

Hosted Fax User Manual

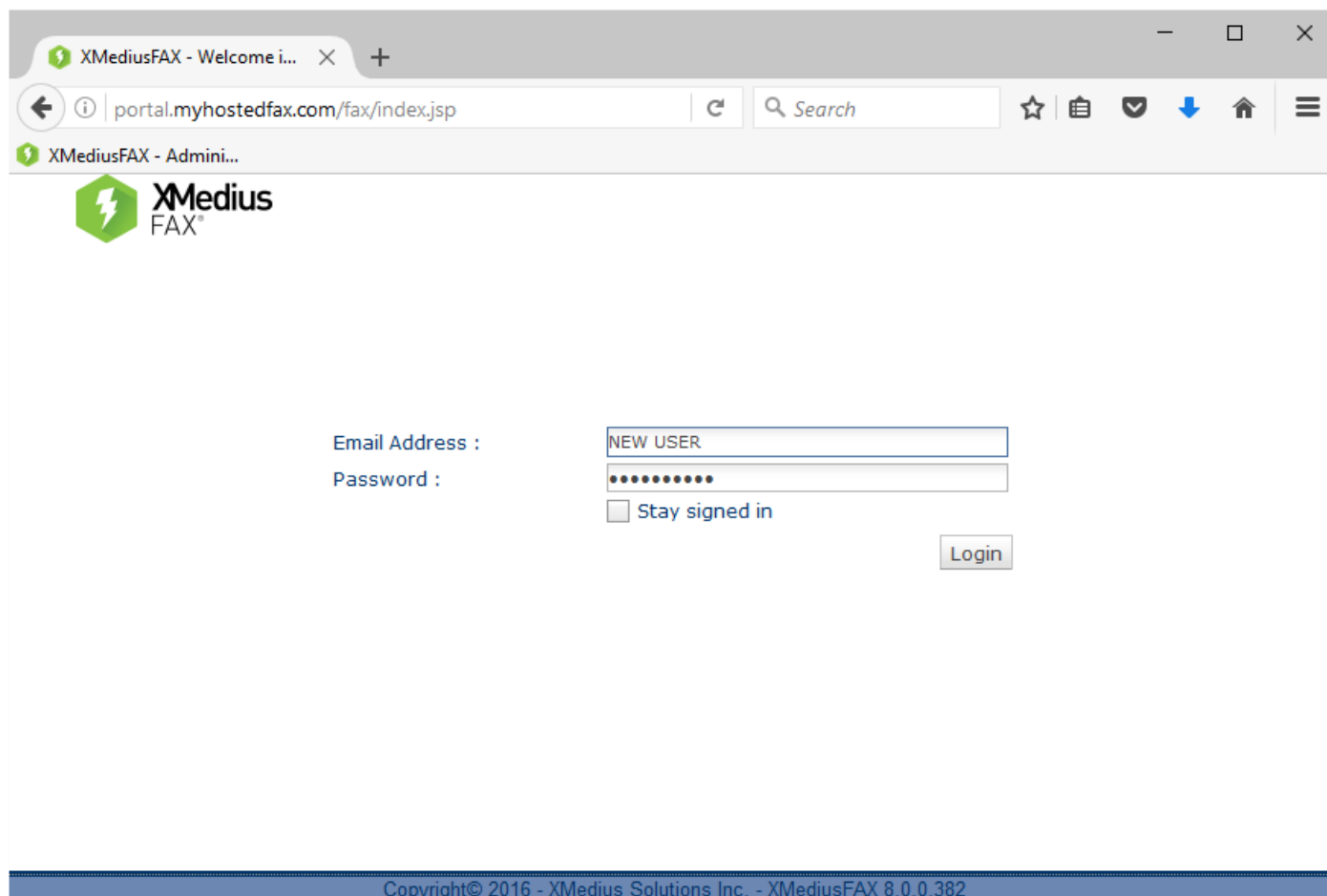


(Replace above with your logo, delete this line, and convert this document to PDF)

USER LOGIN

Using your Browser type in the URL address below.

URL: <http://portal.myhostedfax.com>



The screenshot shows a web browser window with the address bar displaying `portal.myhostedfax.com/fax/index.jsp`. The page features the XMedius FAX logo at the top left. Below the logo, there are two input fields: "Email Address :" with the text "NEW USER" and "Password :" with masked characters. A checkbox labeled "Stay signed in" is positioned below the password field. A "Login" button is located to the right of the password field. At the bottom of the page, a blue footer bar contains the text "Copyright© 2016 - XMedius Solutions Inc. - XMediusFAX 8.0.0.382".

