

Fax-to-Email

USER GUIDE

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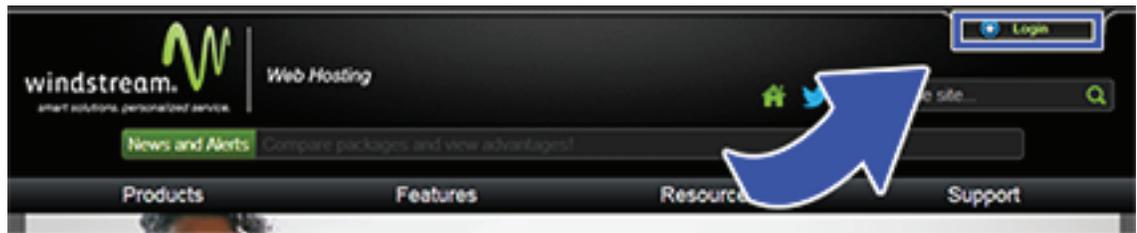
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Overview

In order to use your Mac Mail app with your Windstream Hosted Email, please follow the steps in this guide.

Login Location

Go to windstreamhosting.com. Click on the **Login** tab in the upper right of the page.



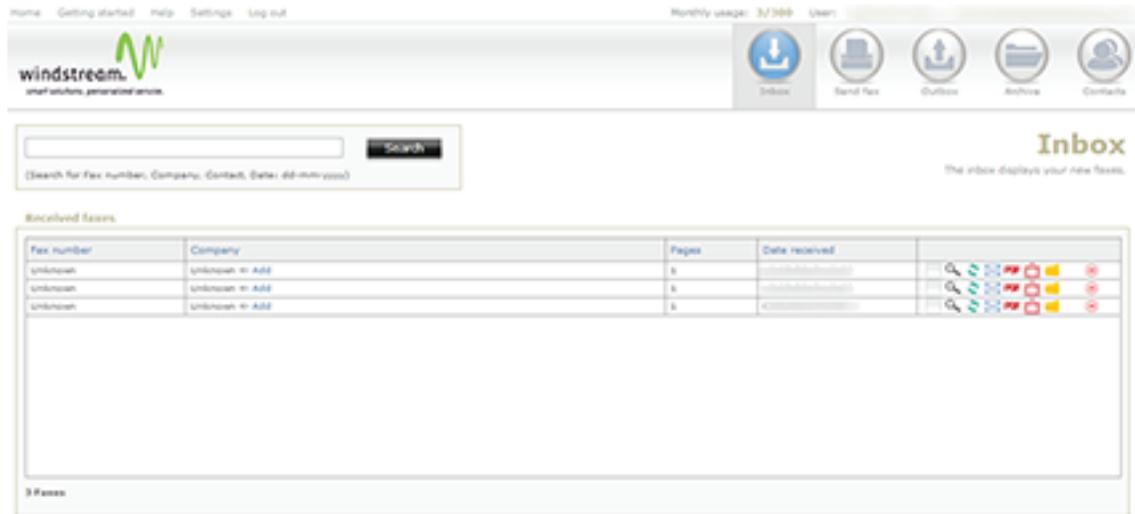
On the right side of the drop down panel is the **Fax To Email Login** section. Enter your ten digit fax number, no spaces or dashes, and click the **Login** button



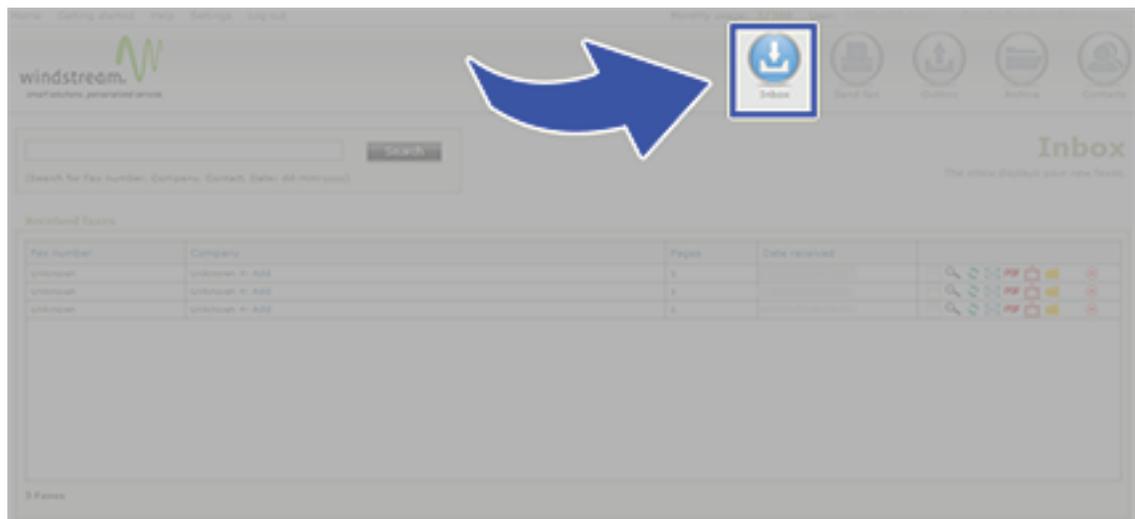
You are now signed into your online Fax-to-Email control panel.

Inbox

Upon your initial login you will automatically be taken to your Inbox.

