



Hosted Fax Quick Start Guide

NEED HELP?



We are always here to help. Please choose from the following support options:

Email: bigvoicetrouble@bigwatertech.com

Call us at : 248.586.9400

On the web at:

<http://bigwatertech.com/bigvoice-support/>

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:

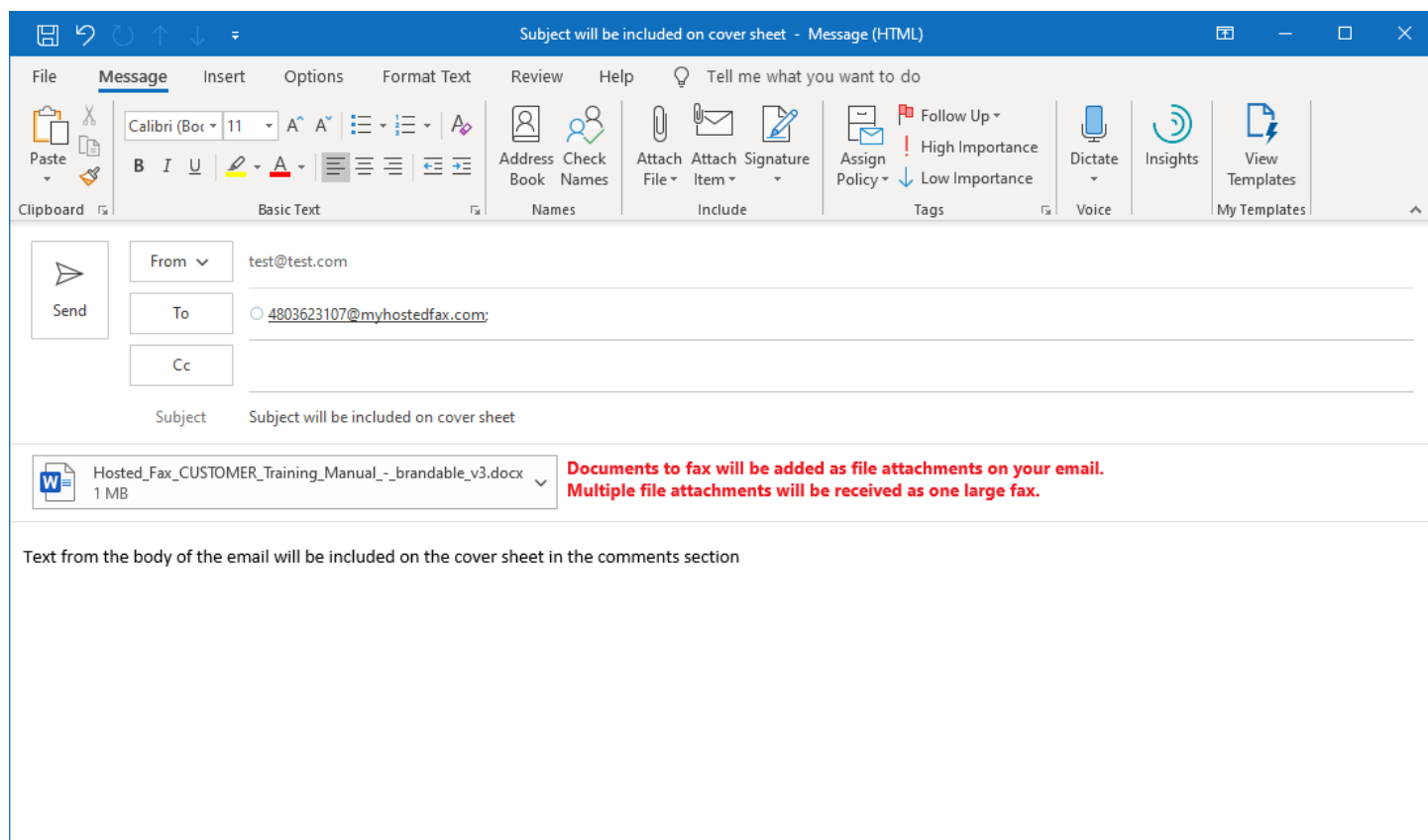
Username: **NEW USER**

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.