Your username and password will be sent to you in an e-mail. The e-mail will look like this below.

Hello,
Please find your fax account login credentials below:

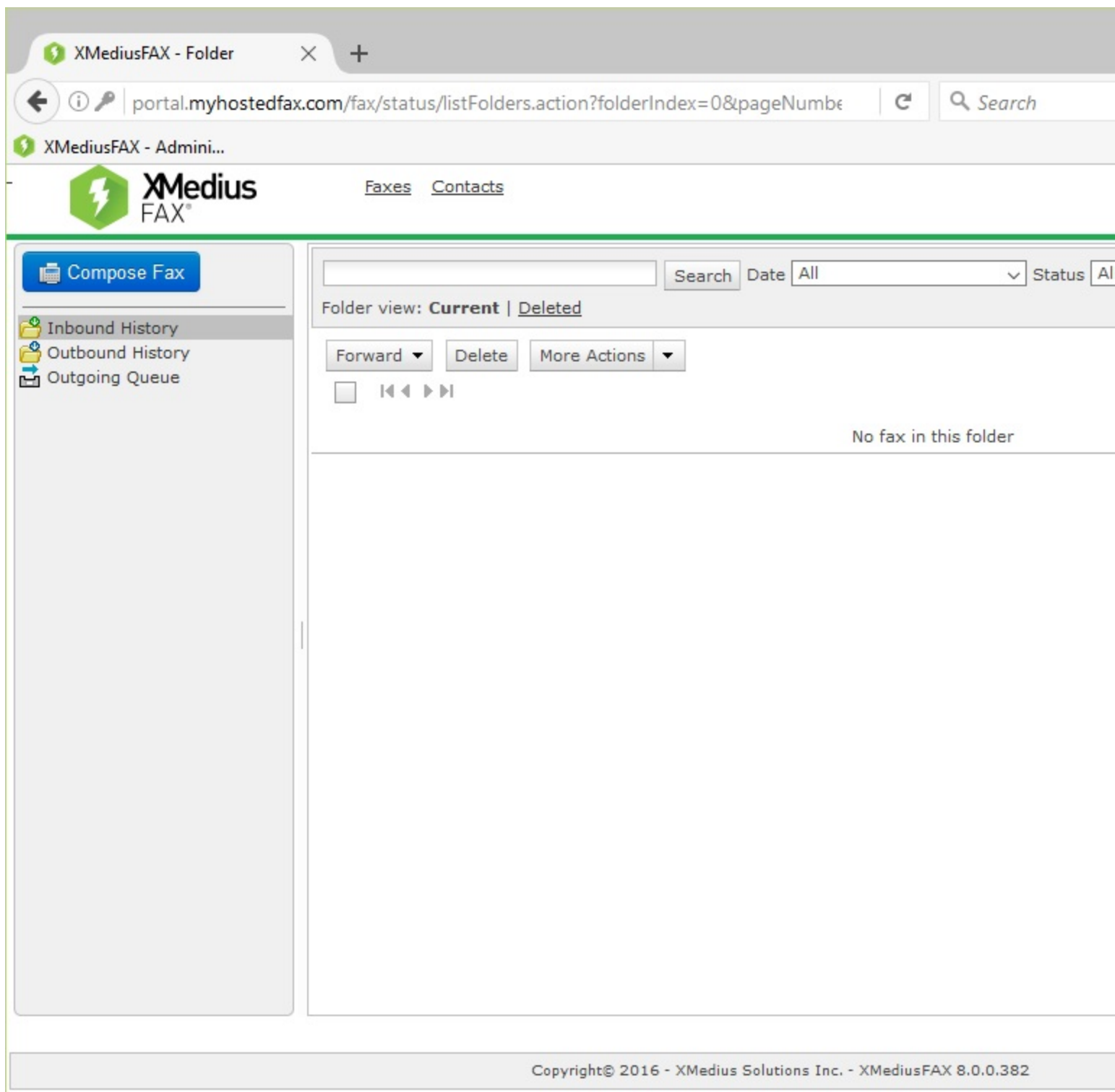
Username: **NEW USER**

Password: **^wxTir8M2z(s**

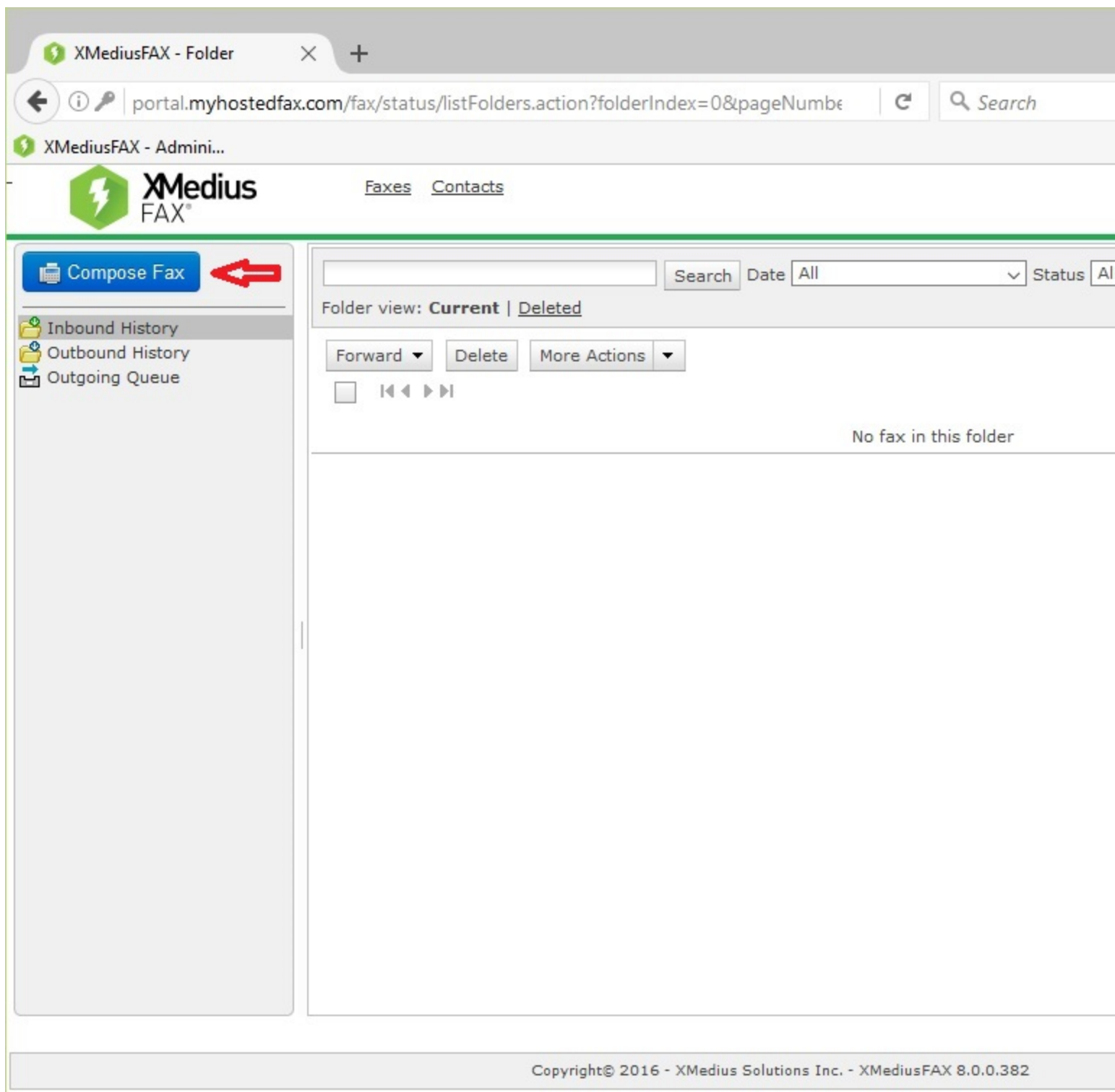
You will need to provide these credentials to login with any fax client you are using.
Log into the web portal here: <http://myhostedfax.com>

Note: for security reasons, you may be required to change this password. Simply login using the Web Client and follow the instructions (if applicable).

You will be asked to change your password the first time you login.



This is the screen you will see once you have successfully logged in for the first time.



