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Getting Started

Once your purchase of the Masergy Fax Solution has been processed, you will receive an e-mail that contains login information. Be sure to log this information below for future reference.

User Name:_____Password:_____Fax #:_____

Installation

IMPORTANT NOTE this information is to install the PRINT DRIVER onto your computer, NOT TO ACCESS YOUR Masergy Fax Service web portal. The Masergy Fax Solutions web portal link was provided with the login information you received via e-mail at the time of purchase.

Please visit: <u>https://secure.ipfax.net/user.htm</u> to access the web portal.

- 1. Go to this web site to download the "32-Bit" or "64-Bit" Internet Fax Driver version of MS Windows. <u>Masergy Software Download</u>
- 2. Click on the appropriate version and then save to your desktop.
- If you do not know which version of MS Windows you have please try the following:
 - a. Click on start
 - b. Right click "My Computer" and then click "Properties".
 - c. In the "System" section, you will see an item called "System Type". It will be either 32-Bit or 64-Bit.
- 4. Now find the file you saved to your desktop, extract to a folder or open with WinZip. Click on the "setup.exe" to run the install program.
- 5. If you get an Open File-Security Warning Click Run.
- 6. In the "Select Setup Language" window, select the language you and click "OK".
- 7. In the new window that pops up click "Next"

Setup - InternetFax	
	Welcome to the InternetFax Setup Wizard
	This will install InternetFax on your computer.
	It is recommended that you close all other applications before continuing.
	Click Next to continue, or Cancel to exit Setup.
R	
	Next > Cancel

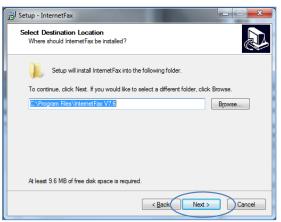


System			والمراقد
OO 🏘 - Control Fanal -	- System and Maintenarics - System	•	D Sech
Tanks Torske Manager Renote settings Advanced system settings	Yese book, information of Windows editor Windows Seneral@ Enters Copyright @ 2007 Micros Service Pack 2		nd 💦
	System Processori Memory (KAM): System type:	Intel(R) / Keon(R) (CPU 16.0 (g) 32-bit Operating System	15540 62.5394; 2.53 64; (4processor)
	Computer name, domain, and Computer harne: Puil computer harne: Computer description: Domain:	I workgroup settings 152 152 newtcom.net	Charge settings
See also Widows Updde	Windows adhestion Windows is activated Preduct ID1 15041-2221	1195301-/3176 Change prod	est ter genuine Microsoft situation Learn non soften





8. In the next window, keep the default folder location and click "Next".



9. In the next window, keep the default folder name and click "Next".

j5 Setup - InternetFax
Select Start Menu Folder Where should Setup place the program's shortcuts?
Setup will create the program's shortcuts in the following Start Menu folder.
To continue, click Next. If you would like to select a different folder, click Browse.
Internet Fax Browse
< <u>Back</u> Cancel

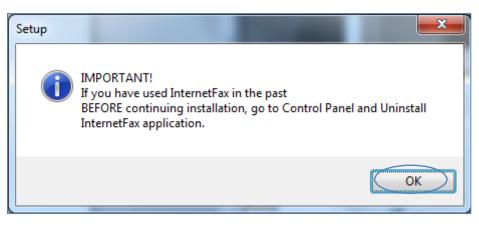
10. In the next window, click "Install".







11. Click OK in the second pop up that appears (or follow instructions on message if they apply).



12. Click OK on next pop up that appears



13. Click "Finish" in the install window.







14. Now you will find the little white globe in the system tray. The system tray is the area with icons next to the clock in the lower right corner, usually of your start menu. "Right Click" on the white globe and click show.

**	1	
4		Show
		Hide
		Exit

15. In the Fax File Cabinet window, click the settings button.

Fax File Cabinet			-		×
0 × 0					
Status	То		Subject	Date	
•					•
		Qlose			

- **16**. Fill out the new window.
 - a. Populate the top section with your Name, Company, Email Address and Fax number. This information will be displayed on any cover page if you choose to add one to an outgoing fax.
 - b. In the Authorization section, enter your account information that was given to you when you signed up for the Masergy Fax service. (Username and Password in email from Masergy) Then click the save button.

