

# Send an eFax from Your UTRGV Email Account

1. Compose a new email in Microsoft Outlook from your UTRGV email account.

## Email Address Format

2. Enter **faxnumber@fax.utrgv.edu** in the **To** field. Depending on the eFax (Internal, External Local, External Long Distance eFax), the **email address format** will vary. See table below for more information.

Type of Fax	Fax Extension Format	Email Address Format
<b>UTRGV Internal Fax</b> (eFax sent to a UTRGV fax number)	9 + 7 digit UTRGV Fax Number + @fax.utrgv.edu	<b>Brownsville:</b> <a href="mailto:9882XXXX@fax.utrgv.edu">9882XXXX@fax.utrgv.edu</a> <b>Edinburg:</b> <a href="mailto:9665XXXX@fax.utrgv.edu">9665XXXX@fax.utrgv.edu</a> <b>Harlingen:</b> <a href="mailto:9296XXXX@fax.utrgv.edu">9296XXXX@fax.utrgv.edu</a> <i>Note: Currently not applicable at these campuses. Use established faxing methods.</i>
<b>External Local Fax</b> (eFax sent to a local number outside UTRGV)	9 + 7-digit number + @fax.utrgv.edu	9XXXXXXXX@fax.utrgv.edu
<b>External Long Distance Fax</b> (eFax sent to long distance fax number outside UTRGV)	9 + 1 + 3 digit area code + 7 digit number @fax.utrgv.edu (long distance code not required)	91XXXXXXXXXXXX@fax.utrgv.edu

**NOTE: Do not use hyphen (-) to separate digits.**

*Note:* To fax multiple numbers at one time, separate each email address with a semi-colon (;).

*Example:* 98822020@fax.utrgv.edu; 95405654@fax.utrgv.edu.

## Fax Cover Letter

3. Enter a **Subject**. Include your **contact information** (phone number and email address) and any additional **text** you want to add **in the body of the email**.

PLEASE NOTE: A cover letter with the sender's basic information will automatically be generated. If you expect a fax reply from the recipient, be sure to include your contact information in the body of the email. Text entered in the body of the email will appear in the bottom portion of the fax cover letter. **All outgoing UTRGV faxes will appear as being sent from the UTRGV main number. This is not a real fax number.**

## File Attachment Types

4. Attach the **file** you want to send.

The file attachment types allowed are:

- Images (jpeg, jpg, gif, png, bmp, tiff)
- Adobe (pdf)
- Text (ASCII) (txt)
- Microsoft Office Word, Excel, and PowerPoint Documents (docx, xlsx, pptx)
- Microsoft Visio (*Not available*)
- Microsoft Project (*Not available*)

5. Click **Send**.

## Confirmation Email

6. A confirmation email will be sent to you indicating if your fax was sent successfully or if there were any problems.

## Return Status Codes

The 20 most commonly received Return Status Codes are listed below. There are over 100 possible Return Status Codes for a fax transmission.

### Return Status Code Explanation

0000	All pages OK
0001	Lost communication with called fax machine
0002	Received page quality deemed unacceptable by fax machine
0003	FAXCOM unable to transmit due to noisy phone connection
0004	FAXCOM detected voice answer; please check number
0005	Early disconnect: remote fax requested disconnect before image was transmitted
0006	Late disconnect; remote fax requested disconnect after image was transmitted.
0007	No dial tone detected
0013	Called fax machine busy
0014	Phone network busy
0015	Called phone number ringing but no answer

0016	Incompatible Group-I fax
0017	Incompatible Group-II fax
0018	Non-fax modem detected
0021	No destination phone number specified
0030-0041	Fax port modem detected
0050	After dialing, no telephone network response
671	Error converting attachment to fax format
8000	This job was manually deleted