

Fax Quick Reference Guide

Fax

Many still heavily rely on faxing as a form of reliable and secure communications — Fax takes the hassle out of sending and receiving faxes. Running in parallel with traditional stand-alone fax machines, Fax eliminates the need to print every document manually to send or view it. It's easy to send and manage most content as electronic documents. Before accessing the Fax service your organization's service provider will need to provide a few fundamental pieces of information:

- The URL for the Fax. This URL is may be specific to your organization. <https://vm.razorline.net>
- Your fax number and pin

Browse to the service provider provided URL. At the login screen enter your user name and password and click "Login". This page will likely look different than the example shown below as the End-User Portal will be branded with your service provider's or your organization's colors and logos.

Enter the fax number associated with your account

Enter the PIN number associated with your fax account

Once you have entered the information click "Login"

VOICE MAIL

+1 Phone Number

PIN

Login

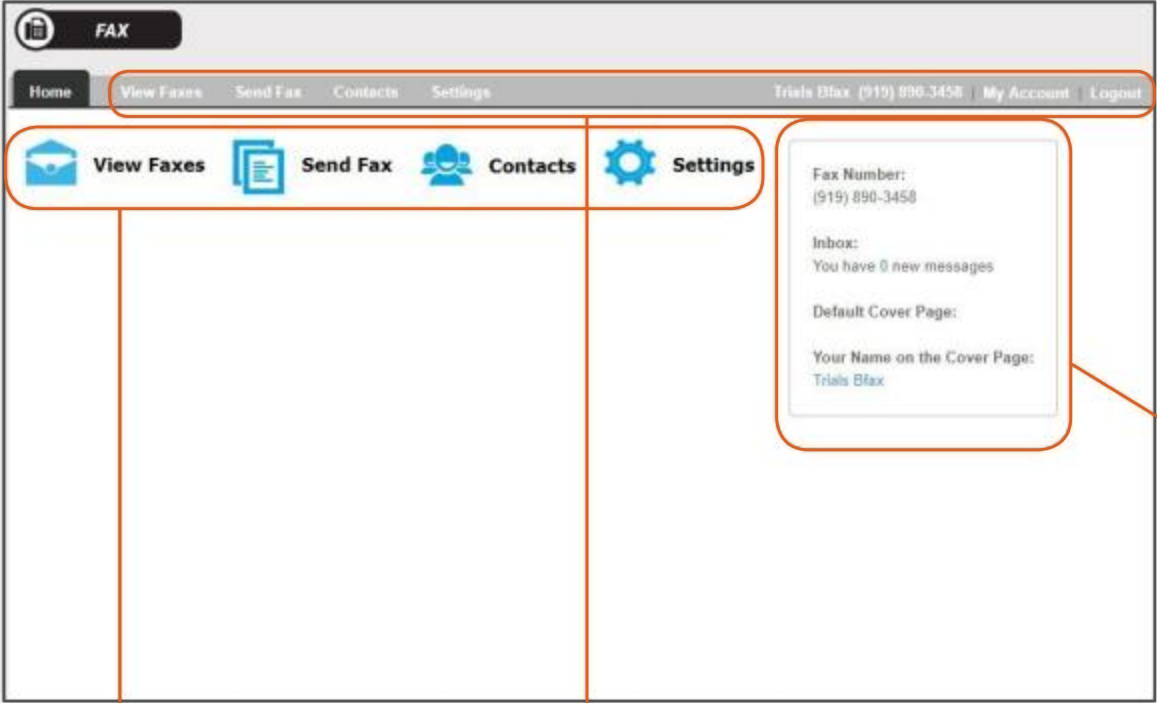
Forgot your PIN?

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Home Page

Logging into the portal automatically opens the "Home" page. The "Home" page provides quick links to primary functions. It also displays a quick look at the information that is on your fax headers



Quick links to the primary functions of the Fax

Main navigation. This navigation mirrors the quick links allowing you to easily navigate to other sections of Fax from any other pages.

Shows quick reference information as well as your cover page defaults

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View Faxes - Inbox

The Fax inbox provides one place to view, download, and manage faxes that you have received.

