FaxFinder

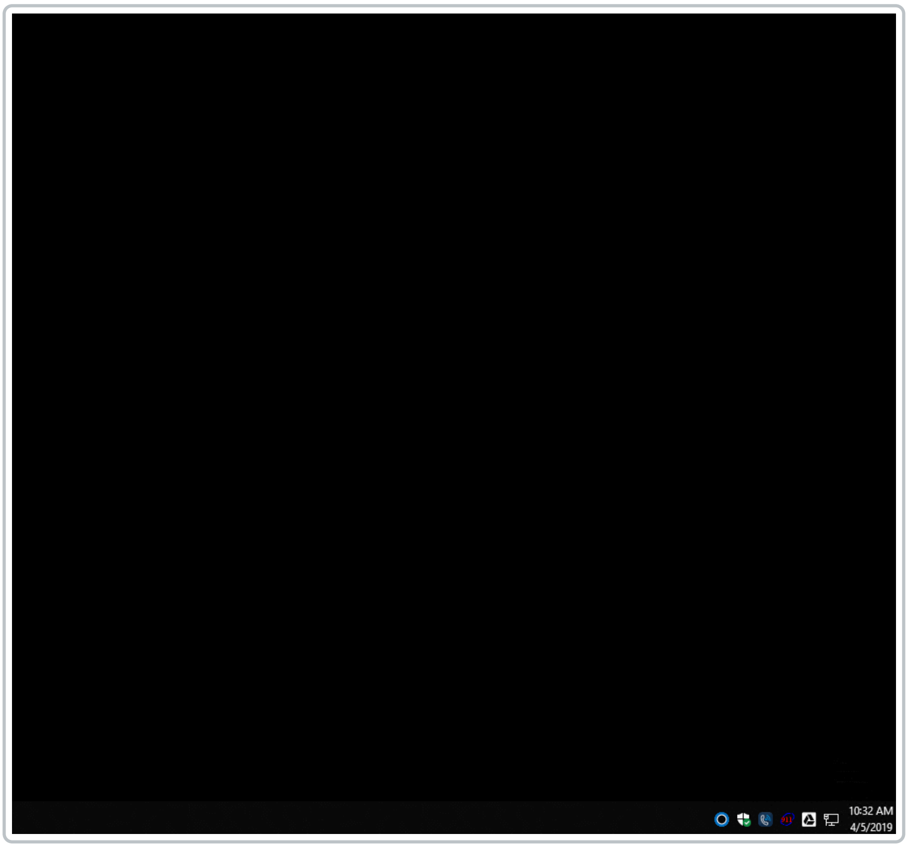
Last Modified on 04/09/2024 11:11 am PDT

First-time setup of FaxFinder Client software

If it's your first time sending a fax, you will need to perform the following steps:

1. Open the FaxFinder client software by double clicking the FaxFinder icon in the task bar (small blue and white circle)
2. Click the "Fax Servers" button
3. Click "Add" on the Fax Servers window
4. Enter "fax.eusd.org" into the Server Address field, and your EUSD credentials into the Username and Password fields
5. Click on "OK"
6. Verify that you are connected to the server
7. Click on "Close"

Note: these steps must be done once per user per computer.



