

ICON E-Fax User Guide

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The Basics

ICON E-fax provides the convenience of a private fax machine right in your browser or email client. ICON E-fax works with your VoIP solution, and is managed in the web-based Customer Administration Portal.

ICON E-fax is available in two variations depending on how many users within your company are needed:

- Personal Hosted Fax - assigned to one user and can be used like a personal fax machine.
- Shared Hosted Fax - assigned to multiple users and can be used like a company fax machine.

Log-in

Both Personal and Shared Hosted Fax are accessed the same way:

1. Go to **iconfax.iconcloud.com**.
2. Enter username and password.
3. If you do not have your username and password, please contact your company administrator.
4. Locate the **Hosted Fax** widget in the **Enterprise Services** section.
5. Your assigned fax number is located in the Hosted Fax widget in your Customer Administration Portal:



HOSTED FAX

MY HOSTED FAX

CONFIGURATION

DOWNLOAD CONFIGURATION

HOSTED FAX

All

Bulk Actions



	DETAILS	SERVICE NAME	DATE	SIZE	STATUS	TRANSFER STATUS	ACTIONS
☐	Tiffany +1(801) 951-8220	Howe Law +1(469) 857-0880	Mar. 11 2021, 17:07 CST	821 Bytes	Delivered	N/A	
☐	+1(201) 849-7735	Office Fax +1(214) 658-1699	Oct. 06 2020, 13:55 CDT	283.119 KB	Received	N/A	
☐	+1(956) 232-2299	Office Fax +1(214) 658-1699	Aug. 20 2020, 11:50 CDT	2.230 KB	Received	N/A	
☐	+1(903) 900-5145	Office Fax +1(214) 658-1699	May. 14 2020, 16:47 CDT	36.502 KB	Received	N/A	
☐	+1(903) 900-5145	Office Fax +1(214) 658-1699	May. 14 2020, 16:38 CDT	41.096 KB	Received	N/A	

Sending a Fax



Any user given access to Icon Cloud's E- Fax can easily send a fax from either the Customer Administration Portal or directly from their email.

Sending a Fax via Customer Administration Portal

1. In the **Hosted Fax** widget, click on the **Send Fax** button. A box will pop up.
2. Your name will be automatically filled in the **Sender Name** box. Choose the **Sender Fax Number** (if applicable).
3. Enter the Recipient's name, and Recipient's Fax Number by filling the appropriate text boxes. Click **+** to add multiple recipients.
4. Enter a subject line for the fax.
5. Choose whether the fax content will be sent as an attachment or if you'll type out the text to be faxed. To attach a document, click the **+** button. You will be able to navigate through your desktop to find the document(s) you wish to send. To send text, type in the information.

6. Send fax by clicking the green Send Fax button on the lower right-hand corner.
7. Once the fax is sent, the Send Fax dialog closes and you will see the alert, "Fax Sent Successfully."
8. To confirm if the fax reached your recipient, check the status in the Status Column. You can also change your settings to receive an email when a fax is sent successfully or not.

NOTE: ICON E-fax currently supports the following file types: MS Word, PDF, JPG & PNG, and the total size of attachments cannot be greater than 20 MB.

Sending a Fax from the Email Client

Faxes can be easily sent using any email client:

1. Open a new email like you are composing a new email.
2. In the To field, enter the destination fax number followed by **@vipfax.net** (for example 1234567890@vipfax.net). To send fax to multiple recipients, add multiple recipients like you would add multiple email addresses.
3. Enter a subject line in the email.
4. Attach the document to be faxed to the email.

Receiving Faxes

Faxes can be received directly to your email or in the Customer Administration Portal based on settings and configuration (See **Manage Settings**). When you receive a fax via email, you will receive an email with a PDF file attached.

Viewing Sent/Received Faxes

To view faxes previously sent or received and stored within the Customer Administration Portal:

1. Click on the **Other Services** Tab.
2. Locate the Hosted Fax widget. If necessary, you can expand the widget by clicking on the double arrow in the upper right-hand corner.
3. The following information is available for each file:
 - **Type** (Incoming or Outgoing fax)
 - **User** (You)
 - **Details** (Recipient or Sender of fax, Date and Time fax was sent or received)
 - **Status** (Sent – Pending Delivery, Delivered, Failed)
 - **Actions** (Delete, View, Email, Resend Fax)

To email or delete multiple files from your storage:

1. Click on the small box next to the document icon within each file.
2. Click all files to perform the desired action.
3. Click **Actions** in the lower left-hand corner of the widget.



4. Click the **Email** or **Delete** icon. If emailing, a box will appear to input the recipient's email address. If deleting, a box will appear for you to confirm the deletion.

Manage Settings

Manage the outgoing and incoming settings of each fax from within your Customer Administration Portal.

To change settings:

1. In the **Hosted Fax** dropdown, select the fax for which you want to change settings.
2. Click **Settings**.
3. Edit the following outgoing fax settings:
4. Store sent faxes in **Hosted Fax Widget**. Faxes stored in the Customer administration portal will be counted towards storage limit.
5. Email when fax is successfully delivered.
6. Email when fax is not delivered.
7. Edit the following incoming fax settings
8. Store received faxes in **Hosted Fax Widget**.
9. Email received faxes.
10. Store and email received faxes in **Hosted Fax Widget**.
11. Click **Save**.

NOTE: You might not have all the options above. Contact your administrator for further information.