To compose a fax click on the Compose Fax button as shown above.

Web Fax Compose X +

portal.myhostedfax.com/fax/compose/webFaxCompose.action Search

XMediusFAX - Admini...

XMedius FAX® Faxes Contacts

Compose Fax

Inbound History
Outbound History
Outgoing Queue

Submit

Compose Sender & Company information Options

Recipients

Name: Recipient More recipients...

Company:

Fax: 6028755901

Cover Sheet

Style: Default Cover Sheet (Basic01.cse) v

Subject:

Comment:

Attachments

Document to attach

Browse... No file selected.

More attachments...

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Fill in the Recipient information especially the FAX number to where the fax is going to.

Web Fax Compose

portal.myhostedfax.com/fax/compose/webFaxCompose.action

Search

XMediusFAX - Admini...



Faxes

Contacts

Compose Fax

Inbound History

Outbound History

Outgoing Queue

Submit

Compose

Sender & Company information

Options

Recipients

Name:

Recipient

More recipients...

Company:

Fax:

6028755901

Cover Sheet

Style:

Default Cover Sheet (Basic01.cse) ▾

Subject:

Comment:

Attachments

Document to attach

Browse...

No file selected.

More attachments...

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You can add a subject for the fax.

Web Fax Compose X +

portal.myhostedfax.com/fax/compose/webFaxCompose.action Search

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XMedius FAX® Faxes Contacts

Compose Fax

Inbound History
Outbound History
Outgoing Queue

Submit

Compose Sender & Company information Options

Recipients

Name: Recipient More recipients...

Company:

Fax: 6028755901

Cover Sheet

Style: Default Cover Sheet (Basic01.cse) ▾

Subject:

Comment:

Attachments

Document to attach

Browse... No file selected.

More attachments...

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Add any comments that would like about the fax or document(s) you are sending.

All this information will be transformed on to the Fax Cover sheet.

Web Fax Compose X +

portal.myhostedfax.com/fax/compose/webFaxCompose.action Search

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XMedius FAX® Faxes Contacts

Compose Fax

Inbound History
Outbound History
Outgoing Queue

Submit

Compose Sender & Company information Options

Recipients

Name: Recipient More recipients...

Company:

Fax: 6028755901

Cover Sheet

Style: Default Cover Sheet (Basic01.cse) v

Subject:

Comment:

Attachments

Document to attach

Browse... d.

More attachments...

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To add attachments click on the Browse button and it will take you to your desktop File Explorer. You can choose from here which documents and attachments you would like to add.

Web Fax Compose X +

portal.myhostedfax.com/fax/compose/webFaxCompose.action Search

XMediusFAX - Admini...

XMedius FAX® Faxes Contacts newu...

Compose Fax

Inbound History
Outbound History
Outgoing Queue

Submit ←

Compose Sender & Company information Options

Recipients

Name: Recipient More recipients...

Company:

Fax: 6028755901

Cover Sheet

Style: Default Cover Sheet (Basic01.cse) ▾

Subject: New Fax

Comment: This is my first fax

Attachments

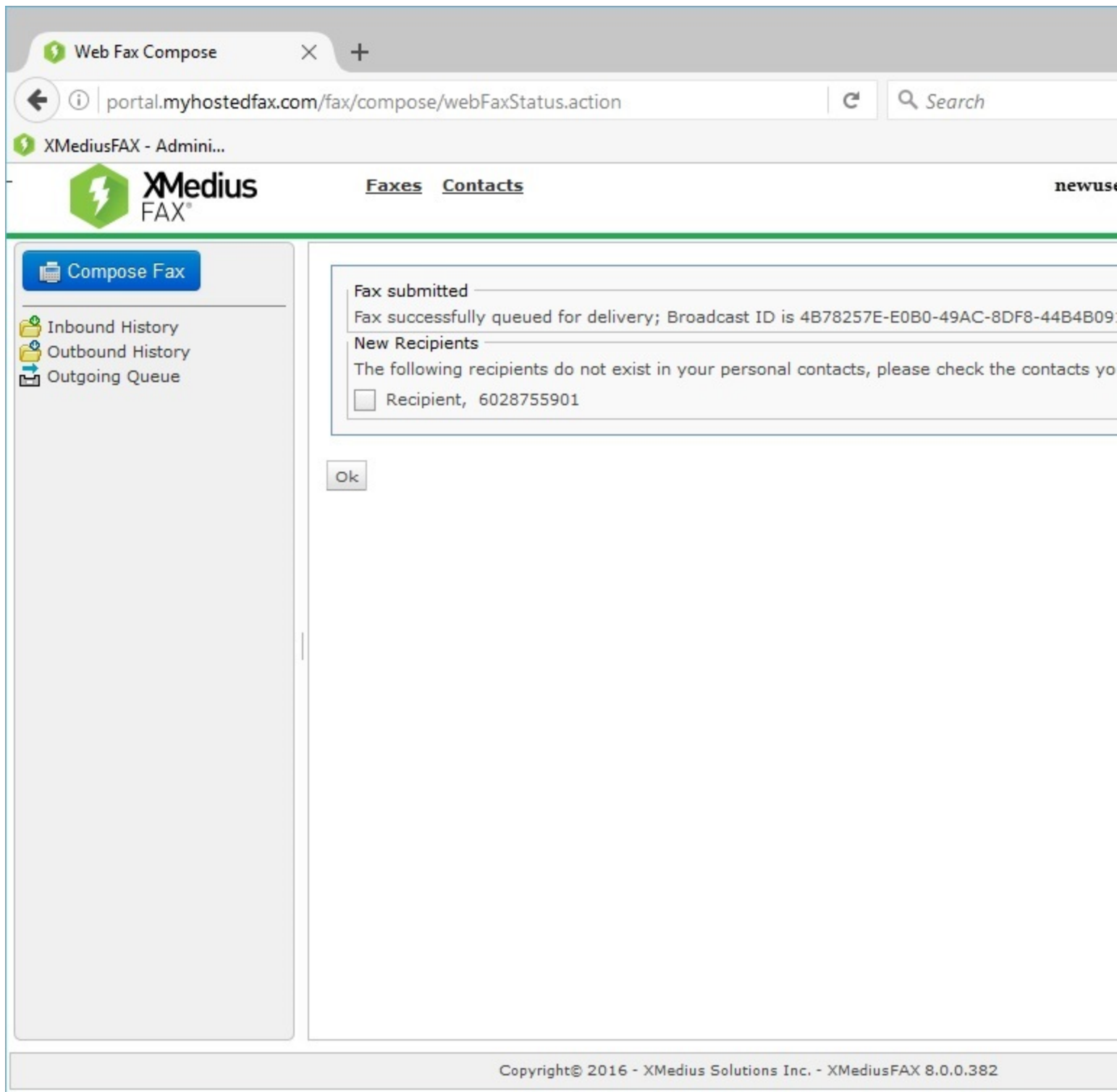
Document to attach

Browse... Xmedius Training - CUSTOMER Attachment.txt

More attachments...

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Once you have completed filling in the information and adding attachments you can click on the Submit Button at the top to send your fax.



Once you have submitted your fax you will get this screen that will tell you if the fax has successfully been submitted and delivered. If the Recipient is not in your contacts it will ask you if you would like to add them.

You can check all of your previous sent faxes by going to the Outbound History button. You can also see all of your Inbound faxes in the Inbound button.

Troubleshooting

Problem	Resolution
Cannot log into Dashboard.	Check username and password. Check cap lock key. Reset password.
Fax will not send.	Make sure fax number is correct and working. Make sure the fax is not too large. (100 page max.) Check document format. (See chart below)
Not receiving fax	Make sure fax number is correct and working. Make sure the fax is not too large. (100 page max.) Check document format. (See chart below) Make sure e-mail address is correct.

Name	Extensions
WebKit HTML converter	HTML;HTM;HTMLMERGE;GIF;JPG;JPE;JPEG;PNG
Microsoft Internet Explorer	HTML;HTM;URL
Internal Text	TXT;WTX
Notepad	TXT
GS	PDF;PS;EPS;EPI
Elan	PCL
Merged Html body	HTMLMERGE
Tiff	TIFF;TIF
Microsoft Word	DOC;DOCX;DOT;WBK
Microsoft Excel	XLS;XLSX
Adobe PageMaker	PM
Word Perfect	WPD
Open Office	ODT;OTT;SXW;STW;ODS;OTS;SXC;STC;ODP;OTP;SXI;STI
Microsoft Powerpoint	PPT;PPTX
Generic	RTE;PPT;PPTX;BMP;TIFF;TIF