8x8, Inc.

Virtual Office

Internet Fax - User Guide

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Internet Fax

With Virtual Office Pro Internet Fax, your fax service is available 24 hours a day and seven days a week. Inbound fax documents are collected in your Inbox along with voicemail, call history, call recordings, Virtual Meeting history, and chat history. You can send virtually any document on your computer as a fax. The local fax number you choose can be combined with additional fax numbers or toll-free numbers to enhance your presence while conducting business.

With 8x8 Internet Fax you have the flexibility to:

- Fax one or more documents and choose the document order before sending the fax.
- Customize a global fax cover sheet template to use repeatedly. Enter the name and fax number for each new fax, and the professional fax cover is automatically generated.
- Send a single cover page fax without attaching any files.

Fax Notification

You are notified of an incoming fax if you are logged into Virtual Office Desktop. Based on your notification settings, you may see the Virtual Office Desktop pop to front or show alert on receiving a fax. In addition, you may choose to have a fax notification sent to your email account with a link to the fax. You can add up to five email addresses to also receive incoming fax notifications.

Important: A temporary archive of all faxes can be found at **History Tab > Faxes** on your Virtual Office Online dashboard for up to 60 days. You can permanently archive faxes to your personal computer or local area network storage at any time.

See Also

Configure Fax services

Send Fax

Receive Fax

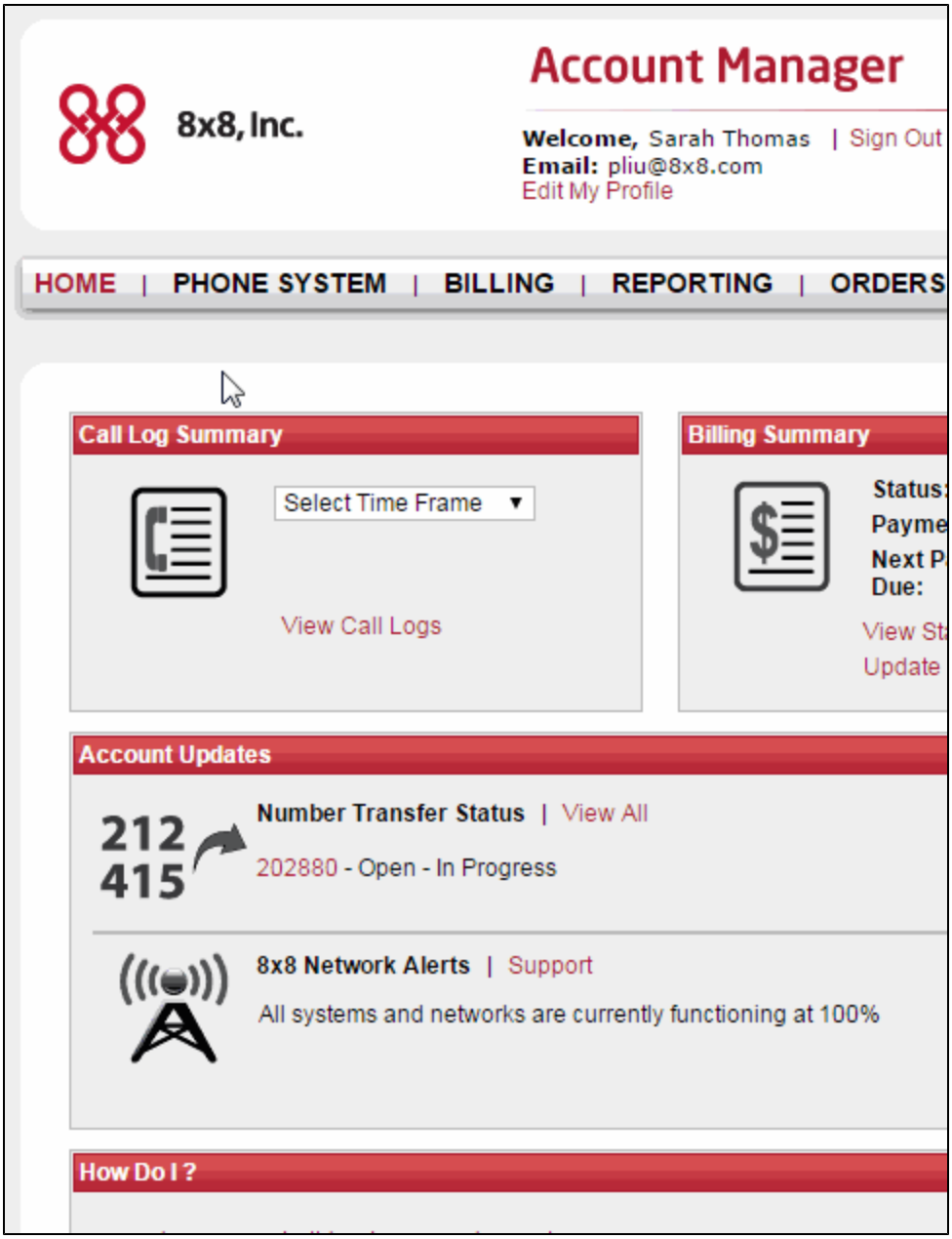
Set up Fax

Setting up for fax feature for PBX extensions is typically done by your PBX adminstrator in Account Manager. The extension users can customize the settings further to suit their requirements in Virtual

Office Desktop.

