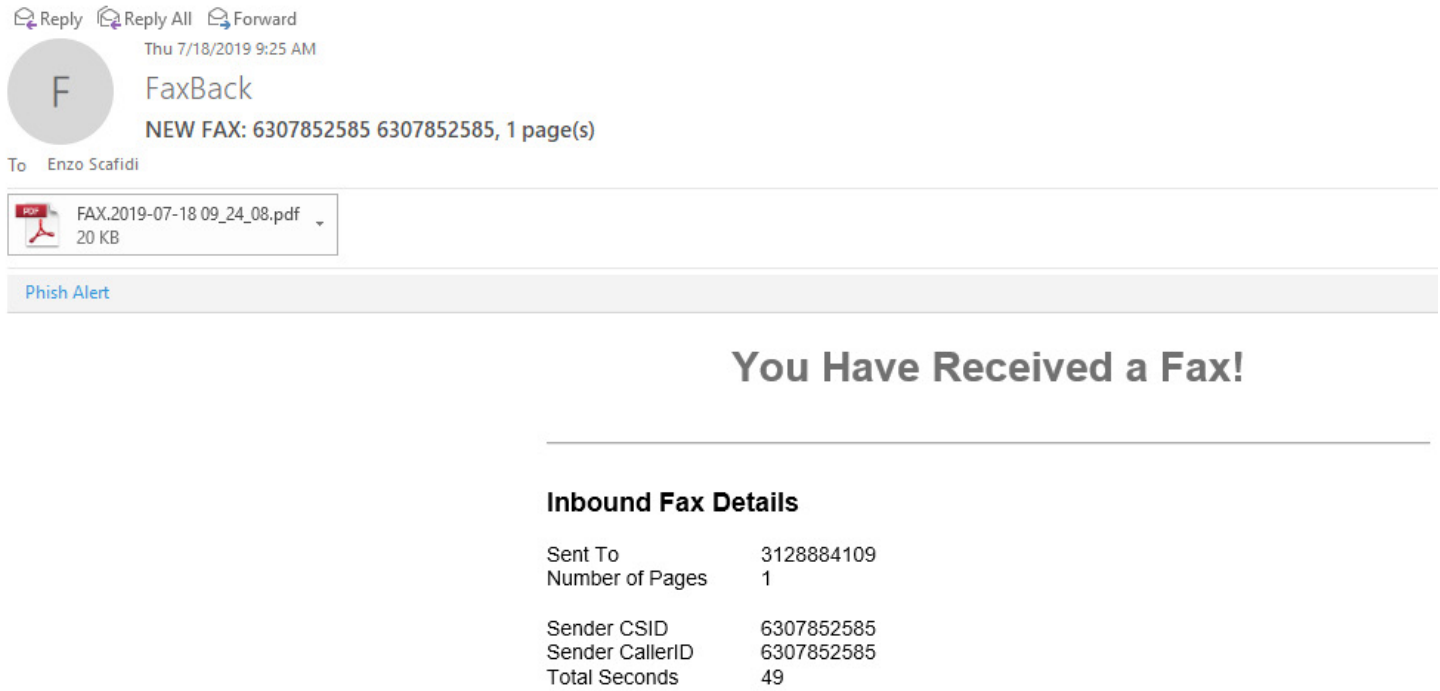


Receiving and Viewing Inbound Fax Messages:

Inbound faxes will be received as an email, that will look like this:



You'll notice an inbound fax icon in the notification of email received. The body of the message will appear like this:

