IP Fax

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WebFax User Guide

This guide provides an overview of how to use the WebFax service, including sending faxes, viewing fax history and editing fax settings. This view is only available to the WebFax accounts assigned Primary User. Office Managers can masquerade as the Primary User to access this view.

View Fax History
1. While logged into the PBX portal, go to the Fax menu option. This is visible to on Users the My Account page. This page will list all your inbound and outbound faxes along with their status.

2. On the top left side you have the option to filter your faxes by direction and see the assigned fax numbers.

3. To view a fax click the Download or View icons on the left of the table.

4. To delete a fax click the delete icon on the right side of the table.

APNuhdIVK8.png
Web to Fax
1. Click the Send Fax button

2. Click the Browse button to attach files any files.

3. On the Caller ID field select one of your assigned fax numbers

4. Choose if you'd like to include a virtual cover page. If so complete the Cover Letter fields.

5. Once complete click Send.

wzRg99cEJV.png
Print to Fax
Print to Fax is a very popular way for sending a fax from any PC. It is not compatible with Mac Computers.

1. From any app that you can create, or view a document you want to fax, go to File >> Print.

D5SZkTo7Xs.png
2. Select the Internet Fax printer option from the list of printers.
qqkHD6CTow.png
3. Click the Print button.
ysEfEpzv4d.png
4. Enter all the information in your settings window and click Save.
oT7gKAp21y.png
5. In the Internet Fax window, enter the recipients information and click Add Recipient. Check the Save button to automatically add the recipient to the Address Book.

3k2h9pVuK4.png
6. After you click Add Recipient your recipient will be added to the list. Repeat this step to add more recipients.
tvuz_J9lAs.png
6. After you click Add Recipient your recipient will be added to the list. Repeat this step to add more recipients.
pu5bBqIiMc.png
8. Chose one of the 4 options for cover page types. To customize the cover page click Text On Cover Page.
sq1uxSprrK.png
9. Click Send to send your fax.
CbclRvF7da.png
Email to Fax
Email to fax is available to the email address set on the Primary User. The email to fax system will recognize the sender by matching to this email.

1. Send an email to faxnumber@ipfax.net (including "1" and the area code). For example: 13055551212@ipfax.net.

2. In the Subject field enter the word "pass" a space and then your portal password.

3. The Body of the email can be used 2 ways:

- As a cover page if email contains attachment(s).
- As the fax message itself if no attachment is added.

ajFUvy02jH.png
4. Once you send the email, our fax server will convert it and relay the transmission to the destination. Delivery notifications will be sent in an email and look like this.

sKYpRrHxOK.png
Edit your Fax Settings
1. Go to the Fax menu within your PBX portal.

2. Click the Settings button on the right side of the page.

3. On the Enabled Method field you can select how you receive inbound faxes. Only select 1 option.

- Email will deliver inbound faxes to your email and allow for the full range of services by portal, email and print drivers.
- ATA will deliver inbound faxes to your fax machine, has the option to copy your email allows for the full range of services by portal, email and print drivers. When selecting ATA a device MAC field will appear. Enter the MAC address of the fax g/w and the device will self configure next time it connects to the internet.

4. The email address used for this webfax account is the one set on the Primary User.

How to Setup T.38 Fax

1. Open grandstream page
   - Hint. Can call *** then enter 02 to obtain IP address
2. Click on FXS Ports tab
   1. Update the following values to the following
   2. Primary SIP Server: sbc.simplelogin.net
   3. SIP User ID: Copy from Portal
   4. Authenticate ID: Copy from Portal
   5. Authenticate Password: Copy from Portal
   6. Name: Fax1
   7. Register expiration: 5
   8. Disable Call-waiting: NO
   9. Disable Call-waiting Caller ID: NO
   10. Disable Call-waiting tone: NO
   11. Perferred Vocoder (in listed order)
      1. PCMU
      2. G729
      3. G722
      4. Fax Mode: T.38
      5. Jitter Buffer Length: High
      6. Click Update
      7. Click Apply
      8. Click Reboot
   12. Go back to portal
   13. turn on Caller ID Override & set to fax number.
   14. Assign or purchase numbers