










Fax-to-Email

Application User Guide

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1 Welcome to Windstream's Fax-to-Email

Fax-to-Email is an anytime, anywhere fax solution that allows you to send and receive faxes from anywhere you have Internet access. Eliminate the need for a physical fax machine, a second phone line or having to constantly monitor your fax machine, as faxes go straight to your email inbox. This convenient and inexpensive fax solution provides everything you need to send and receive faxes, from the Fax-to-Email online interface or right from your Outlook email client.

2 Getting Started with Fax-to-Email

2.1 Getting Started Splash Screen

You will be prompted for a user name and password, as shown below:



windstream

Fax Number Email Address

Fax Number:

Password:

Login

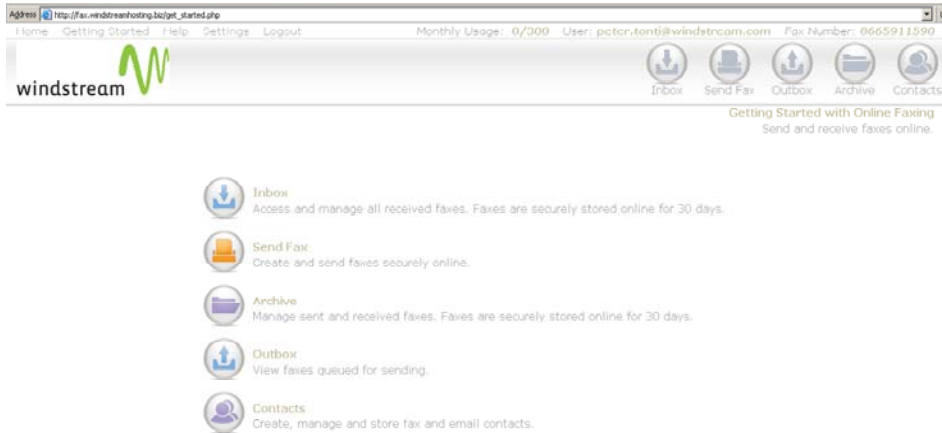
[Forgot Password](#)

Once you have successfully logged in to your account, the "Getting Started with Online Faxing" page will display the utilities and functions available within Fax-to-Email. Icons and function descriptions will be easily understood and familiar for all who have ever dealt with an email client and fax machine.



2.2 Navigation

Navigation consists of the “Getting Started with Online Faxing” screen, the Navigation Bar and Menu Bar. The Navigation Bar remains static throughout the application and you will be able to navigate to whichever section you wish, by clicking the icons in the top-right corner of the screen.



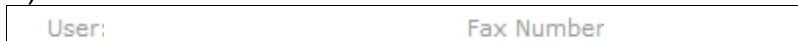
A) Menu Bar



Located at the top left corner, the Menu Bar is comprised of the following options:

Menu Bar Link	Description
Home	Use Home Menu Bar to view your Inbox
Getting Started	This Menu Bar will take you to “Getting Started with Online Faxing” page
Settings	Use Settings in order to update your account information including company details and your personal signature
Feedback	Use feedback to submit comments, suggestions or report a problem to the product development team.






In the top-right corner, there is also an information panel that will show your user name and fax number throughout the entire Windstream Fax-to-Email session (shown below).



B) Navigation Bar



Located at the top right corner, the Navigation Bar consists of the following:

Icon	Navigation Bar Button	Description
	Inbox	Access and manage all received faxes. Faxes are securely stored on-line for 30 days.
	Send Fax	Create and send faxes securely on-line.
	Outbox	View faxes queued for sending.
	Archive	Manage sent and received faxes. Faxes are securely stored on-line for 30 days.
	Contacts	Create, manage and store fax and email contacts



3 Inbox

The inbox allows you to access and manage all received faxes. Faxes are securely stored online for 30 days; any faxes which remain in your inbox for longer than this period of time will be emailed to you as a PDF file and removed from your inbox.



