



澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

Information and Communication Technology Office

User Guide of eFax

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1 Introduction

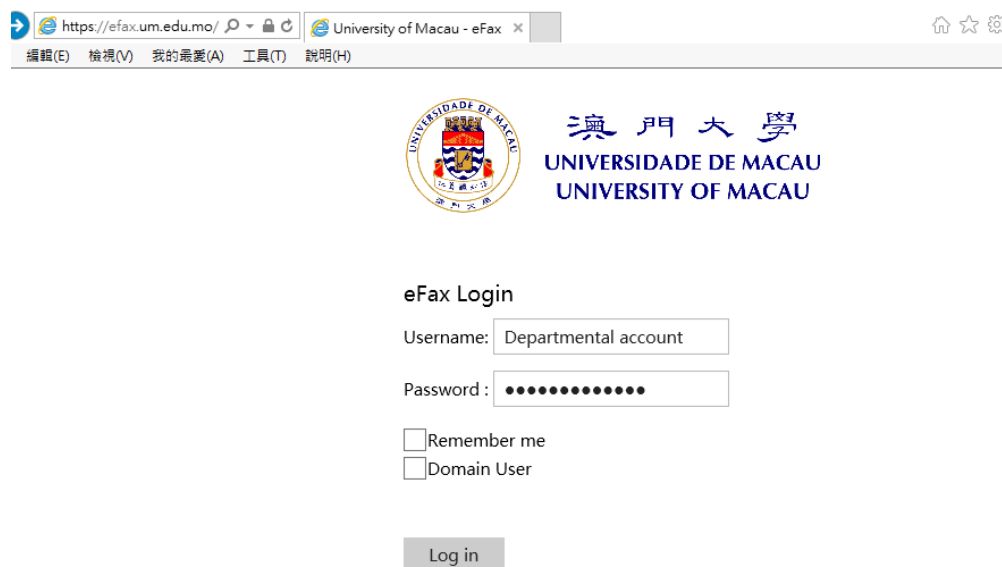
This document describes the usage of eFax.

2 Fax Retention Policy

All incoming and outgoing faxes of each eFax account will be archived after 90 days. All archived fax will be deleted after 1 year. Please save the faxes manually if they are required to be kept for a longer time.


3 Accessing eFax Account via Web portal

Log in with departmental account to **receive** faxes.



https://efax.um.edu.mo/ University of Macau - eFax

編輯(E) 檢視(V) 我的最愛(A) 工具(T) 說明(H)

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eFax Login

Username: Departmental account

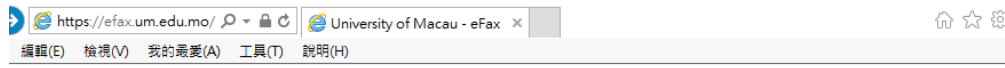
Password: ●●●●●●●●

Remember me
 Domain User

Log in

1. Access <https://efax.um.edu.mo> via your web browser.
2. Input your departmental account and password, then click **LOGIN** button.

Log in with domain account to **send** faxes.



eFax Login

Username:

Password:

Remember me

Domain User

1. Access <https://efax.um.edu.mo> via your web browser.
2. Click the **Domain User** checkbox.
3. Input your domain account as **umac_ps\your user ID** and **password**, then click **LOGIN** button.

4 Accessing eFax Account using Thin Client

Log in with departmental account to **receive** faxes.



4. Click **Start > All Programs > OceanX OceanFax > OceanFax FaxView** to launch the thin client.
5. Input **efax.um.edu.mo** in the Server field.
6. Click the **TLS** checkbox to secure your connection.
7. Input your departmental account and password, then click **LOGIN** button.

Log in with domain account (UMPASS) to send faxes.



1. Click **Start > All Programs > OceanX OceanFax > OceanFax FaxView** to launch the thin client.
2. Input **efax.um.edu.mo** in the Server field.
3. Click the **TLS** checkbox to secure your connection.
4. Leave the User ID and password field blank.
5. Select the Check-box next to “**Domain User login**” and **LOGIN** button.