Settings This information will be used on the3
cover page, if you use one
Full Name Crystal Smith
Company ITS
Your Email Address csmith@itstelecom.com
Your Fax Number 8055207030
Authorization
User Name csmith@itstelecom.com
Password ******
This is your account information
Save Close

- **17.** Now close the Fax File Cabinet window
- **18**. If you had to disable an Anti-virus or Anti-malware application in order to get the Internet Fax drivers installed, please make sure to re-enable these applications.





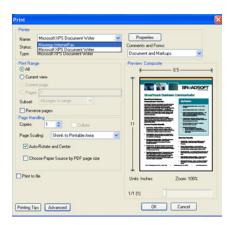
The Fax File Cabinet window will also display all your fax status.

Status	То	Subject	Date
Success	13108074393@jeffrey Kayne	Test Fax	6/3/2013 1:04:37 PM
Success	13108074393@J Kayne	test fax	5/31/2013 2:12:04 PM
Not Authorized	12133444760@j kaayne	test	5/31/2013 2:02:50 PM
🐉 Not Authorized	12133444760@Jeffrey Kayne	fax test	5/31/2013 2:00:44 PM
🐉 Not Authorized	13233444760@Jeffrey Kayne	Test Fax	5/31/2013 1:57:23 PM
:][

Print to Fax

*IMPORTANT NOTE * The Masergy Internet Fax is not compatible with Mac computers, only Window PCs.

- **1**. From the application that you've created the document that you want to fax, select File-> Print.
- 2. Then select the Masergy InternetFax printer from the list of printers.



- 3. Select OK to print the document.
- 4. Enter in the recipient information and "Click Add Recipient".

			23
To: Jane	Doe	Save	Address
Subject: Exec	uted Contract from	m ABC Corp	
Country: USA	- 1		•
Fax #: 805	- 5559999		Add Recipient
			Load List
			Delete Selected
			Delete All
cipient' aft	er entering	number	
_			
	4		
	Send	Close	
	Subject: Exec Country: USA Fax #: 805	Subject: Executed Contract fro Country: USA - 1 Fax #: 805 - 5559999 ithout Dashes ecipient' after entering	Subject: Executed Contract from ABC Corp Country: USA - 1 Fax #: 805 - 5559999 ithout Dashes ecipient' after entering number





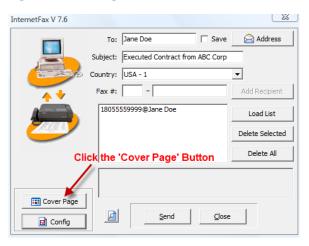
5. After you click "Add Recipient," your recipient will be added to the list. (The "1" will automatically be added to the phone number after adding recipient to the list.)

InternetFax V 7.6				
	To:	Jane Doe	🔲 Save	Address
	Subject:	Executed Contract from	ABC Corp	
A THE P	Country:	USA - 1		•
*	Fax #:	-		Add Recipient
4	18055	559999@Jane Doe		Load List
	l	T.		Delete Selected
		ent will show up click 'Add Recipi		Delete All
Cover Page		Send	Close	

6. Add another recipient if you want by entering the information and clicking "Add Recipient".

InternetFax V 7.6				28
	To:	Jane Doe	🔲 Save	Address
	Subject:	Executed Contract from	ABC Corp	
A started	Country:	USA - 1		•
	Fax #:	-		Add Recipient
	18055	559999@Jane Doe		Load List
		<u> </u>		Delete Selected
		ent will show up click 'Add Recipi		Delete All
Cover Page			d	1
Config		Send	Close	

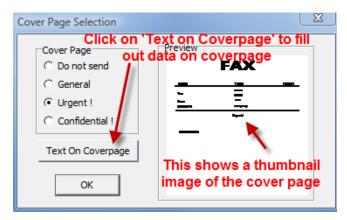
7. Add a cover page by clicking the "Cover Page" button.







8. Select one of 3 cover page types.



a. Click on "Text Coverpage" to fill out the data for cover page.



- 9. Input the information that you want to be put on the cover page and click OK to save.
- 10. To send your fax, click "Send".







11. Note this screen which confirms that the system has received your fax and is attempting to send.

Your FAX has been successfully sent to the Network for faxing: *
 Please check your e-mail in few minutes or stay
 connected to the Internet for Real-Time confirmation.
 NOTICE: If you do not have a Broadcast account, you are limited
 to sending to only 10 destinations at a time.