The screenshot shows the 'View Faxes' interface. At the top, there are navigation tabs: Home, View Faxes (selected), Send Fax, Contacts, and Settings. On the right, there are links for 'Trials Bfax (915) 890-3458', 'My Account', and 'Logout'. Below the navigation, there are sub-tabs: 'Inbox' (selected), 'Sent', 'Outbox', and 'Trash'. A toolbar contains 'Select', 'Mark', and 'Delete' buttons. The main area is a table with columns: CALLER, LOCATION, DATE, PAGES, DOWNLOAD, and DETAILS. The first row shows a caller ID of '+12144951777' (circled in red), a date of 'June 4, 4:44pm', and 'Pages: 1'. A 'DOWNLOAD' button with a downward arrow is circled in red. A 'DETAILS' button with a rightward arrow is also circled in red. A callout box on the left points to the caller ID with the text: 'Show the phone number or name (if they are in your Contacts list) of the fax sender.' A callout box on the right points to the 'DOWNLOAD' button with the text: 'Allows you to download a PDF version of the fax you received'. Below the table, a pop-up menu is shown with buttons: 'Forward', 'Refax', 'Download', 'Print', 'Mark Not Viewed', and 'Delete'.

Clicking details provides a group of additional actions you can perform on received faxes.

- Forward: You can forward a received fax to an email address •
- Refax: You can fax a received fax to a new fax number
- Download: You can download the fax as a file
- Print: You can print a fax on a printer
- Mark Not Viewed: Allows you to mark a fax as not viewed. This will make it displayed bold in the Inbox.
- Delete: Moves the fax to the Trash. This does not permanently delete the fax. You must go to the Trash tab to delete it permanently.

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View Faxes - Sent Faxes

Fax gives you the ability to track the status of your sent faxes and choose additional actions.

A "check mark" means a fax was sent successfully. Click "Info" to find out more information.

A dialog box titled "Fax Job: Sales Quote" showing a recipient (919) 890-3395 and a status of "Sent Successfully". It includes a "More Details" button and a close button (X).

A dialog box titled "Fax Job: Its your turn" showing a recipient (973) 470-9471 and a status of "Transmit Failure". It includes a "More Details" button, a "Refax" button, and a close button (X).

RECIPIENT	STATUS	DATE SENT	PAGES	DOWNLOD	DETAILS
(919) 890-3395	✓ Info	September 22, 4:27pm	Pages: 1	↓	⋮
(987) 654-3210	✓ Info	September 22, 3:49pm	Pages: 1	↓	⋮
(470) 9471	✗ Info	September 16, 11:06am	Pages: 1	↓	⋮
(470) 9471	✗ Info	September 16, 10:52am	Pages: 1	↓	⋮
(470) 9471	✗ Info	September 16, 10:41am	Pages: 1	↓	⋮
(470) 9471	✗ Info	September 16, 10:28am	Pages: 1	↓	⋮
(919) 890-3395	✓ Info	September 14, 4:51pm	Pages: 1	↓	⋮
(1867) 3480	✓ Info	September 14, 2:29pm	Pages: 1	↓	⋮
(1280) 1524	✓ Info	September 14, 2:26pm	Pages: 1	↓	⋮
(919) 890-3395	✗ Info	September 14, 1:35pm	Pages: 1	↓	⋮

A dropdown menu with options: Forward, Refax, Download, Print, Mark Not Viewed, and Delete. Below the menu is a thumbnail of the fax document.

Click the "Details" arrow to show additional functions such as forwarding the fax to an email address, refaxing to a fax number, and downloading, printing, or deleting the fax.

An X means that a fax was sent unsuccessfully. Click "Info" to find out more information and to attempt to "Refax"

Download a file of your sent fax

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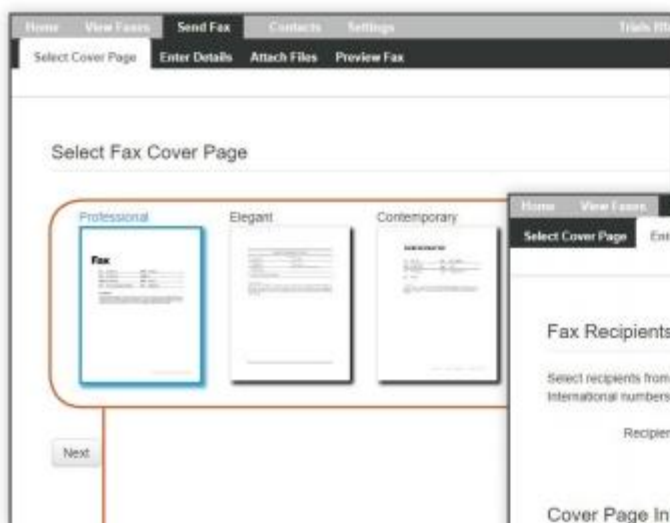
Sending a Fax

Fax provides a step-by-step process for sending a fax.

Step 1: Choose a Cover Page

You can choose the style of your fax cover. If you have set up a default style for you fax cover page in settings that choice will be automatically highlighted.