Sending/Receiving from Email



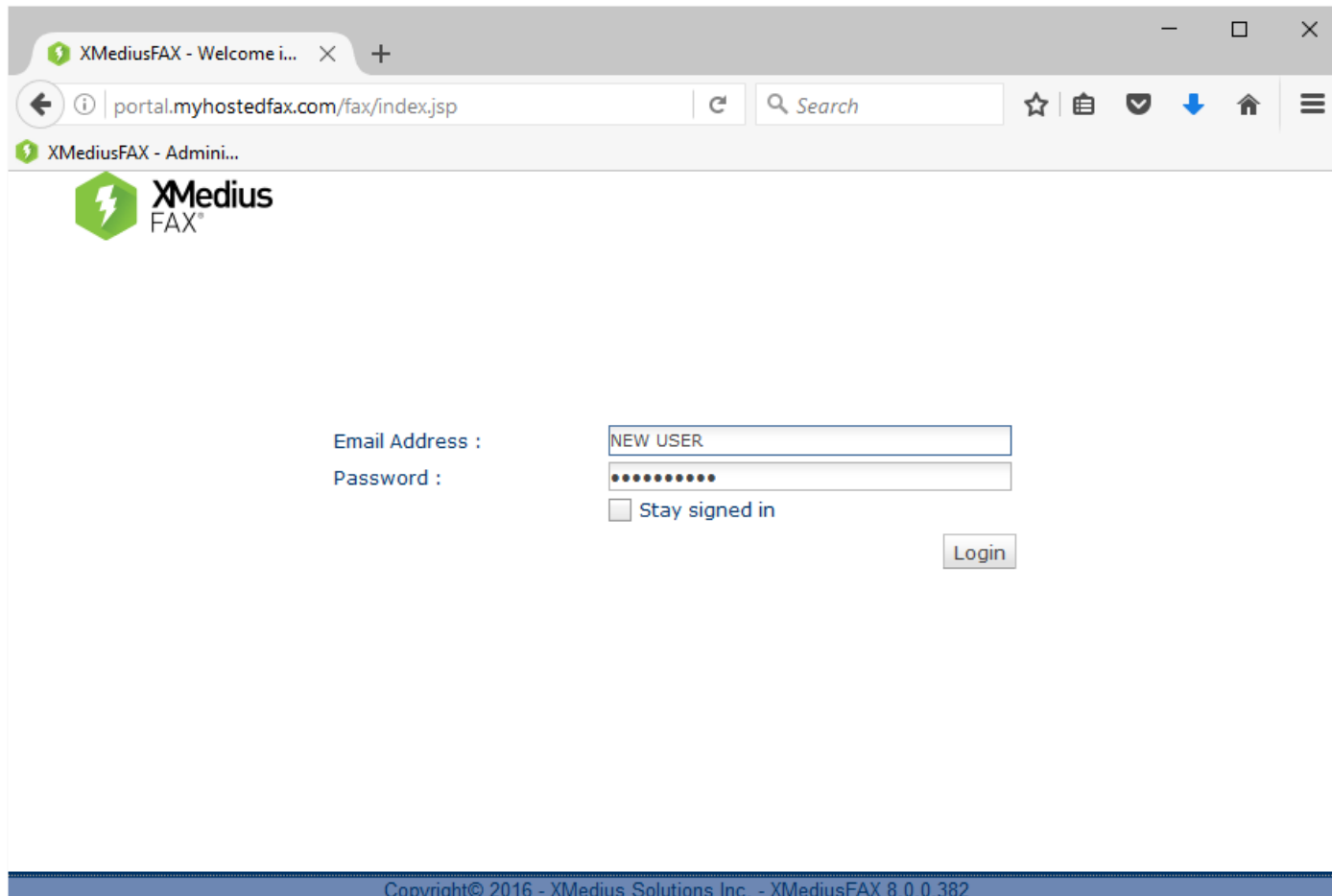
The screenshot shows the Microsoft Outlook 'New Message' window. The title bar reads 'Subject will be included on cover sheet - Message (HTML)'. The ribbon includes 'File', 'Message', 'Insert', 'Options', 'Format Text', 'Review', and 'Help'. The 'Message' tab is active, showing options for 'Clipboard', 'Basic Text', 'Names', 'Include', 'Tags', 'Voice', and 'My Templates'. The email fields are: 'From' (test@test.com), 'To' (4803623107@myhostedfax.com), 'Cc' (empty), and 'Subject' (Subject will be included on cover sheet). A document attachment 'Hosted_Fax_CUSTOMER_Training_Manual_-_brandable_v3.docx' (1 MB) is shown. A red warning message states: 'Documents to fax will be added as file attachments on your email. Multiple file attachments will be received as one large fax.' The body of the email contains the text: 'Text from the body of the email will be included on the cover sheet in the comments section'.