The Inbox displays the following information about the faxes that you have received:

1. Fax Number
2. Company name
3. Pages
4. Date Received
5. Management Utilities



3.1 Management Utilities



Utility	Description
Preview	See a thumbnail preview of your fax.
Inspect	View a full-size version of your fax.
Rotate Fax	Rotate your fax to adjust the view.
Download PDF	Download your fax as a PDF document
Reply to Fax	Reply to fax with original fax enclosed to your reply
Email PDF	Send a received fax as an email attachment.
Add a Note	Use this utility to add or modify a note for this fax.
Move to Archive	Move the fax to your archive folder.
Delete	Permanently delete the selected fax.

A) Preview

Inbox

The Inbox displays your new faxes.

	Pages	Date Received	
	2	15.04.2008 12:18	
	5	15.04.2008 12:15	
	1	15.04.2008 10:04	

To see a thumbnail preview of your fax, put your mouse pointer over the "Preview" icon.



B) View Fax



In order to view a fax, click the "View Fax" icon and the contents of your fax will open in the View Fax interface.

The View Fax interface also includes the same management utilities that appear in the inbox beside every fax:

- Rotate fax
- Download as a PDF
- Reply to fax
- Email as a PDF
- Add a note
- Move to archive
- Delete

Fax management functions listed above are described in this section by order of location within a management tool bar.

C) Rotate Fax

Use this option if the fax you received is oriented poorly (for example, if it is upside-down or sideways). Clicking this icon will rotate the fax image 90°.



D) Download as a PDF

Clicking on 'Download PDF' fax contents will be converted into PDF document in a detached window. Tool bar of this window will include a wide range of management utilities depending on your web browser:



- Save document
- Print document
- Adjust the view
- Capture view

Using this tool bar you can save your fax to local PC and print its content.




E) Reply to Fax

Using the "Reply to Fax" option, the original fax will be the first document faxed after the cover page. You can attach your reply using "Browse" button. If you intend to send a reply using a cover page, make sure that the "Use a Cover Page" checkbox has been selected.


Reply to Fax

Send a reply fax.
The original fax will be the first document faxed after the coverpage.

Fax Message Details

Reply To:		company 9056731331 15.04.2008 12:18 Page(s): 2 Note: The original fax will be the first document faxed after the coverpage.
-----------	---	---

Destination Fax Number(s):
(Semi-Colon Delimited)
[\[Fax Contacts\]](#)

 Select the File(s) to Fax:
(Max File Size is 2MB)

Use a Cover Page

To Person:

To Company:

To Location:

To Voice Number:

Regarding:

Comments:

Click "Send" to send your reply or "Cancel" to discard changes made.

Note: the Maximum size of an attached file cannot exceed 2 MB



F) Email as a PDF

This feature allows you to email a received fax as PDF attachment. Click the "Email as a PDF" icon and enter your email recipients in the Email Recipients field. You can also enter a message that will be sent along with the forwarded fax in the "email message" field. Click "Send" to send your email or "Cancel" to discard the changes.

Forward Fax Via Email

Send a received fax as an email attachment.

Email Message Details

From:	<input type="text"/>
Email Recipients: (Comma Delimited) [Email Contacts]	<input type="text"/>
Subject:	<input type="text" value="company"/>
PDF File Name:	<input type="text" value="fax-company.pdf"/>
Email Message:	<input type="text"/>

Move to Archive

If you need to move this email to your archive, check 'Move to Archive' checkbox located below 'Email Message' field.



G) Add a Note

Add, modify and view your notes using 'Add a Note' icon. You can notes to all sent and received faxes. Enter your note into the Note field, click "save" to accept your changes or "Cancel" to discard.

Add or modify the note for this fax.

Note:

H) Move to Archive

To move a fax to your Archive folder, click the "Move to Archive" icon.

I) Delete

Clicking the "Delete" icon will permanently delete the selected fax.

Note: Make sure a fax you intend to delete is no longer necessary; once you have deleted a fax, you will be unable to recover it.



4 Send fax


Create and send faxes online using the "Send Fax" interface. It contains all the essential features of a fax to email client. This application allows you to send files from your computer as faxes, as well as sending to multiple recipients.

Send Fax
Send a fax.

