

Brandable page

# Hosted Fax User Manual

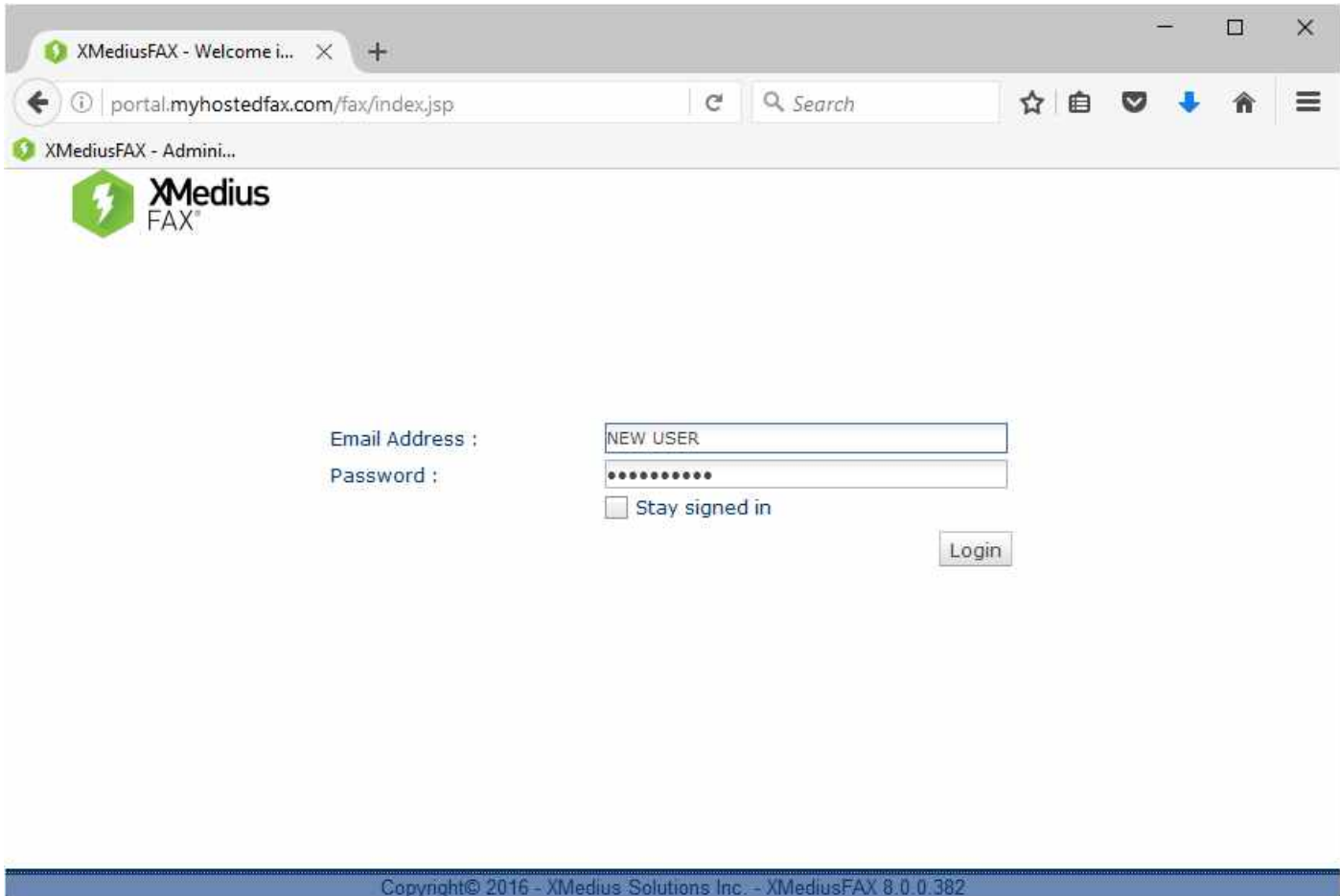


*(Replace above with your logo, delete this line, and convert this document to PDF)*

# USER LOGIN

Using your Browser type in the URL address below.