To send a fax through outlook, send the fax to destination phone number @myhostedfax.com (i.e. 2489360317@myhostedfax.com). Attach the document being faxed.

Sending/Receiving from the Web Dashboard

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 title is "XMEdiusFAX - Welcome i...". The main content area features the XMEdius FAX logo (a green lightning bolt icon) and a login form. The form includes labels for "Email Address :" and "Password :", input fields for "NEW USER" and a masked password "*****", a checkbox for "Stay signed in", and a "Login" button. The footer contains the text "Copyright© 2016 - XMEdius Solutions Inc. - XMEdiusFAX 8.0.0.382".

XMEdiusFAX - Welcome i... X +

portal.myhostedfax.com/fax/index.jsp Search ☆ 📅 📧 ⬇️ 🏠 ☰

XMEdiusFAX - Admini...

 **XMEdius**
FAX®

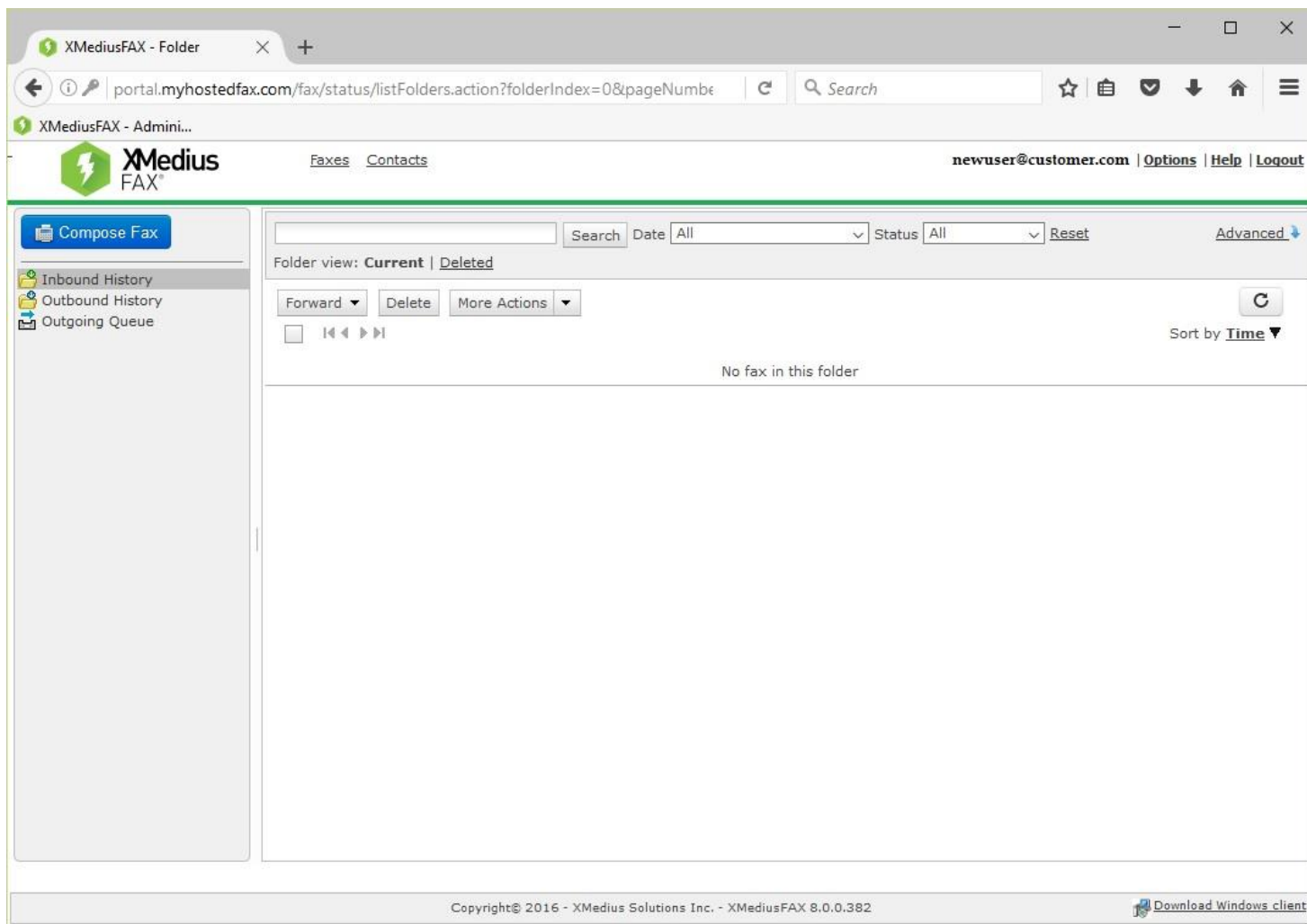
Email Address :

