Vodafone One Net E-fax
Quick Start Guide

Contents

What is One Net E-fax

One Net E-fax is a web application that lets you send and receive faxes without using a fax machine.

With the One Net E-fax print driver, you can also send documents to fax numbers from applications like Microsoft® Word® and Excel®.

Accessing One Net E-fax

You access One Net E-fax through One Net Manager.

Accessing One Net E-fax >

Features and benefits of One Net E-fax

Sending and receiving faxes

You can send one or more files as a single fax or PDF. You can include a branded cover page, a custom fax header and your signature. You can also send faxes to multiple email recipients and fax numbers at the same time or schedule sending a fax for a future date.

You can also send a fax from another application. For example, you can fax a document from Microsoft® Word® or fax an email from your email client.

When you receive a fax, One Net E-fax sends you an email with the fax attached as a PDF file.

Read more about sending faxes >

Read more about receiving faxes >

Setting up your cover page, fax header and signature

You can set up your own cover page and include it as the first page of the fax you send.

You can also add your signature and edit the fax header appearing at the top of every fax page.

Read more about One Net E-fax settings >

Managing your faxes

You can view all the faxes you've sent, received or scheduled. You can search all your faxes by date and other filters, such as subject and sender. You can also download the content of a fax as a PDF file and re-send a fax that failed to send before.

Read more about managing your faxes >

Sending faxes from other applications

When you've installed the One Net E-fax print driver, you can send faxes from applications such as Microsoft Word, by using the print function in the application.

Read more about sending faxes from other applications >

One Net E-fax system requirements

Supported operating systems

- Microsoft Windows 7, 8, 8.1, 10
- Mac OS X 10.9 Mavericks, 10.10 Yosemite, 10.11 El Capitan or 10.12 Sierra

Supported browsers

- Internet Explorer® 10 or later
- Firefox® 33 or later
- Chrome™ 48 or later
- Safari® 9.1.3 or later

PC or Mac hardware

- 1 GHz or faster processor
- 1 GB or more of RAM
- 50 MB or more of free disk space

Accessing and installing One Net E-fax

The One Net E-fax service consists of the One Net E-fax web application and the One Net E-fax print driver.

You access One Net E-fax through your browser and you don't need to install anything to use it.

If you want to send faxes directly from applications such as Microsoft$^{®}$ Word$^{®}$ or Adobe$^{®}$ Acrobat$^{®}$, you need to download and install the One Net E-fax print driver.

Accessing One Net E-fax

1. **Open One Net Manager >**
2. Select **Anrufdienste** > **Mailbox**.
3. From **Faxnachrichten**, select **E-fax-Portal**.

Installing the One Net E-fax print driver

To send faxes directly from external applications, you need to download and install the One Net E-fax print driver.

1. Log in to One Net E-fax.
2. Select **Print drivers**.
3. Select the driver installation file.
4. Run the installation wizard.

You can use the One Net E-fax print driver by selecting the print function in applications such as Microsoft Word.

Sending a fax

You can send one or more files as a single fax or PDF. You can include a branded cover page, a custom fax header and your signature. You can also send faxes to multiple email recipients and fax numbers at the same time or schedule sending a fax for a future date.

You can also send a fax from another application. For example, you can fax a document from Microsoft® Word® or fax an email from your email client.

> ✅ **Supported file types**
>
> You can attach the following file types: BMP, CSV, DOC, DOCX, GIF, ICO, JPG, JSON, LOG, PDF, PNG, PPT, PPTX, PS, SH, TXT, XLS, XLSX, XML.

Sending a fax in One Net E-fax

You can send faxes from the **Send** tab in One Net E-fax.

To send a fax in One Net E-fax

1. Select **Send**.
2. In the **To** field, enter the fax numbers or email addresses you are sending the fax to. Press Enter to separate numbers and addresses from one another.
   - You can enter up to 25 numbers or addresses, within a limit of 2000 characters.
3. If you want to add a cover page, select **Add a cover page**. You can then enter a subject line and a cover page message.
   - A subject line can be up to 255 characters.
   - A cover page message can be up to 4000 characters.
4. If you want to schedule sending the fax for a future date, select 📅 and choose a date and time.
5. Select the **Drag and drop** box. Navigate to and select the files you want to send. Files appear in the fax in the order in which you add them.
   You can also drag the files you want to add and drop them in the **Drag and drop** box.
   Select ⊗ to remove a file from the list.
6. If you want to preview the fax or add your signature, select **Preview**.
7. Select **Send**.

Sending a fax from an application

If you've installed the One Net E-fax print driver on your computer, you can send a fax from applications such as Microsoft Word or your email client.

To send a fax from an application

1. Select the print function in the application you're using.
2. Select **One Net E-fax print driver** as the printer.
3. Enter any print parameters you want, such as page range.
4. Select **Print**.
   If it's your first time using the One Net E-fax print driver, the login window is displayed for you to log in. When you've logged in, you remain logged in until your password expires or is reset.
5. In the **To** field, enter the fax numbers or email addresses you are sending the fax to. Press Enter to separate numbers and addresses from one another.
   - You can enter up to 25 numbers or addresses, within a limit of 2000 characters.
6. If you want to add a cover page, select **Add a cover page**. You can then enter a subject line and a cover page message.
   - A subject line can be up to 255 characters.
   - A cover page message can be up to 4000 characters.
7. If you want to schedule sending the fax for a future date, select 🗓 and choose a date and time.
8. Select **Receive a confirmation email** if you want to receive an email confirming the fax was successfully sent.
9. Select **Send**.

