



Fax Setup and Information Guide

Inbound Fax Feature

All VirtualPBX Numbers

By default, all VirtualPBX phone numbers have the ability to sense an incoming fax call and drop into fax mode for that call. How your system is configured will determine where the fax is delivered inside of your VirtualPBX system.

Forwarded to Email

Once the fax is received, it can be emailed out to one or more email addresses as a .PDF document. A separate notification email can be sent to one or many email addresses as well, alerting you to the fact that you have received a fax.

Turn it Off

There are situations where you may not want to have the ability to listen for fax tones on a VirtualPBX phone number. You may want this if you want to have a separate voice number and a separate fax number. Instructions for how to turn off the fax receive on a phone number by phone number basis are provided below.

Outbound Fax

Perfect for common forms that you send repeatedly, VirtualPBX enhances outbound faxes by providing a library of faxes in our Fax Center. You can upload your documents to your VirtualPBX online fax library and send as needed. The library stores your documents so you can send them again without the hassle or delay of additional uploads that you get from other online fax products.

VirtualPBX PBX Fax Configuration

There are several ways to receive a fax into your VirtualPBX service. By default, the main phone number VirtualPBX assigns you (or that you've ported to VirtualPBX) can take voice and fax calls. If you wish to have a separate phone number for faxing, please see below.

NOTE: In order to proceed, you will need to know your VirtualPBX phone number, phone password, and extension number. If you do not have these, please ask your System Administrator or VirtualPBX Support to reset. Please refer to Step 1 of the Quickstart training videos to log into the vConsole web interface.

Receive Faxes through Main Number

If your phone number rings to the Auto-Attendant and plays a greeting (Thank you for calling, press 1, press 2, etc.) then the faxes will be received through this number and sent to whichever extension is set up as the System Operator. The System Operator extension can be found here: **Admin Tab > Auto-Attendant > Basic Configuration.**

Auto-Attendant
Extensions
ACD Queues
Phone Numbers
VoIP Phones
Conferencing
AutoRoute
Day/Night Mode
Call Recording

Basic Configuration

[Advanced Configuration](#)

Operator Extension

803

Music On Hold

Danza Mora

EDIT

Call Preview Detail

Phone Menu Options

0	Front Desk
1	Representative
5	Technical Support
7	User directory
9	Conference Room

Once the fax is received, it will be put onto the Message Center of the System Operator extension. From there, it will follow whatever Message Handling rules the System Operator extension has configured. See below for Message Handling configurations on an extension.

Receive Faxes through Number Ringing to Extensions

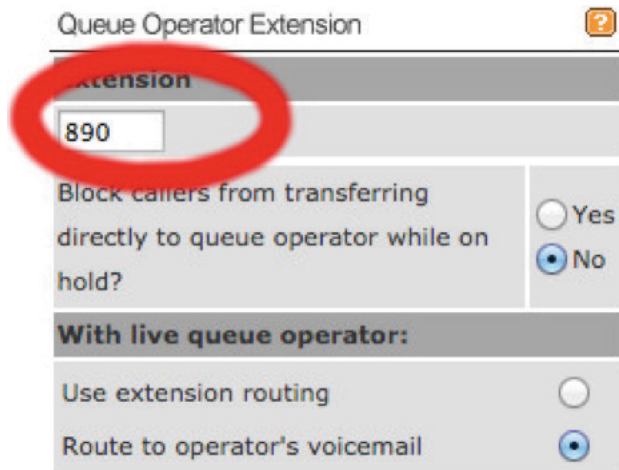
Alternatively, you can have a VirtualPBX phone number ring directly to an extension. If you do, then the fax will end up in the Message Center of the extension the phone number is ringing to.

To make sure your VirtualPBX system catches the fax negotiation tones for these types of calls, please make sure the checkbox for “Listen for faxes on call transfer” is checked. This can be found at: **Admin Tab > Auto-Attendant > Advanced Configuration.**



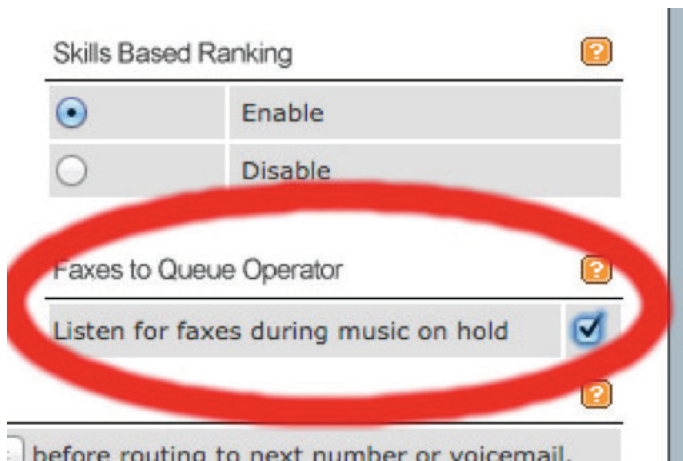
Receive Faxes through Numbers Ringing to TrueACD Queues

