LanFax

I. INTRODUCTION

LanFax is a fax server and software used to send and receive faxes through e-mail accounts. Faxes are sent to a fax number and received from any regular fax or LanFax account. Faxes received through e-mail appear as a .tif image file (tagged image file) attachment.

Note: To send a file created in Office 2013 as an e-mail attachment, the file must be saved in the 97-2003 file format. The new file extension (e.g., docx) for Microsoft Office 2007 is currently incompatible with the Pace fax server.

Please note that this documentation is based on using Microsoft Office 2003.

II. GETTING STARTED

To obtain a LanFax account, have your department head or IMO place a service request at help.pace.edu and include your:

- name
- e-mail address
- campus
- telephone extension
- department
- network printer (if applicable)

ITS issues a LanFax account such as: **9149891234**. Your LanFax account is the number you provide when asked to supply a fax number.

Note: No new fax machines will be purchased by Pace University. Such requests will be furnished with a LanFax account.

III. USING WINDOWS PICTURE AND FAX VIEWER
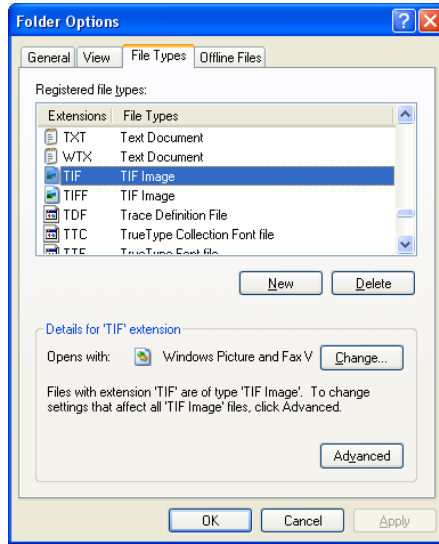
A. Windows Picture and Fax Viewer

A fax is sent as a tagged image file (.tif). The software needed to view your fax is the Windows Picture and Fax Viewer which comes with Windows XP.

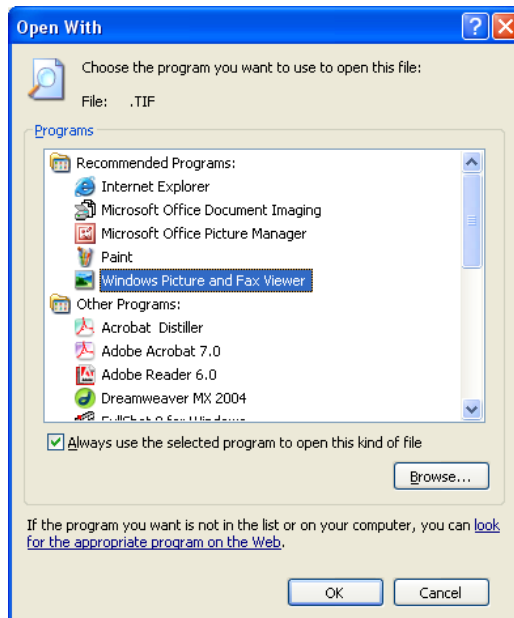### B. Setting a Default Viewer to View Fax

To select a default viewer:

- double-click My Computer
- click **Tools** and select **Folder Options**
- click the **Files Types** tab

A list of filename extensions and their associated file types displays.

- select **TIF** from the **Extensions** column in the **Registered file types** pane
- click **Change**

The *Open With* box displays.

