

Popular Threads on Solosez

Internet Faxing

What are the benefits or drawbacks to using an internet fax service (i.e., something like efax.com) rather than having a stand-alone fax machine (and dedicated line) in the office?

For those familiar with different internet fax services, what are the various pros and cons of the different retailers? (I.e., how does efax.com compare to myfax.com, etc.)

Matthew T. Christensen, Boise, Idaho

Oooh, oooh, one of my favorite topics!

I LOVE efax.com. I can't compare it to other internet services as it's the only one I've ever used, but it is WAY better than having a stand alone fax in the office, for these reasons:

(a) the document is in your email inbox, so you might notice it faster than if it is sitting on the fax machine (if you're like me and you'd check your email before a fax machine);

(b) it is in electronic format that you can then do many things with, including OCR it to editable text, print it into PDF format or hard copy, in fact print it out as many times as you like without having to photocopy it, keeping records of it in email rather than a fax report (which I find fairly useless);

(c) perhaps most importantly, it is cheaper than a fax phone line. For me, efax.com is about \$13/month and no other equipment needed; whereas a fax phone line requires a fax machine plus at a minimum \$20/month for the line.

For me it is a no brainer. But perhaps others have cons to my pros or suggestions of better internet fax services.

Robert C. ("TJ") Thurston, Huntley, Illinois

Not necessarily. I pay Verizon \$4.50 per month for a unique fax phone number that comes over my regular phone line with a distinctive ring tone. I simply set my Brother 8440 multi-use machine to pick up only on the distinctive ring and it works great. Of course, I get very few faxes so it doesn't interfere with my regular phone line (because they are mutually exclusive - can either be faxing or talking).

Bernie Dietz, Glen Allen, Virginia



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I'm with TJ on this one. I have efax as well, and there are so many benefits that certainly all solo and small law firms should have some form of efax type email.

In addition to what TJ said, here are a couple more benefits: 1. You don't lose your fax like you do with paper faxes. Instead, you can file each fax in the same subdirectory as the related client subdirectory. A year later you can still pull it up . . . in seconds.

2. Efax is a lot more forgiving in accepting different paper formats. Someone in my office who uses a fax machine was having trouble receiving a fax from someone using a non-standard length paper, so they faxed it to my efax number with no problem.

3. You can choose to have each fax delivered just to one email address or to several. So, if it's you and an assistant, you both can receive each fax.

4. You can pick up your faxes anywhere in the world that you have an internet connection.

5. As TJ says, you can do many things with it. Another thing that you can do is email the efax PDF to as many people as you want without any deterioration of the image.

I've heard people talk about Maxemail as being a better service than efax. I can't say because I have only used efax for the past 7 years or so and have been very satisfied with it. There are a couple of other services out there as well.

Definitely get it - it's worth it!

David Leffler, New York, New York

I haven't used an internet fax service, but I've been researching the different ones. Here is a good website for faxing:

<http://www.savetz.com/fax/>

I've read that myfax.com is pretty good. \$10/mo 100 inbound, 200 outbound, and I think you get a toll free number. No need for extra hardware, software, and you can even fax from your email.

Dan Nguyen

I have used MaxEMail for a few years and have been quite happy with. You can set what format you'd like the faxes to come to you, you can have it sent to more than one e-mail, etc.

I esp. like being able to get my faxes wherever I am and then being able to save to the appropriate TM matter/client.

I had had my fax number on my cards and stationery for several years, so I just have the fax number from maxemail forward to my listed fax number. It works perfectly seamlessly. I have only sent through it a few times because I mainly send out as e-mail attachment or use winfax for outgoing. My fax machine is just real dusty nowadays.

Here's the url: <http://www.maxemail.com/>

Robert B. Walker, Herndon, Virginia

I concur re: the wonders of eFax. I never lose a faxed document because I can save it directly into my Worldox document management system and pick it up eons later. If you are going, or are trying to go, paperless, it is the only way to go.

Lyza Sandgren, Suwanee, Georgia

Has anyone used the internet fax service provided by Godaddy? I've had some problems with it and wonder if there is anything that is more user friendly.

