



## vFAX service – Virtual Fax User Guide

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Thanks for using PBX On The Cloud's vFAX (Virtual Fax) service. This user guide will explain how to use this service for sending and receiving faxes.

With vFAX, there is no need to print any document for faxing. You can directly send one or several files in the following supported digital formats:

<b>JPG</b>	Used for images and photos
<b>PDF</b>	Used for documents
<b>Adobe PostScript</b>	Used for documents
<b>TIFF</b>	Used for images and documents
<b>Microsoft Word</b>	Used for Word Processing
<b>Excel</b>	Used for Spreadsheets
<b>CSV</b>	Used for Spreadsheets
<b>HTML</b>	Used in web pages
<b>Plain Text formats</b>	Used for documents

If you have a document on paper, you need to scan it as a JPG, PDF or TIFF format and then fax that file with the tools below.

When you open a vFAX account with us, we will provide you with your Fax number, a Username and a Password to login into any of the tools mentioned below.

### **3 WAYS TO SEND A FAX:**

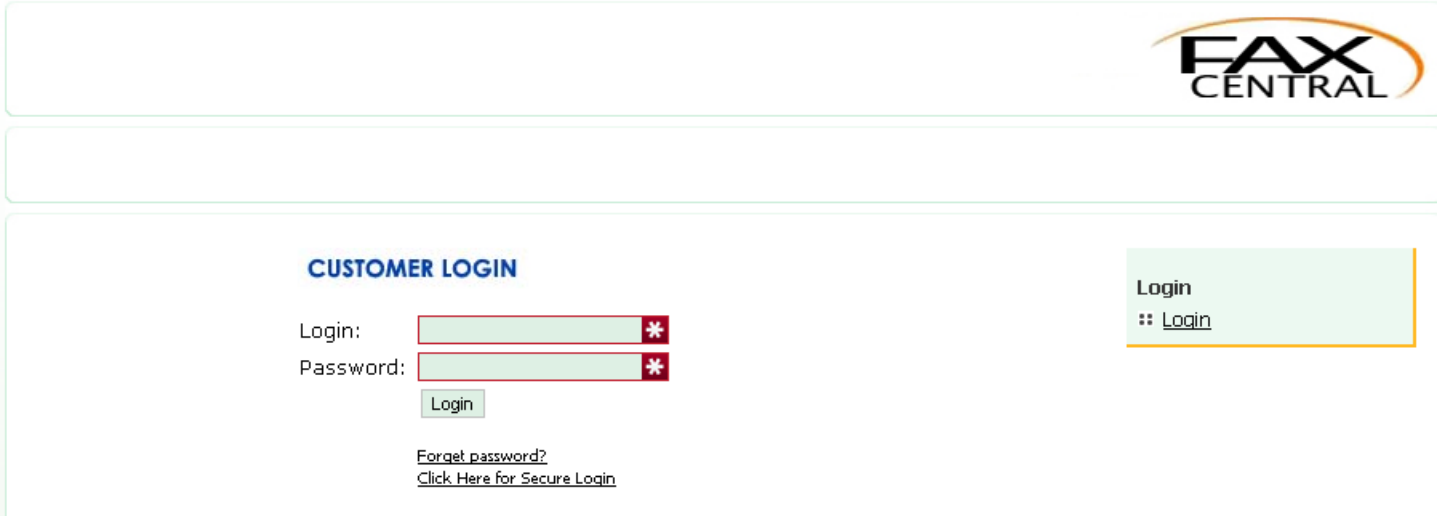
1. Web page at <http://viewmyfax.com>. See instructions below.
2. Using "Virtual Network Fax" program (Within Start -> All Programs). The program can be installed initially from <http://www.viewmyfax.com/setup.exe>. See instructions below.
3. Via e-mail. See instruction below.

