

Fax24 Kiosk F.A.Q.'s

How much will it cost our library? Nothing, We own the equipment. We take care of the rare repairs and paper replenishment.

Do we need to staff the Fax24 Kiosk? No. For most patrons, this is truly an easy self-service experience.

When a patron needs to send a fax, they are instructed to simply lift the hand-set on the Fax24 kiosk.

They will then be treated to easy-to-follow Voice Instructions that will guide the patron step-by-step

to the completion of their fax transmission. If the patron has questions, they can call for customer service

on our toll-free number that is posted on the kiosk.

Do we need a dedicated phone line? No. If your library has a low-use phone line available, then that could easily be shared with the Fax24 kiosk. Since the average kiosk is used 3 times per day, potential phone conflict is minimal.

Who pays for the long distance charges? Fax24 pays. As soon as the hand-set on the Fax24 kiosk is lifted, the kiosk is programmed to automatically dial our toll-free number into our voice-automated service where the patron will hear the step-by-step instructions. The hidden toll-restrictor makes it impossible for anyone to make a direct-dial call. In conclusion, all long distance calls are automatically billed to our own toll-free phone service account.

How does a patron pay to use the Fax24 service? The Fax24 Fax Service accepts the VISA, MasterCard, AMEX & Discover credit and debit cards, as well as our own FaxCash Prepaid Fax Cards.

What other libraries are using Fax24 Service? Since 1989 many public libraries from around the country have been providing our Fax24 Public Fax Service for the benefit of their patrons. If you would like some references, please let us know by calling 1-877-FAX-VEND. Or, you can email sales@fax24.us

How do we get started? For a six month trial, please call us toll-free at 1-877-FAX-VEND, or, email sales@fax24.us With your approval, we will have your library Fax24 operational within no time.