- scroll down and select **Windows Picture and Fax Viewer** in the **Programs** pane
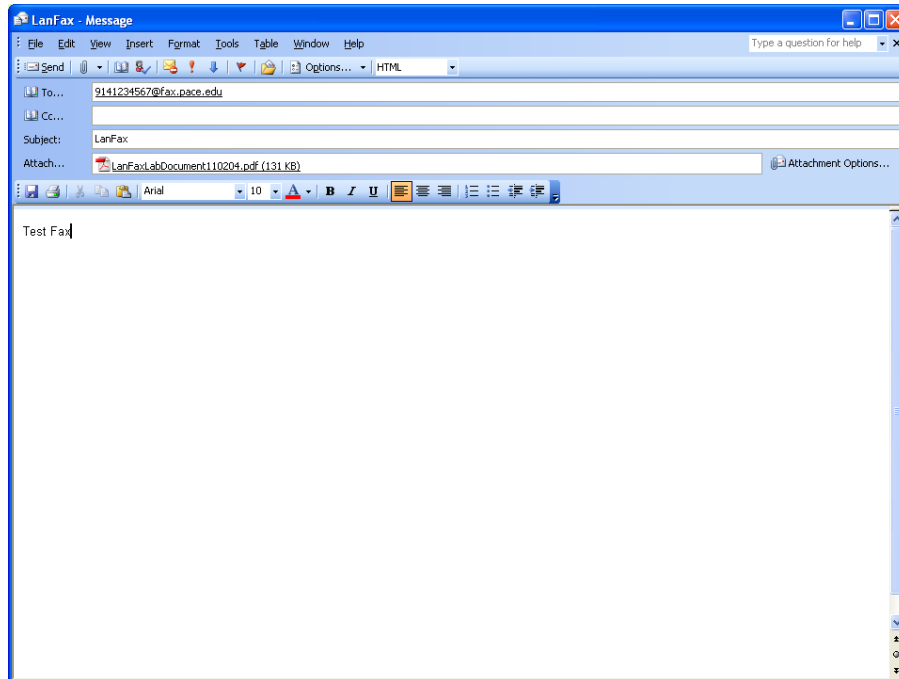- click **OK**
- click **Close**

IV. SENDING AND RECEIVING FAXES

LanFax uses e-mail accounts to send and receive a fax. Please note that use of the LanFax must comply with Pace University's *Appropriate Use Policy for Information Technology*.

A. Sending a Fax

- open **Microsoft Outlook**
- click ![New] ▾
   -or-
- click **Actions** and select **New Mail Message**

The *Untitled Message* window appears.

- type *areacode+number@fax.pace.edu* in the **To** field
- type *brief LanFax description* in the **Subject** field
- type the *message of the fax cover page* in the bottom pane

Note: the *areacode+number@fax.pace.edu* **represents the fax account where the fax is being sent. This is for an internal Pace fax as well as an external fax. For instance, if an external fax number is 914-123-4567, you would address this in the To field as 9141234567@fax.pace.edu. All sent faxes go through the Lan Fax server. Microsoft Office 2007 users must save LanFax attachments in the 97-2003 file format.**

- click ![attach] ▾ and select the file to attach

Note: The file path must be known in order to attach it. If a paper document or form needs to be faxed, it can be scanned into a file for attachment.

The information typed in the body of the e-mail appears as the fax coversheet. Then:

- click ![Send]

The fax is sent to the intended recipient and is received as a regular fax on their fax machine or as an e-mail message if it was sent to a LanFax account.

Note: A confirmation message from Pace fax server is sent to the sender. Remember, the coversheet contains any text that was in the body of the e-mail. If you have your mail set to attach your business card, the text from the business card appears as a separate sheet after the fax message.

B. Receiving a Fax

- open **Microsoft Outlook**
- click [Send/Receive ▾]
  -or-
- click **Tools** and select **Send/Receive**
- click **Send and Receive All**

An incoming fax is listed under **Sender** as: **areacode+phonenumber@fax.pace.edu** (i.e. 9145551234@fax.pace.edu).

The actual fax appears as an e-mail attachment.