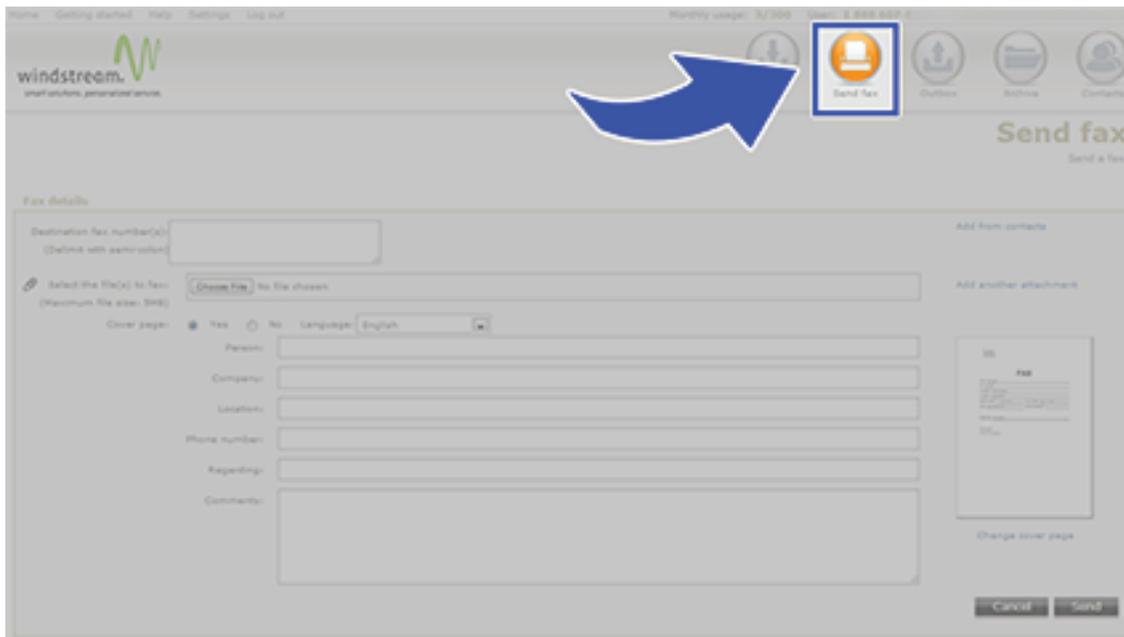


If you navigate away from the Inbox and need to return, you can click on the **Inbox** button in the upper right corner of the page.

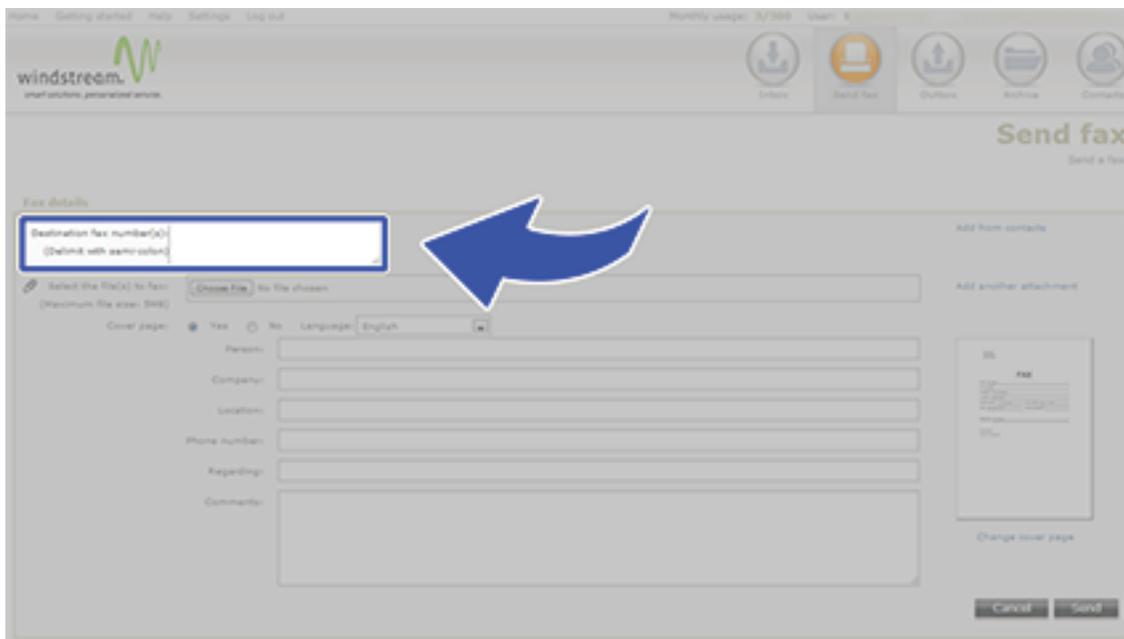


Sending Faxes Online

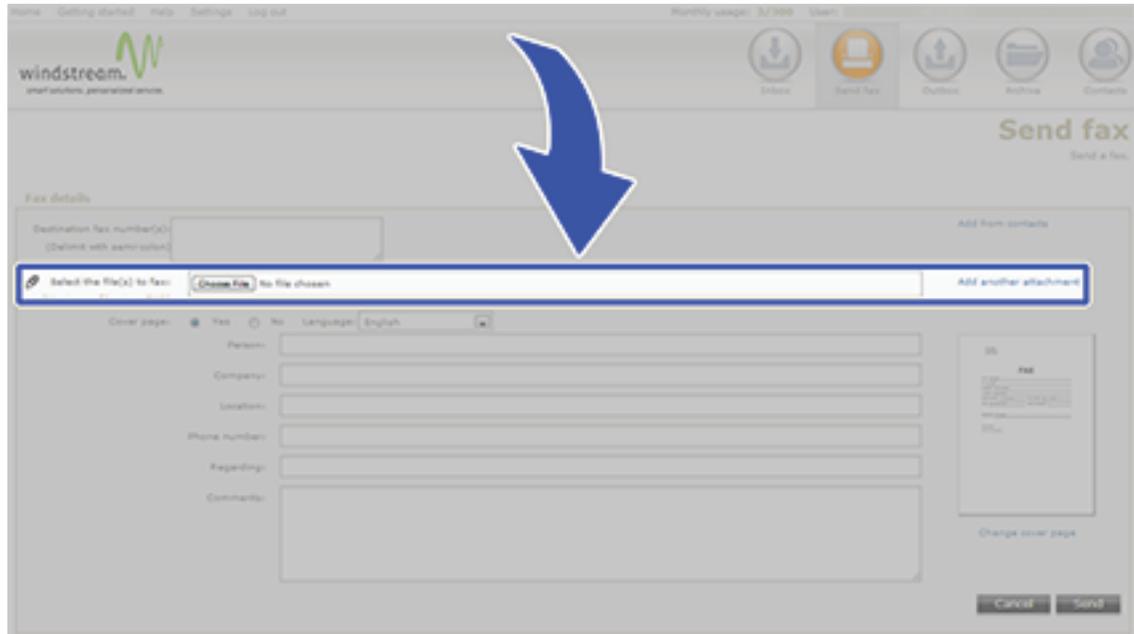
Select the **Send Fax** option in the upper right corner on your control panel screen.



