

Frequently Asked Questions (FAQ)

What is atFAX? Cloud based fax solution. A hosted fax system and fax lines route faxes to and from their intended destination.

What is the main advantage? atFAX allows you to eliminate the need to invest in fax devices and analogue lines while allowing you to send and receive faxes via email, multifunction printers/printers and smart devices.

What are the savings? If you have a direct analogue line you can cancel the line saving approximately \$40 per month. If your faxing is routed via your telephony system (PABX) you no longer need to allocate and administer fax DDI's, purchase DDI blocks for fax, or in the case of a digital PABX, invest in analogue telephony adapters (ATA's). By using atFAX you can free up ports on your PABX that were previously taken by analogue fax.

How does it work? Faxes are sent from your email client (such as Microsoft Outlook) or multifunction printer using SMTP to your email server and then over the Internet to the cloud fax service. Incoming faxes are delivered into a user's email box or to a specified printer.

Can I send hardcopy fax? Yes as long as your multifunction device is able to scan to email externally you can send a fax utilising a native fax GUI using specific atFAX set-up and firmware.

Can I print hardcopy fax? Yes if you choose the print option. Special print software is loaded on to your print server to allow you print faxes. You can print faxes on any printer(s) you nominate.

What file formats does it use and can I send attachments? Incoming faxes are in PDF format. Sending faxes support PDF, Tiff image, JPEG and Postscript File.

Is there a time delay in faxes being sent to our number and then emailed to us? The system is real time, however typically the time between a fax transmission being complete and an email being received is 5 minutes.

How do I know that a fax has been successfully sent? Fax notifications are received into email. Users who send fax via email receive notifications into their email inbox. Users who send faxes via multifunction printer may receive notifications into a common email box.

How many faxes can I send and receive simultaneously? Unlimited.

How long will a fax continue to retry if the recipient fax is engaged? 24 hours.

Can I use my existing fax number? Yes. atFAX ports the number across to the service.

Who owns the number? No one owns a fax number it is simply an ID for sending and receiving fax.

What if I don't want to port my number across? In that case we can provide a new fax number or you can customer link of forward the existing number to a newly created atFAX number.

What if I have other services running on my analogue line? If you have alarm monitoring, credit/debit services (i.e. EFTPOS) or a postage meter operating you can do one of three things. Move the service to a new line or contact your provider to connect the service to the Internet or via your PC or LAN, or we can provide you with a new fax number.

Can my faxes be archived and can I search on them? Yes, because faxes are sent and received via email you have a record of your faxes along with a time and date stamp.

Can I get transmission reports? Notifications are sent to email.

Are my faxes secure? Yes. atFAX is encrypted with industry standard 256-bit AES SSL as well as user authentication. Faxes are received into email as standard therefore they are not left lying on printer output trays.

Is there any restriction on the volume of faxes? A fair use policy applies and the service may not be used for bulk faxing or spamming.

Can I fax broadcast using the service? Yes (please refer atFAX if regarding this service).

Won't this service put more load on my email server and my network? No. Fax content and the number of faxes sent/received are small in comparison to email. Organisations will not notice any extra pressure on their IT infrastructure.

What is the cost to send and receive a fax and who bills us? It is free to receive faxes with atFAX. There is a number charge of \$5 per month. This covers the cost of your fax number and on-going support. Fax transmission charges are 11.0 cents per minute for both local and national calls (subject to change). For international calls please refer to atFAX. atFAX invoices the call charges directly on a monthly basis.

How is the service set up and how long does it take? A form will be emailed to you asking you for your existing fax numbers and to nominate your sending and receiving email addresses. If you wish to port your numbers to the service you will need to fill out the number porting section. The service is set up within 24 hours of receiving your information however number porting can take up to 10 days. An interim atFAX fax number can be provided to you so you can set up a fax forward allowing you to use the service immediately.

Support? In the event that an issue arises please contact your Reseller or atFAX directly at www.support.co.nz.

TECHNICAL INFORMATION

- The end user must allow email clients and multifunction devices to send outbound to faxnumber@cloudfax.co.nz.
- atFAX secures delivery by only allowing registered email addresses for delivery.
- We can also secure the process further by a specific email subject pass-phase is required.
- Faxes must be sent to the specified address: faxnumber@cloudfax.co.nz where the fax number is the fax destination number (area code must always be included).
- New DDI numbers can be allocated to end-users or existing numbers can be ported in most cases – please refer to your Reseller or atFAX representative.
- Where a DDI cannot be ported e.g. in the middle of a used DDI block, then a customer link can be used to forward to the new atFAX number (costs apply).