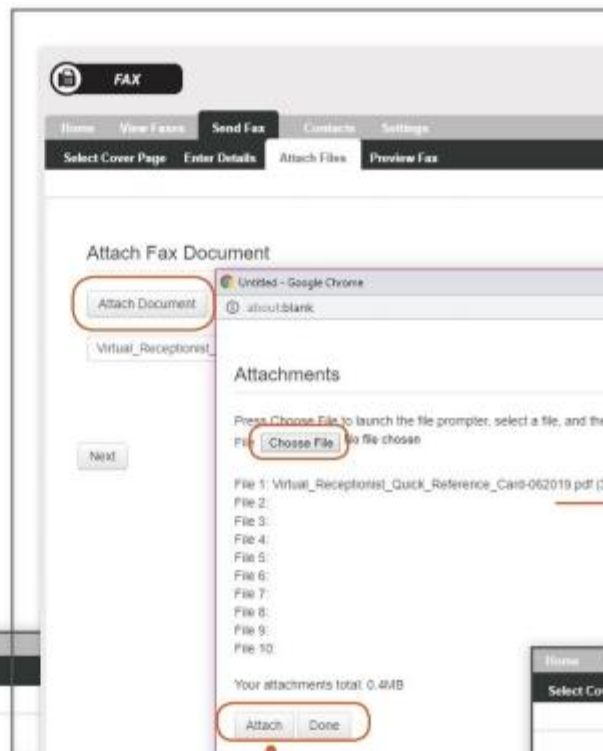
Click "Next" to move to the next screen.



Step 2: Enter Details

Fill out the recipient and sender information. If you have From, Your Fax Number, Your Phone Number, assigned in settings these fields will automatically populate.

Click "Next" to move to the next screen.



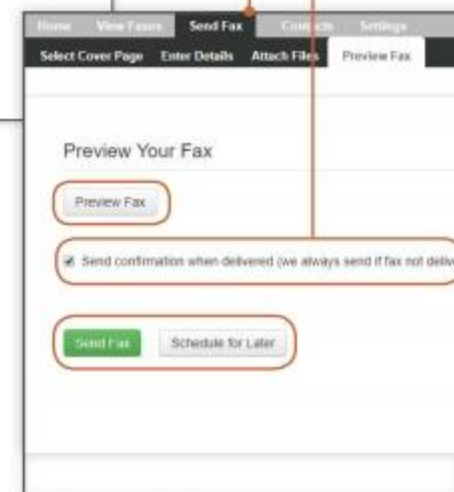
19step 3: Attach Documents

Click "Attach Document". Choose the file or files that you wish to fax. Then click "Attach". You can repeat this process to attach more files. When you are done choosing files click "Done".

19his will bring you back to the Attach Files screen. You will see the files you attached from the drop down menu. You can delete attachments on this screen by choosing the file from the drop down and clicking "Delete".

Click "Next" to move to the next screen.

You can choose to receive delivery confirmation and a copy of your fax to your e-mail address.



Step 4: Preview Fax and Send

You can preview your fax before you send. Click "Preview Fax" to download a PDF version of the fax you are about to send. When you are ready click "Send Fax" or "Schedule for Later" to send it at a different time.