Password :

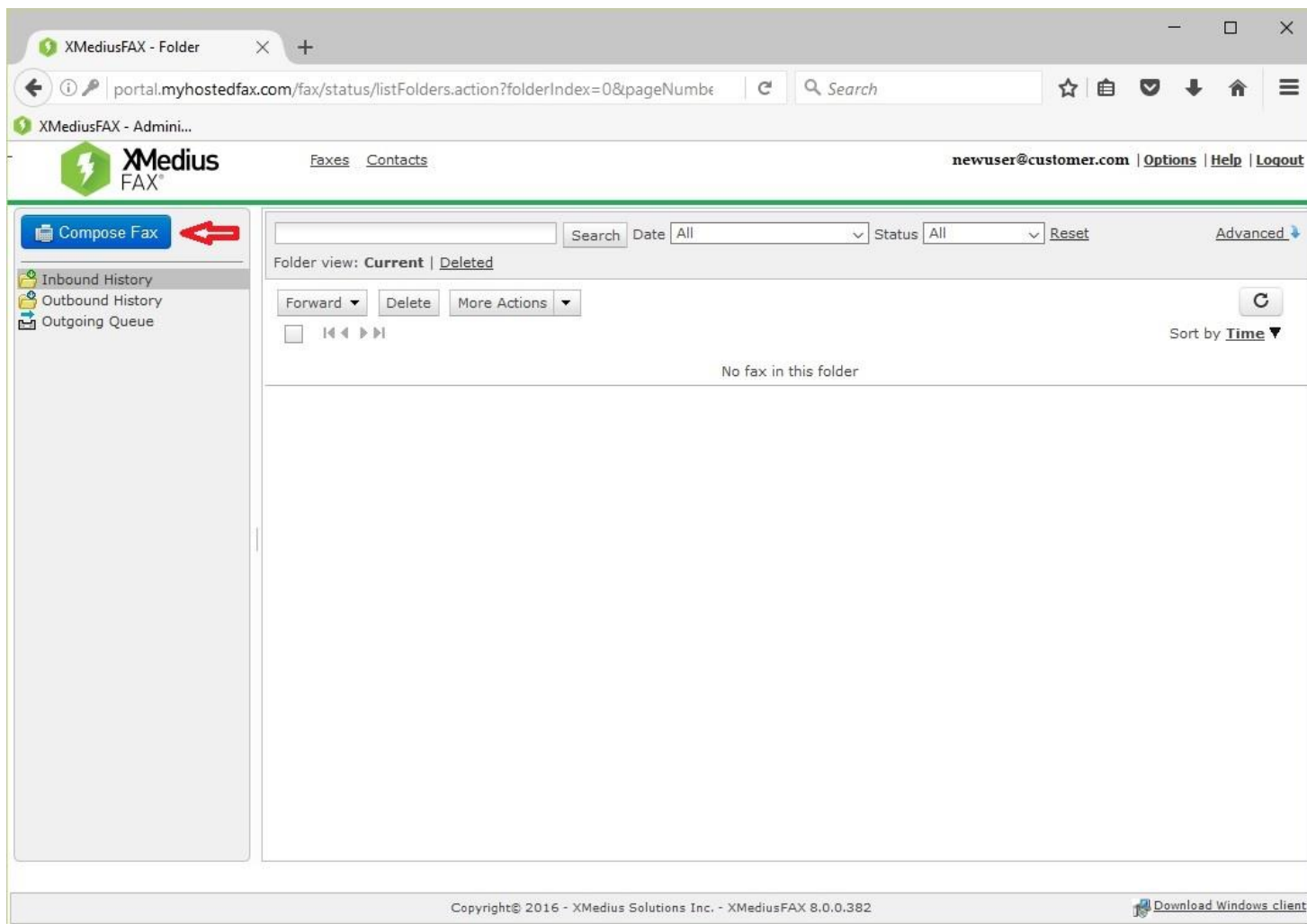
☐ Stay signed in

Login

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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

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

XMedius FAX - Admini...

XMedius FAX [Faxes](#) [Contacts](#) [newuser@customer.com](#) | [Options](#) | [Help](#) | [Logout](#)

Compose Fax **Submit**


[Inbound History](#) [Outbound History](#) [Outgoing Queue](#)

Compose [Sender & Company information](#) [Options](#)

Recipients