Receiving Faxes

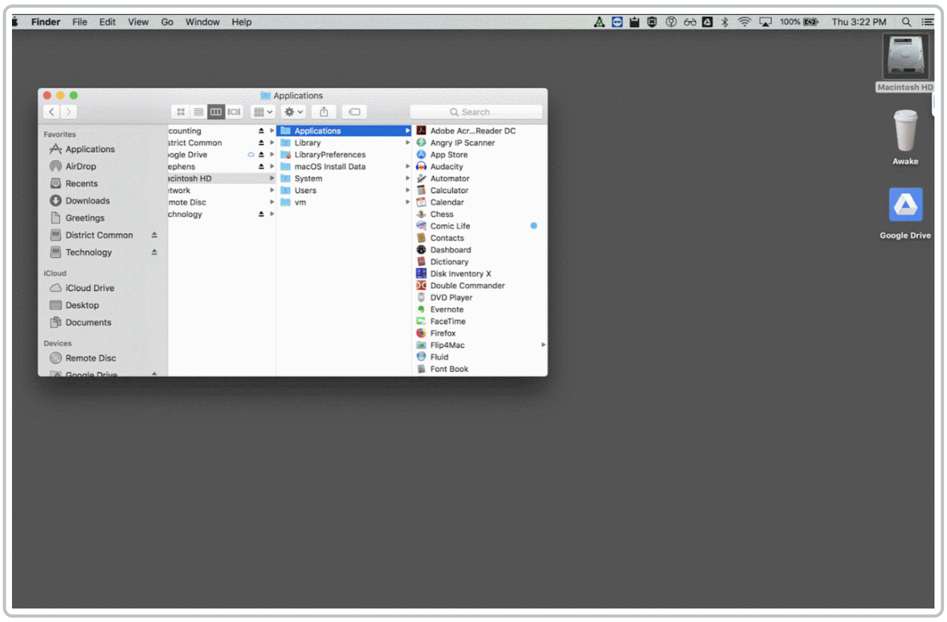
You will receive faxes in your site's Admin drive (usually the I: drive), in a folder called "Faxes". You will also receive an email notification that a fax has been received, depending on the configuration agreed to between the site Office Manager and Technology Services; usually, to all site/department clerks, health techs, office manager/secretary, and any other personnel that will regularly receive faxes at a given site.

Note: the links that are contained in the notification email DO NOT WORK. The notification is simply a notice to go check the I: drive.

Sending Faxes

Introduction to the FaxFinder client software

The FaxFinder Client software is installed automatically on all admin PCs, and can be installed on Macs by searching for "Fax" in Self Service and installing the application, as shown here:

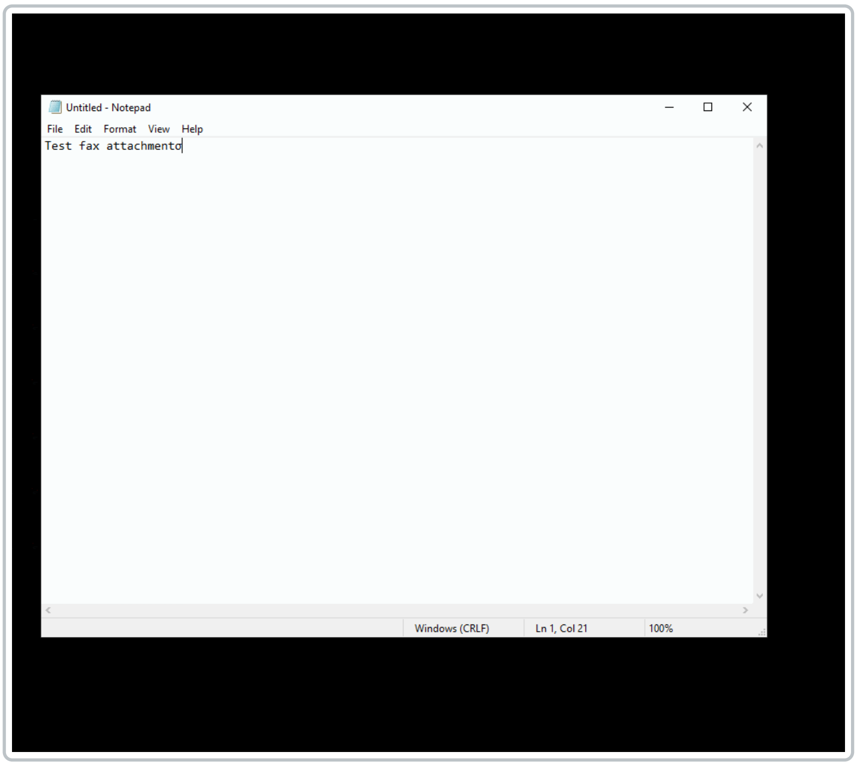

Finder
File
Edit
View
Go
Window
Help
100%
Thu 3:22 PM
Macintosh HD
Awake
Google Drive
Applications
Search
Favorites
Applications
AirDrop
Recents
Downloads
Greetings
District Common
Technology
iCloud
iCloud Drive
Desktop
Documents
Devices
Remote Disc
Google Drive
counting
strict Common
ogle Drive
ephens
acintosh HD
twork
mote Disc
chnology
Applications
Library
LibraryPreferences
macOS Install Data
System
Users
vm
Adobe Acr...Reader DC
Angry IP Scanner
App Store
Audacity
Automator
Calculator
Calendar
Chess
Comic Life
Contacts
Dashboard
Dictionary
Disk Inventory X
Double Commander
DVD Player
Evernote
FaceTime
Firefox
Flip4Mac
Fluid
Font Book

Sending a fax using the FaxFinder client software

1. Print a document to Multi-Tech FaxFinder
2. Enter recipients by clicking To and filling out information, or by choosing from the address book via the Contacts button. ***Important: don't forget that like all district phone calls, dialing out requires the "8" prefix***

at the front.