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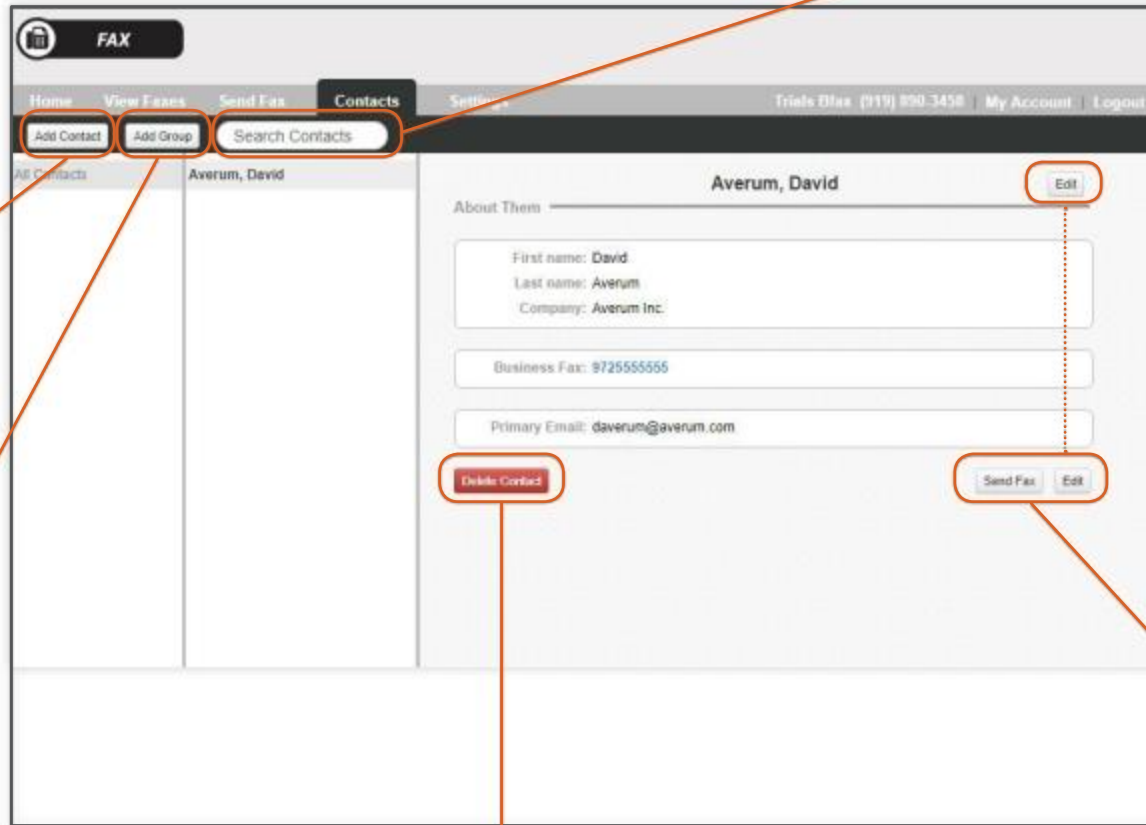
Contacts

Fax allows you to create a customer contact list for contacts or organizations that you fax frequently. Adding contacts makes it easier to send faxes to them in the future.

Click inside the search box. Type all or part of the name of the contact you are searching for and hit the enter/return key. This will create a list of contacts with matching criteria.

Click "Add Contact" to create a new contact. You can also assign these contacts to a group for easier organization.

Click "Create Group" to create a new contact group. You can then assign several contact to that group. This make it easier to find contact later, and it also allows you send a fax to the entire group.



Delete a contact you no longer wish to have in your Contact list by clicking "Delete Contact"

Click one of the "Edit" buttons to edit your contact. You can also send a fax directly from the contact listing by clicking "Send Fax". This will take you to the Send Fax screen and will prepopulate your contacts information.

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Settings - Inbound Fax

To get the most of Fax, and provide an extra layer of security, there are a few default settings that can be changed.

Home View Faxes Send Fax Contacts Settings Trials Bfax (919) 890-3458 My Account Logout

Inbound Fax Outbound Fax

Delivery Email Address

Enter the email addresses where you want all incoming faxes delivered. ⓘ

Email Address:
john.doe@doe.com

File Type and Security

Select whether you'd like the fax attached to the email as a PDF document or as a TIFF image file. ⓘ

PDF
Optionally encrypt and password protect the PDF fax files delivered in email.

Encryption On

Password:
Enter 4-6 characters

Confirm Password:
Enter Again

TIFF

Save Cancel

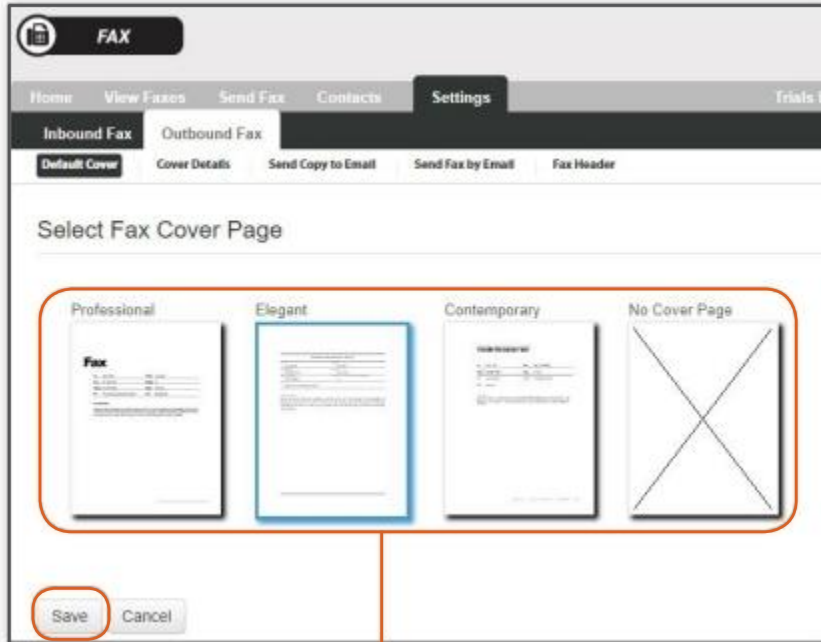
Enter the e-mail address that you would like to receive incoming faxes as file attachments.