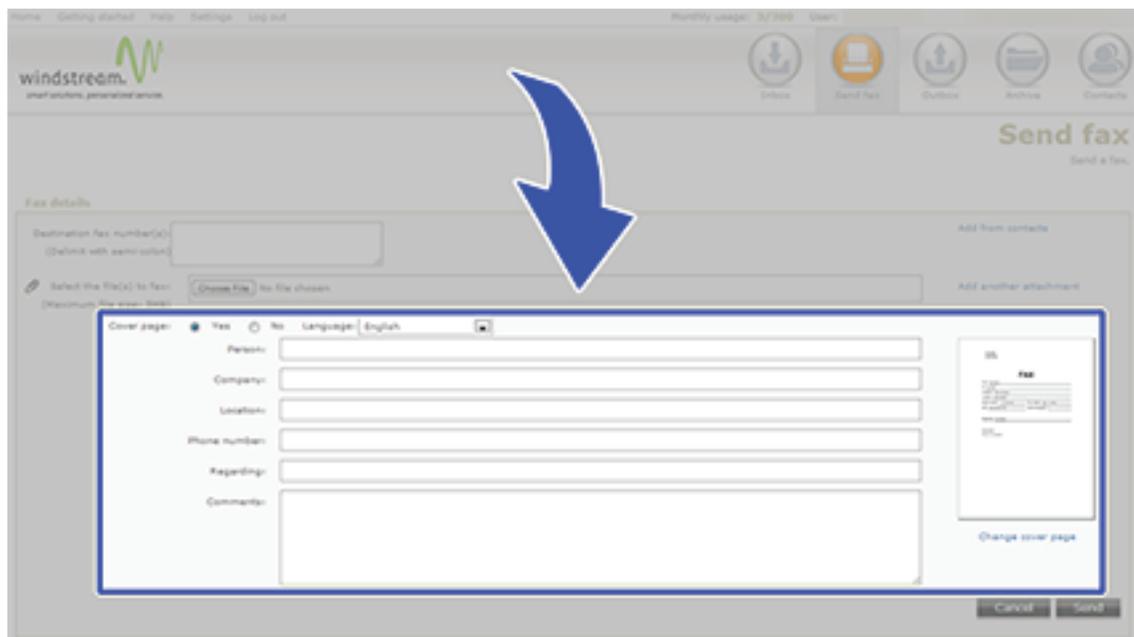
Enter the fax number(s) you want to send to. If sending to multiple recipients, separate the fax numbers with a semi-colon(;).



Click the **Choose File** button. This will load a new window showing your computer's local files.
Please Note: Maximum file size: 5MB

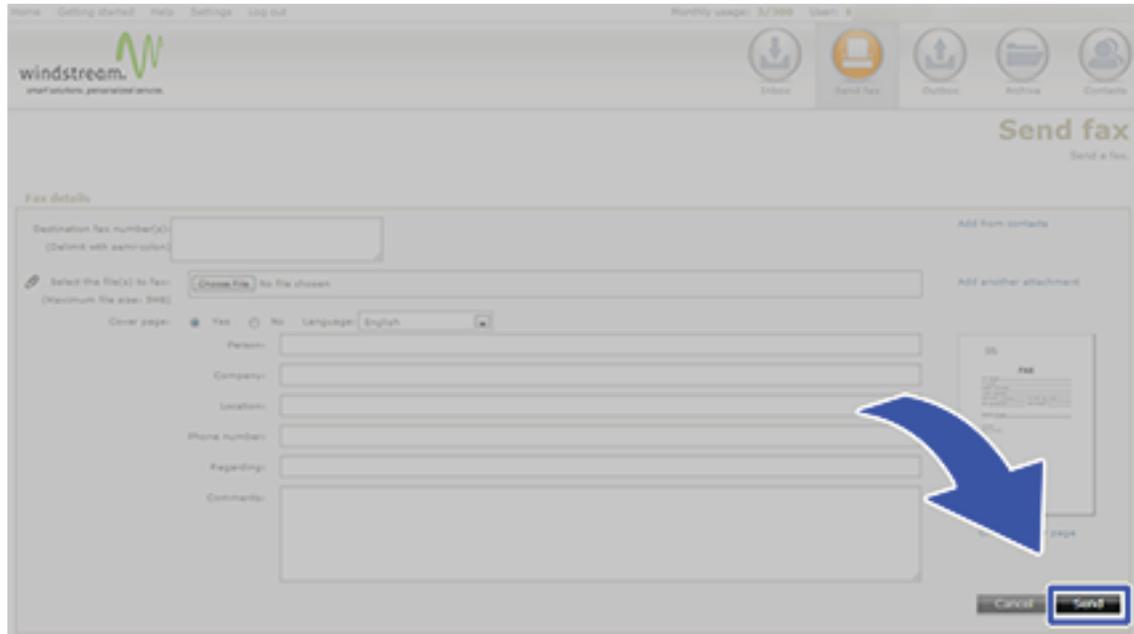


If you would like to use a **Cover page**, mark the option as **Yes** and enter the required information.
Please Note: You are only able to use the provided cover pages from this interface. There are no options to upload your own to use. To see other available cover pages, go to **Settings** and choose the **Cover page** button on the left side of the screen.

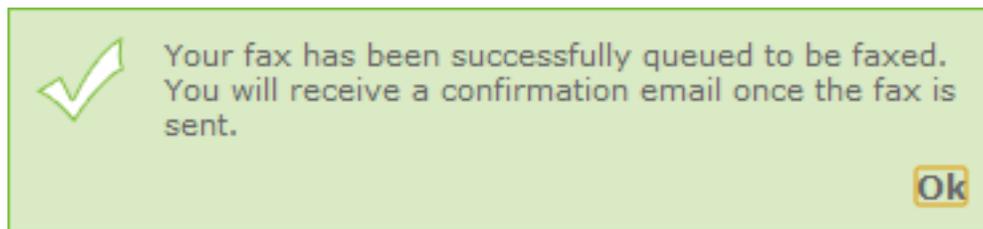


Fax-to-Email

Once you're ready, click the **Send** button on the bottom right side of the page. This will queue the message for delivery.

