Online Fax Quick Start Guide

Overview
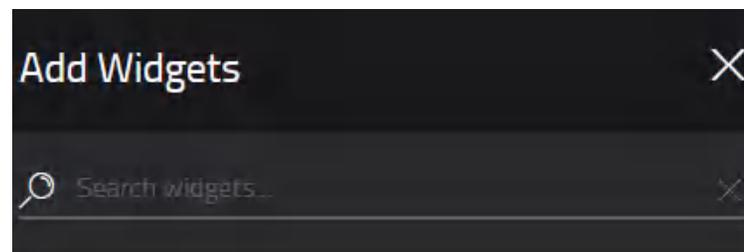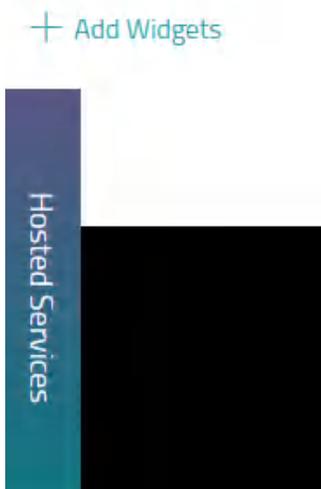
The Fax service can be leveraged via your email client or within the Hosted Services portal. All faxes sent via email can also be viewed in **the Hosted Services portal**, providing a true single pane of glass experience.
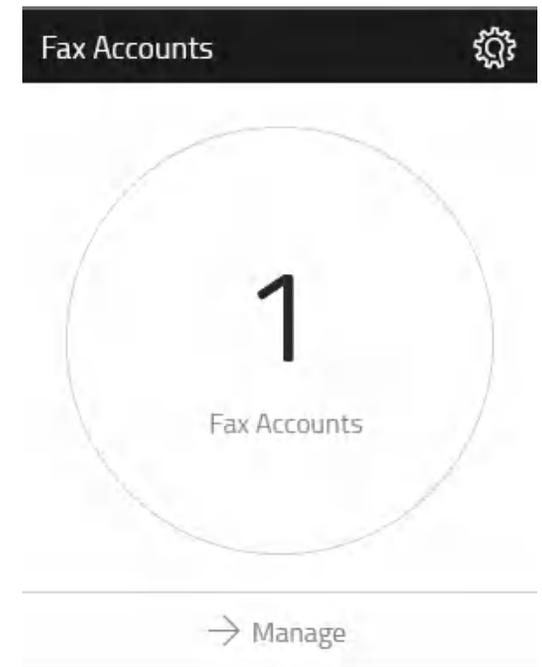
Faxing via Hosted Services

Getting started

Online Fax via **Hosted Services** enables you to send, view and receive faxes. Here are step-by-step instructions for accessing this solution.

1. Log into: **portal.hostedipphonesystem.net** Click **+ Add Widgets**

2. Scroll down the **Add Widgets** options and select the **Fax widget**

3. **"Click" on** Add the widget to your dashboard

The **Online Fax** widget displays the following information:

+ Your **Inbound Fax Number** – You can select which fax number from the drop-down menu.

+ Number of new messages since your last login. You can click **Refresh** to ensure the count is current.

+ **Check Faxes** will bring you to the **Received** faxes folder.

+ **Send a Fax** will bring you to the **Send** folder.

Clicking on the **Services** link in the top navigation will allow you to select **My Services** then **My Online Fax**.

From the **My Online Fax** page, you can view your history of **Received** or **Sent** faxes.

At the bottom of each page, you can:

+ Select which page you want to view.

+ Select the number of faxes you want to appear on each page.

+ View the total number of faxes in your **Received** folder.

How to send a fax

1. Click **Send A Fax** on the **Fax** widget, and fill out the following fields:

    + **Send Fax To** – Insert the fax number.

    + **Recipient Name** – Insert the name of the contact.

    + **Send Fax From** – Select the fax number from the drop-down menu.

    + **File to Fax** – Click **Add Files** to browse for your file(s). You can send up to five 50MB attachments per fax. Attachment types include: JPG, PDF, Adobe PostScript, TIFF, Microsoft Word, Excel, CSV, HTML and plain text formats.

    + **Trash** – Delete file.

2. **Click Send Fax.** The fax will display as pending until it is sent, and then appear in the **Sent** folder.

How to view a received fax

1. Click **Check Faxes** on the **My Online Fax** widget.

2. From the **Received** folder, you can view all faxes with the following details:

   + Date and time received

   + Number fax was sent from

   + # of pages

   + Option to **Download** the fax in PDF format

   + Option to **Forward** the fax

   + Option to **Delete** the fax

Faxing via email

How to send a fax with a cover page

The cover page includes addressing information such as:

   + The recipient

   + Your email address

   + Date and time

   + Message subject

   + Number of pages

How to send a fax with a cover page (cont.)

1. Compose an email message addressed to the desired fax number:

    Example: 8885551234@emailyourfax.com

    Make sure the number is in the form of area/city code + number (10 digits only; no dashes). In the Subject line, enter your **Online**

    Fax number (10 digits only; no dashes) and add a semicolon (;).

    Example: 8885551234; Cover Page

2. Type in your message (cover page). If you type any text in your email message body, the **Online** Fax service will automatically put it on a cover page.

3. Attach any documents to be sent. You can send up to five 50MB attachments per fax. Attachment types include: JPG, PDF, Adobe PostScript, TIFF, Microsoft Word, Excel, CSV, HTML and plain text formats.

4. Hit **Send.**

5. Once sent, you will receive a confirmation email or rejection notice with an explanation.

How to send a fax without a cover page

1. Compose an email message addressed to the desired fax number.

    Example: 8885551234@emailyourfax.com

    Make sure the number is in the form of area/city code + number (10 digits only; no dashes). In the Subject line, enter your

    Online Fax number (10 digits only; no dashes) and add a semicolon (;).

    Example: 8885551234;

2. Leave the body of the email blank.

3. Attach any documents to be sent. You can send up to five 50MB attachments per fax. Attachment types include: JPG, PDF, Adobe PostScript, TIFF, Microsoft Word, Excel, CSV, HTML and plain text formats.

4. Hit **Send**.

5. Once sent, you will receive a confirmation email or rejection notice with an explanation.

How to receive a fax

Provide your Online Fax service number to all of your contacts. When a fax is sent to your Fax number, your fax will arrive in your email. Simply double-click on the attachment contained in the email to read your fax.

Helpful tips

Leverage your contacts when faxing

With Online Fax, you can store frequently used fax numbers.

1. Create an address book entry. Give it a distinctive name that tells you the message is going out as a fax, for example, **'Janet's Fax'**.

   That way, if **'Janet'** already has a traditional email address stored in your address book, the name **'Janet's Fax'** will let you decide between sending to her fax number or email.

2. Type the person's fax number followed by **@emailyourfax** as the email address.

   Example: 8885551234@emailyourfax.com

   When you want to fax to this person, just compose an email to their fax email address.

Maximize your success when faxing attachments

1. **Password-protected documents are not recommended.**
   The Online Fax service will not recognize passwords when converting your documents into a faxable format.

2. **Make sure to embed any graphics or files referenced in your document.** If Online Fax receives a document in your email message that refers to a file, picture or a graphic that only exists on your hard drive, Online Fax will not be able to successfully send your document.

3. **Do not send documents that contain embedded macros or unusual fonts.** If you use a font that Online Fax does not recognize, Online Fax will substitute a similar font, when possible.