Name: [More recipients...](#)

Company:

Fax: 

Cover Sheet

Style:

Subject:

Comment:

Attachments

Document to attach

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

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XMedius FAX [Faxes](#) [Contacts](#) [newuser@customer.com](#) | [Options](#) | [Help](#) | [Logout](#)

Compose Fax **Submit**

[Inbound History](#)
[Outbound History](#)
[Outgoing Queue](#)

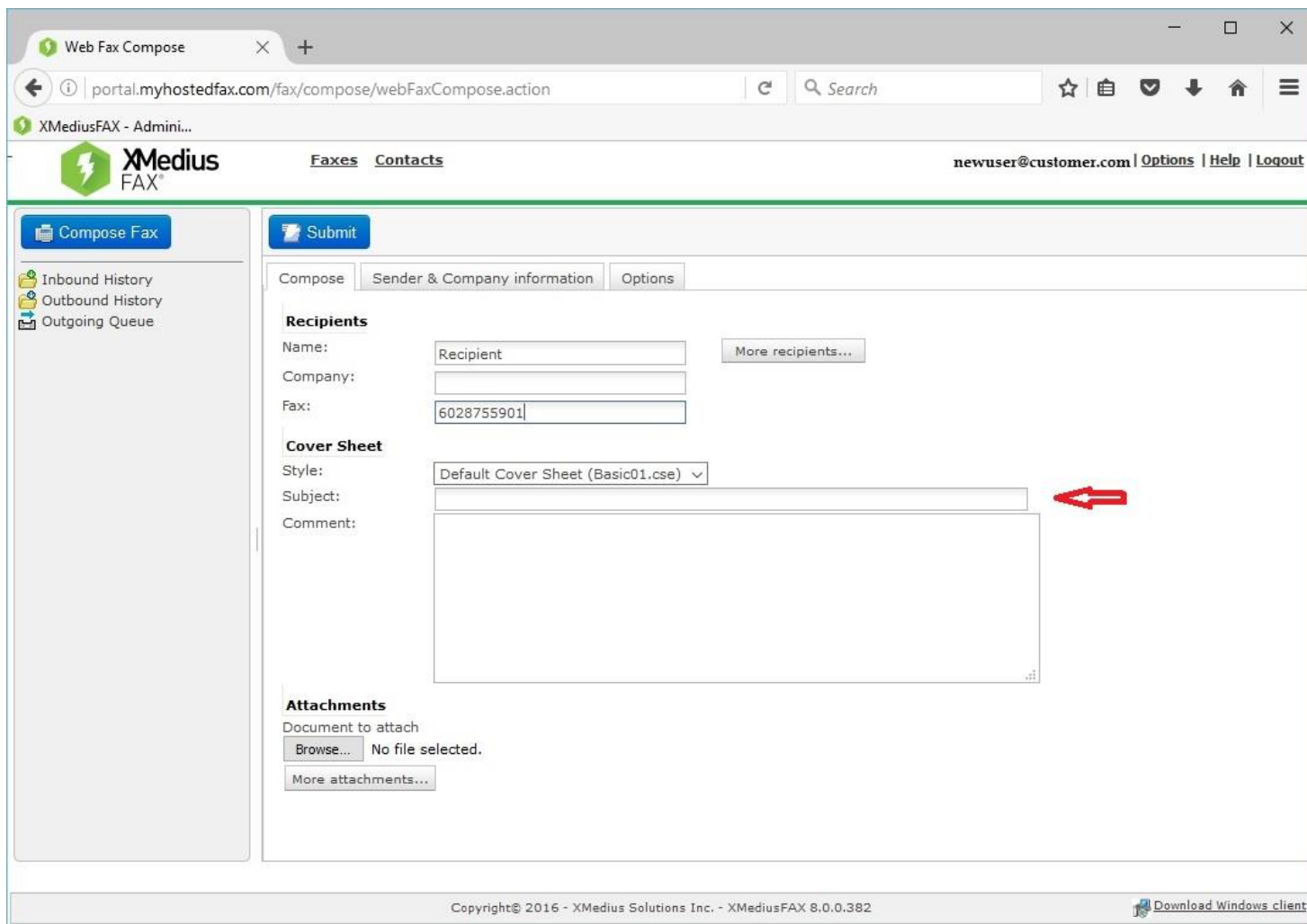
Compose [Sender & Company information](#) [Options](#)