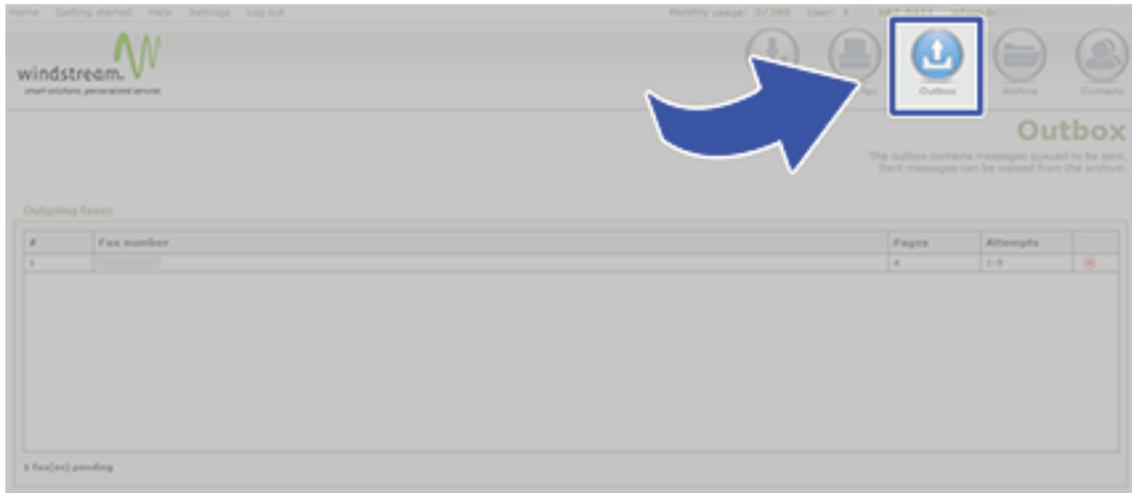


After you've sent your fax you will receive the below message.

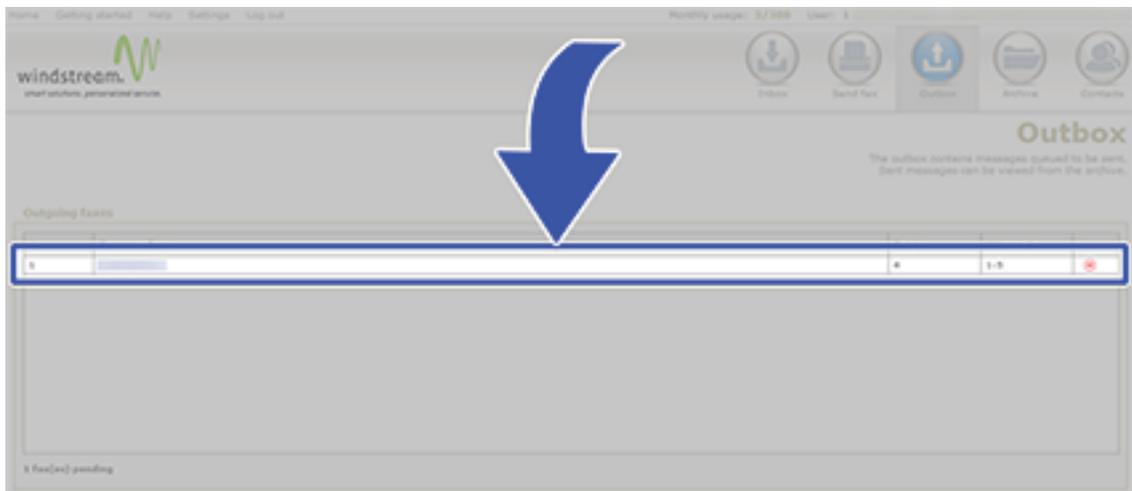


Outbox

After you send a fax, you can go to your Outbox to view the message status by clicking on the **Outbox** icon in the upper right hand side of the page. The Outbox will only contain a message that has been queued to be sent. If something was previously sent and delivered, it will not show up here.

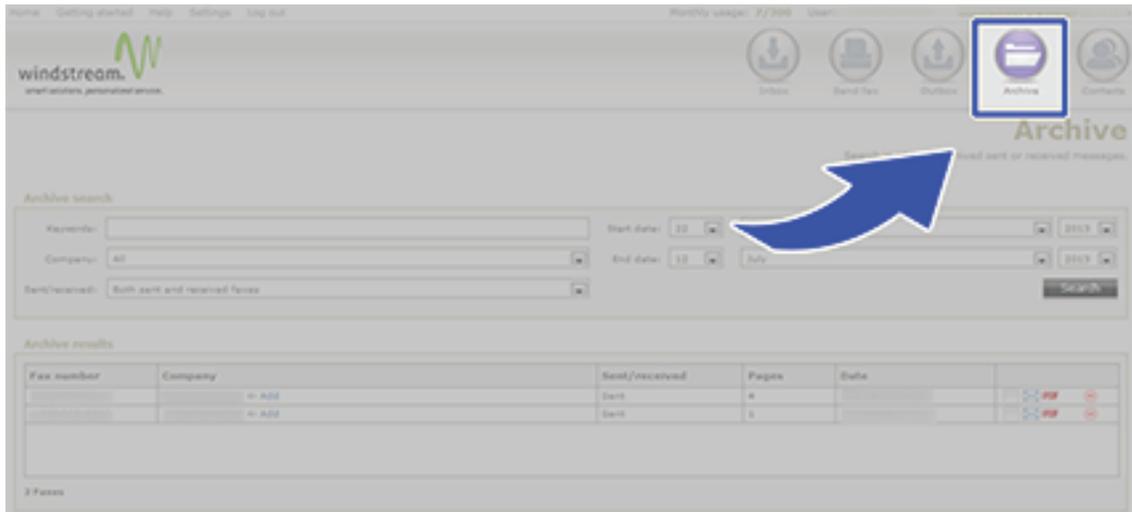


If a message is in the Outbox, you will be able to see details such as the fax number you sent to, the number of sent pages, and the number of attempts the system has made to deliver the message. In total, the system will try five times to deliver a message to a recipient fax machine. If the message is unable to be delivered in those five attempts, the message will fail and you will have to send it again.