### **3 WAYS TO VIEW A FAX:**

1. Web page at <http://viewmyfax.com>. See instructions below.
2. Using "Virtual Network Fax" program (Within Start -> All Programs). The program can be installed initially from <http://www.viewmyfax.com/setup.exe>. See instructions below.
3. Receive the fax as an e-mail attachment. E-mail address receiving the faxes can be changed at <http://viewmyfax.com>

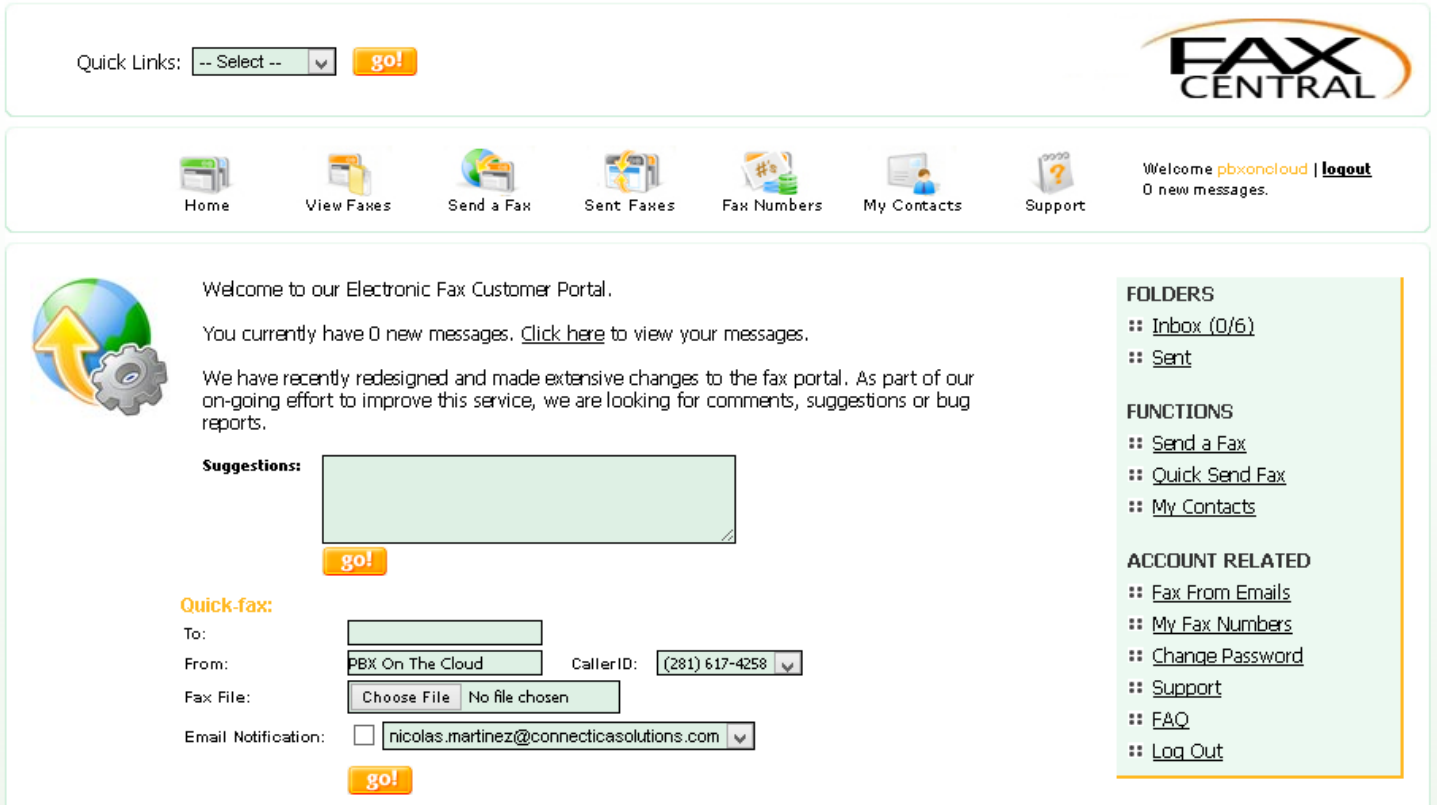
1. USING THE vFAX PORTAL AT <http://viewmyfax.com>

In your browser go to the following web page: <http://viewmyfax.com>:



Use the Username and Password provided by us to login to your account and press the “Login” button.