Receiving a fax

When you receive a fax, One Net E-fax sends you an email with the fax attached as a PDF file.

You can also use One Net E-fax to search for faxes that you have sent or received.

Managing faxes

You can view and search faxes you've sent and received, remove faxes you don't need, and re-send faxes that failed to send before.

You can also download your faxes as PDF files and view the faxes you scheduled for a future date.

Searching your faxes

You can view and search faxes you've sent and received. You can also view faxes you scheduled for a future date.

To search your faxes

1. Select **Search**.
2. Select **Processed faxes**.
3. If you want to limit the search to received or sent faxes, select **Direction**.
4. Select **Advanced search** to add more search filters:
   - **Status**: choose between faxes that were sent successfully or failed to send.
   - **Subject**: enter text to search for in the subject field.
   - **From**: enter a fax number or email address to search for in received faxes.
   - **To**: enter a fax number or email address to search for in sent faxes.
5. Choose search dates and select **Search**.
6. Select column headings to choose ascending or descending order.
7. To see more details of a fax, select ⌄ on the left.

To search faxes scheduled for a future date

1. Select **Search**.
2. Select **Pending faxes**.
3. Select **Advanced search** to add more search filters:
   - **Subject**: enter text to search for in the subject field.
   - **To**: enter a fax number or email address to search for in scheduled faxes.
4. Choose the search dates and select **Search**.

Deleting, downloading and re-sending faxes

You can delete faxes you don't need or download a fax as a PDF file.

If a fax failed to send for a technical reason, for example, if the destination fax machine was unreachable, you can re-send the fax.

To download a fax

1. Search for the fax you want to download.
2. Select ☁ and save the file.

To delete a fax

1. Search for the fax you want to delete.
2. Select 🗑.

To re-send a fax that failed to send

1. Search for the fax you want to re-send.
2. Select ↻.

Settings

The One Net E-fax settings allow you to change your user information and edit the fax details, such as the fax header, the cover page and your signature.

Changing your user information

You can change your main email address and add additional email addresses if you want to forward faxes and notifications you receive.

> ✅   To change your name or fax number, contact your administrator.

To change your main email address

1. Select **Settings**.
2. Under **Email address**, edit your main email address.
3. In the bottom right corner, select **Save**.

> ℹ   **Changing your main email address changes your username**
>
> When you change your main email address, it changes the username you use to log in.

To add additional email addresses

1. Select **Settings**.
2. Under **Additional emails**, enter the additional email addresses you want to use.

   Press Enter to separate email addresses from one another.
3. In the bottom right corner, select **Save**.

Changing your password

In One Net E-fax, you can find two passwords:

- One Net E-fax password
- One Net E-fax print driver password

Passwords for One Net E-fax and One Net E-fax print driver are the same. If you change your One Net E-fax print driver password, your One Net E-fax password will also change.

Passwords are case-sensitive and expire after 180 days. You get five attempts to log in, after that your account is automatically locked for at least 30 minutes.

One Net E-fax prompts you to change your password when:

- You use a system-generated password, for example, the first time you log in or when your administrator has reset your password.
- Your password has expired.

To change your One Net E-fax password

1. From the list next to your name at the top of the screen, select **Change your password**.
2. Enter your current and new passwords.
   Your password must be at least eight characters long and meet two of the following criteria:
   - Upper case letters A-Z
   - Lower case letters a-z
   - Numbers 0-9
   - Special characters !@#$%^&<>"*()_-+{}:;'?/\.,
   Your password cannot contain the following:
   - More than two identical characters in a row
   - White spaces
   Your password cannot be the same as your last three passwords.

To change your One Net E-fax print driver password

1. Select **Print drivers**.
2. Select **Change your print driver password**.
3. Enter your current and new passwords.
   Your password must be at least eight characters long and meet two of the
   following criteria:
   - Upper case letters A-Z
   - Lower case letters a-z
   - Numbers 0-9
   - Special characters !@#$%^&<>"*()_-+{}:;'?/\.,
   Your password cannot contain the following:
   - More than two identical characters in a row
   - White spaces
   Your password cannot be the same as your last three passwords.

File types and sizes

This page contains all the supported file types and size limitations.

Supported attachments

File type	File extension
Image	BMP, JPG, PNG, GIF
Adobe®	PDF

Fax numbers and email addresses

- You can enter up to 25 numbers or addresses.
- You have a total limit of 2000 characters.

Fax header image

- The image can be maximum 640x480 pixels.
- The image can only be a GIF, JPG or PNG file.

Signature image

- The image can be maximum 640x480 pixels.
- The image can only be a GIF, JPG or PNG file.

Cover page

Image

- The image can be maximum 640x480 pixels.
- The image can only be a GIF, JPG or PNG file.

Subject line and message

- The subject line can be up to 255 characters.
- The cover page message can be up to 4000 characters.