URL: <http://portal.myhostedfax.com>



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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:

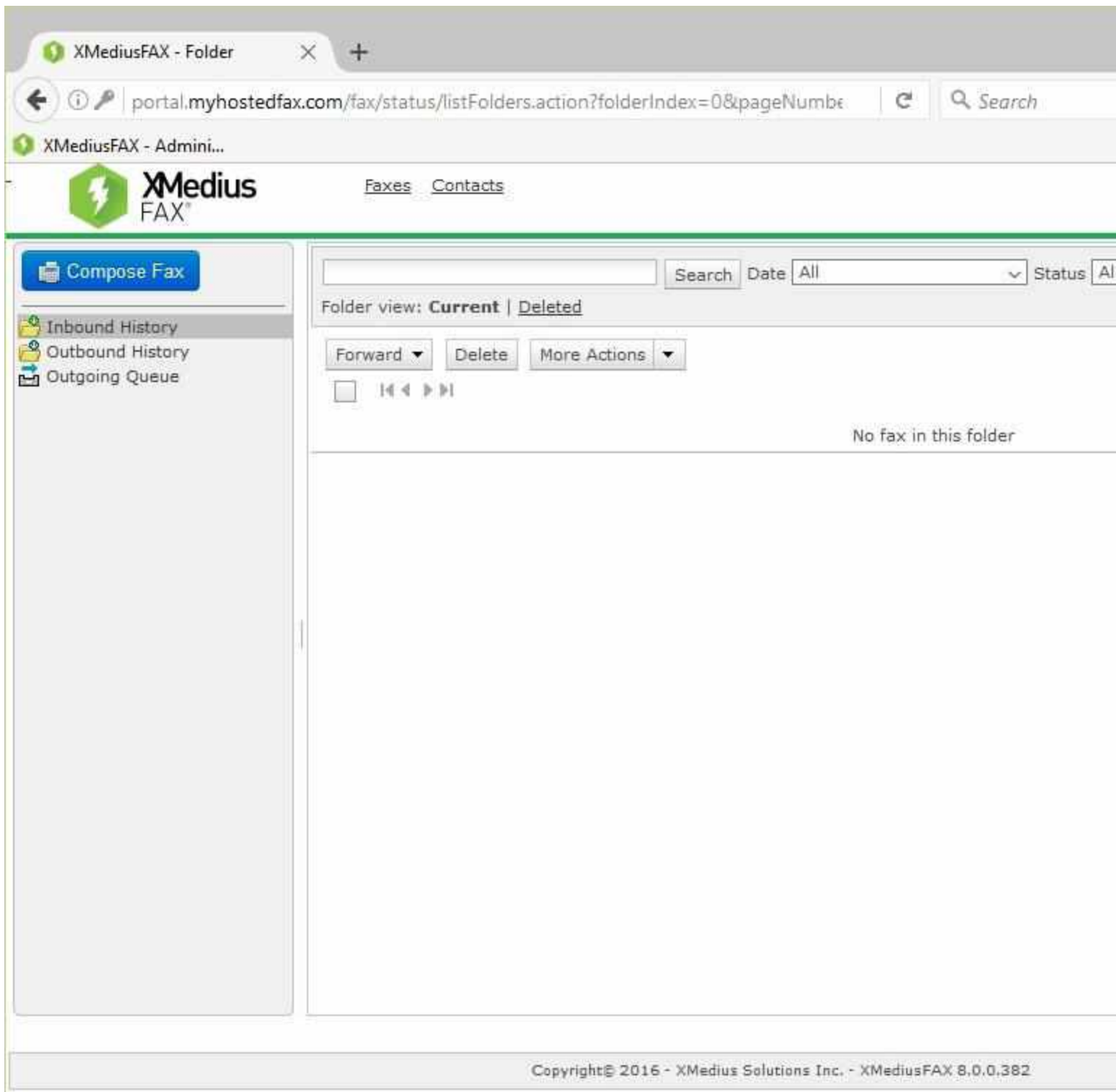
Username: **NEW USER**

Password: **^wxTir8M2z(s**

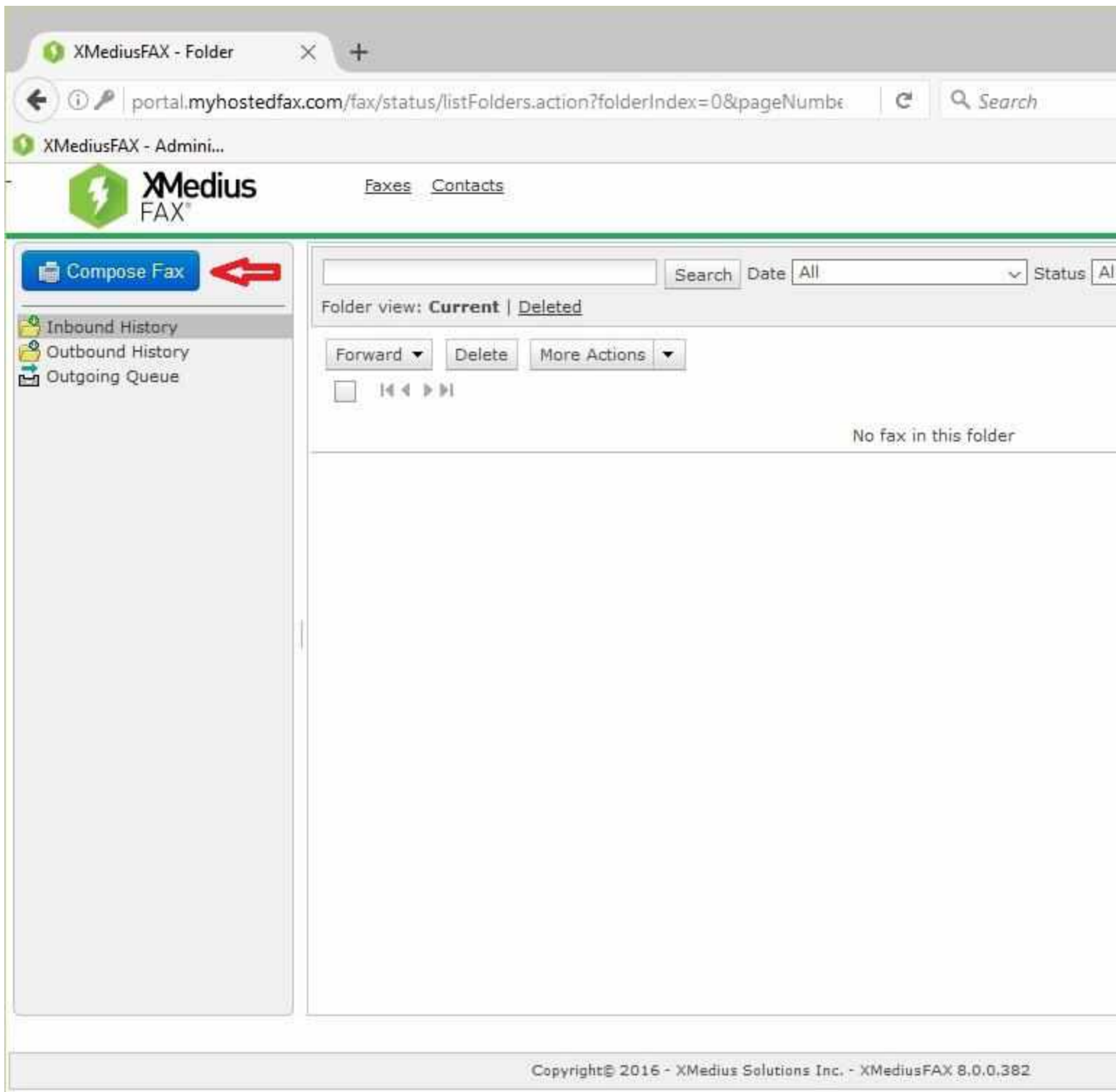
You will need to provide these credentials to login with any fax client you are using.  
Log into the web portal here: <http://myhostedfax.com>

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.



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

XMediusFAX - Admini...

**XMedius FAX** Faxes Contacts

**Compose Fax**

- Inbound History
- Outbound History
- Outgoing Queue


**Submit**

Compose | Sender & Company information | Options

**Recipients**

Name: Recipient

Company:

Fax: 6028755901 

**Cover Sheet**

Style: Default Cover Sheet (Basic01.cse) v

Subject:

Comment:

**Attachments**

Document to attach

No file selected.