12. To see your fax file cabinet (queue of faxes), click on the world icon on your computer's tool bar (lower right side).



Click on this icon to see your see your fax file cabinet

13. This shows your fax waiting to be sent. You can keep this open to see when your fax is successfully sent by the system, or you can close it and wait for an e-mail confirmation.

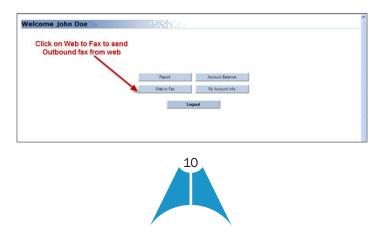
Status	То	Subject	Date
Success	13108074393@jeffrey Kayne	Test Fax	6/3/2013 1:04:37 PM
Success	13108074393@J Kayne	test fax	5/31/2013 2:12:04 PM
🐉 Not Authorized	12133444760@j kaayne	test	5/31/2013 2:02:50 PM
🕗 Not Authorized	12133444760@Jeffrey Kayne	fax test	5/31/2013 2:00:44 PM
Not Authorized	13233444760@Jeffrey Kayne	Test Fax	5/31/2013 1:57:23 PM
1			

14. This screen can show both your pending, successful and unsuccessful faxes as well.

Web to Fax

When registering for Masergy Fax Services, you will receive an e-mail with your login information. Save this e-mail/ information in a safe place. Note: If you misplace your login information, please contact <u>ucsupport@masergy.com</u> or call (800) 942-4700.

- 1. Go to the user login page for Masergy Fax Solutions and enter your login and password at : https://secure. ipfax.net/user.htm
- 2. Once logged in, to send "Web to Fax" button.





- 3. From this screen, you can send an outbound fax. Think of this as the cover page to your fax.
- 4. You must complete the following required fields: To, Fax Subject, Fax Number(s), Message.



5. Once you have completed the required fields, attach the file you want to send by clicking the browse button and selecting the appropriate file.

To (Name):	Jane Doe				
Fax Subject:	Finance Report				
ax Number(s):	18636475192	E F	format Example to U	JSA: 1503XXXXXXXX	(1, area code, local number)
Message:		~	Help		You are able to Browse for the
an maniau	the following on	vandahaat	t and atata	for Tim	document that you want faxed.
se review	the following sp	readshee	t and stats	for Jim. 🖄	document that you want faxed. Make certain that this field is filled out prior to sending fax!
4	the following sp	readshee			Make certain that this field is filled
C Line Line Line Line Line Line Line Line	the following sp te for the attachment is 2MB	readshee	t and stats		Make certain that this field is filled

6. Once the fax has been sent, you will receive a confirmation message letting you know that your outbound fax has been processed.



- 7. In order to determine whether or not your fax was successful, you can check the automatically generated e-mail or pull a report from the secure portal.
- 8. An e-mail will automatically be sent indicating to you whether or not the fax was successful.





9. If the fax was not successfully transmitted, the automatically generated e-mail may indicate why the fax was unsuccessful in the fax field.

Sent: Wed 11/2/2011 Thes AM To a Smith Dear User, The Fax message you just sent: Destination : 18055207030; Subject : Failed for the following reason(s):	FAILURE: Email to Fax	
Soe Smith Dear User, The Fax message you just sent: Destination : 18055207030; Subject : Failed for the following reason(s): We do not have your email address in our database or your password is incorrect. Please ensure you are sending from the email address you have registered with and your password is correct. Thank you.	Fax Admin [support@ipfax.net]	
Dear User, The Fax message you just sent: Destination : 18055207030; Subject : Failed for the following reason(s): * We do not have your email address in our database or your password is incorrect. Please ensure you are sending from the email address you have registered with and your password is correct. Thank you.		
The Fax message you just sent: Destination : 18055207030; Subject : Failed for the following reason(s): * We do not have your email address in our database or your password is incorrect. Please ensure you are sending from the email address you have registered with and your password is correct. Thank you.	To: • Joe Smith	
The Fax message you just sent: Destination : 18055207030; Subject : Failed for the following reason(s): * We do not have your email address in our database or your password is incorrect. Please ensure you are sending from the email address you have registered with and your password is correct. Thank you.	Dear User,	
Thank you.		
Subject : Failed for the following reason(s): * We do not have your email address in our database or your password is incorrect. Please ensure you are sending from the email address you have registered with and your password is correct. Thank you.	The Fax message you just sent:	provide reason for it.
Subject : Failed for the following reason(s): * We do not have your email address in our database or your password is incorrect. Please ensure you are sending from the email address you have registered with and your password is correct. Thank you.	Destination : 18055207030:	
We do not have your email address in our database or your password is incorrect. Please ensure you are sending from the email address you have registered with and your password is correct. Thank you.		
We do not have your email address in our database or your password is incorrect. Please ensure you are sending from the email address you have registered with and your password is correct. Thank you.		
We do not have your email address in our database or your password is incorrect. Please ensure you are sending from the email address you have registered with and your password is correct. Thank you.		
you are sending from the email address you have registered with and your password is correct. Thank you.	Failed for the following reason(s):	
you are sending from the email address you have registered with and your password is correct. Thank you.		*
Thank you.	* We do not have your email address in ou	ur database or your password is incorrect. Please ensure
	you are sending from the email address ye	ou have registered with and your password is correct.
slm108	Thank you.	
sim108	COMPLETE STORE	
	slm108	