Setting up fax in Account Manager

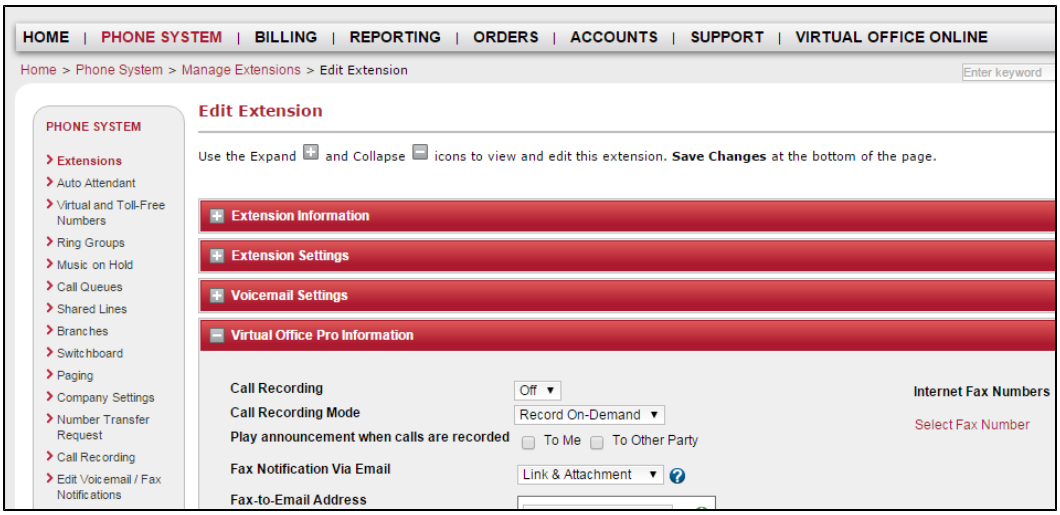
1. Go to **Phone System**.



2. Under **Extensions**, click **View All Extensions**.

3. **Edit** your specified extension with the Virtual Office Pro add-on.

4. Scroll down to **Virtual Office Pro Information**. Expand the section to define the following fax settings.



- Click **Select Fax Number** to input your state, area code, and city. You will be given a list of available fax numbers to choose from. Once you have chosen your fax number, click **Select**.
- Under **Fax Notification Via Email**, you may choose one of the following:
  - **Disable Notification:** You will not receive any email notification upon receiving a fax.
  - **Notification Only:** You will receive an email notification without any link or attachment of the fax received.
  - **Link Only:** You will receive an email with a link to the Virtual Office login page. You can log in to your Virtual Office account and access the fax message.
  - **Attachment Only:** This is the default option. You will receive an email with a PDF attachment of the fax.
  - **Attachment and Link Only:** You will receive an email with an attachment of the fax and a link to the Virtual Office login page.
- Add the email addresses to send the fax notification. You can add up to five email addresses.

5. Once you are done, click **Save Changes** at the bottom of the page.

Setting up fax in Virtual Office Desktop

With Virtual Office Desktop, setting up your Internet fax is quick and simple, and allows you to easily customize your settings and contacts. You can choose:

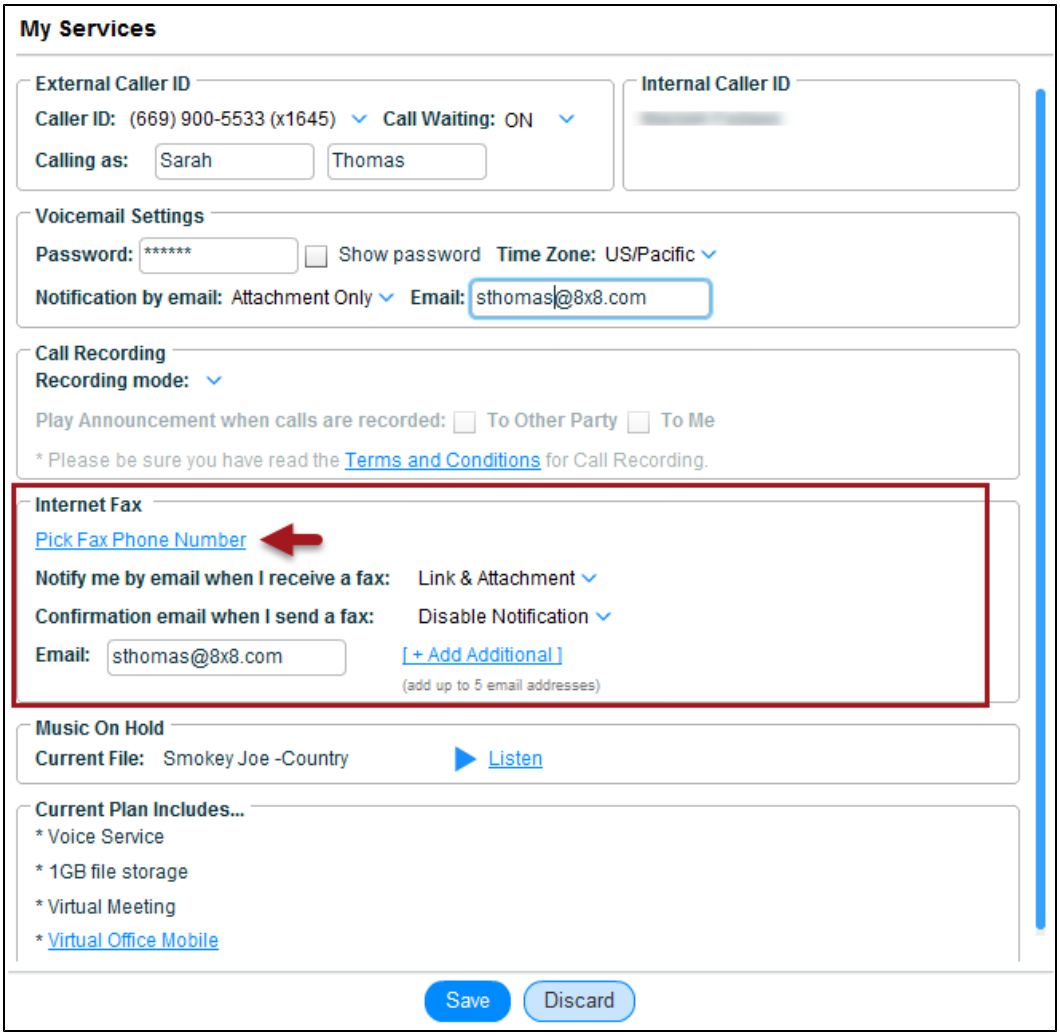
- Fax numbers to use with Virtual Office Desktop
- Notifications you would like to see upon receiving or sending a fax

- Email addresses you would like connected to your fax notifications
- Fax number for outgoing fax if you have multiple numbers

You can also opt to Disable Fax at any point.

To set up your fax:

5. Click **Settings > My Services**.
6. Scroll down to the **Internet Fax**.

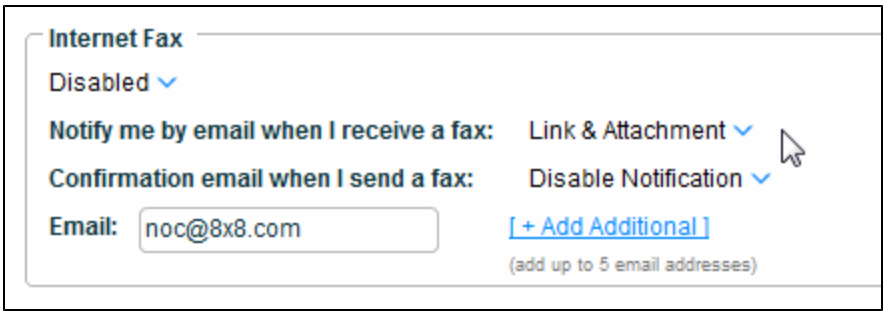


7. Click **Pick Fax Phone Number** to select a fax phone number. This enables Internet Fax on your Virtual Office Pro service.
8. A dialog box opens prompting you to select your geographic location, area code, and an available fax number. Make your selection and click **Finish**.

9. When you send or receive a fax, you can opt to receive an email notification automatically via the email address saved in your profile. Your email address is populated automatically if you have saved it in your profile.

> **Note:** You can add up to five additional email addresses to receive fax notifications.

10. To change your email notification settings, click to open the drop-down menu. Select one of the following options:



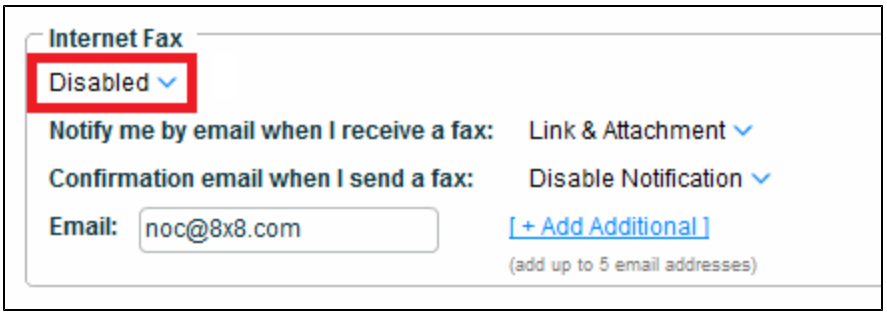
- **Disable Notification:** You will not receive any email notification upon receiving a fax.
- **Notification Only:** You will receive an email notification without any link or attachment of the fax received.
- **Link Only:** You will receive an email with a link to the Virtual Office login page. You can log in to your Virtual Office account and access the fax message.
- **Attachment Only:** This is the default option. You will receive an email with a PDF attachment of the fax.
- **Attachment and Link Only:** You will receive an email with an attachment of the fax and a link to the Virtual Office login page.