3. Note that there are global contacts that include all sites, EEEA and Vista Hill fax lines, and others can be added on request.
4. Add a cover page if desired
5. Verify that the document is in Selected Attachments (it will always be added by default if you've started the process by printing to the FaxFinder printer)
6. Click "Send"
7. If desired, click "Refresh" to watch the status of the fax send process, but this is not necessary: the client can be closed and you can continue other work.
8. **If the fax fails to send, you will receive an email notification with details.** Logs are available in the "Sent" and "Received" tabs of the FaxFinder software, but these logs are purged automatically every Sunday per district policy. **These logs show faxes sent per user, not per site fax number.**



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Test fax attachmento
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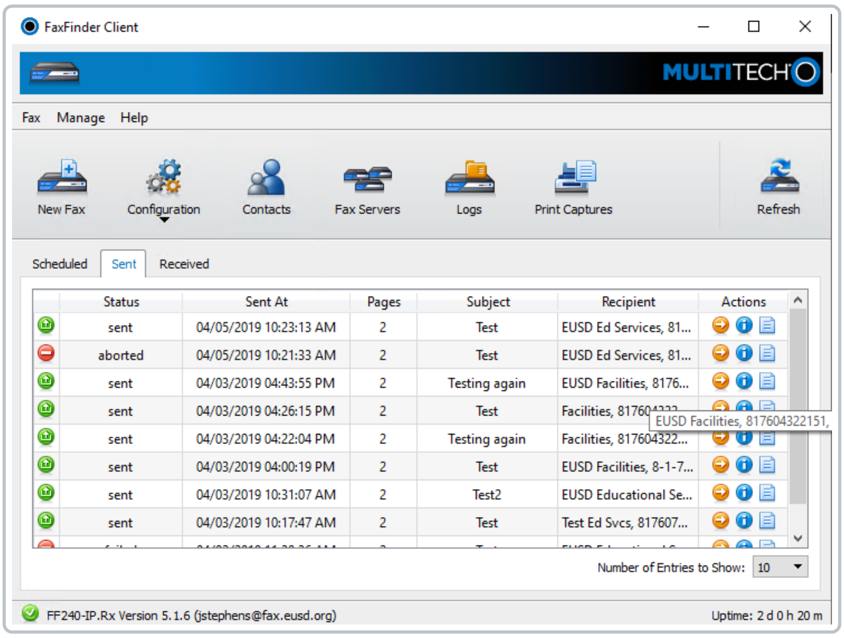
When the entry disappears from the "Scheduled" tab, you can click on the "Sent" tab for details such as whether the fax was sent successfully:


FaxFinder Client
MULTITECH
Fax
Manage
Help
New Fax
Configuration
Contacts
Fax Servers
Logs
Print Captures
Refresh
Scheduled
Sent
Received
Number of Entries to Show:
10

	Status	Sent At	Pages	Subject	Recipient	Actions
	sent	04/05/2019 10:23:13 AM	2	Test	EUSD Ed Services, 81...	
	aborted	04/05/2019 10:21:33 AM	2	Test	EUSD Ed Services, 81...	
	sent	04/03/2019 04:43:55 PM	2	Testing again	EUSD Facilities, 8176...	
	sent	04/03/2019 04:26:15 PM	2	Test	Facilities, 81760	
	sent	04/03/2019 04:22:04 PM	2	Testing again	Facilities, 817604322...	
	sent	04/03/2019 04:00:19 PM	2	Test	EUSD Facilities, 8-1-7...	
	sent	04/03/2019 10:31:07 AM	2	Test2	EUSD Educational Se...	
	sent	04/03/2019 10:17:47 AM	2	Test	Test Ed Svcs, 817607...	

EUSD Facilities, 817604322151,

FF240-IP.Rx Version 5.1.6 (jstephens@fax.eusd.org)

Uptime: 2 d 0 h 20 m