Choose between PDF and TIFF file formats. If you chose the PDF file format you can also enable encryption. When you turn on encryption you must choose a password and confirm it. This means that only someone with the password will be able to open these fax attachments.

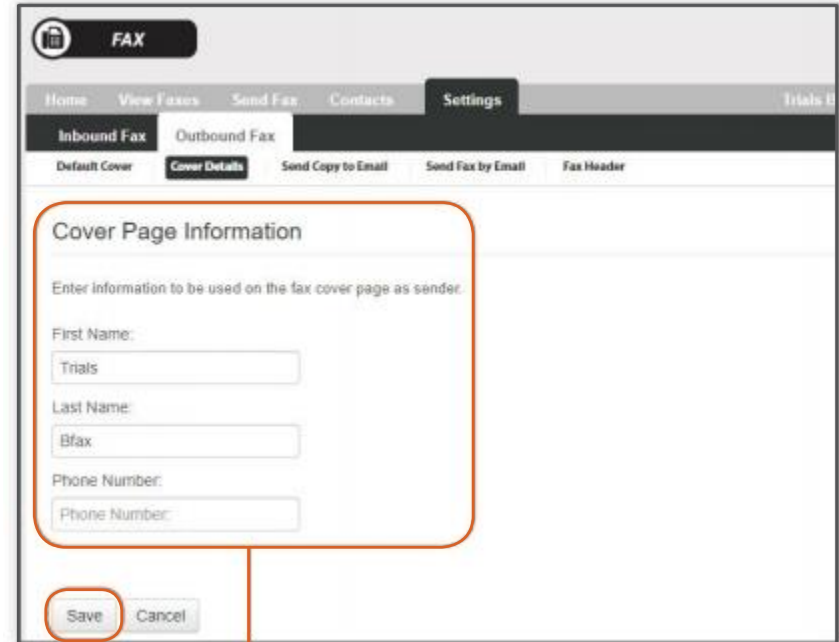
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Settings | Outbound Fax | Setting Fax Cover Defaults

Fax allows you to set defaults for your outbound faxes. This makes sending faxes much faster because Fax will prepopulate these defaults into your outbound faxes so you won't need to repeatedly enter the same information.



Choose a default cover



Choose the default information that will be displayed on your cover page.

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Settings - Sending and Receiving Faxes Via E-mail

Fax allows you to e-mail yourself copies of your outgoing faxes, it also allows you to send faxes directly from your e-mail without having to go to the web interface.

Check the box if you automatically want to receive e-mail attachments of your outbound faxes.

Enter the email address you will sending faxes from. Then simply send an email with an attachment to the faxnumber@fax.nuviacloud.com

**Note* Check with your service provider to verify the send to address*

1. Enter your email address below
daverum@naverum.com

2. Whenever you want to send a fax,

- Email the documents as attachments
- Add the Fax Number to which you're sending to the @fax address, like this: FaxNumber@fax.nuviacloud.com
- We will add your default cover page

Save Cancel

Team Faxing
Share your Business Fax account with others on your team.

1. Add their email addresses to the box in step 1
2. They can send faxes using their email anytime, just as above
3. They can also receive by email when you add their email to "Delivery Email Address" here

You send this email to Business Fax

To: 1201333112@fax.nuvia.com
Subject: Proposal
Attachments: Proposal.pdf (242 KB)

Jeanne, Here is the proposal that we discussed

We'll send this fax for you

Fax

To: 1201333112 From: [User Name]
Date: [Date & Time] Fax: [Fax #/Fax Number]
Pages: 3 From: [User Name]
Re: [Filename]

Attachments:
Jeanne, Here is the proposal that we discussed

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Settings - Setting Up Default Fax Header

Fax allows you to choose defaults that will always appear on your fax header.

Enter the company name and choose what information you would like to have appear on your fax header.

The screenshot shows the 'Fax Header' settings page. The 'Company Name' field is highlighted with a red box and contains the text 'Averum Group'. Below it are three checked checkboxes: 'Show the Date (e.g. "Dec 25 2013 04:14pm ET")', 'Show your Business Fax Phone Number (e.g. "732-555-1212")', and 'Show the Page Number (e.g. "1/3")'. A 'Save' button is also highlighted with a red box. To the right, a preview of the fax header is shown, displaying the date, company name, fax phone number, and page number.

Contact Us:
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