11. Click **Save**.

To select your outgoing Internet fax number:

1. If you subscribe to multiple fax numbers, you can specify which number appears on your outgoing fax.
2. Open **Settings**.
3. Select **My Services**.

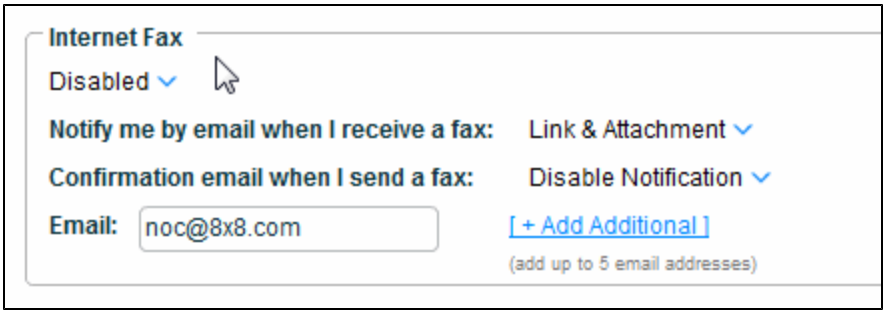
4. In the **Internet Fax** section, click the fax number **Disabled**. A drop-down menu appears.



5. In the drop-down, select the number you would like to use.
   - A US local fax number comes with your Virtual Office Pro service. If your system administrator has not selected a fax phone number for you, you can select the phone number during your initial log in to Virtual Office Desktop.
   - Selecting this feature allows you to separate your voice calls from Internet Fax.

To turn off your Internet fax:

1. Click **Settings > My Services**.
2. In the **Internet Fax** section, click your fax number. A pop-up menu appears.



3. Select **Disabled**.
4. Save your settings.
5. This turns off your Internet fax until you enable it again.

To turn on your Internet fax:

1. Click **Settings > My Services**.
2. In the **Internet Fax** section, click **Disabled**. A pop-up menu appears.
3. Select your fax number.
4. Save your settings.
5. This turns on your Internet fax until you disable it again.

See Also

Send Fax

Receive Fax

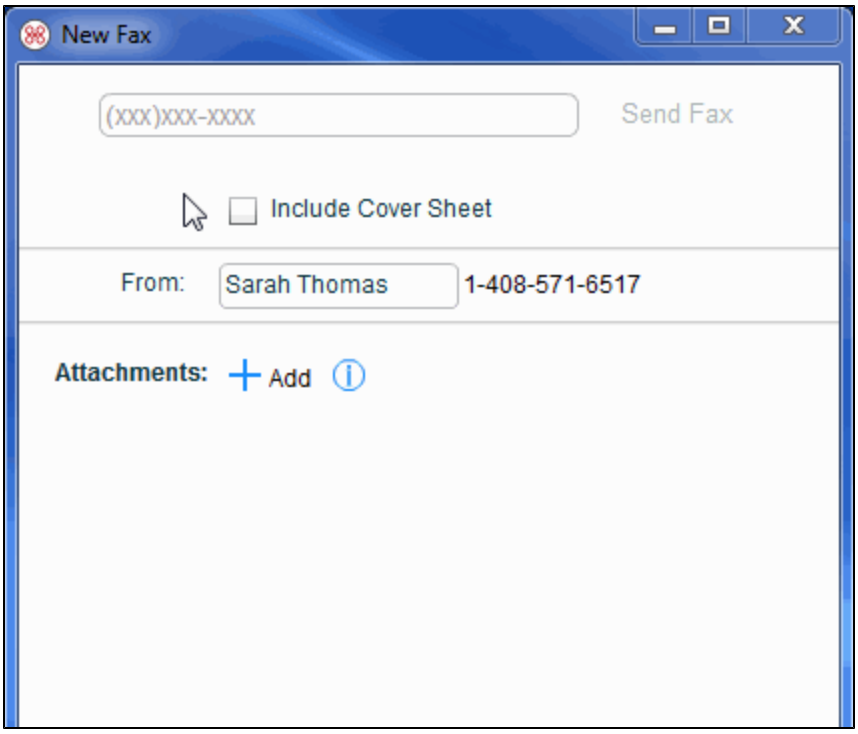
Send Faxes

With Virtual Office Desktop, you can easily send Internet faxes to other 8x8 users, contacts, and external numbers. Sending a fax is as easy as uploading the document you want to fax and clicking **Send**.