You will be immediately directed to the “Home” page:



From this page, you can send a simple fax with only ONE attachment. Use the following fields:

To: Type the 10 digit USA destination fax number.

From: Name\_of\_your\_company. This can be changed in the “Support” section below.

Caller ID: Select from one of the fax numbers assigned to your login account. Usually you will only have one.

Fax File: Click on “Choose File” and select one of the supported digital formats file.

Email Notification. Optionally mark the square box if you like a notification of the fax transmission result sent to one of the approved email addresses that you have approved. (See “My Fax Numbers” to add or delete additional addresses to this list).

Hit “go!” button and vFAX will initiate the transmission.

Here is a description of each of the options on the top and right side menus:



Home

Home page. Same as the initial page described before.



View Faxes

View received faxes. You can Download, Forward, Move to a specific Folder or Delete any or all of your faxes.

**Fax Messages**



Inbox

Received (CST)	Caller ID	Fax Number	Pages						X
03-07-2013 05:21:35 PM	(281) 575-7472	(281) 617-4258	4					<input type="checkbox"/>	
10-26-2012 10:52:43 PM	(281) 315-8897	(281) 617-4258	1					<input type="checkbox"/>	
10-17-2012 01:20:38 AM	(281) 617-4258	(281) 617-4258	1					<input type="checkbox"/>	
10-17-2012 00:51:47 AM	(281) 617-4258	(281) 617-4258	1					<input type="checkbox"/>	
10-17-2012 00:29:36 AM	(281) 617-4258	(281) 617-4258	1					<input type="checkbox"/>	
10-16-2012 11:50:26 PM	(281) 617-4258	(281) 617-4258	1					<input type="checkbox"/>	

Multi-Select:



Send a Fax

Use to send a fax to one or several numbers. You can take the fax numbers from the “My Contacts” section below. You can use an Office-style online editor, upload your own file or use a Cover page creator.

**Electronic Fax Send Service**

Add a USA or Canada destination for this facsimile.

Example: 303-555-1212

You may also select a number below.

Recent:

Contacts:

**Electronic Fax Send Service - Step 2: Adding and Editing Files**

**Current Recipients**

(281) 315-8863

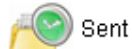


**Add Files:**

- Office-style online editor
- Upload your own file
- Cover page creator



Here you can view the faxes you have sent with date and time, destination fax and Status  
**Fax Messages**



Sent	Fax Number	Destination Fax	Status
07-01-2013 03:06:11 PM	(281) 617-4258	(713) 466-1007	Successfully Sent
06-28-2013 03:09:58 PM	(281) 617-4258	(832) 426-7768	Successfully Sent
06-25-2013 01:27:36 AM	(281) 617-4258	(832) 504-9457	Successfully Sent
11-20-2012 09:03:54 PM	(281) 617-4258	(713) 974-1148	Successfully Sent
11-19-2012 05:22:24 PM	(281) 617-4258	(713) 974-1148	Successfully Sent
11-19-2012 02:09:05 PM	(281) 617-4258	(713) 974-1148	Successfully Sent
11-19-2012 12:24:50 PM	(281) 617-4258	(713) 974-1148	Successfully Sent
10-17-2012 01:19:46 AM	(281) 617-4258	<u>PBX On The Cloud</u> (2816174258)	Successfully Sent
10-17-2012 00:50:15 AM	(281) 617-4258	<u>PBX On The Cloud</u> (2816174258)	Successfully Sent
10-17-2012 00:26:39 AM	(281) 617-4258	<u>PBX On The Cloud</u> (2816174258)	Successfully Sent



Here you can see the email address (or addresses) that will receive a copy of any fax received.  
You can add or delete email addresses by clicking on the “Current Default - Emails” link

**Your Fax Numbers**

The following numbers are assigned to your account.

Note: Email Address(es) listed here are where new faxes will be sent to ONLY.