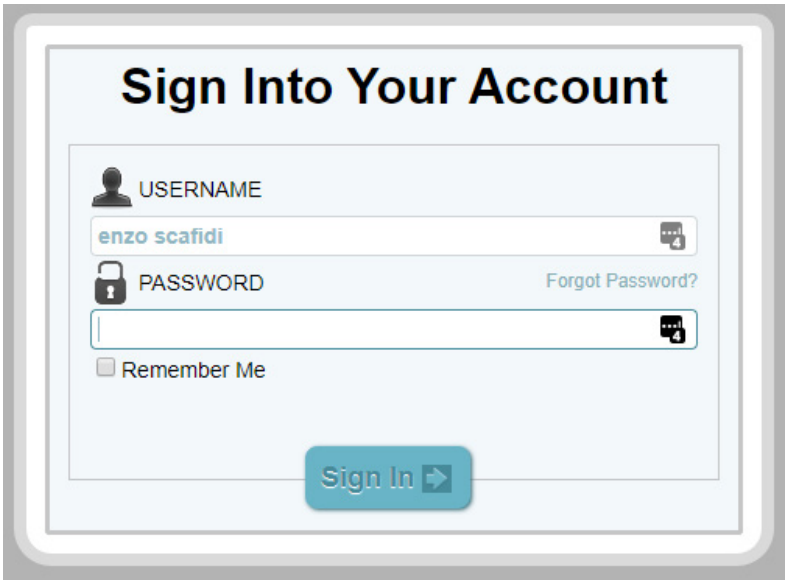


The attachment of the email will include the actual Fax sent by the sender as a .pdf file.

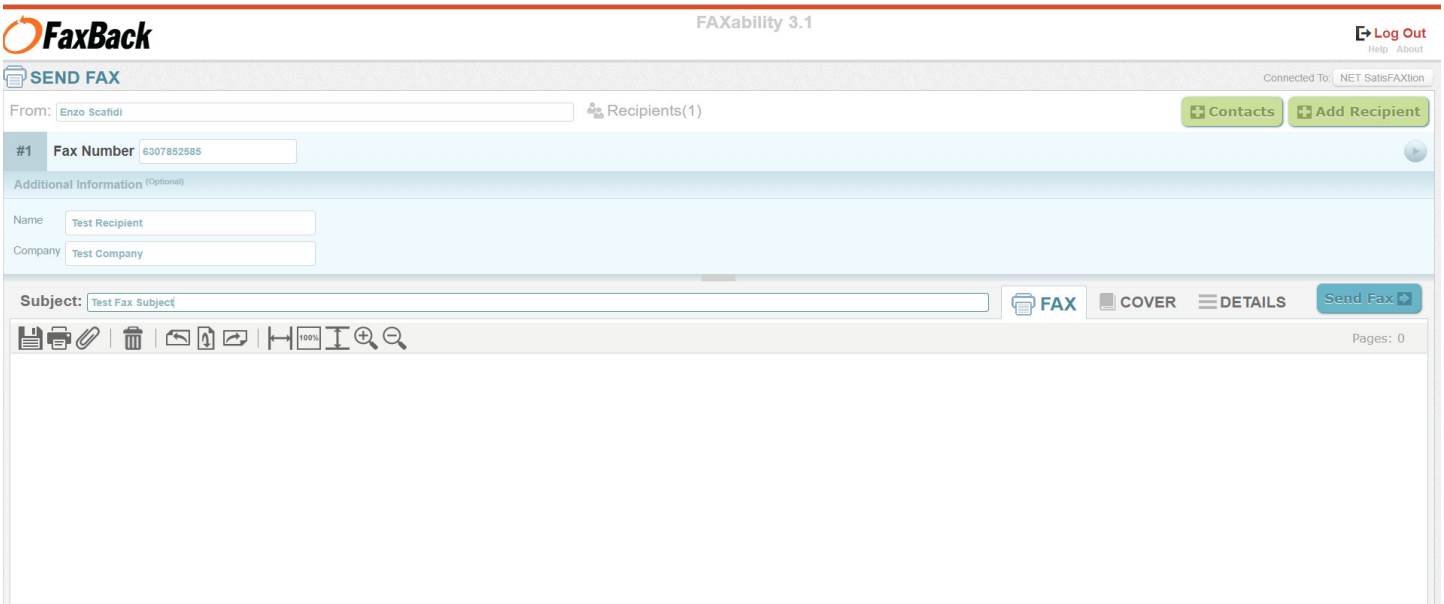
Faxing by Web Portal:

Faxes may be sent via a Web Portal by visiting http://faxback.accessoneinc.net:94/Faxability/App.html

Upon visiting this site, you will be asked to login with your provided credentials.



Once logged in, make sure to fill out the Fax Number field and then any other optional fields such as Name, Company, Subject and any attachments that will be in the body of the fax.



After filling in all of the necessary criteria, please press Send Fax to send the fax.