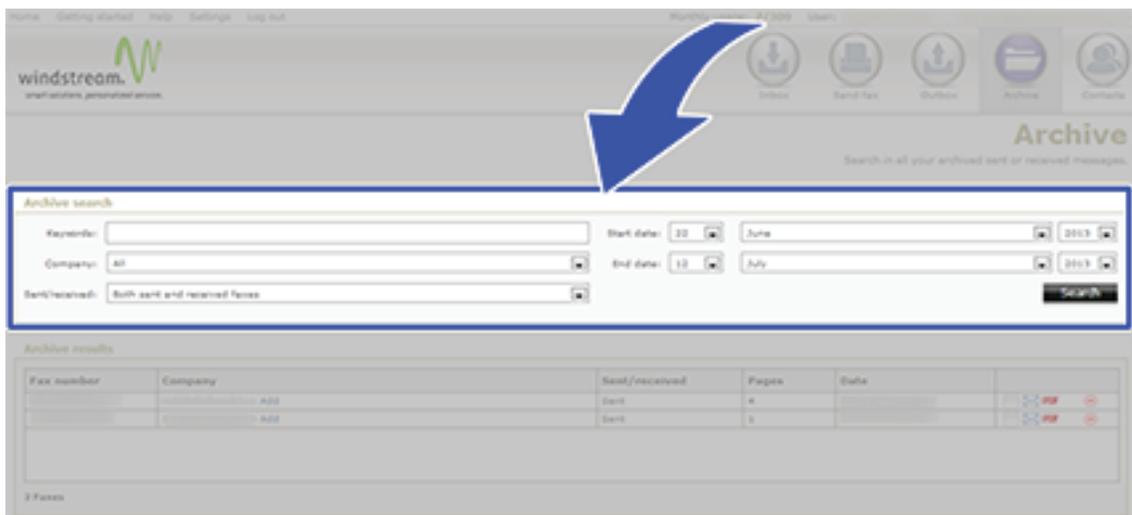


Archive

Should you ever need to access previously sent or received messages, you can always search through your archive to locate what you are looking for.



The different search criteria include **Keywords**, **Company**, **Sent/received**, **Start date**, and **End date**.



Any matching results will be shown here.

The screenshot shows a web interface for an email archive search. At the top, there is a navigation bar with links for Home, Getting started, Help, Settings, and Log out. The user's name and email address are displayed in the top right corner. Below the navigation bar, there is a search bar with the following fields:

- Keywords:
- Company:
- Search/received:
- Date range: to
- Search button

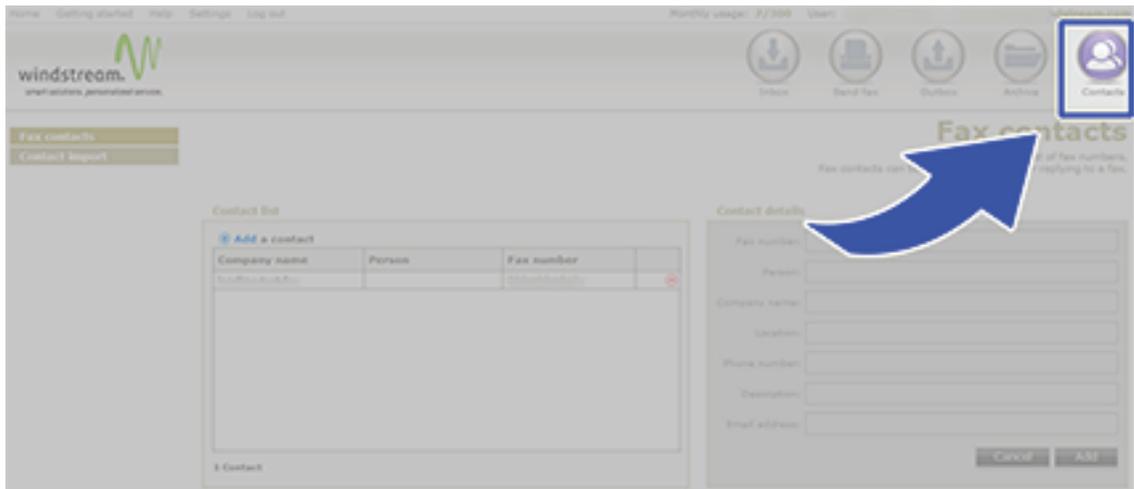
A blue arrow points to the search bar. Below the search bar, there is a table of search results:

Fax number	Company	Sent/received	Pages	Date	
	Add	Sent	1		
	Add	Sent	1		

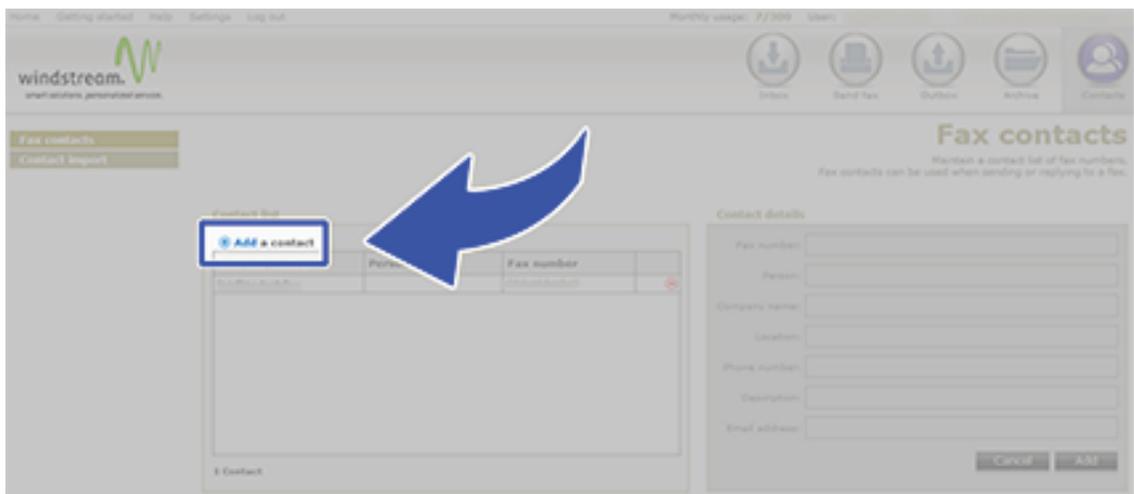
At the bottom of the table, it says "3 Faxes".

