

Introduction

This quick reference guide contains the procedures to use the Cloud Fax feature on the VIP Platform. Most organizations have one or more dedicated fax phone numbers. When we set up your CloudFax, we customarily create a dedicated “Fax User” for each fax phone number you have. By default, all incoming fax traffic will go to the inbox of the user that is associated with fax phone number.

VIP Portal Access

Working with Crexendo’s CloudFax requires that you log into the VIP portal using this address:

<http://portal.crexendovip.com/portal>

You will need to login to portal using the special “Fax User” account. Contact your manager for the username and password of this account.


Receiving Faxes

To get access to incoming faxes, there are two common options:

- **Check the Fax User Inbox:**

- Navigate to the same VIP Portal website you normally use and log into the Fax User account.
- In the upper left corner, click the Fax User link and click MY ACCOUNT.



- Click the FAX button  and view/download any faxes listed.
- When done, logout of the Fax User account

- **Direct all fax traffic to a specific email inbox(es):**

- Crexendo’s Support department can direct any faxes to organizational email address(es) of your choosing (five addresses max).
- Using creative email server practices, your local IT Administrator can distribute faxes to additional email addresses.

Sending Faxes

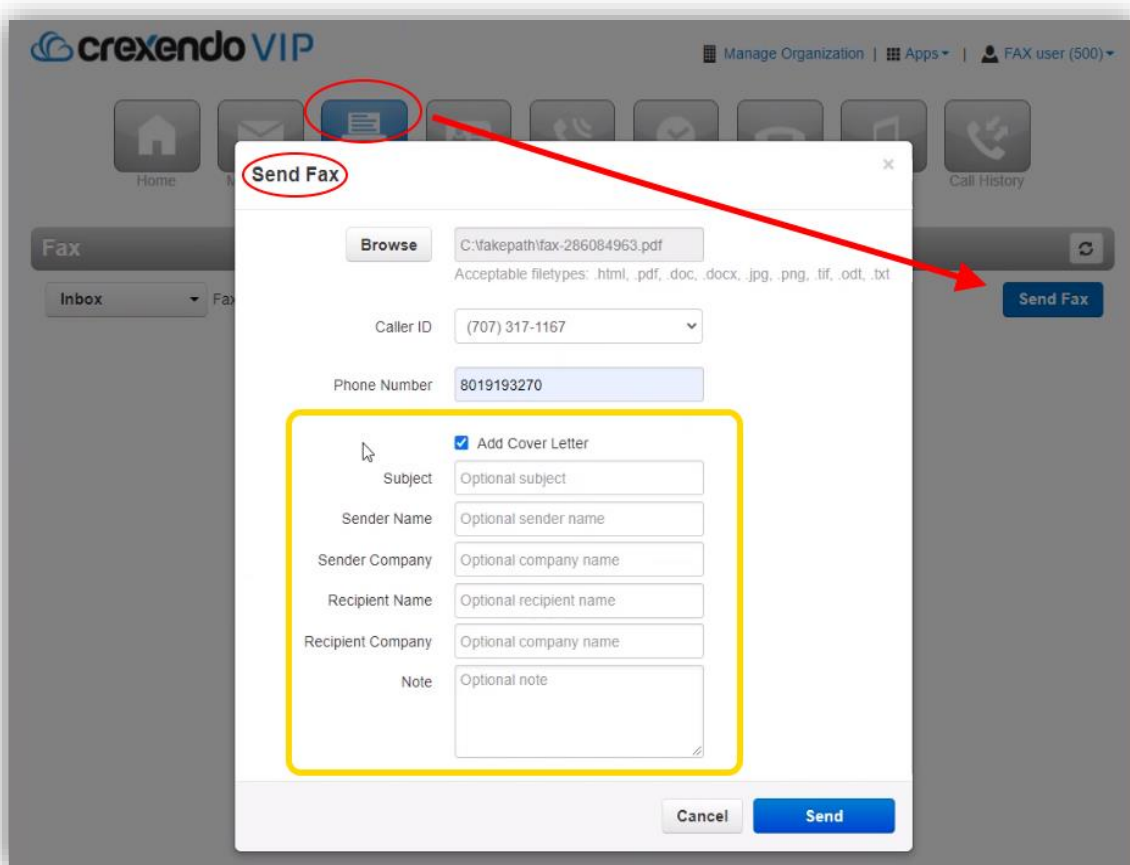
When sending a fax, use this procedure:

- 1) Navigate to the VIP portal using the address mentioned earlier
- 2) Login using the Fax User account
- 3) In upper left corner, click the Fax User link and click MY ACCOUNT



4) Click the FAX button

5) Click the SEND FAX Button. A dialog box will appear as shown:



The screenshot shows the Crexendo VIP interface with a 'Send Fax' dialog box open. The dialog box has the following fields and options:

- Browse** button: C:\fakepath\fax-286084963.pdf
- Acceptable filetypes: .html, .pdf, .doc, .docx, .jpg, .png, .tif, .odt, .txt
- Caller ID: (707) 317-1167
- Phone Number: 8019193270
- Add Cover Letter
- Subject: Optional subject
- Sender Name: Optional sender name
- Sender Company: Optional company name
- Recipient Name: Optional recipient name
- Recipient Company: Optional company name
- Note: Optional note
- Buttons: Cancel, Send

- 6) Click the BROWSE button and select the file you wish to fax.
- 7) Select the Caller ID (if you have different choices)
- 8) In the PHONE NUMBER box, enter the recipient's 10-digit fax number
- 9) If you wish to add the optional cover letter, check the ADD COVER LETTER checkbox and fill in your additional information (in yellow box above)
- 10) Click the SEND button.

Checking Fax Status After Sending

Depending on the receiver's fax equipment, faxing is not an immediate process and may take some time for the fax to complete. You can check the status of the fax using the following procedure:

- 1) In the upper left corner (red box), change the selection to SENT.
- 2) Monitor the TO field (gold box). As you click the REFRESH button periodically, the TO box will update many times with varying statuses. When the status turns blank, the fax has transmitted successfully.

