Instant Fax Portal

The VoIPtel Instant Fax service lets PBX Users see received faxes and send faxes directly from the PBX portal or through email.
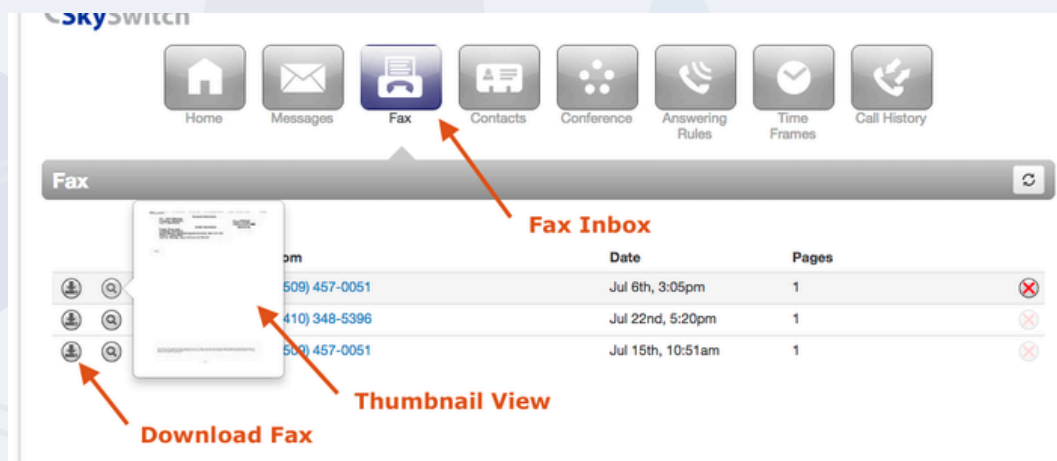
Receiving Faxes

To set up the Instant Fax service, follow these steps in the DID Portal:

1. Go to the Reseller Dashboard and select "Manage DIDs".
2. Either buy a new DID or edit an existing one.
3. Check the box next to the DID and click "Edit Route" on the right.
4. Choose "Instant Fax Portal" as the default option. Select the domain and user to assign the DID to.

*Note: Our system doesn't support both call and fax services on the same DID. Inbound faxes will appear in the Fax Inbox and be emailed to the PBX User's email address.

*Note: Inbound faxes remain in the portal until deleted.

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To receive faxes in your email, make sure email notifications are turned on.

You can choose one of the notification types listed below:

1. **None**
2. **Notification only (no link or attachment)**
3. **Send w/ hyperlink**
4. **Send w/ attachment (leave as new)**
5. **Send w/ attachment (move to saved)**
6. **Send w/ attachment (move to trash)**

Unified Messaging

Email Notification ✓ None
Notification only (no link or attachment)
Send w/ hyperlink
Options Send w/ attachment (leave as new)
Send w/ attachment (move to saved)
Send w/ attachment (move to trash)

This can be found under the Voicemail tab when editing a user in Manage PBX.

Profile   Answering Rules   Voicemail   Phones   Advanced

☑ Enable Voicemail

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PROVIDERS, INC
TRANSPARENT COMMUNICATIONS

Sending Faxes

To send a fax from the PBX portal, click the Send Fax button on the Fax Inbox page.
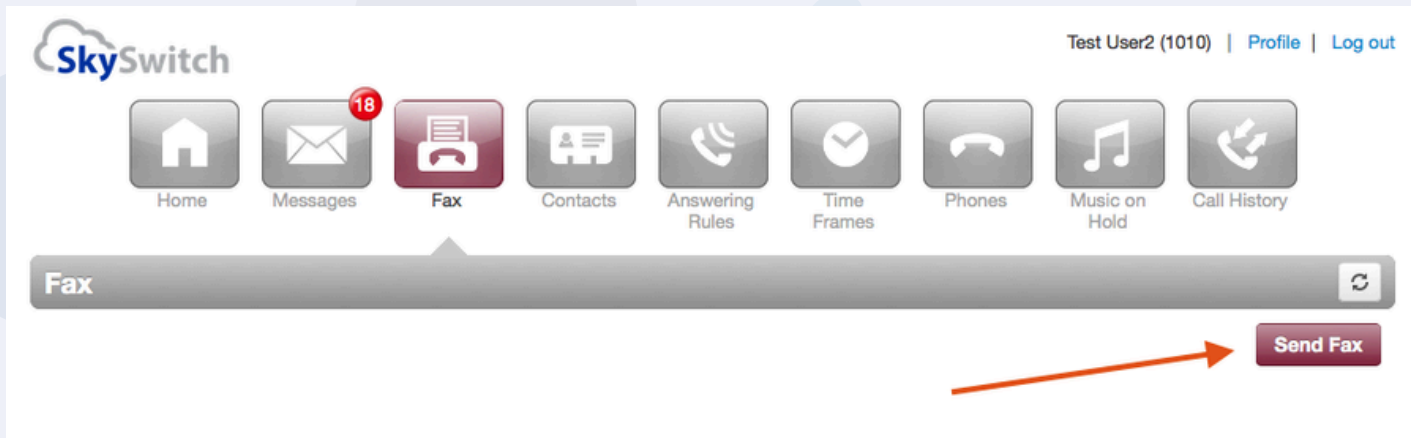
*Note: Sent faxes are kept indefinitely unless manually deleted by the Fax Portal User or if the PBX Fax Portal User is deleted.