Contacts

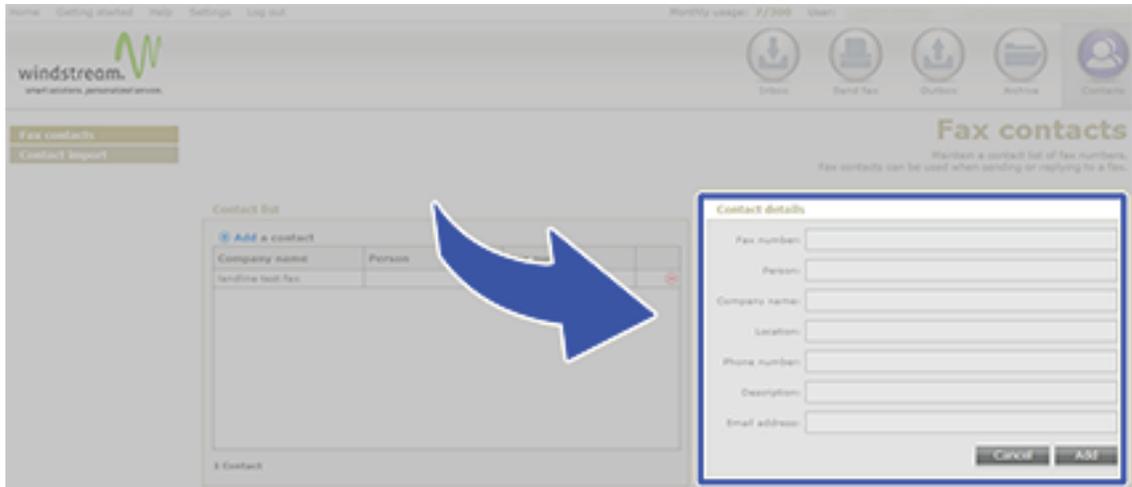
In order to manage your contacts list, click on the **Contacts** button in the upper right side of the page.



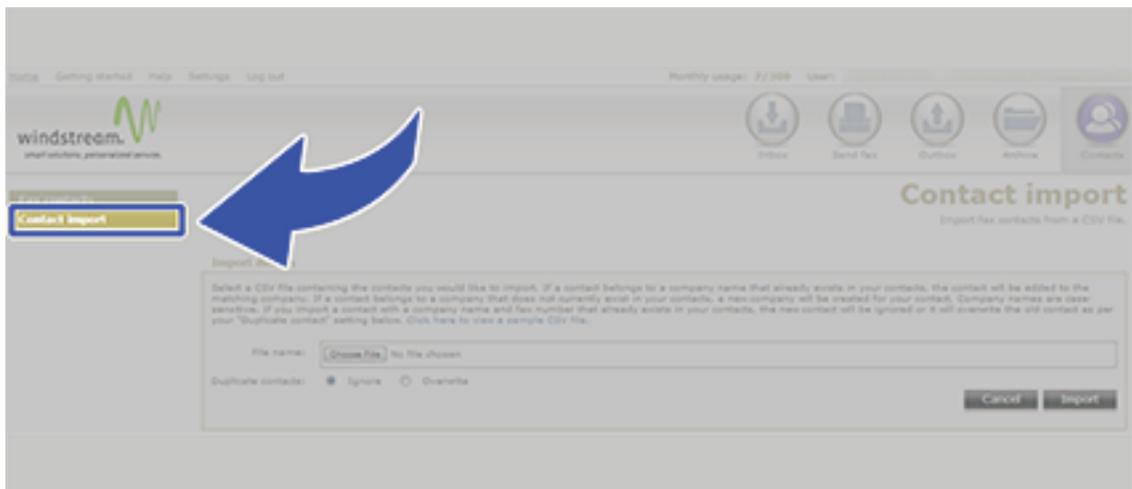
To add a contact, click to option with the plus sign in the circle for **Add a contact**.



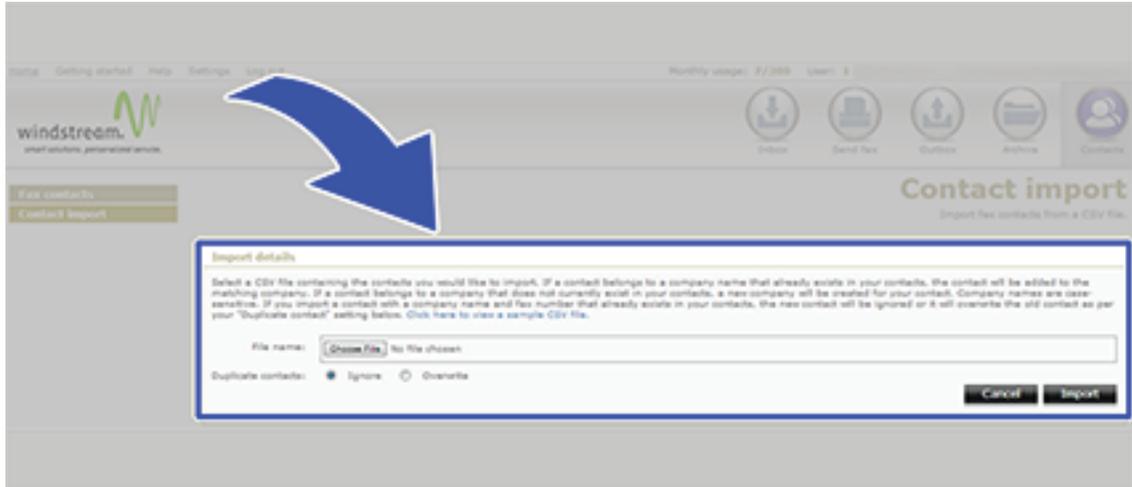
Fill out the **Contact details** box and click the Add button.



If you have a list of contacts that you'd rather import, choose the **Contact Import** option to the left.

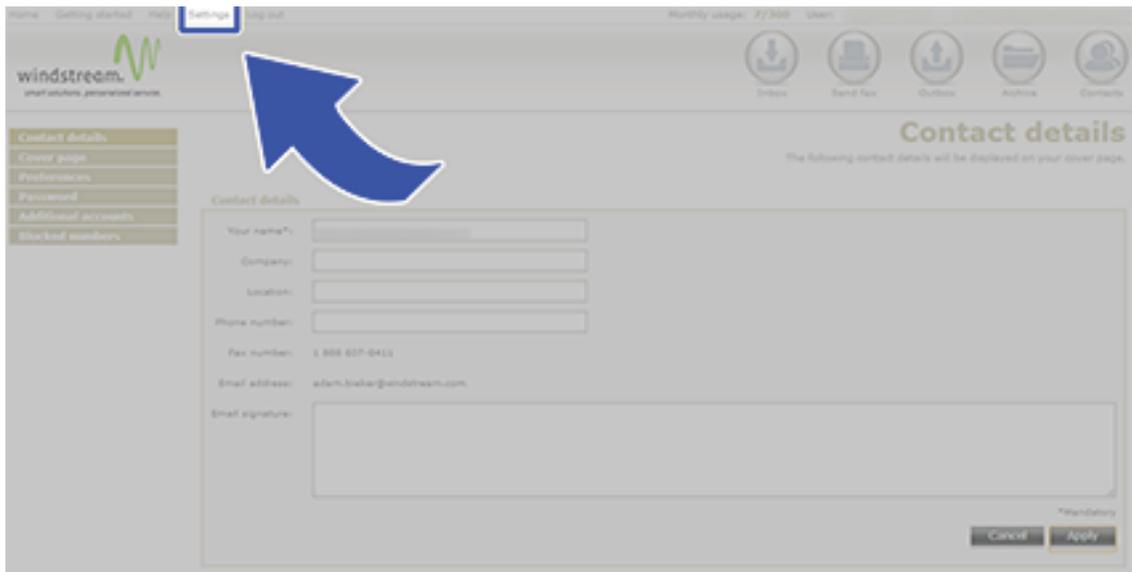


Please read the **Important details** section before choosing a file to import to ensure that no problems occur.

