

Using the BGSU Fax Server to Send a Fax

The BGSU Fax Server converts an email message to a PDF document and faxes it to the intended recipient. This server is available for use by BGSU employees holding a valid BGSU email account. Any email client supported by BGSU's email system can be used to send, including Outlook, Outlook Web Access, and Entourage.

Fax Document Format

The generated fax document contains the following components:

1. Header containing sender name, date, number of pages and subject,
2. Text contained in body of email message,
3. All attachments, in the order that they were attached to the email.

Supported Attachment Types

Microsoft Word Documents	.doc, .docx
Microsoft Excel Documents	.xls, .xlsx
Adobe PDF documents	.pdf
Rich Text Format	.rtf
Text formats	.txt, .html, .xml,
Image Formats	.bmp, .jpg, .tif, .png
Printer Formats	.ps, .pcl

Recipient Email Address Format

When sending email to the fax server, the "To:" line must be properly formatted in order for the fax server to receive the email and direct the fax to the proper recipient. The "To:" line formats are as follows:

[Recipient_Name/FaxNumber@fax.bgsu.edu](#) (includes Recipient Name)

[FaxNumber@fax.bgsu.edu](#) (does not include Recipient Name)

There are three key parts to building the proper email address.

Recipient_Name

This component of the email address can be used to specify a name in the "To:" line of the fax message header. It is an optional field. Since the Recipient_Name is passed as part of the email address, its format must comply with email addressing standards. In general, this means it should contain only numbers and letters, and it must not contain any spaces. An underscore character '_' will be translated to a space by the fax server. For example, Freddie_Falcon would be entered into the Recipient_Name part of the address to maintain the space. You could also add the recipient's name in the subject line or in the message body of the email instead of specifying it in the "To:" line.

FaxNumber

This component of the email address contains the fax number for the recipient of the fax message. The format for the fax number is the same as you would dial from a BGSU on campus phone. For instance:

Campus Number:	20999
Local Number:	94193720999
Long Distance:	914193720999
International:	0114193729609

@fax.bgsu.edu

This component of the email address tells the BGSU email system to deliver the message to the BGSU Fax Server. This section of the email address must remain the same for all faxes.

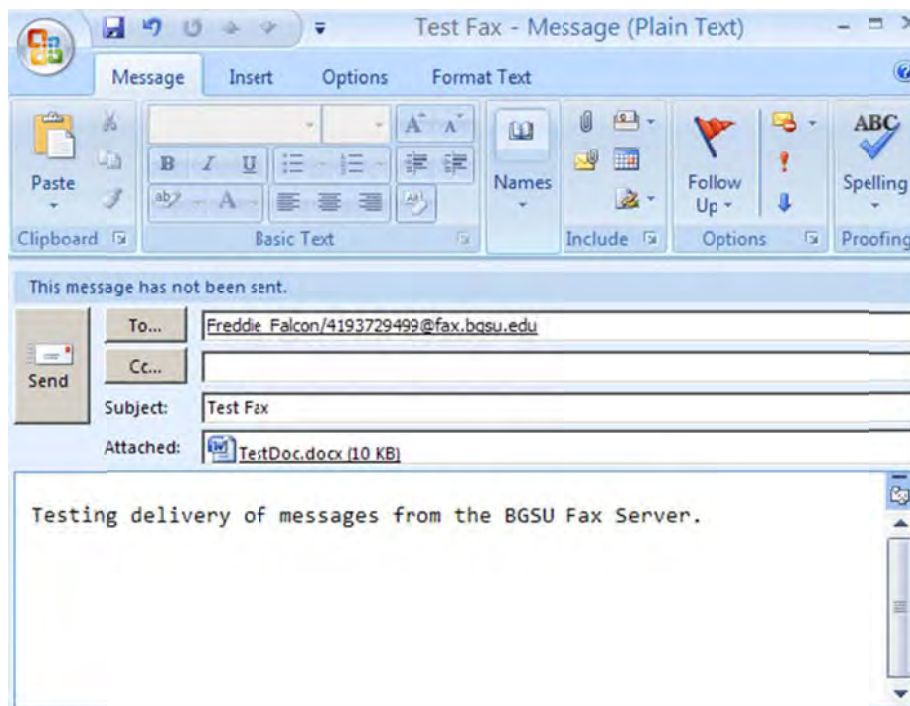
Once you send a fax, a confirmation is sent to your email account, which includes success or failure in delivering the fax and a copy of the message that was sent.

Example: Sending an Email to BGSU Fax from Outlook

This fax is to be sent to the Technology Support Center fax number for Freddie Falcon. A Microsoft Word document is included in the fax.

1. Open Microsoft Outlook, and complete the "To:" address, Subject and Attachment fields. Click on 'Send' to deliver the email.

Image 1. Properly addressed email message



2. Check for delivery confirmation. Your account will receive an email from bgsufax@bgsu.edu. Review the contents of the email to determine delivery success or failure of the fax.

Note: Based on the size of attachments you send and the load on the fax server, there could be a delay of several minutes before you receive a confirmation. Do not resend the message if you do not get an immediate confirmation. If you do, then duplicate faxes will be sent to the recipient. You will always receive a confirmation message for an email sent to the BGSU Fax server.

Image 2: Email message containing receipt confirmation