Fax Message Details

Destination Fax Number(s):

(Semi-Colon Delimited
[Fax Contacts])

Select the File(s) to Fax 

(Max File Size is 2MB)

Use a Cover Page

To Person:

To Company:

To Location:

To Voice Number:

Regarding:

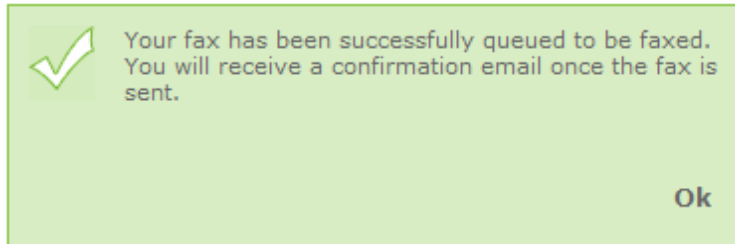
Comments:

Note: the Maximum size of an attached file cannot exceed 2 MB

You can send a fax to a maximum of 20 people at one time. Once you have filled in all required fields (destination fax numbers, recipient names, subject, attachments, etc.), click "Send" to send your fax or "Cancel" to discard changes.

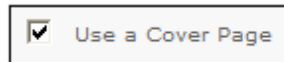


When you click "send", if all required fields have been filled in correctly, the following window will appear:



Click on 'Ok' and fax will be moved to Outbox folder. Depending on whether the fax was sent successfully or not, you will receive either a success or failure notice. Failed faxes are re-queued; Windstream Fax-to-Email will attempt to send the fax a total of 5 times.

If you would like to use a cover page, make sure the "Use Cover Page" option has been checked.



5 Outbox



The Outbox contains messages that have been queued for sending. You can have a maximum of 20 faxes queued at any given time (each phone number in a fax with multiple recipients is counted as a separate fax in the queue); if you have more than 20 faxes to send at once, as the queue empties you will be able to add more faxes to the queue. The speed at which the queue empties will depend on the complexity of the images being faxed and the length (number of pages) of each fax.

Outbox Message List

#	Fax Number	Pages	Attempts
0 Fax(es) Pending			

Windstream Fax-to-Email will make 5 attempts to send your fax to each recipient. Once a fax has been successfully sent, fax will be automatically moved from Outbox to your Archive folder; you will also receive a notification by email that the fax was sent successfully.

Outbox Message List

#	Fax Number	Pages	Attempts	
1	1234567890	0:1	1:5	⊖

When a fax is queued in Outbox it can be removed using "Delete" icon (⊖) located in the right-hand column.



6 Archive



The Archive allows you to search through sent and received messages, providing you with multiple search options: by keyword, company name, sent / received faxes or within a certain period of time.

Archive

Search in all your archived sent or received messages.

Archive Search

Keywords: Start Date: 1 April

Company: All End Date: 23 April

Sent / Received: Both Sent and Received Faxes

Archive Results

Fax Number	Company	Sent/Re	Pages	Date	
9056731331	company	Sent	2	14.04.2008 13:02	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
9056731331	company	Sent	7	14.04.2008 12:38	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
9056731331	9056731331 <- Assign	Recvd	1	14.04.2008 12:32	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

The Management toolbar, located beside each fax in the Archive folder, has the following options:

- Download PDF
- Reply to fax
- Email PDF
- Add a note
- Delete

For details on how these options work, see section 3.1 above.

Note: Only faxes that have moved from Inbox using the "Move to Archive" option, or that were successfully sent from your outbox will be placed in your Archive folder.

Important: After 30 days, Archived faxes are automatically deleted; deleted faxes are emailed to you for safekeeping.