How to Send a Fax

To send a fax to any number:

1. Click the **Fax** tab, and click **New Fax**.
2. Enter the recipient's fax number, or begin typing the person's name and select a fax number from the drop-down menu.
   - To find recipients by name, they must be listed under **Corporate Directory**, **My Contacts**, or **Recent Contacts**.
3. In the **Send Fax** window, check **Include Cover Sheet**.

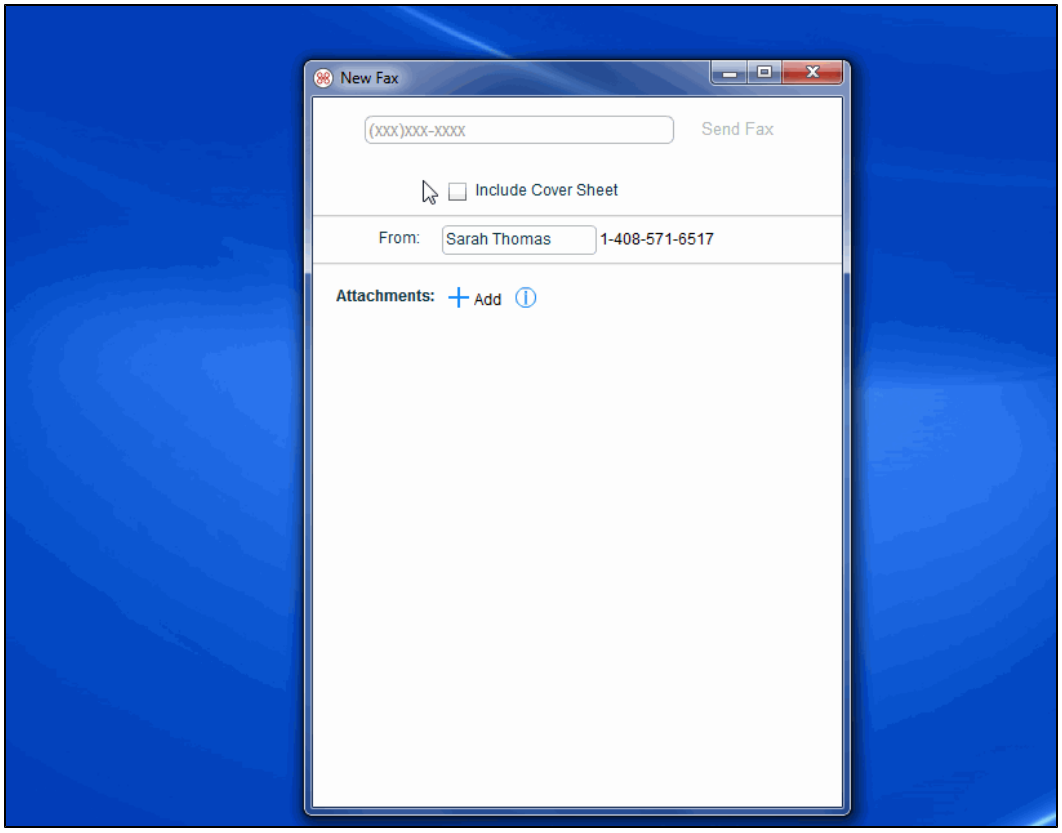


4. Fill in the **Name**, **Subject**, and **Notes** boxes.

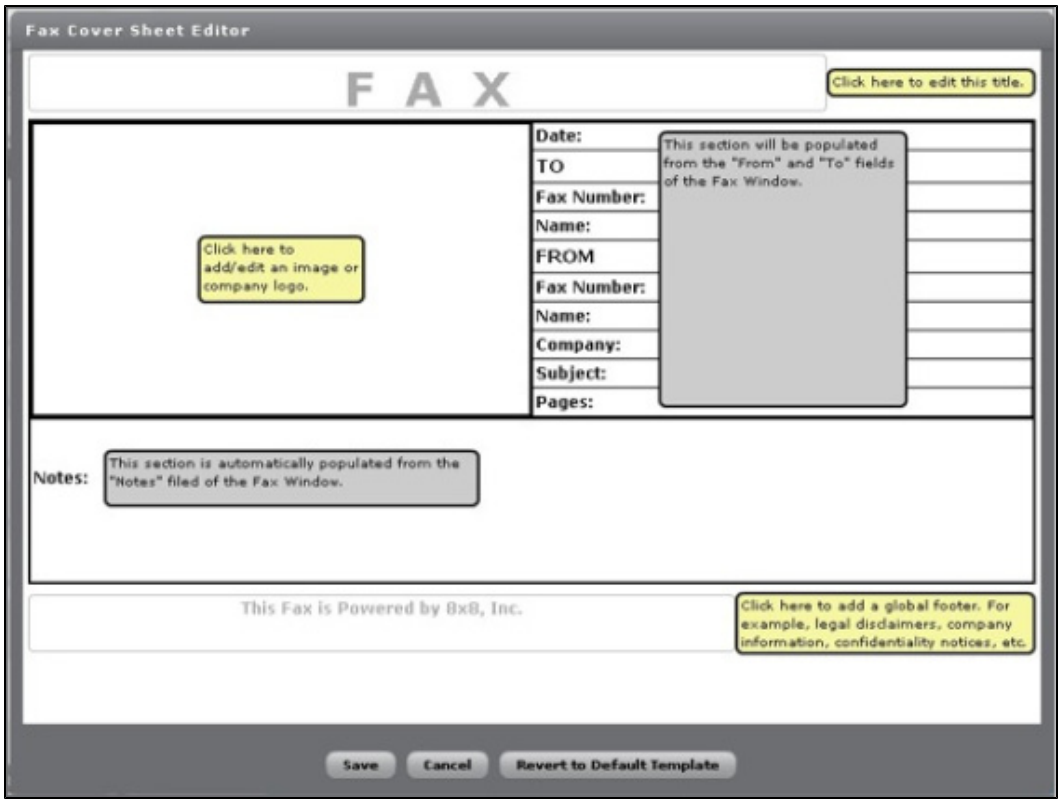
5. Edit your cover sheet as needed.

Learn more on how to edit a cover sheet.

1. Under the **Fax** tab, click **New Fax**. This will take you to the **New Fax** window.
2. Check **Include Cover Sheet**.
3. Click **Edit** to be taken to the **Fax Cover Sheet Editor**.