5 Accessing eFax Service outside the campus

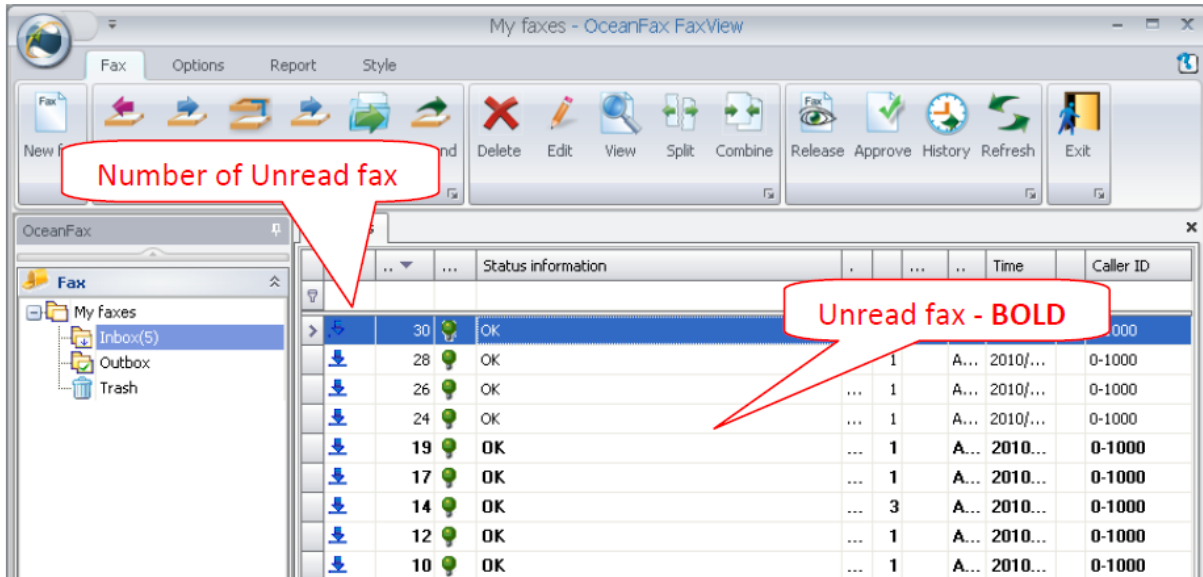
eFax services are only accessible when using campus network.

If you need to access the eFax services off campus, please connect your computer to the UM campus network by using SSL-VPN client. For details, please visit <https://icto.um.edu.mo/network/ssl-vpn/>.

Once your computer is connected to UM Network, you can login your eFax account by accessing <https://efax.um.edu.mo>.

6 Receiving a Fax

All inbound faxes are placed in the **Inbox** folder automatically, unread fax are shown in bold. (See the below picture).



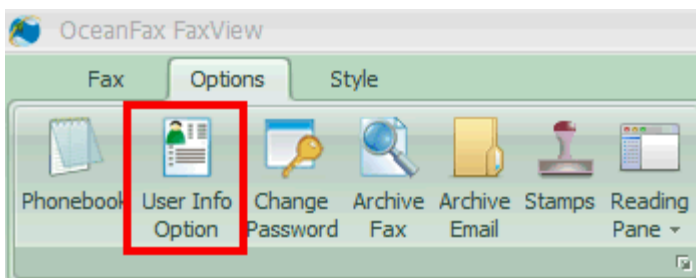
There are two ways to view the fax:

- I. Double click the fax users want to view in inbox fax list.
- II. Select the fax you want to view and then click **View** in **Fax** tab of menu bar.

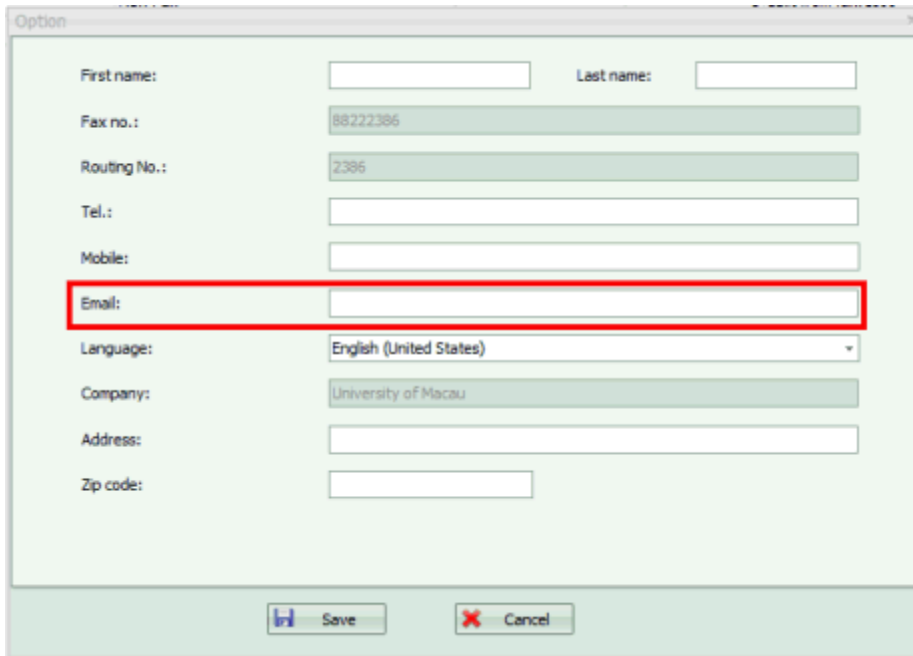
Receive the fax from email.