Elizabeth Lorraine Elliott, Normandy Park, Washington

I would like to make a few comments:

1) I have been using efax for a year now with no complaints.

One question I have: I bought a new computer, so the old efax software that was installed on my old computer is no longer on my new one. I do not send outgoing faxes with efax. I remember having problems trying to do that. Do most of the people who use efax on this thread (or otherwise) use efax to fax docs as well as receive them? Lame question, I know. But like I said, when I first subscribed with efax, I think an efax prgram was downloaded; in any case, I always had a problem trying to fax. I NEVER had a problem receiving though. Any help would be appreciated, especially when I am paying \$12/\$13/month for it.

2) Has anyone ever heard of pfax? Apparently, it's free. I have a pfax number because this friend got it for me. I never used it, but I am always skeptical when someone tells me things are for free!

Mazen G. Salfiti, San Francisco, California

1. Yes, I send faxes as well as receive them. To get the software onto your new computer, simply go to the website www.efax.com and login and then go to downloads. There you can download a fresh copy of the software and be up and running again. And it is really easy to send; I

simply click "Print" on any document, in any program, and eFax is one of my print options. It automatically creates a fax image file and then you simply type in who you want to send it to, their fax number, and click fax. Ta Da!

2. Nope.

Robert C. ("TJ") Thurston, Huntley, IL

I use j2 [used to be jfax] cost a little more, \$15/mo. But also receives voice mail and has a very useful conference call feature. It is almost exactly like efax and after 7 years of use I agree with all the good things other have said. With it, you could get by with a \$100 flatbed scanner instead of copier and vax. I set it as the over-ring [call referral] line for my regular office AND home. It will catch voicemail when they are busy. Think that makes \$15 a bargain.

BUT I am wondering if Vonage with fax may not be a better deal overall. Haven't had time to check it.

John Page, Tampa, Florida

I have occasionally had compatibility problems with efax--sometimes I get partial pages, and I have occasionally been unable to send to a certain fax machine. I think that the partial-page reception is primarily from computer faxes, and the fax machines that wouldn't talk to my efax have been older models.

Also, I had all kinds of trouble using my vonage voip fax line with my computer's internal fax-modem. Seems that the voip line is not a constant-connection line like the fax-modem expects, which resulted in lots of disconnected, partially received faxes. However, I have had no problem sending or receiving faxes over that line with my standalone fax machine.

Russ Hunt Jr.

I only have one phone number at home (I work from home). I use a physical fax machine (Brother MFC-8840DN multifunction machine) to send faxes, and SBC's Unified Communications Lite package (\$9.95/mo.) to receive faxes (and voicemails).

Matthew T. Christensen, Boise, Idaho

I switched to efax because my Vonage (voip)line would not work with my internal fax-modem. I'm relatively satisfied. It's \$.10 a page + 12.95 monthly for outgoing, unlimited (I think)& free incoming. So if I want to save money I use my fax machine for outgoing which is a little

cumbersome and not paperless. You will need either a fax machine or scanner. You can fax to yourself and receive as a email pdf attachment after which you can save to your hard drive or email to recipients.

The Vonage/efax combination is still cheaper than MCI and has more features.

Bob Kenny, Princeton, New Jersey

I've used maxemail for several years. Before that, I was using efax. I'm very happy with maxemail. I could never go back to a fax machine, internet fax is just way too useful, for the reasons cited above.

I've leased a fax number and a voicemail number from maxemail. I think it looks more professional to have separate phone and fax numbers on my business card.

Gene Lee

I switched from efax to GoDaddy because I found it friendlier to use. I also was having problems with the speed of delivery of efax fax. I sometimes found efax taking a for a hour or even a day to send. I got tired of dusting off my office fax machine to send urgent faxes.

GoDaddy has worked great for me. Also, for about the same price as efax, GoDaddy gave me a tollfree fax number.

Neal Fortin

I use AirComUSA for receiving faxes. It works great.

I send faxes on a regular fax machine because my office mates make it available to me. Otherwise, I would probably use AirCom to send also.

I pay \$19.95 per month.

David Tarvin, Elkhorn, Nebraska

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