1. Click the "Send Fax" button.
2. Choose if you want to include a cover page:
- None
- Compose: Enter text for a custom cover page.
- File: Select a file (formats: html, pdf, doc, docx, jpg, png, odt) as the cover page.
3. Choose the file you want to fax (formats: html, pdf, doc, docx, jpg, png, odt).
4. Select the Caller ID number you want displayed.
5. Enter the recipient's phone number in the Phone Number field (accepts 10 or 11 digits, not 7).
6. Click "Send".
7. You'll see a notification when the fax is accepted by the Fax Server.
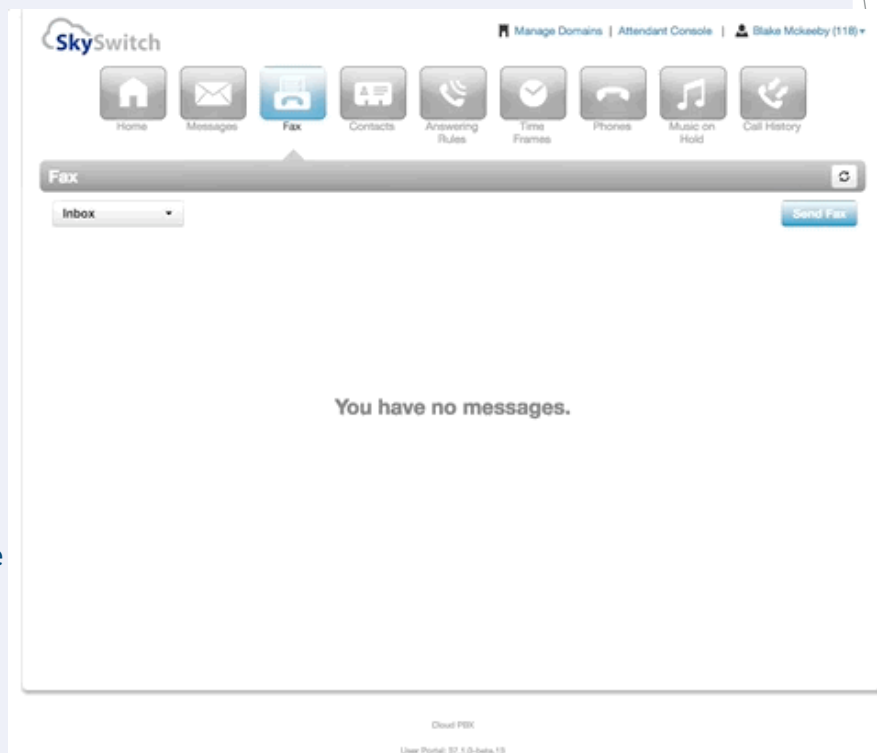
Instant Fax Caller ID

When sending a fax:
- You can choose a DID configured in the Instant Fax Portal as your Fax Caller ID, if it's already routed to you.
- If no Instant Fax Portal DID is set up for you, the system will use 13214246840 as the Caller ID for your faxes.
- Only users subscribed to the Instant Fax Portal's configured DID can use it as their Fax Caller ID. Caller ID spoofing isn't supported.
- Your fax number appears in the fax document header when sent from the Instant Fax Portal.
- The fax document header displays the Caller ID number you select.

Fax Notifications

After uploading a fax to the server for delivery, it goes into an outgoing job queue. The server attempts delivery up to 6 times. If unsuccessful after 6 attempts, the job is canceled. Reasons for failed delivery include busy lines or human answers.

Users receive notifications on fax status. These notifications are placed in the Sent Folder on the Fax page and are not emailed to the PBX User.
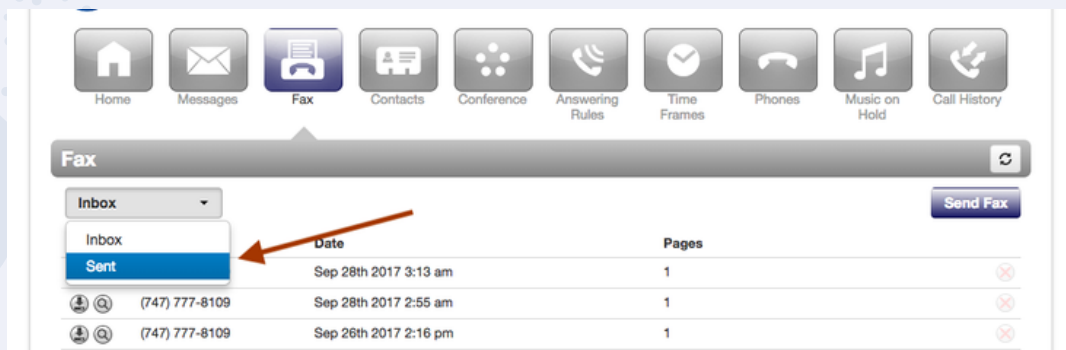
***Note:** Send/Receive Fax limit: 20Mb or 100 pages (whichever comes first).