Recipients
Name: [More recipients...](#)
Company:
Fax:

Cover Sheet
Style:
Subject:
Comment:

Attachments
Document to attach
[Browse...](#) No file selected.
[More attachments...](#)

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You can add a subject for the fax.

The screenshot shows a web browser window with the address bar displaying 'portal.myhostedfax.com/fax/compose/webFaxCompose.action'. The page title is 'Web Fax Compose'. The XMedius FAX logo is in the top left, and the user is logged in as 'newuser@customer.com'. The interface has a sidebar on the left with links to 'Compose Fax', 'Inbound History', 'Outbound History', and 'Outgoing Queue'. The main area has a 'Submit' button and tabs for 'Compose', 'Sender & Company information', and 'Options'. The 'Compose' tab is active, showing fields for 'Recipients' (Name, Company, Fax), 'Cover Sheet' (Style, Subject, Comment), and 'Attachments' (Document to attach, Browse..., More attachments...). A red arrow points to the 'Comment' text area.

Web Fax Compose

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

XMedius FAX

Faxes Contacts

newuser@customer.com | Options | Help | Logout

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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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

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

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XMedius FAX [Faxes](#) [Contacts](#) [newuser@customer.com](#) | [Options](#) | [Help](#) | [Logout](#)

Compose Fax **Submit**

[Inbound History](#)
[Outbound History](#)
[Outgoing Queue](#)

Compose [Sender & Company information](#) [Options](#)

Recipients
Name: [More recipients...](#)
Company:
Fax:

Cover Sheet
Style:
Subject:
Comment:

Attachments
Document to attach
 [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

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

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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

