How to Fax

Using a fax server allows you to send and receive faxes directly from your computer for added security and more efficient, sustainable operations.

1. Compose an email.
   a. Enter the phone number in the “to” field with @fax.appstate.edu (example: xxx-xxxx@fax.appstate.edu).
   b. Include an email subject

2. Attach the document(s) you wish to send. The order you attach is the order documents that will be sent.
   a. **Acceptable file types include:**
      i. PDF
      ii. Word Doc
      iii. Image files (jpeg, tiff, bitmap)

3. Click “send,” like you would an ordinary email, and your fax will be sent. (See example of a sent message below).
Test Fax to Anne Belk

Sean Lail <lailsm@appstate.edu>
to 8282624080

This is a test fax to Anne Belk.

Sean Lail
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One attachment • Scanned by Gmail

PDF 205401 Technolo...
You will receive a send receipt email from GoldFax@appstate.edu once a message has been sent. (See example below).

Inbound Faxes can be received in the following ways:

- In a uStor folder (more info on uStor).
  - This will be the default option.
  - You must decide who needs access to this folder.
- Your email or multiple emails.
- At the printer/copier (will automatically be released).
- Or a combination of the above options (ex: uStor folder and your email).

Important Notes

1. If your workflow involves scanning a fax, do not choose the print option. Receive your fax electronically and eliminate a step!
2. Having the fax go to a uStor folder is the most secure location.
   a. To have a uStor folder set up for receiving faxes, submit this support ticket.
   b. To establish your preference for receipt location, submit this support ticket.

Follow the steps below for assistance with

- Requesting access to a fax line or folder
- Requesting a new fax line
- Requesting a folder or location change
- Or changing the ownership of a line
1. Access the Service or Software Request form. Search for and then select Fax with Gold Fax, in the service or software search bar.

2. Select your Fax Request type from the drop-down menu.

3. Fill in the Summary and Description then click Create to submit the request.

1. How will this process change for incoming or outgoing messages?
1. This new process will allow for faxing via email and by the copier with Gold fax. Incoming faxes can be delivered via email, shared uStor folder, or by fax to the Sharp copier.
   i. eGold Fax will be used by Health Services (cloud solution for Medicat).
   ii. Everyone else will be using GoldFax (our campus solution).
   iii. The Gold fax button on your Sharp copier will only need to be used in the event of faxing a paper copy from a machine.

2. Will there be an increase in cost?
   a. No, the costs will not increase.

3. Do I need a new fax line to move to the fax server?
   a. No, we can port your current fax line to the new fax service.

4. Can I still use my Sharp MFP for faxing?
   a. Yes, we will install eGold Fax software for faxing if requested.

5. Can I still use my dedicated fax machine for faxing?
   a. Yes, you can use your Sharp copier but **stand-alone fax machines are no longer supported**. This is due to AT&T, our contracted provider, no longer supporting analog fax lines and that is what would be required for a stand-alone option. **You do not have to have a fax machine to send and receive faxes now.**

6. Can I share a fax line with another department?
   a. Yes, however, if inbound faxes use a shared folder for delivery that folder will be shared with both areas sharing the line and this may not be the best solution for all.

7. What are my fax delivery options?
   a. Fax by email via (xxx-xxx-xxxxx)@fax.appstate.edu.
   b. Fax from fax machine.
   c. Fax from mobile devices via (xxx-xxx-xxxxx)@fax.appstate.edu and receive via email.

8. Will there be a busy signal?
   a. Faxes will no longer get a busy signal; they will queue and send in the order sent/received.

**Related Articles**

- How to Change Toner in a Sharp Copier
- How to Order Supplies or Request Service for a Sharp Copier
- How to Print on Specialized Paper with a Sharp Copier
- Print and Copy

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