You may specify the email address to receive notification on Ocean Fax, so that user will be notified whenever there is new fax.

1. Click "**User Info Option**" under the "**Options**" menu.



2. Input the email address for receiving new fax notification in the field "**Email**". Please use a semicolon ";" to separate multiple email addresses.



Option

First name: Last name:

Fax no.: 88222386

Routing No.: 2386

Tel.:

Mobile:

Email:

Language: English (United States)

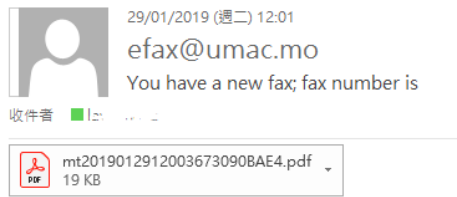
Company: University of Macau

Address:

Zip code:

*Notes: If there are more than 3 specific email addresses, please apply an email group from ICTO Help Desk and input the email group in the field "**Email**".

3. When you receive a new Fax, system will send the Fax to the specific email addresses which had been configure in the departmental account.



Hello, you have a new fax
Time: 29/01/2019 12:00:29 PM
Received from remote ID:
Page record: 1-1

7 Sending a Fax

1. Click **New Fax** in **Fax** Tab. The following window will pop up.

The screenshot shows a 'Fax information' dialog box with the following sections:



- Recipients:** Fields for Name, Fax No., Company, Email Address, and Backup Fax No. Includes a 'Phonebook' button and checkboxes for 'Need Preview' and 'Need Approval'.
- Send Style:** Radio buttons for 'Send fax only' (selected), 'Send email only', and 'Send both fax and email'.
- Subject And Cover:** Fields for Subject, Cover (set to 'No cover sheet'), and Cover Content.
- Attachments:** A list for 'Selected Attachments', an 'Upload' button, and icons for adding, removing, and refreshing attachments.

Buttons at the bottom: 'Send' and 'Cancel'.

2. In the "Basic Information" Tag, Input a fax number in "Fax No." field. For international Fax, IDD code is required. For international Fax, please add " ," and the IDD authorization code after the fax number.

The format is as follow:

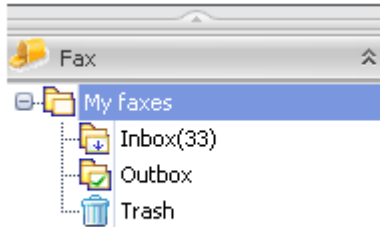
00 + Country Code + fax no + ,, + IDD authorization code

3. A fax can be send to multiple fax numbers at the same time. Use a semicolon ";" to separate different fax number in the "Fax No." field.
4. Setup a backup fax number if needs, in case if the primary fax number unable to call to, system will use the backup fax no. to send the fax.
5. Upload a document at the "Attachments" section.
6. Click **Send**.
7. Go to the Outbox folder, if the new fax has a  under the "Status" column, the fax has been faxed out successfully. Otherwise if there is a  under the "Status" column, the fax is not faxed out yet. The "status" will not be updated automatically. To get the current status of the outgoing fax, click the "Refresh" button.

8 View Faxes

View Normal Faxes

On the left panel, users can go to “My faxes” to manage all inbound and outbound faxes.



My faxes: contains all inbound and outbound faxes (Trash not included)

Inbox: contains all inbound faxes, received fax will automatically appear in this folder.

Outbox: contains all outbound faxes

Trash: contains all deleted faxes

View Old Faxes

Faxes older than 90 days will be archived. Users can access the archived faxes from the “Archive Fax” menu. Follow the below steps to view the archived faxes:

1. Log in Fax View and click **Archive Fax** in Left Panel.
2. Double click a fax to open it.

9 Folder Management

Users are allowed to create and define new folders for classifying different types of faxes. All faxes can be “drag-and-drop” to different folders.