Number	Email Address	Action
(281) 617-4258	<input type="text" value="nicolas.martinez@connecticasolutions.com"/>	Current Default - Emails

If you click on “Current Default - Emails” you will see a screen like this:

**Your Fax DID Email Addresses**

The following Email addresses are assigned to your account. Faxes may be sent via email using our Email-to-Fax service from the following email addresses.

To add a new email address to this account; Enter the email address in the box below and click 'Add Email' to proceed.

To remove an address, check the box next to the address you wish to remove and click 'Remove'.

Email(s):

nicolas.martinez@connecticasolutions.com

rummel.nieto@connecticasolutions.com



Here you can add or delete a list of fax contacts that you can use for sending.

**My Contacts**

**Current Contacts:**

Name	Number	
PBX On The Cloud	(281) 617-4258	<input type="button" value="X"/>
Connectica Solutions	(281) 315-8863	<input type="button" value="X"/>

**Add a new contact:**

Name:  Example: Michael (Home-Fax)

Number:  Example: 303-555-1212



Use this section for Support options, like Frequently Asked Questions, Change your account password, Change the Company name that appears in all faxes sent, Change your Time Zone or Send a message to support:

**Support Department**

[Click here](#) for Frequently Asked Questions

[Click here](#) to change your accounts password.

[Click here](#) to change the name associated with this account.

Timezone:

Send a message to support:

From Name:

From E-Mail:

Comments:

Welcome [pbxoncloud](#) | [logout](#)  
0 new messages.

This section is used to display your Username, Number of new faxes and logout

Quick Links:

This pull-down menu section duplicates the sections explained above.

**FOLDERS**

- :: [Inbox \(0/6\)](#)
- :: [Sent](#)

**FUNCTIONS**

- :: [Send a Fax](#)
- :: [Quick Send Fax](#)
- :: [My Contacts](#)

**ACCOUNT RELATED**

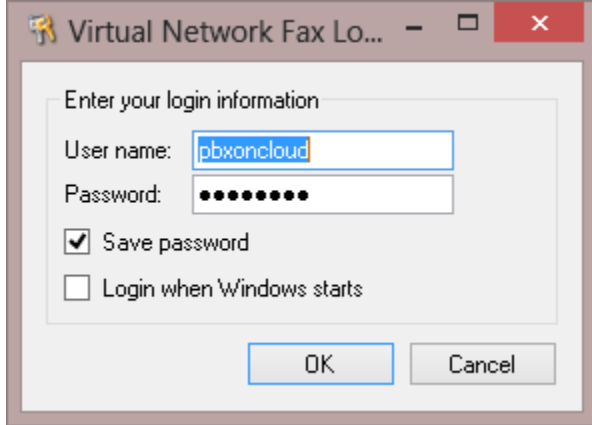
- :: [Fax From Emails](#)
- :: [My Fax Numbers](#)
- :: [Change Password](#)
- :: [Support](#)
- :: [FAQ](#)
- :: [Log Out](#)

The right-side menu duplicates the sections explained above.