4. You may customize your fax cover sheet with your company logo, title, footer, and more. Simply click on the yellow editable fields.



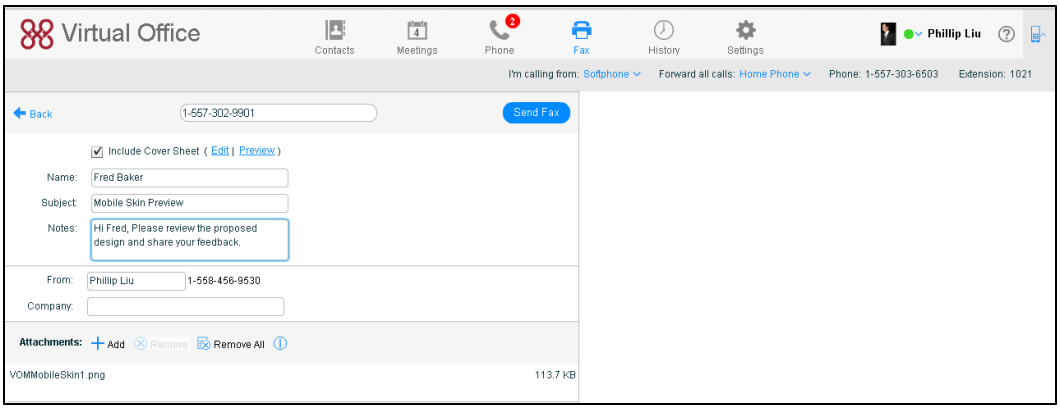
- Filling in the fields within the **Fax Cover Sheet Editor** will auto-populate on the fax cover sheet, if required.

Note: The gray areas are non-editable, and will be populated from the **From** and **To** fields of the **Fax Window**.

- Updates to the fax cover sheet may be saved for future use, or you may make changes on a per-fax basis.

6. Select **From Fax Number** if you have additional fax numbers on the account.
7. Click **Add** to attach the document(s) you want to fax. Multiple documents may be sent in the same fax.

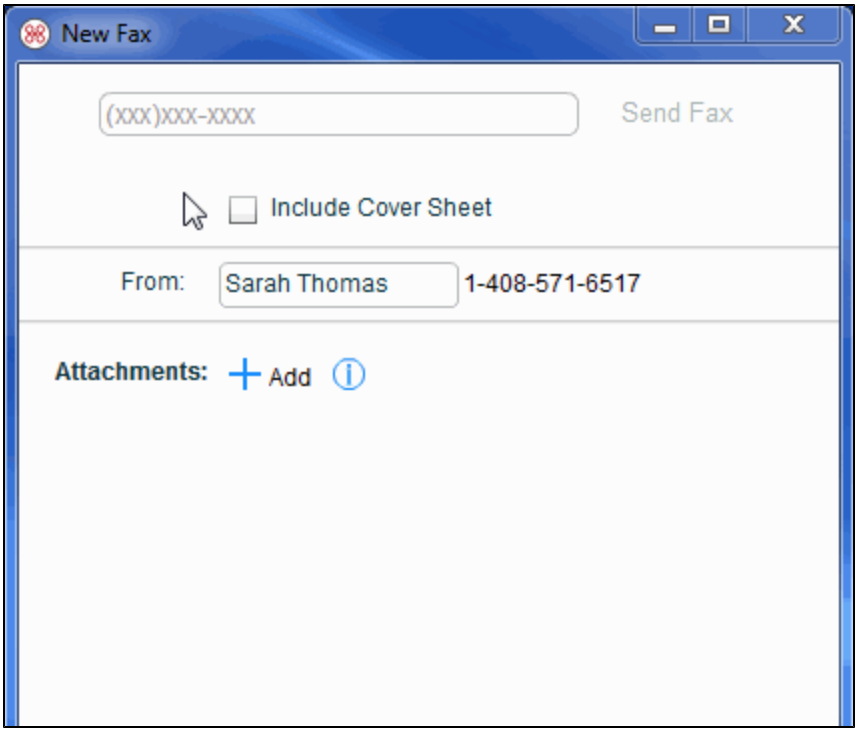
8. Sort the order of the documents to be faxed with the up and down arrow keys.