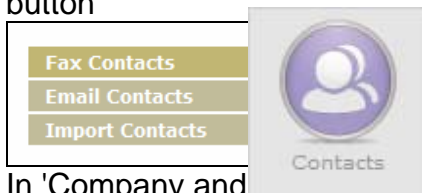


7 Contacts

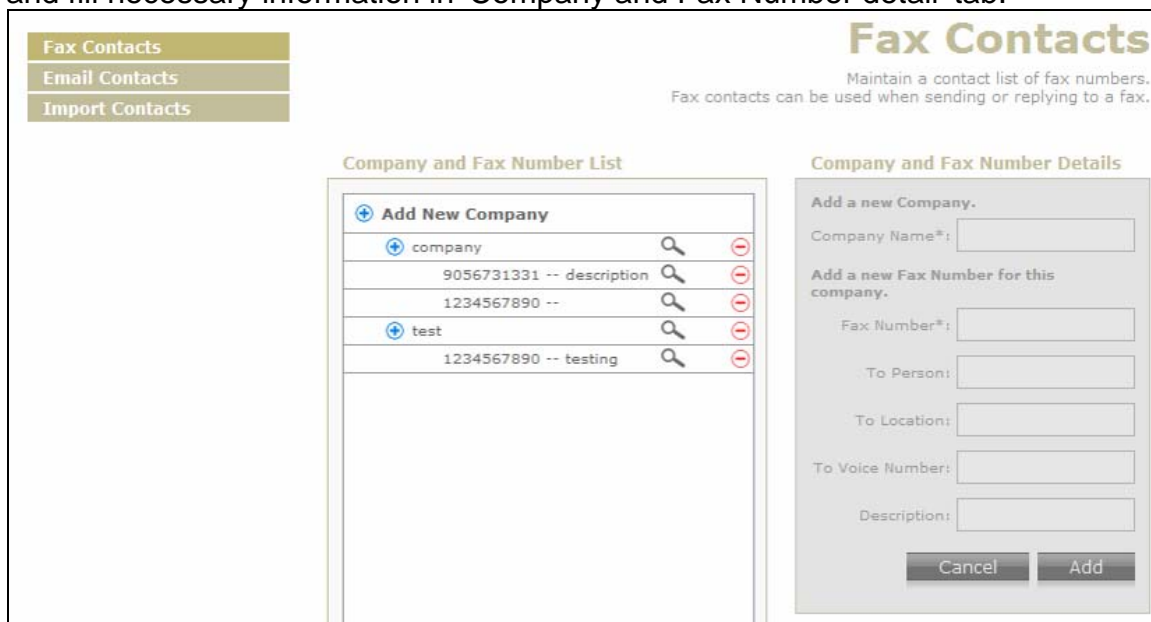
Maintain a contact list of fax numbers. Fax contacts can be used when sending or replying to a fax. Contacts are broken into two groups: fax contacts and email contacts. Both groups have a separate interface – 'Email Contacts' and 'Fax Contacts', accessed using the menus on the left-hand side.

7.1 Fax Contacts

In order to create fax contacts, select 'Fax Contacts' option clicking on respective button



In 'Company and Fax Number List' click on 'Add New Company' and fill necessary information in 'Company and Fax Number detail' tab.

A screenshot of the 'Fax Contacts' web application. On the left is a menu with 'Fax Contacts' selected. The main area is titled 'Fax Contacts' and contains a sub-header 'Company and Fax Number List' and a sub-header 'Company and Fax Number Details'. The list table has columns for company name, fax number, and description. The details form includes fields for 'Company Name*', 'Fax Number*', 'To Person:', 'To Location:', 'To Voice Number:', and 'Description:'. There are 'Cancel' and 'Add' buttons at the bottom of the form.

Company and Fax Number List			
+ Add New Company			
+ company			
9056731331 -- description			
1234567890 --			
+ test			
1234567890 -- testing			

Company and Fax Number Details

Add a new Company.
Company Name*:

Add a new Fax Number for this company.
Fax Number*:

To Person:

To Location:

To Voice Number:

Description:

Once you have created a new contact filling in all required fields, click the "Add" button to save changes, or "Cancel" to discard the entry.

7.2 Email Contacts

In order to create email contacts, select 'Email Contacts',



- Fax Contacts
- Email Contacts
- Import Contacts

Click 'Add Email Contact' in 'Email Address List' and add a new email contact in 'Email Address Details' tab.

The screenshot shows the 'Email Contacts' interface. On the left, there are three tabs: 'Fax Contacts', 'Email Contacts', and 'Import Contacts'. The 'Email Contacts' tab is selected. The main area is divided into two sections: 'Email Address List' and 'Email Address Details'. The 'Email Address List' section has a '+ Add Email Contact' button and a table with the following content:

Contact Name	Email Address
Test	test@domain.tld

The 'Email Address Details' section has the heading 'Add a new Email Contact.' and two input fields: 'Name:' and 'Email Address*:', each with a search icon. Below the fields are 'Cancel' and 'Add' buttons.