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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

XMediusFAX - Admini...

**XMedius FAX** Faxes Contacts

**Compose Fax**

- Inbound History
- Outbound History
- Outgoing Queue

**Submit**

Compose | Sender & Company information | Options

**Recipients**

Name: Recipient

Company:

Fax: 6028755901

**Cover Sheet**

Style: Default Cover Sheet (Basic01.cse) v

Subject:

Comment:

**Attachments**

Document to attach

No file selected.

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You can add a subject for the fax.

Web Fax Compose

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

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**XMedius FAX** Faxes Contacts

**Compose Fax** **Submit**

Inbound History  
Outbound History  
Outgoing Queue

Compose | Sender & Company information | Options

**Recipients**  
Name: Recipient   
Company:   
Fax: 6028755901

**Cover Sheet**  
Style: Default Cover Sheet (Basic01.cse)   
Subject:   
Comment:

**Attachments**  
Document to attach  
 No file selected.

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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

**Compose Fax**

- Inbound History
- Outbound History
- Outgoing Queue

**Submit**

Compose | Sender & Company information | Options

**Recipients**

Name: Recipient

Company:

Fax: 6028755901

**Cover Sheet**


Style: Default Cover Sheet (Basic01.cse) v

Subject:

Comment:

**Attachments**

Document to attach



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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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**XMedius FAX** Faxes Contacts

**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: New Fax

Comment: This is my first fax.

