

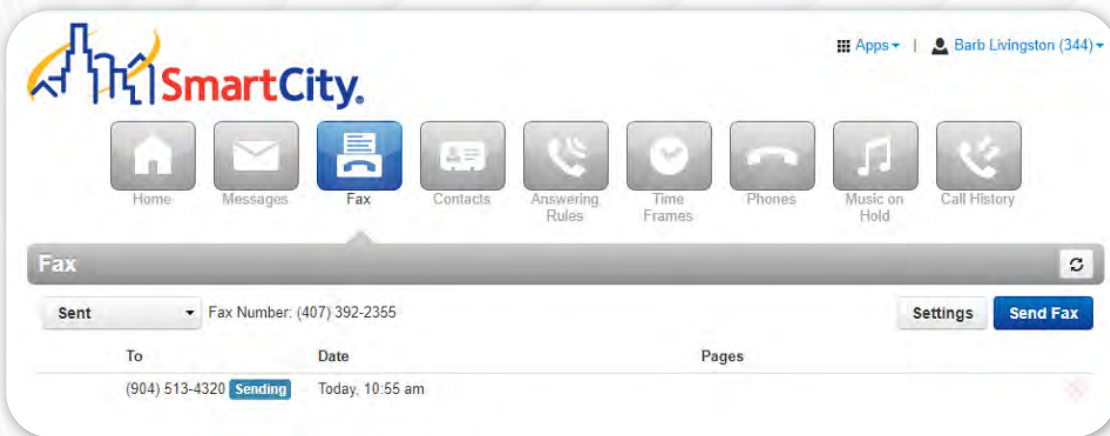


HOSTED VOICE QUICK START GUIDE

eFAX

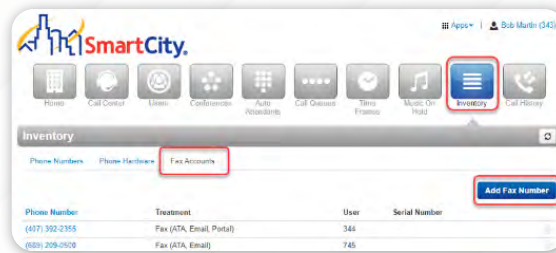
Hosted Voice eFax is a web-based fax application that allows you to send and receive faxes using email or the Hosted Voice portal. eFax is designed for those who prefer to use electronic faxing only, without the need to interface with a traditional fax machine.

With a host of fax features, you can use eFax to effortlessly sign, edit, and organize your faxes electronically. eFax supports multiple file types, including .pdf, .docx, .jpg, and more.



HOW TO ADD AN EFAX ACCOUNT (ADMINISTRATORS ONLY)

1. Log in to the Hosted Voice Portal.
2. Select the Inventory menu icon. If you do not see the Inventory menu icon, click the Manage Organization link at the top-right of the screen.
3. Select the Fax Accounts tab.
4. Click the Add Fax Number button.



Add a Fax Number

Phone Number

Primary User

Enabled Methods

- Email
- Portal
- ATA

Inbound Fax Handling

- Email w/ Attachment
- Email w/o Attachment
- Portal

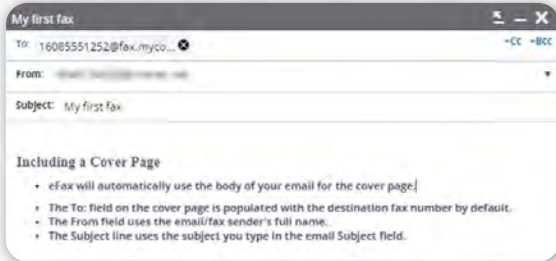
5. Select a Phone Number from the drop-down list.
6. In the Primary User field, type the user extension or name.
7. Select type of fax you want to enable and how you want to handle inbound faxes.
8. Click Save when done.

To see a full version of the Hosted Voice User Guides, please visit: support.smartcitytelecom.com



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eFAX

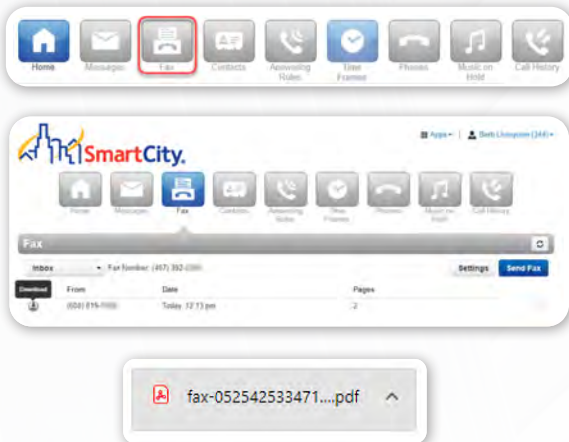
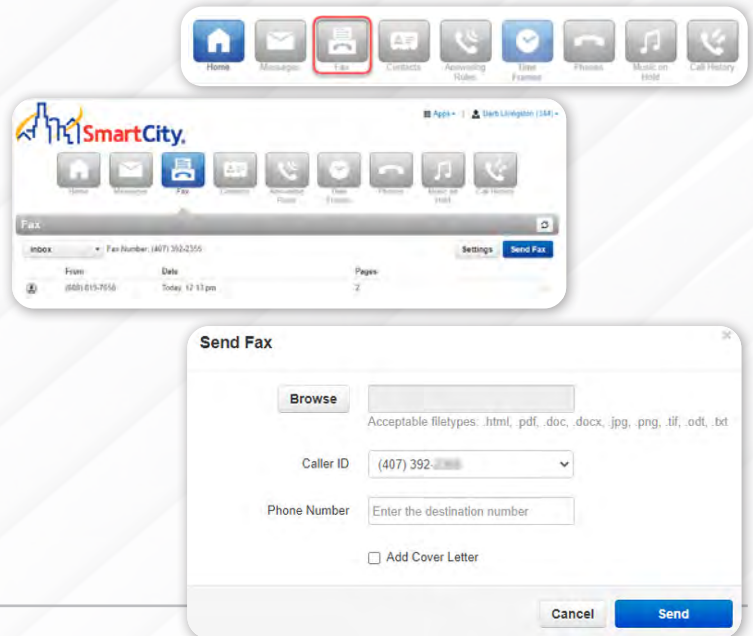


TO SEND A FAX USING EMAIL

1. Open the email client for the email address associated with the eFax account.
2. Compose a message. To find your sender address, please contact your Hosted Voice administrator. You must use 11-digit numbers. The full email address should appear as 11digitnumber@<fax.fqdn>.
3. When sending a fax from email, you can attach one or multiple documents, with one or multiple document types.
4. When you are ready to send the fax, click the Send button in your email application.

TO SEND A FAX USING THE USER PORTAL

1. Open and log in to the User Portal.
2. Click on the Fax menu icon.
3. Click the Send Fax button.
4. Click the Browse button, then attach the document you want to fax.
5. Type the 10-digit fax number for where you want to send the fax.
6. If needed, click the checkbox next to the "Add Cover Letter" option, then complete the sender and recipient information.
7. Click the Send button.
8. Click the drop-down arrow and then select Sent to view the status of a sent fax.



TO VIEW/MANAGE A RECEIVED FAX USING THE USER PORTAL

1. Open and log in to the User Portal.
NOTE: If you don't see this button, the eFax is not configured or enabled on your account.
2. Click on the Fax menu icon.
3. Click the Download button next to the desired fax in the Inbox list.
4. The downloaded fax file shows at the bottom of the screen. Right-click on the file to open the fax or navigate to the Downloads folder where the fax is stored.

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