10. You may also view the status of all your sent faxes by returning to the main screen and clicking on Report.

ick on Report to view daily sta	itus.		
	Report	Account Balance	
	Web to Fax	My Account Info	
		quut	
	L.	gout	

11. The Report screen allows you to do a search of your fax statuses. You may either view them on screen or download them as an Excel file. After selecting your options, click on Show Report to view your results.

F	Report Optio	Detai	led Report			•]		
	ate Period	Toda	У		•				
Start Date	2 🔻 28 👻	2012	- End	Date 2	•	28	v 2	012	-
L	Call Stat Rows o pag	on 60	axes		•		-		on screen o Excel report
Select the desired para	meters Repo	Snov	v on scree	1	-	Ch.	w Re	0.02	



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12. The Results page shows your fax transactions, based on criteria you selected. In the Status field, you can determine whether or not your fax was successfully sent or not.

<< Prev Page	Next Page >>	Rows	60 🔻	Refres	sh Now	3/1/2012	3:05:0	03 PM		
Total cost = 0.03	Total pages = 6	Total	ninutes = 2		-	Status of Fa				ate"
		-	ninuces =		CONTRACT OF CONTRACT.	mea		nsucce		
<u>Status</u>	Fax ID Destinatio	-	Country	l l	I	ime		Pages		Cos
and the second s		on No.				ime	Rate	Pages		
Not Defined in Rate	Fax ID Destinatio	0 Co	Country	ot listed	2/28/2012	ime 10:47:25 PM	Rate 0.00	Pages 1	Dur.	0.0
Not Defined in Rate Not Defined in Bate	Fax ID Destinatio	0 Ci 0 Ci	Country puntry code n puntry code n	ot listed ot listed	2/28/2012 2/28/2012	ime 10:47:25 PM	Rate 0.00 0.00	Pages 1 1	Dur. 00:00:00	0.0
Not Defined in Rate Not Defined in Rate SUCCESS	Fax 10 Destination 303724 805520703 503723 805520702	0 Co 0 Co 30 US	Country puntry code n puntry code n	ot listed ot listed	2/28/2012 2/28/2012 2/28/2012	ime 10:47:25 PM 10:47:25 PM	Rate 0.00 0.00	Pages 1 1 1	Dur. 00:00:00 00:00:00	0.0
Status Not Defined in Rate Not Defined in Rate SUCCESS Fax to Email Fax to Email	Fax 1D Destination 303724 805520703 503723 805520702 303722 180552070	0 Co 0 Co 30 US 10 Fa	Country ountry code n ountry code n GA	ot listed ot listed	2/28/2012 2/28/2012 2/28/2012 2/28/2012 2/28/2012	ime 10:47:25 PM 10:47:25 PM 10:47:16 PM	Rate 0.00 0.00 0.03	Pages 1 1 1 1	Dur. 00:00:00 00:00:00 00:00:18	0.0

- **13**. All faxes can be resent by clicking on the Fax ID number. (Without the need to re-attach the document).
- **14**. Make sure that you placed a "1" before the area code and that your fax does not exceed 2 MB.

