Evolve IP Cloud Fax

USER GUIDE

Cloud Fax Instructions:

I. **Getting Started**

1. Please review the details provided in the Cloud Fax section of OSSmosis 5.

2. Each user is set up with 200 or 1000 pages for inbound and outbound faxing. Pages can be pooled with other users in a group. Any additional pages will be considered overage.

3. Email to Fax is set up by DEFAULT and is ready to use immediately.

4. Outbound faxing is capable using either the Email to Fax or Print to Fax methods.

   The Windows Driver client that is used for the Print to Fax method from any application, is available for download here

   - 32bit or 64bit: https://support.evolveip.net/display/EIKB/Cloud+Fax+Downloads

     Please NOTE: The login to the driver client is noted in the Cloud Fax section of OSSmosis 5. In order to authenticate to the driver you will need the **Cloud Fax Login** *and* **Cloud Fax Password***.*

II. **Outbound Faxing Instructions:**

1. **Email to Fax:**

   - Use an email client to send FROM your registered Cloud Fax email address.

   - The TO field will point to the destination fax number formatted as followed:

     - Format: [Country Code][Phone Number]@ipfax.net
     - Example: 16109648009@ipfax.net

   - Add attachments to the email that will be converted into a fax

   - The Body of the email will serve as the cover page to the fax

2. **Email to Fax:**

   Initial Configuration

   - Ensure the Cloud Fax PC driver has been downloaded

   - To initially register your Cloud Fax account with the driver, open the application and select the last icon (Settings)

   - You will be prompted to fill in your Cover Page contact information

     o Full Name

     o Company

     o Your Email Address

     o Your Fax Number

   - You need to enter the Cloud Fax User Name and provided Password that you wish to use.

   - Press Save to exit Settings
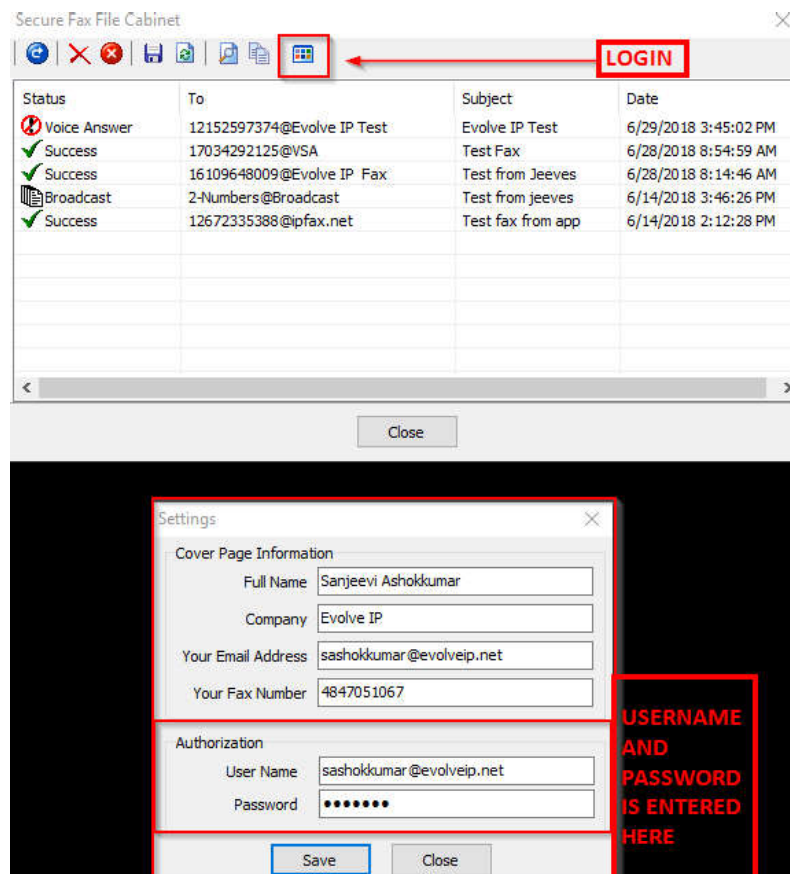
2. **Email to Fax (continued)**

Sending a Fax

- After the initial configuration, you can now begin to send faxes by utilizing the Print button within nearly any application
- After pressing Print, ensure you select "Internet Fax" as your printer
- You will receive a pop-up from the printer driver prompting you to enter the recipient's information
    - To - Enter the recipient's name
    - Subject - Provide a subject for the fax
    - Country - This will default to US-1 but you can choose any country you wish to send a fax to
    - Fax Number - You need to separate the area code from the rest of the phone number
- Additional options can be used
    - If you intend to fax to this destination again, you may choose to SAVE it to the local address book to easily choose again in the future
    - If you need to send the same document to multiple destinations, you may choose to press Add Recipient
        - ➤ You can send to a maximum of 10 destinations at a time
    - If you wish to include a cover page, press Cover Page
        - ➤ You can choose one of our three included templates
        - ➤ You can add additional text to the cover page
- Press SAVE to send

Internet Fax
App

2. **Email to Fax (continued)**

Reviewing Sent Faxes
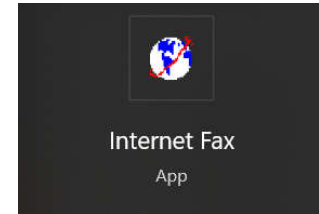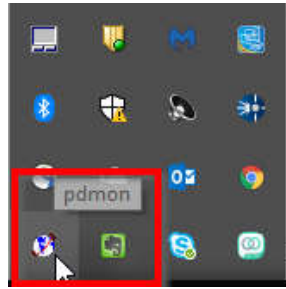
- After a fax has been sent with the Print to Fax method, you outbound faxes will be visible in your Secure Fax File Cabinet
- You can access this at anytime in your system tray (pdmon) or by searching Internet Fax from your start menu
- You can view the current status of your sent faxes as well as a variety of user functions:
    a. Resend Selected Fax - Quickly and easily resend a previously sent fax
    b. Delete All Faxes in Fax File Cabinet - Clear history in Fax File Cabinet
    c. Delete Fax - Delete a single fax from your Fax File Cabinet
    d. Save to File - Download a copy of your Fax File Cabinet
    e. Refresh - Refresh the application (It does this automatically)
    f. View Fax Image - View exactly what the recipient received after conversion to fax
    g. Cover Page Note - View any note that was added to the cover page
    h. Settings - Adjust cover page contact information or update your username and/or password