Click 'Add' to accept changes and add a new email contact or Cancel to discard.

7.3 Import Contacts

You can create a list of contacts to import to your fax and/or email contact lists. To import a contact list, click "import contacts".

- Fax Contacts
- Email Contacts
- Import Contacts

The Import Contacts interface (shown below) will allow you to select and upload a CSV-formatted file stored on your computer. Use the "browse" button to locate the CSV file on your computer, then click "import".

The screenshot shows the 'Import Contacts' interface. On the left, there are three tabs: 'Fax Contacts', 'Email Contacts', and 'Import Contacts'. The 'Import Contacts' tab is selected. The main area has the heading 'Import Details' and the following options:

Import Into*: Fax Contacts Email Contacts

Duplicate Contacts*: Ignore Overwrite

File Name*:

[View a sample CSV file.](#)

Please note the CSV file must follow a specific format in order to be successfully imported; you can view a sample CSV file by clicking the "View a sample CSV file" link, located directly beneath the "file name" field.



8 End of Windstream Fax-to-Email session

Home Getting Started Settings **Logout**

In order to close the current Windstream Fax-to-Email session, click the "Logout" link on the Menu Bar. You will be returned to the Windstream Fax-to-Email login screen.


9 Usage of Windstream Fax-to-Email account

Once an account has exceeded its monthly page quota, the user will be charged on a per-page basis. Quota warnings are emailed to the user at 80%, 90%, and 100%.



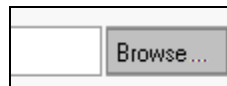
10 HOWTOs

10.1 How to Send a Fax

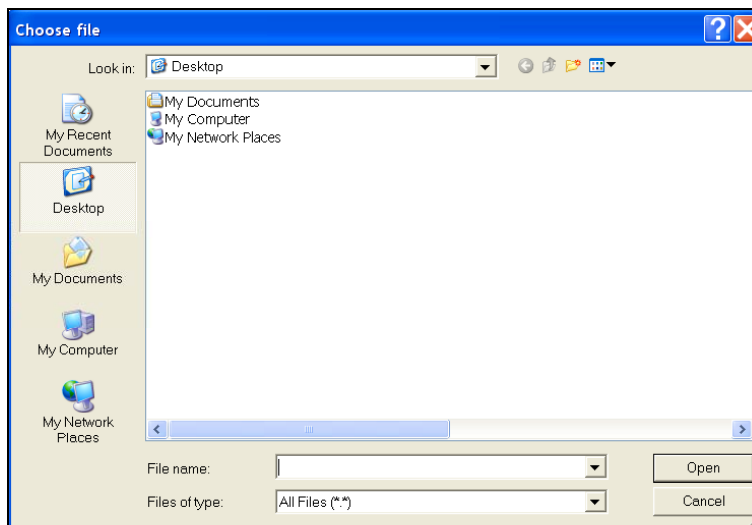
1. Click the "Send Fax" icon  in the Navigation Menu.
2. Enter the recipient fax numbers in the "Destination Fax Number(s)" field.

Fax Message Details	
Destination Fax Number(s): (Semi-Colon Delimited) [Fax Contacts]	<input type="text"/>

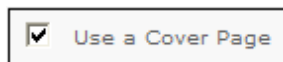
3. Click the "Browse" button to select a file from local PC.



4. A "choose file" dialog box will open. Select a file from local source and click Ok in dialog box.







5. If you need cover page, tick a checkbox 'Use a Cover Page' and fill the fields of your cover page if required.



6. Click the "Send" button to send your fax, or "Cancel" to abort the process.



10.2 How to Download a Fax to your Computer

1. Depending on where your fax is stored, click either the "Inbox"  or "Archive"  buttons in the navigation menu.
2. Locate the fax in the displayed list.
3. Click the "download as a PDF" icon (). The fax will appear in a new window in your web browser.
4. At the top of the window that your PDF loaded, click the "save" icon  . You will be asked to select a location to save the PDF on your computer. Once you have selected a location, click "Save".