Status	Fax ID Destination No.	Country	Time	Rate Pages	Dur.	Cost
Not Defined in F	Rate 303724 8055207030	Country code not listed	2/28/2012 10:47:25	PM 0.001	00:00:00	0.00
101610	8055207030	Resend 🔶 C	lick Resend to rese	end the fax		
Download fax	Click to download a	nd view the				

- **15**. Hit your fax plan limit? View the faxes that were not sent in the reporting function, as well as, follow these steps to RESEND the faxes missed due to being over the limit.
 - a. Go to <u>https://secure.ipfax.net/user.htm</u>
 - b. Log in to your account.
 - c. Click on REPORT.
 - d. Pick a date range that starts with the day faxes were no longer being received.
 - e. You will see faxes that say OVER LIMIT (These need to be resent).
 - f. Click on the Fax ID for the fax you wish to have resent.
 - g. Click on the Resend button.



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Receiving Fax

1. Faxes will be delivered to your inbox as an attachment to an e-mail.

rom:	Gaxreturn [faxreturn@broadcore.com]
0:	Jeffrey Kayne
с	
ubject:	Fax from: 3108074393
🖂 Messag	e 🔁 FAX-4506375.pdf (136 KB)
Dear Je	ffrey Kayne,
You hav	ve received a fax on your Fax Number: 13108074393.
Your fa	x is attached to this email.
Thank y	you for using Broadcore Virtual Fax.
If you h	have any comments on our service, please contact us at:
Support	t@broadcore.com

- 2. Click on attachment to open fax.
- 3. NOTE: DO NOT REPLY to e-mail, the fax sender will not receive your response.
- 4. Receiving faxes to e-mail allows for:
 - a. Greater privacy
 - b. Improved method of storing and tracking faxes.

Please Note: All faxes sent and received on Fax cloud server are stored for 7 days.

E-mail to Fax

IMPORTANT NOTE E-mail to Fax is only available for use by the original email address (login) which the Masergy Fax Solution was registered with.

Steps to follow:

- 1. Open a new email
- 2. Send to "Destination number"@ipfax.net (Destination number should be 11 digit number that includes a "1" and area code. (Example 14243064668@ipfax.net)
- 3. In the Subject field enter the word "pass" a space and then the Fax Portal Password (i.e. r433721)
- 4. Body of email will act like the cover page to an attachment, or will serve as the fax if no attachment is added.
- 5. Press send to send fax

Please note: E-mail to Fax supports up to 3 attachments per e-mail in any format.



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Image: Section of the section of th	Message	j de de la Insert			SWORD - Message Adobe PDF	e (HTML)		
Cc Force Sobject Parr PASSWORD This area will serve as the body of your fax, or as the cover letter to an attachment you are faxing. Thanks, Your Name Sponsture file			· <u>A</u> · 🔳 a	E 18 (# (#	Book Names	2 🖸	Up-	Spelling
his area will serve as the body of your fax, or as the cover letter to an attachment you are faxing. Thanks, Cour Name Ignature File	end Cc Bcc							
four Name Ignature file		1		ax, or as the c	over letter to ar	attachmer	t vou are favir	
Sonature file	his area will :	serve as the					, journe internet	a.
		serve as the						

Example of E-mail to Fax Generic Format

A Fax Confirmation will be sent to your e-mail address.

Custom Subject Line

On the following page is an example of a more personalized subject line. The formatting must match what is shown in the example. You may place the name of the recipient, followed by "s=XXXX" (without quotation marks), followed by pass with a space and then the Fax Portal Password (r433657)

Message	John Smith s= Order pass r433651 - Message (HTML) Insert Options Format Text Adobe PDF
Paste 🥑 🖪	Book Names Up
Clipboard 🧐	Basic Text F Names Include F Options F Proofing
Send Cc	
Subject	
Mr. Smith,	
Here is your or	rder for the 100 widgets you requested. Delivery will be on May 8, 2030.
(This area will	I serve as the body of your fax, or as the cover letter to an attachment you are faxing.)
See attachmen	nts (up to 3 attachments may be included with the E-mail to Fax)
Thanks,	
Your Name Signature File	c1
MA	

Example of E-mail to Fax with Custom Subject Line

Example of what can be in the Subject: John Smith s=Order pass r433657

The Masergy Fax Solution services validates the outgoing e-mail with the user's credentials in the Fax Portal. The user name needs to be the user's e-mail address and Fax Portal password.

For training on Masergy Fax Solutions please send an email to Masergy Training at <u>uctraining@masergy.com</u> to schedule an on-line session.

