

# GSD. Outlook - Find eFax Numbers and Use it with Outlook

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General Information:

Possible symptoms/errors:

User wants to know how to Find eFax Numbers and Use it with Outlook

Alternative names of the system:

n/a

IMPORTANT NOTICE:

n/a

Solution:

If user used the eFax function under Lotus Notes (fax reception and transmission by e-mail), they can continue to use it in Outlook.

The reception of a fax message does not change because the message is forwarded to Exchange Online.

Details:

How to find and Spot an eFax Number:

User will know a phone number is a fax or eFax number if it has 39 before the extension number. For example, +496175566391111 where the extension number is 1111.

A. Via Email Signature

Some users set their signatures with contact information with fax numbers. Look for the sender's signature in the email and find the eFax number.

B. Via Fresenius Phonebook Data Source

Advise user to log on to Fresenius Phonebook Data Source. User must type the user that they want to search, and press Enter.

Inform user to find the fax number in the Phone(s) column.

How to Send eFax Using Outlook:

Advise user to launch Outlook and to click New Email.

To send faxes to an internal or external number from Outlook, inform user to enter the "recipient" to the "To" field as follows: 0@fax.ads.fresenius.com

For voicebox, user must use the domain @tel.ads.fresenius.com

Once done with user's email, advise them to click Send.

If this article did not resolve the issue, advise user to contact O365 support.

Assignment Group:

Int\_WW\_Collaboration\_WPaaS\_SLS\_FDT

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

1. O365 support: [https://fnc.service-now.com/sp?id=kb\\_article&sysparm;\\_article=KB0012329](https://fnc.service-now.com/sp?id=kb_article&sysparm;_article=KB0012329)