For those numbers that ring directly into a TrueACD Queue, you can still receive faxes. The fax will go to the ACD Queue Operator extension. This can be found at: **Admin Tab > ACD Queues > Config**



Queue Operator Extension	?
Extension	890
Block callers from transferring directly to queue operator while on hold?	<input type="radio"/> Yes <input checked="" type="radio"/> No
With live queue operator:	
Use extension routing	<input type="radio"/>
Route to operator's voicemail	<input checked="" type="radio"/>

Make sure the "Listen for faxes during music on hold" function is turned on. This can be found at: **Admin Tab > ACD Queues > Config > Advanced Configuration.**



Skills Based Ranking	?
<input checked="" type="radio"/> Enable	
<input type="radio"/> Disable	
Faxes to Queue Operator	
Listen for faxes during music on hold	<input checked="" type="checkbox"/>
	?
before routing to next number or voicemail.	

Separate Fax Number

You can have a separate number added to your system and use that as a fax number if you wish. Then you can turn off the fax function on your main voice number. Please see below for turning fax functions off on your VirtualPBX phone numbers.

To get another phone number added to your system access the Config Wizard, Step #5. For current plans any phone number beyond the first two will be \$5/mo for the additional phone number.

Turning Fax Off

If you wish to turn the fax capability off for a phone number, please do the following:

Admin Tab > Phone Numbers > Edit.

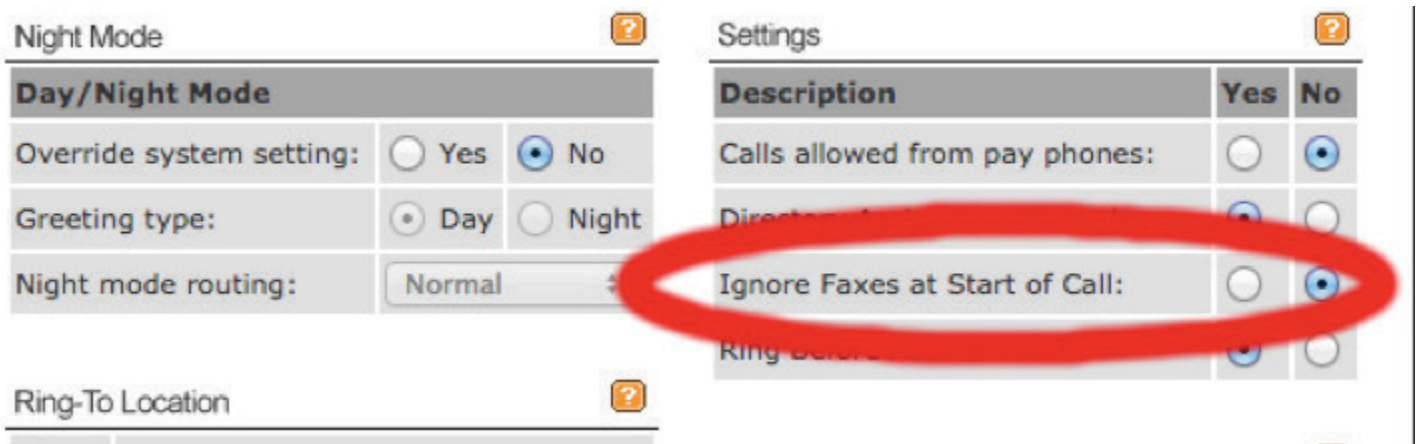


The screenshot shows the Admin interface with a sidebar on the left containing menu items: Auto-Attendant, Extensions, ACD Queues, Phone Numbers, VoIP Phones, Conferencing, and AutoRoute. The main content area is titled 'Phone Numbers' and contains a table with the following data:

Dnis	Name	Rings To	
(866) 514-8729	Hotline	Auto-attendant	Edit
(866) 515-8729	Marketing Campaign - Print	Support Dept	Edit
(866) 516-8729	Q1 Advertising - Web	DID (Ext. 801)	Edit
(866) 543-8729	Q1 Advertising - TV & Radio	DID (Ext. 801)	Edit
(866) 590-8729	Direct Dial - Peter's Extension	DID (Ext. 807)	Edit

The 'Rings To' column for the first row is circled in red.

Once you are at this page, select Yes next to “Ignore faxes at start of call” under the **Settings** on the right-hand side of the page.



The screenshot shows the 'Settings' section of the Admin interface. It contains a table with the following data:

Description	Yes	No
Calls allowed from pay phones:	<input type="radio"/>	<input checked="" type="radio"/>
Direct...:	<input checked="" type="radio"/>	<input type="radio"/>
Ignore Faxes at Start of Call:	<input type="radio"/>	<input checked="" type="radio"/>
Ring Before...:	<input checked="" type="radio"/>	<input type="radio"/>

The 'Ignore Faxes at Start of Call' row is circled in red.

Message Handling Configuration

You can have all voicemails and faxes emailed to you as a .WAV (for voicemail) and a .PDF (faxes). There are two emails that can be sent: forwarding of the voice or fax file itself, as well as a separate email that is just a notification. Please refer to Step 6 of the Quickstart training videos for how to configure extension Message Handling.