Add Folder

1. Select the “Options” tag in the menu bar.
2. Click **New** in the “Options” menu.
3. Input the folder name, and select the Parent Folder. (Parent folder means the new folder is under which folder. For example, if users select “Inbox”, the new folder will be under the Inbox.)

Edit Folder

1. Click **Edit** in the Options Menu.
2. In the “Folder Info”, select the folder you want to modify and then input the folder name in the “folder name” field and select the new parent folder.
3. Click **OK** to confirm.

Delete Folder

1. Select the folder you want to delete. Note that only an empty folder can be deleted.

2. Select the “Options” tag in the menu bar.
3. Click **Delete** in “Options” menu.
4. Click **OK** to confirm.

Move a Fax

1. Select a fax and click Move in the Fax Menu.
2. Select the destination folder and click OK.

10 Save a Received Fax

Users can perform this operation to save a fax while opening it with Tif Viewer.

Follow the below steps to save a fax:

1. Click **File** and Click **Save As**.
2. Input file path, file name (the default file format is Tif)
3. Click **Save**.

11 Print a Received Fax

Users can perform this operation to print a fax while opening it with Tif viewer.

Follow the below steps to print a fax being saved to a local computer.

1. Click **File** and click **Print**.
2. Select a printer.
3. Click **Print**.

12 Print to Fax

Users can fax out a document quickly by using this option after opening them.

1. Open a file and use the print function.
2. Select “OceanFax Fax Printer” in Printer options, adjusts Printer property if needed.
3. Click Print and then the login page appears. Enter the login username and password.
4. Input the fax information including fax number in the "Fax Information" dialog box.
5. Click Send.

13 Transfer Fax to Another eFax User

An eFax account user can pass a fax to another eFax account user using the following functions instead of making another fax.

Follow the below steps to forward a fax with no copy left.

1. Select the fax you want to route.
2. Click **Route** in the Fax Menu.
3. Select users and click **Add** to add to the selected user list.
4. Click **OK** to confirm.

Follow the below steps to forward a fax with the original copy kept after forwarding.

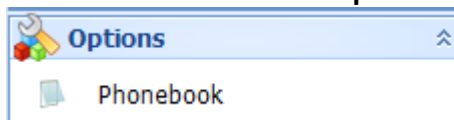
1. Select a fax you want to forward.
2. Click **Forward** in the Fax Menu.
3. Select users and click **Add** to add them to the selected user list.
4. Click **OK** to confirm.

14 Phonebook

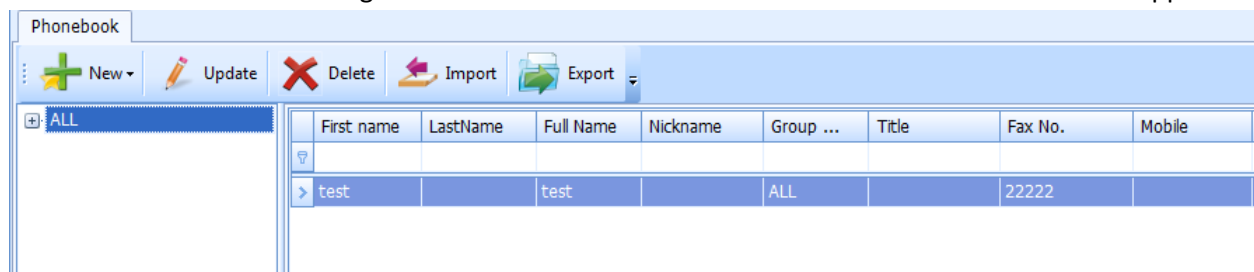
Users can create contacts or contact groups in phonebook for their own use.

Open Phonebook

Click **Phonebook** under “**Options**” on Left Panel.



The following window will appear.



Add a New Group

1. Click **New** and **New group** in the phonebook panel.
2. Input the group information including Group name, Parent and Remark.
3. Click **Save**.

Add a New Contact

1. Click **New** and **New contact** in the phonebook panel.
2. Input the contact information including name and fax number of the contact so that it can be chosen when making a new fax.
3. Choose the appropriate group of the new contact in the “Group” Field. Choose “All” if the contact will not be placed in a group.
4. Click **Save**.

Edit Groups or Contacts in Phonebook.

1. Select the group or the contact to be updated.
2. Click **update**.
3. Modify all required information.
4. Click **Save**.