



NCTC cloudUC

Hosted Fax

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Hosted Fax widget

Using Hosted Fax, you can send and receive faxes using your Customer Administration Portal or email.

NCTC Hosted Fax is available in two options 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.

You can perform the following actions within the Customer Administration Portal:

- Configure Fax
- Manage Settings
- Send Fax
- View Fax

Configure Fax

The Configuration Tab within the Hosted Fax widget is an admin only option that allows you to view and manage all Hosted Fax accounts. To configure a Hosted Fax service:

- Browse down the list of faxes that are available
- Choose the one you want to configure
- Click Configure.

Configure Shared Hosted Fax

In the configuration window you can do the following:

- Create a label. A meaningful label will help for quick identification.
- Select if you want to store received faxes in the widget.
 - Note: If you chose not to store fax in Customer Administration Portal, admins and users with view and delete permissions will need to change individual settings to allow faxes to be emailed directly faxes to them. Please consider your company's email box size restrictions when choosing this option.
- Assign Users who can send fax from this account by selecting users from the dropdown box.
- Manage individual service settings
 - Determine what is viewed, downloaded and emailed to this fax number
 - Delete faxes sent to this fax number
 - Unassign a user

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Note: Make sure you save settings by clicking Save.

Configure Personal Hosted Fax

In the configuration window you can do the following:

- Create a label. A meaningful label will help for quick identification.
- Assign the user who can send faxes from this account.

Note: Once a user is assigned to a Personal Hosted Fax; they cannot be unassigned.

Manage Settings

You can manage outgoing and incoming settings for faxes you are assigned to, from within your Customer Administration Portal.

To change settings:

- In the Hosted Fax dropdown, select the Hosted Fax user for whom you want to change the settings.
- Click Settings.
- Edit the following outgoing fax settings

- **Store sent faxes** in Hosted Fax Widget.

Note: Faxes stored in the Customer administration portal will be counted towards storage limit.

To check total company store, see Storage Widget.

- **Email when fax is successfully delivered.**
- **Email when fax is not delivered.**
- Edit the following incoming fax settings(if applicable)
 - **Store received faxes** in Hosted Fax Widget.
 - **Email received faxes..**
 - **Store and Email received faxes** in Hosted Fax Widget.

Note: Make sure you save settings by clicking Save.

Send Fax

- Locate the Hosted Fax widget in your Customer Administration Portal. You can expand the widget by clicking on the double arrow in the upper right-hand corner.
- Click **Send Fax**.
- Sender Name (your User Name) is automatically populated. Type the Sender Fax Number (if applicable).
- Enter the Recipient's name, fax number and subject.
- Select if your fax content is going to be an attachment or text
 - To attach a document, click the **+ Attach New PDF** button. You will be able to navigate through your desktop to find the document(s) you want to send.
 - To send text, type in the information.
- Click **Send Fax**.

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- Once the fax is sent, the Send Fax dialog closes and you will see the alert, "Fax Sent Successfully."
Note: For delivery confirmation, check the status column of the Hosted Fax widget. You can also change your settings to receive an email when a fax is sent successfully or not.

View Fax

To view faxes either sent or received:

- Locate the Hosted Fax widget within your Customer Administration Portal.
- The following information is available for each file:
 - Type of Fax: Incoming, Outgoing
 - User: This is you
 - Fax Number: Number of the other party
 - Date, Time when fax was sent
 - Size of fax attachment
 - Status: Status of the fax. There are 3 possible statuses of a fax
 - Delivered: Delivered to the recipient.
 - Failed: Not Delivered or Status Not Available
 - Sent Pending Delivery: pending Delivery Status
- You can perform the following actions on each fax:
 - Delete
 - View
 - Email
 - Resend Fax

To email, delete multiple files from your storage:

- Click on the small box next to each file.
- Click on all files you wish to email, delete.
- Click Bulk Actions in the lower left-hand corner of the widget.
- Click "Delete" or "Download"
 - If downloading, enter your email address, and confirm if you want to delete after downloading files. A download link will be sent automatically to the email address provided.
 - If deleting, a box will appear for you to confirm the deletion.