To view fax attachment:

- click the e-mail with the subject **Fax Received** in your **Inbox**

This is a FAXSERV Message Delivery which including the date and time the fax was sent, as well as the number of pages. The faxed information is in the form of a .tif file.
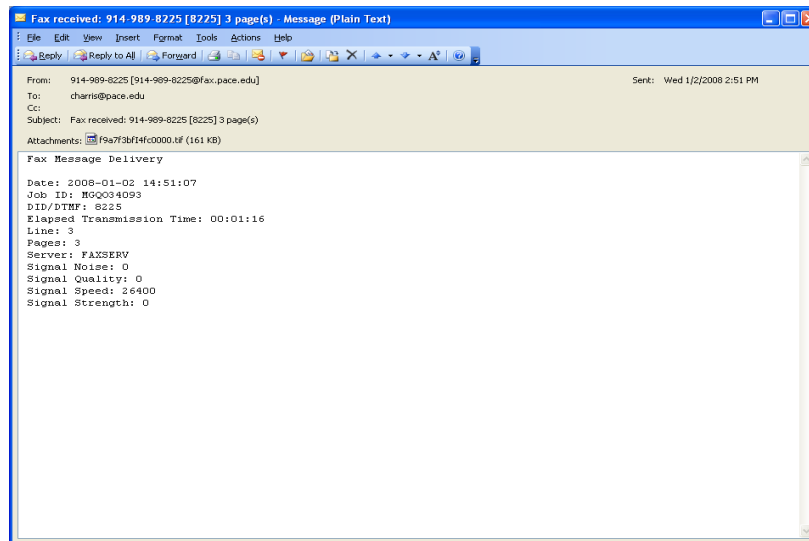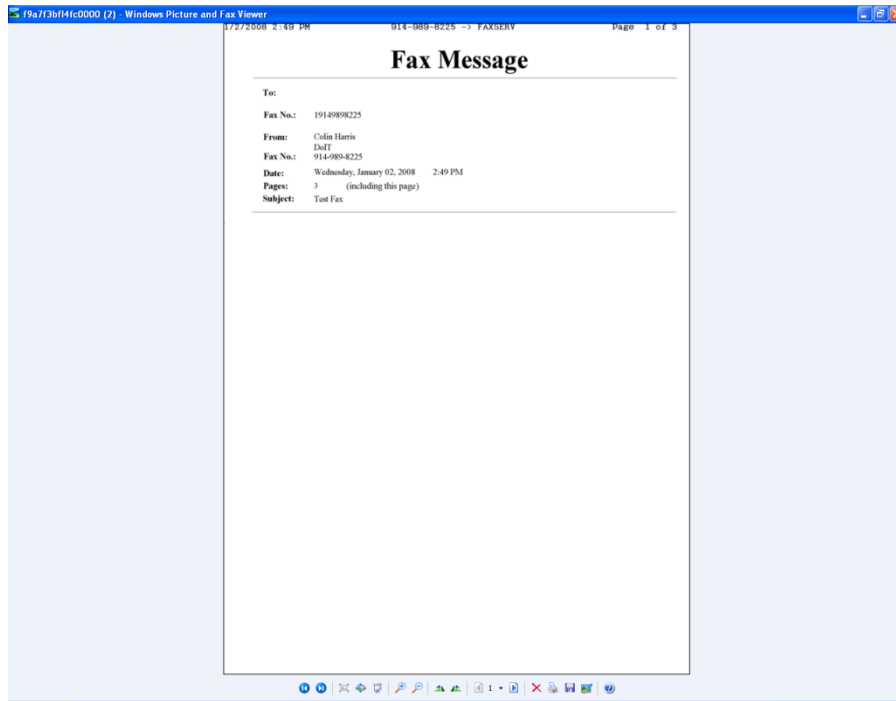

To open the fax:

- double-click the attachment

C. Viewing a Fax

An incoming fax has the date, time, originator fax number, and number of pages located in the top portion of the fax cover sheet.

To access a specific page:

- click ⏷ current page drop-down list arrow and select page
  -or-
- click ◀ or ▶ to navigate to previous or next page

D. Printing a Fax

To print from Windows Picture and Fax Viewer:

- click 🖨
- click **Next**
- select ☑ pages to print in **Picture Selection** box
- click **Next**
- select a printer in **Printing Option** box
- click **Next**
- select a print layout in **Layout Selection** box
- click **Next**
- click **Finish**

E. Closing a Fax

To exit from Windows Picture and Fax Viewer:

- click 🖼 and select **Close**