

# Fuqua's Digital Fax Service FAQ

## What is a digital fax?

A digital fax is a fax that is sent utilizing an easy to use web interface.

## Are there any charges for sending a digital fax?

Fuqua's digital fax service allows you to send faxes to local and domestic long distance fax numbers without incurring any charges. Sending faxes to an international fax numbers requires the use of an authorization code to allow billing to your student account.

## How do I obtain an authorization code?

Authorization codes are issued by Duke OIT. Duke OIT can be reached at (919) 684-3689. As you listen to the pre-recorded message, you will need to select **Option 3** and then **Option 1**. Once you make contact, you will need to request an **Authorization Code for Digital Faxing**. This code will be used to bill charges to your student account.

## Is the Fuqua School of Business the only location where I can send digital faxes?

No. You can send a digital fax from any location as long as you have Internet access and an electronic version of the fax you wish to send.

## How do I send a digital fax?

### How to send a fax from your computer, using the digital fax server website:

1. Browse to the digital fax web interface at <http://fax-server.oit.duke.edu>. When prompted, enter your Duke NetID and Password.
2. After successfully logging into the web interface you will see the Fax Status Page. From this page you will be able to compose a fax, as well as view your Inbound History, Outbound History, and Outgoing Queue.
  - The "Inbound History" tab displays information about faxes that you have received. (**Note:** The digital fax system is not yet configured to receive digital faxes.)
  - The "Outbound History" tab displays information about faxes that you have sent. The fax system also saves a digital image of the fax that you sent, (including attachments), that can be viewed by selecting an individual fax.
  - The "Outgoing Queue" tab displays information about faxes that are waiting to be processed.
3. To compose a fax, select the "Compose" link in the upper right hand corner of the web interface and enter the recipient and sender information on the following tabs.
  - The "Compose" tab is used to enter the recipient's contact information as well as attach the document that you wish to fax.
    - A. Local fax numbers should be entered with the following format: 555-1234

- B. Sending faxes to a long distance fax number requires that you include a 1 and the area code. The use of an authorization code is also required when sending a digital fax to a long distance number. The fax number and authorization code should be entered with the following format: *1-999-555-1234,,authcode* (The format includes the fax number, followed by two commas, and then the authorization code.)
- C. Users can convert paper documents into electronic documents by scanning the document to e-mail utilizing one of Fuqua's Xerox copy machines. Once you e-mail the document to yourself, you will need to access your e-mail and save the electronic version to your local computer or to your network drive. (See the "How do I send a digital fax if I only have a paper document?" section below for additional instructions.)

- The "Sender and Company Information" tab allows you to enter your personal contact information.
  1. Select "Use custom sender and company information"
  2. Enter your "Personal Information"
- Do not change settings on the "Options" tab.

4. Return to the compose tab and click the "Submit" button to send your fax.

5. A confirmation is e-mailed to the sender once the fax is processed.

### **How do I send a digital fax if I only have a paper document?**

Users can convert paper documents into electronic documents by scanning the document to e-mail utilizing one of Fuqua's Xerox copy machines. Once you e-mail the document to yourself, you will need to access your e-mail and save the electronic version to your personal computer or to your network drive.

### **How do I scan my paper document to e-mail?**

1. Locate one of the Xerox copiers in either the Main Lab or in the Fox Center.
2. Select the "E-mail" option on the touch screen.
3. Select the "To" option to enter your e-mail address. After entering your e-mail address, press the "Enter" icon.
4. Place your document on the automatic feed tray and then press the green "Start" button on the Xerox control panel.

### **Can I use a Fuqua Express Station computer to send a digital fax after scanning my document to e-mail?**

No. You must have the ability to save the document to either a local drive or to your network drive, which is not allowed from an Express Station. Please utilize your personal computer, a computer in the Main Lab or the Fuqua Digital Fax computer located next to the Fox Center Xerox copier.

## **Can I receive faxes through Fuqua's Digital Fax Service?**

No. Fuqua's Digital Fax Service is currently limited to sending faxes.

## **How do I receive faxes at Fuqua?**

Incoming faxes are handled by the Building Management Office (BMO). They request that you make arrangements to be present when the fax is schedule to arrive. The BMO fax number is (919) 684-2818.