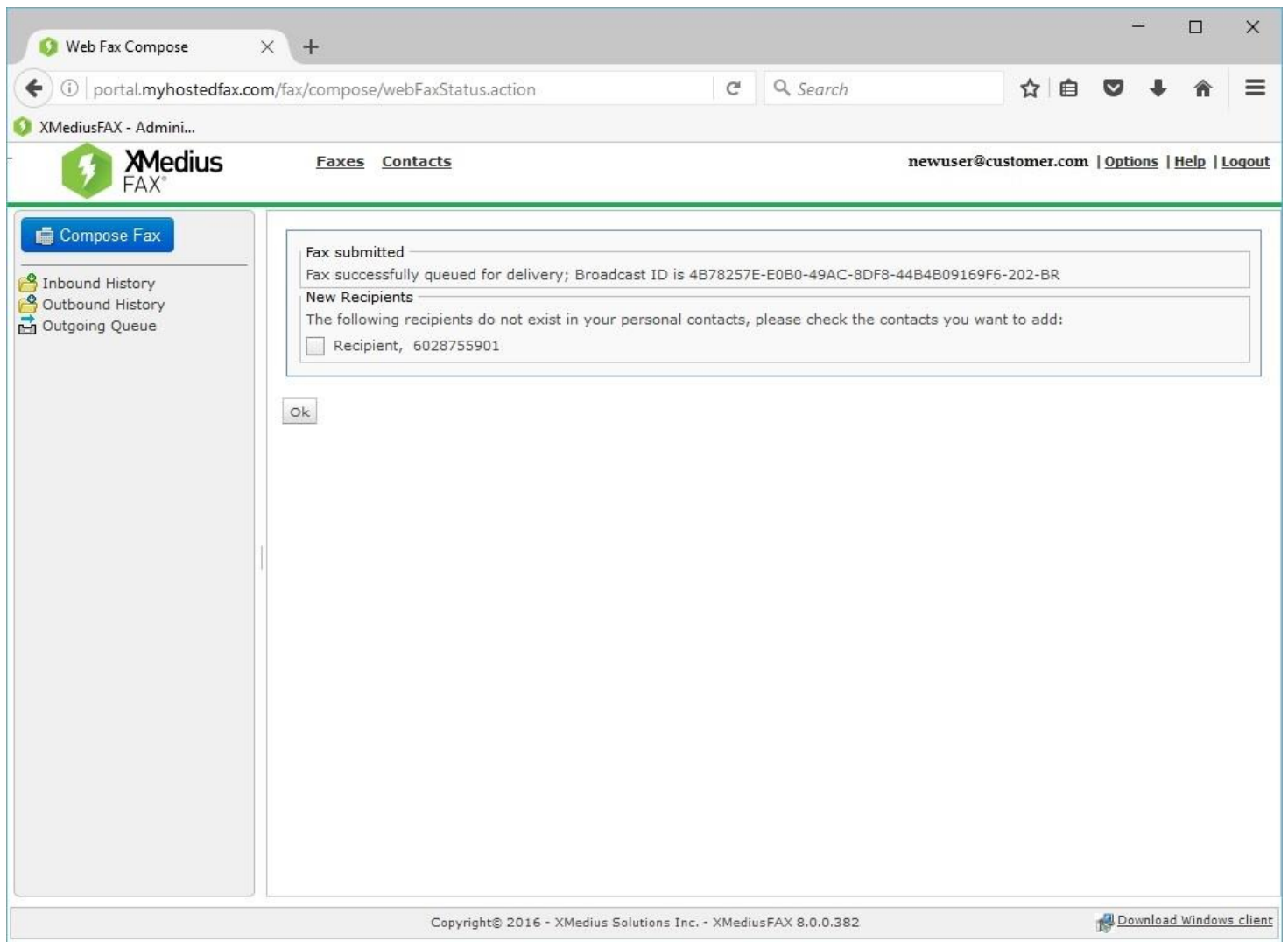
Document to attach

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.

http://portal...363063898021

portal.myhostedfax.com/fax/status/listFolders.action?folderIndex=1&pageNur

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XMedius FAX [Faxes](#) [Contacts](#) [newuser@customer.com](#) [Options](#) [Help](#) [Logout](#)

[Compose Fax](#)

[Inbound History](#)
[Outbound History](#)
[Outgoing Queue](#)

Search Date All Status All [Reset](#) [Advanced](#)

Folder view: **Current** | Deleted

[Resubmit](#) [Delete](#) [More Actions](#)

☐ 1 to 7 of 7

Sort by **Time**

<input type="checkbox"/>	Sent	New Fax To: 6028755901	2 pages	02:55 pm
<input type="checkbox"/>	Sent	Test Accession To: 4803627016	2 pages	09:20 am
<input type="checkbox"/>	Sent	Test #3 To: 4803627016	2 pages	09:14 am
<input type="checkbox"/>	Sent	John Test To: 4802918615	2 pages	09:13 am
<input type="checkbox"/>	Sent	Test Again To: 4803627016	2 pages	06:54 am
<input type="checkbox"/>	Sent	(No Subject) To: 4803627016	4 pages	06:16 am
<input type="checkbox"/>	Sent	Test Fax To: 4803627016	3 pages	Jan 6

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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	RTF;PPT;PPTX;BMP;TIFF;TIF