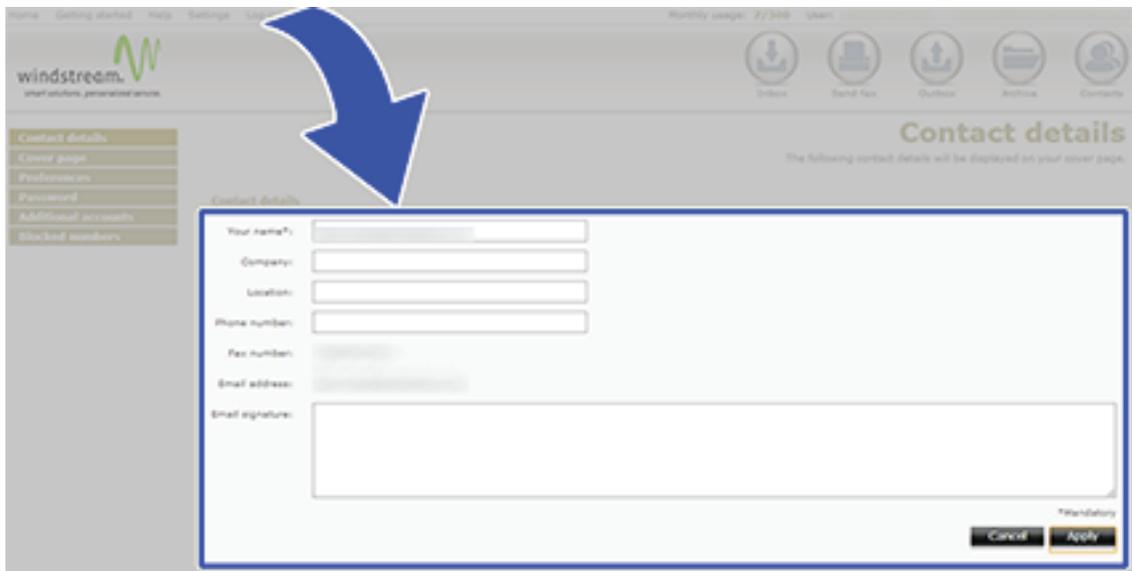


Settings

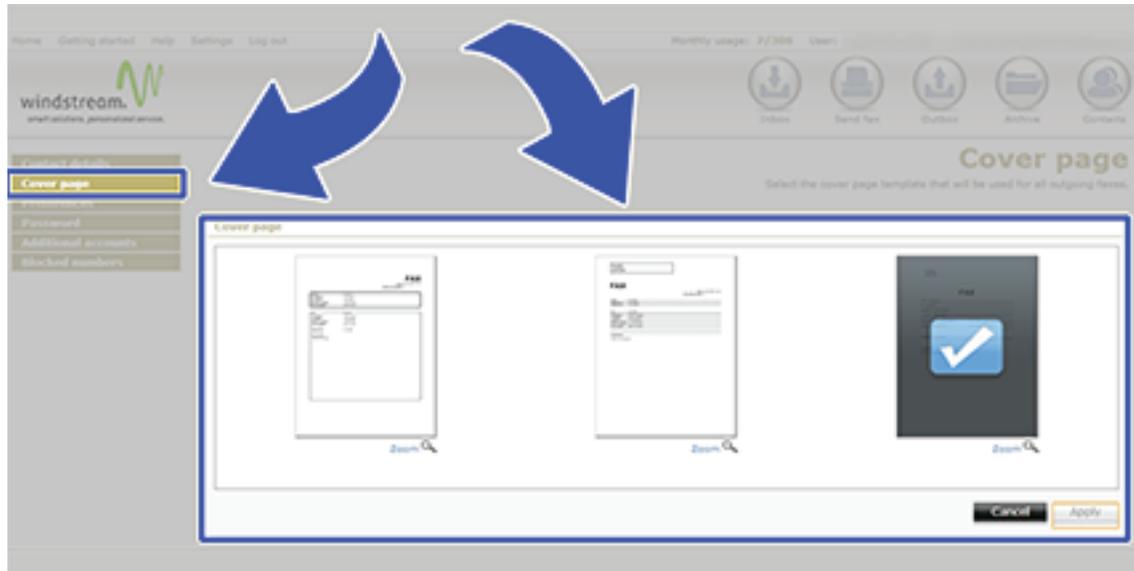
To get to your Settings section, click on the Settings option in the upper left corner.



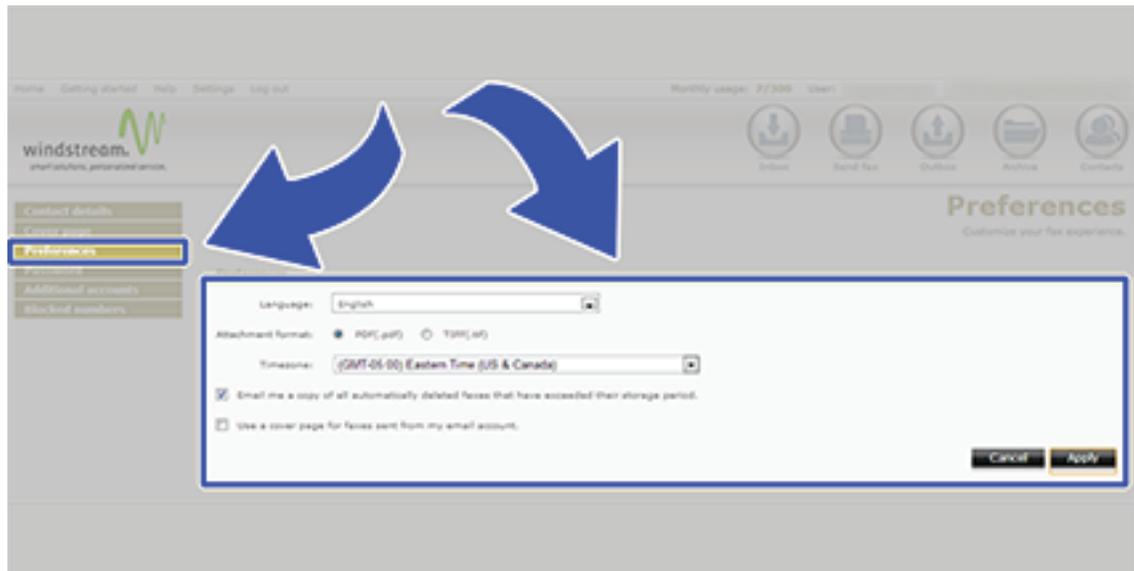
When first entering the Settings section you will see your . Complete as needed and click the **Apply** button on the bottom right.