9. Click **Send Fax**.

To send a fax via Corporate Directory or Contacts:

1. Click **Corporate Directory**, **My Contacts**, or **Recent Contacts**.
2. Use the search box or scroll through the list until you find the intended recipient.
3. Hover over the contact to access the contact card. From the contact card, click on the fax number to initiate a fax transaction.
4. In the **Send Fax** window, check **Include Cover Sheet**.



5. Fill in the **Name**, **Subject**, and **Notes** boxes.
6. Edit your cover sheet as needed. Click here to learn how to edit the cover sheet.
7. Select **From Fax Number** if you have additional fax numbers on the account.
8. Click **Add** to attach the document(s) you want to fax. Multiple documents may be sent in the same fax.
9. Sort the order of the documents to be faxed with the up and down arrow keys.
10. Click **Send Fax**.

See Also

Configure Fax services

Receive Fax

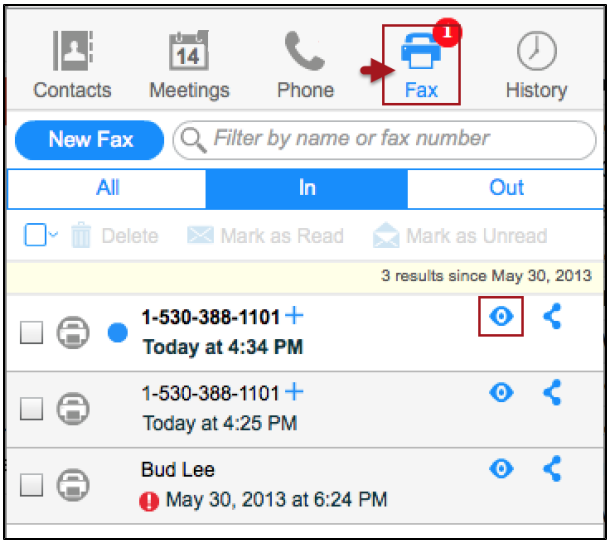
Receive and Save Faxes

With Virtual Office Desktop, 8x8 users can receive fax messages right at their desktops.

View New Faxes

To view new faxes:

1. Click **Fax** on the top menu. The new faxes appear in bold font to be differentiated from the old faxes.



- If you have set up the notification alert, the **Fax** tab shows the number of new faxes.
- Based on your fax notification settings, upon receiving a new fax, you may be notified by a sound alert, a badge alert, or by popping Virtual Office Desktop to front.

2. Click to view the fax. Your default browser prompts you to either **Open** or **Save** the fax.
   - Firefox prompts you to either **Open with Adobe Reader** or **Save** the file to your **Downloads** folder.
   - Chrome prompts you to either **Keep** the file which saves it to your **Downloads** folder, or **Discard** it.
   - Internet Explorer prompts you to either **Open** or **Save** the file to your computer.