## 2. USING THE “VIRTUAL FAX” GROGRAM

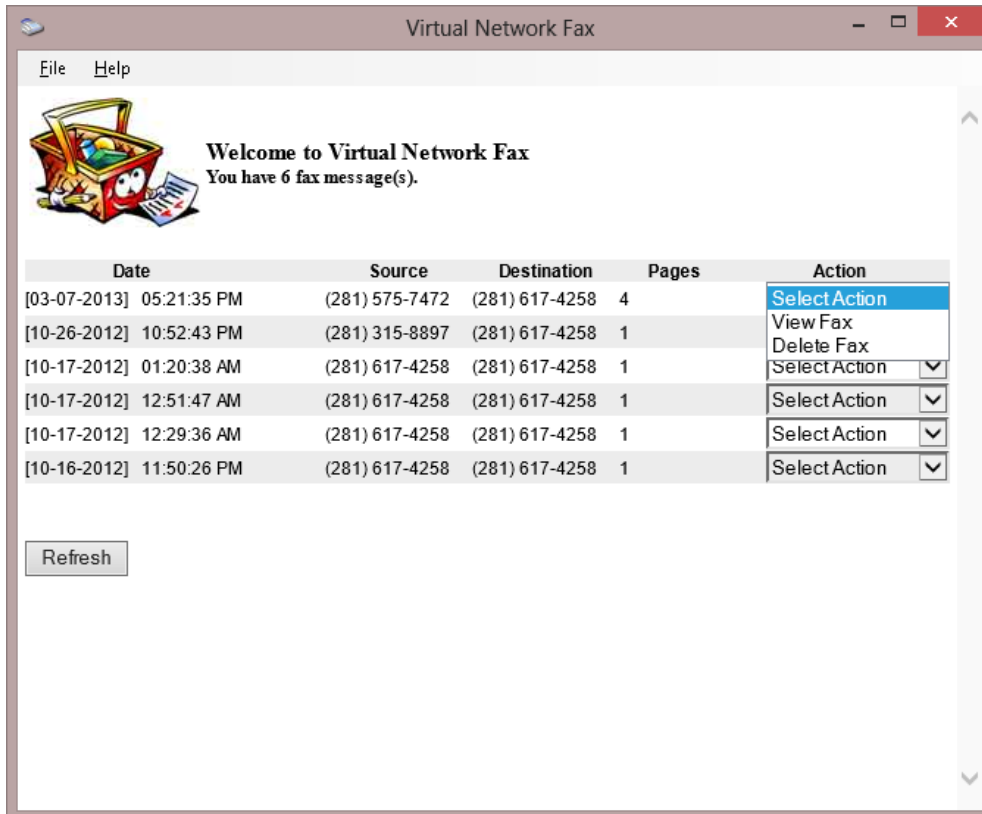
This Windows-only program can be installed initially from <http://www.viewmyfax.com/setup.exe>. Once installed you will run it from Start, All Programs and look for “Virtual Network Fax”. Or look for a shortcut to this program name in your Desktop or Windows 8 Start screen.

Once you start the program you will see a login screen:



Enter your Username and Password. You can optionally save your password for future use or select to run automatically every time Windows starts.

You will see this screen that display all your received faxes and you can view or delete each fax in the “Select Action” pull-down menu in each line.



**Select**

In the “File” menu you will find 2 options:

**Send fax...** This will take you to the Send fax option described below.

**Check messages** This will refresh the page to check for new messages. Same as “Refresh” button

The screenshot shows a window titled "Send a fax" with a standard Windows-style title bar. The main content area is divided into several sections. The top section, "New Fax Information", contains a "Recipient:" field with a dropdown arrow and an address book icon, a "File name:" field with a "Browse..." button, and a "Second file:" field with a "Browse..." button. Below this is a checkbox labeled "Send Cover Page". The next section, "Cover Page Information", contains several text input fields: "To:", "From:", "Fax:" (with a dropdown arrow), "Phone:" (with a dropdown arrow), "Date:" (with a date picker showing "Tuesday, July 16, 2013"), "Subject:", and "Comments:". At the bottom of the dialog are two buttons: "OK" and "Cancel".

On this “Send fax...” screen you can send up to 2 attachments in the supported digital formats to the recipient you indicate (You also have an Address Book link) and optionally define a Cover Page. Click “OK” to send the fax or “Cancel”.





**SENDING A FAX VIA E-MAIL:**

To send a fax using our Email-to-Fax service simply send an email with the contents as attachments (Up to 5 attachments maximum) using the following parameters.

Attachments can be in any of the supported digital formats mentioned above.

Use the following fields in your e-mail:

To: 10\_digit\_fax\_number@emailyourfax.com (example: 2811234567@emailyourfax.com)

From: e-mail address you registered with us (example: name@mail.com)

Subject: Your vFax number; 10 digits only (example: 7137654321)

Body: Leave blank, DON'T write anything in the e-mail body.

Upon submission our system will reply with a confirmation or rejection notice.