If you use a **Cover page** and would like to change to a different one you can come to this section.



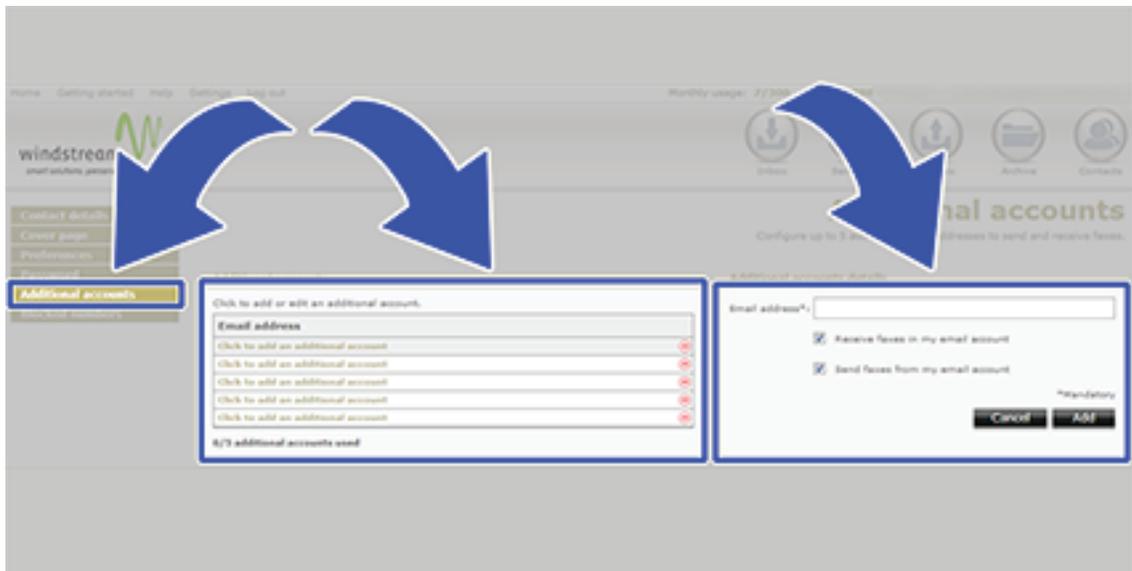
In **Preferences** you can change the **Language**, **Attachment format**, **Time zone**, whether you would like to have a notification emailed to you with a copy of all automatically deleted faxes that have exceeded their storage period, and if you would like to use a cover page for faxes sent from your email account.



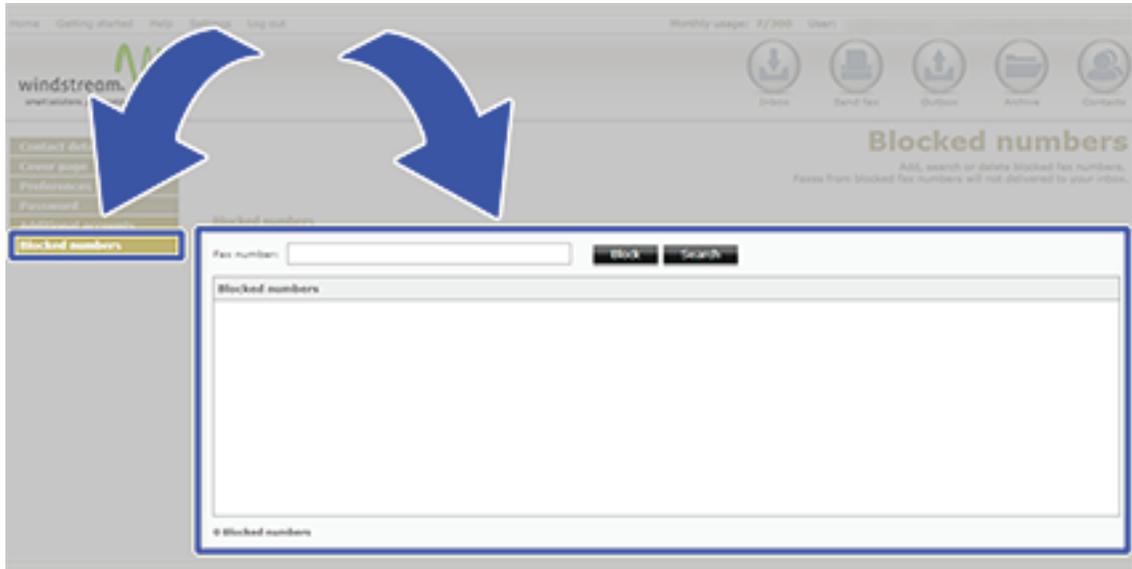
In the event that you need to change your **Password** for the Fax-to-Email account you can come to this section.



Up to five additional email addresses can be added to the same Fax-to-Email account to be able to utilize the service. Click on an available slot from the left box and enter the new email address in the right box. You can also state if you want this new addition to be able to receive or send from their email accounts.



Enter fax numbers in the Blocked numbers section to stop any unwanted faxes from coming to you.



Sending Faxes Via Email Clients

To send a fax from your email client, simply put the recipient's fax number followed by @fax.windstreamhosting.biz in the 'TO' field of a new message and attach the file you would like to send. This must be sent from an email address that is associated to your account and has permissions set to send faxes.

'TO' field example entry: 8885556789@fax.windstreamhosting.biz
No dashes or spaces should be in the phone number section of this.

Inbox Icons



data. voice. network. cloud.