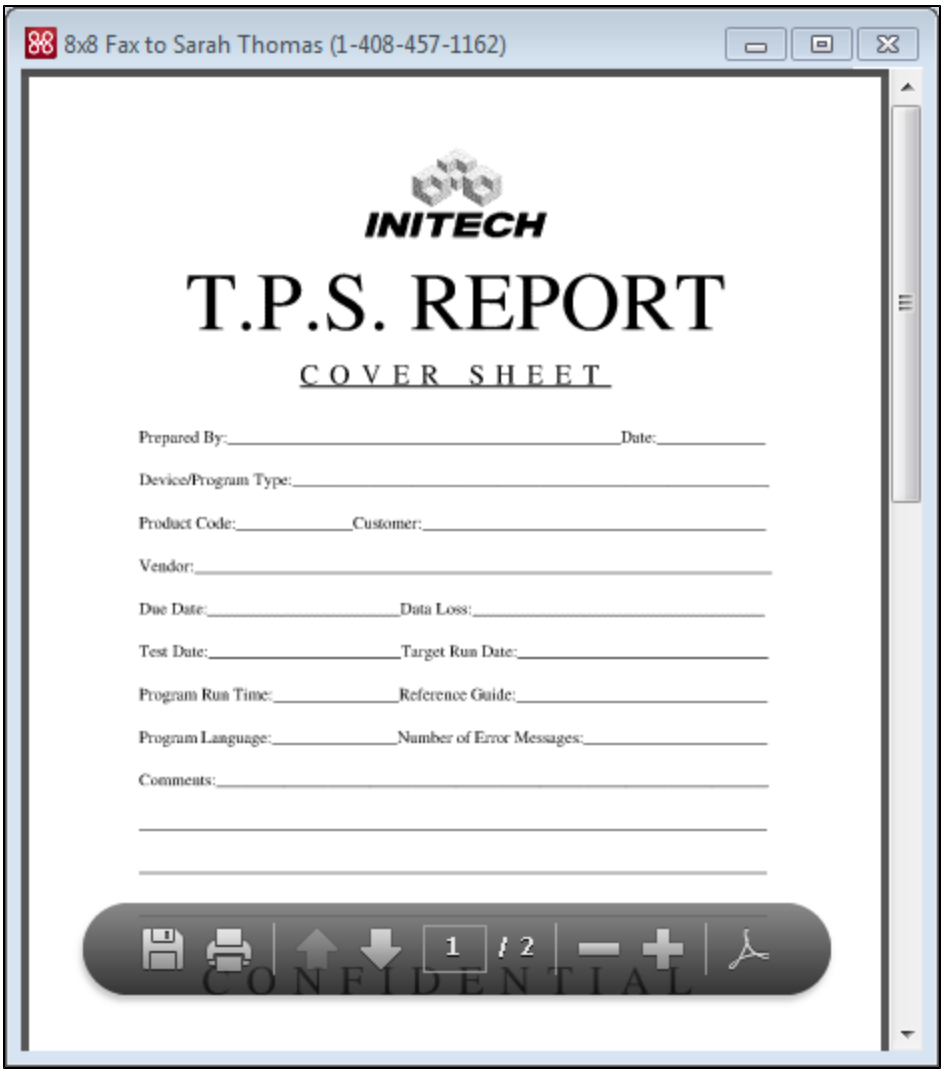
Note: You need Adobe Reader installed on your computer, or you may get an error when attempting to view your faxes.

Download and Save Faxes

To download or save faxes:

1. The faxes received on your extension are saved automatically, and are accessible from **History** or **Fax** tab in the navigation menu.
2. Select a desired fax from the list, and click to view it.
3. Your default browser prompts you to either open or save the fax.

4. Move your cursor over the lower part of the fax viewing window to bring up the gray PDF menu bar.



5. Click to save the fax document to your computer as a PDF file.

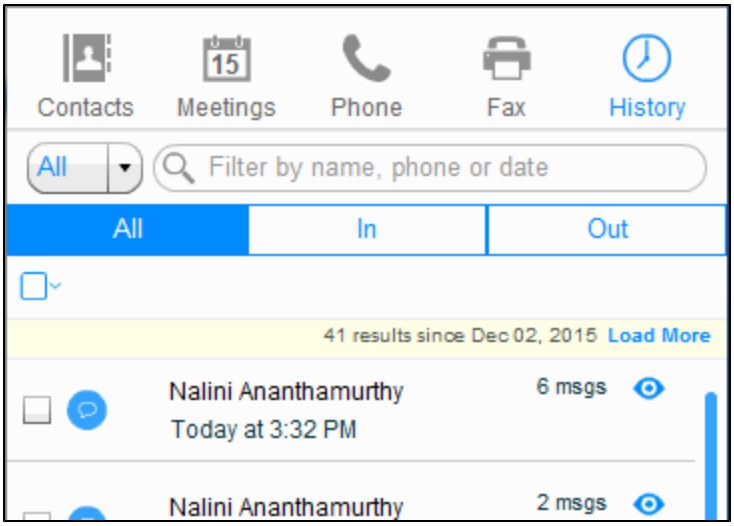
Note: You need Adobe Reader installed on your computer, or you may get an error when attempting to view your faxes.

Delete Faxes

You may delete faxes through either the **History** tab or the **Fax** tab.

Via the History tab

1. Click the **History** tab.
2. Select **Faxes**.



3. Select faxes individually or select **All**, **Read**, or **Unread** from the drop-down menu.
4. Click **Delete**.
   - To delete the fax, you must click **Yes** when the dialog box appears.

Via the Fax tab

1. Click the **Fax** tab.
2. Select faxes individually, or select **All** from the selection menu at the top of the panel.
3. Click **Delete**.
   - To delete the fax, you must click **Yes** when the dialog box appears.

See Also

Configure Fax services

Send Fax