**Attachments**

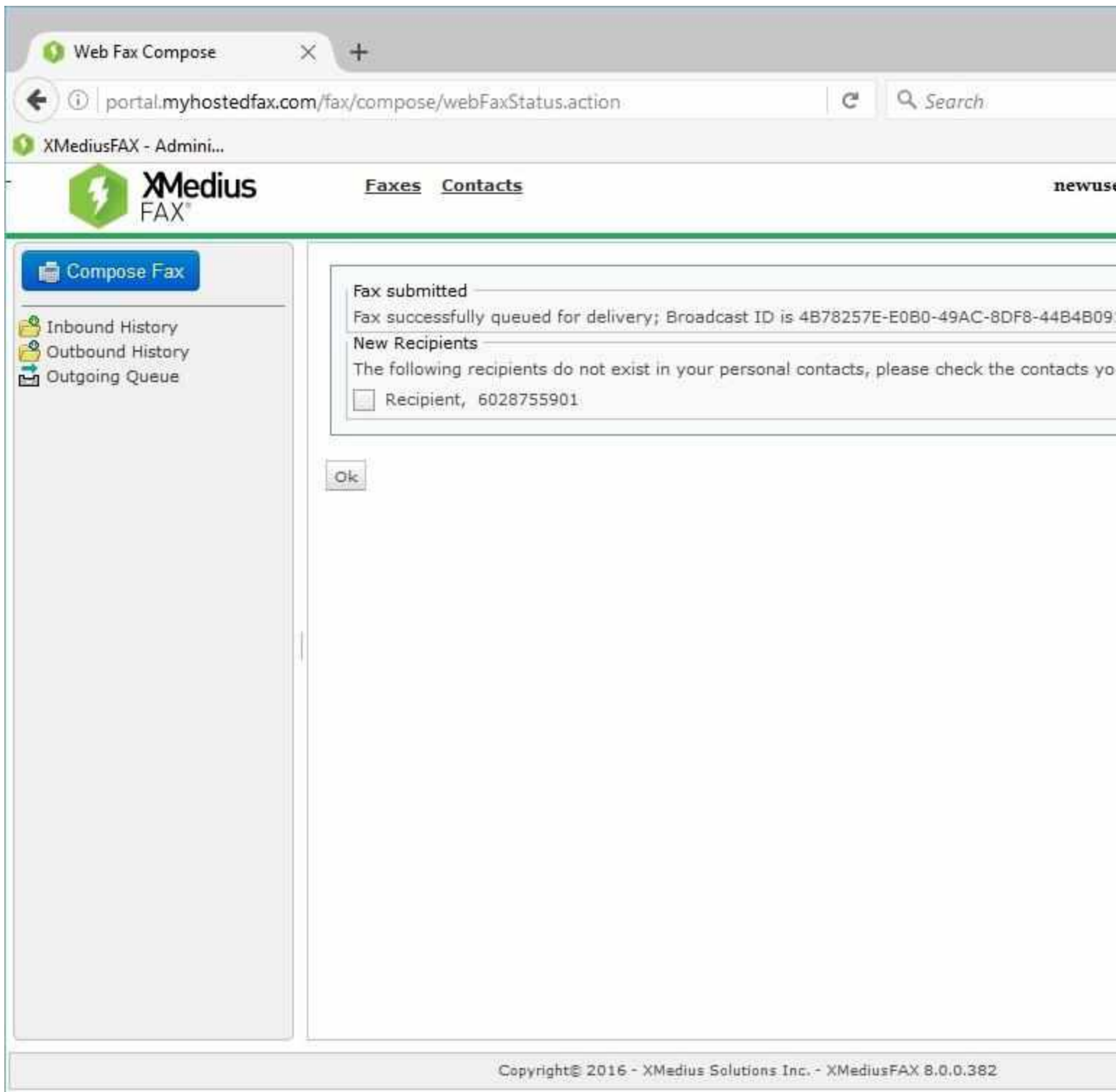
Document to attach

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 X +

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

XMediusFAX - Admini...

**XMedius FAX** [Faxes](#) [Contacts](#) **newus**

**Compose Fax**

- Inbound History
- Outbound History**
- Outgoing Queue

Search Date All Status All

Folder view: **Current** | Deleted

Resubmit Delete More Actions

1 to 7 of 7

<input type="checkbox"/>	Sent	New Fax To: 6028755901	2 pag
<input type="checkbox"/>	Sent	Test Accession To: 4803627016	2 pag
<input type="checkbox"/>	Sent	Test #3 To: 4803627016	2 pag
<input type="checkbox"/>	Sent	John Test To: 4802918615	2 pag
<input type="checkbox"/>	Sent	Test Again To: 4803627016	2 pag
<input type="checkbox"/>	Sent	(No Subject) To: 4803627016	4 pag
<input type="checkbox"/>	Sent	Test Fax To: 4803627016	3 pag

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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
<b>Cannot log into Dashboard.</b>	<p>Check username and password.</p> <p>Check cap lock key.</p> <p>Reset password.</p>
<b>Fax will not send.</b>	<p>Make sure fax number is correct and working.</p> <p>Make sure the fax is not too large. (100 page max.)</p> <p>Check document format. (See chart below)</p>
<b>Not receiving fax</b>	<p>Make sure fax number is correct and working.</p> <p>Make sure the fax is not too large. (100 page max.)</p> <p>Check document format. (See chart below)</p> <p>Make sure e-mail address is correct.</p>

Name	Extensions
<a href="#">WebKit HTML converter</a>	<a href="#">HTML;HTM;HTMLMERGE;GIF;JPG;JPE;JPEG;PNG</a>
<a href="#">Microsoft Internet Explorer</a>	<a href="#">HTML;HTM;URL</a>
<a href="#">Internal Text</a>	<a href="#">TXT;WTX</a>
<a href="#">Notepad</a>	<a href="#">TXT</a>
<a href="#">GS</a>	<a href="#">PDF;PS;EPS;EPI</a>
<a href="#">Elan</a>	<a href="#">PCL</a>
<a href="#">Merged Html body</a>	<a href="#">HTMLMERGE</a>
<a href="#">Tiff</a>	<a href="#">TIFF;TIF</a>
<a href="#">Microsoft Word</a>	<a href="#">DOC;DOCX;DOT;WBK</a>
<a href="#">Microsoft Excel</a>	<a href="#">XLS;XLSX</a>
<a href="#">Adobe PageMaker</a>	<a href="#">PM</a>
<a href="#">Word Perfect</a>	<a href="#">WPD</a>
<a href="#">Open Office</a>	<a href="#">ODT;OTT;SXW;STW;ODS;OTS;SXC;STC;ODP;OTP;SXI;STI</a>
<a href="#">Microsoft Powerpoint</a>	<a href="#">PPT;PPTX</a>
<a href="#">Generic</a>	<a href="#">RTF;PPT;PPTX;BMP;TIFF;TIF</a>