Bell

Business Internet Fax service from Bell
User Guide

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Getting started

Congratulations on subscribing to Business Internet Fax service from Bell. With this service you can now enjoy the flexibility to securely send and receive faxes anywhere in Canada and the United Sates as long as you are connected to the Internet – without being tied to a fax machine.

This guide will provide you with step-by-step instructions on how to successfully send and receive faxes through your company's email software and how to leverage all of the robust features available in the Internet Fax Management portal.

Send and receive a fax through your email management software

Business Internet Fax allows you to send and receive faxes using familiar desktop email management software such as Outlook® or Netscape® mail, Web-based email programs such as Hotmail™, or through the Web-based Internet Fax Management portal.

Send a fax

To send a fax through your email management software, follow the below steps:

- Open your email management software.
- Create a new email message.
- In the 'To:' field, enter the destination fax number followed by '@bellfax.ca'.
  For example: 5551234567@bellfax.ca.
- Type your message, and attach any documents as you would within a regular email.
- Select 'Send'.

Receive a fax

Faxes can be sent to you at your toll-free fax number. Received faxes will appear in your email Inbox as either a PDF or TIFF file, depending on the preference you have configured for this service. (See page 7 for information about setting these preferences.)

Note: A copy of every fax you send or receive in your email Inbox will also be found in the Internet Fax Management portal Inbox.
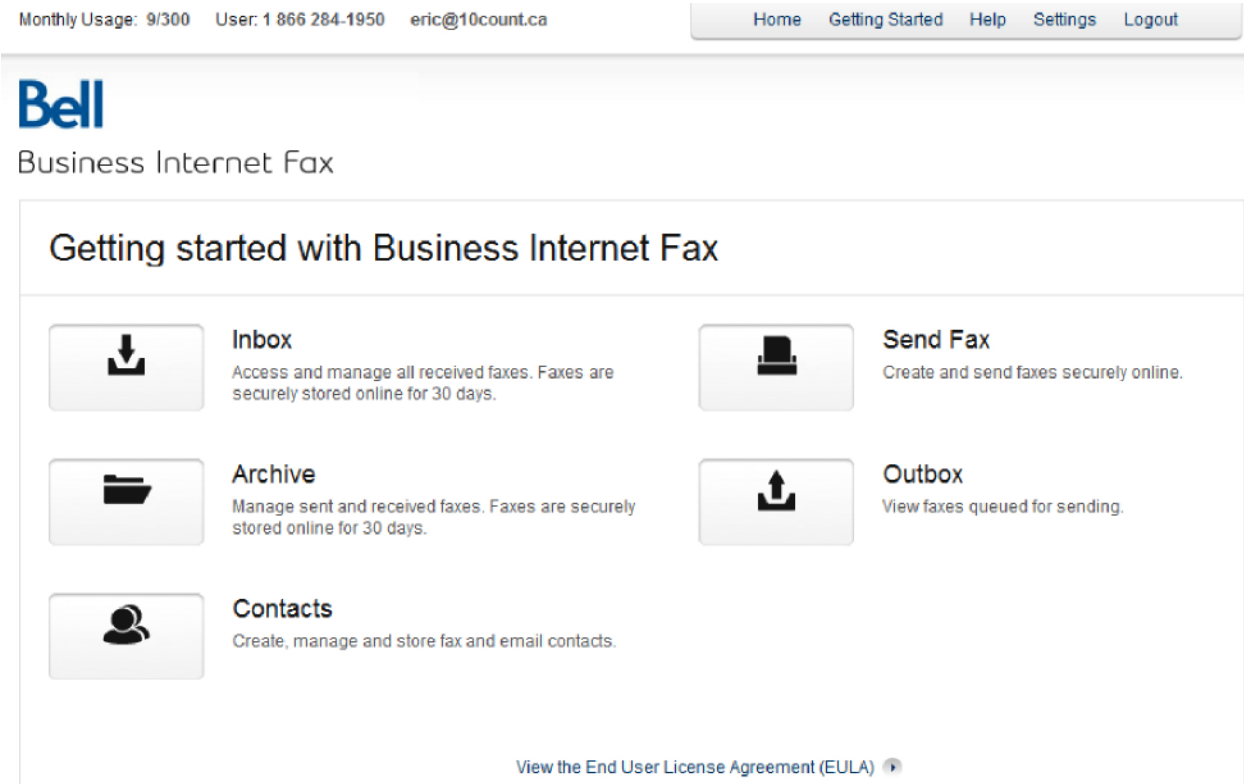
Internet Fax Management portal

The Internet Fax Management portal is a convenient online resource that allows you to send and receive faxes, manage your account and contact information, and archive sent and received faxes.

How to login:
- To access the Internet Fax Management portal, visit bellfax.ca.
- Enter your fax number and password. If you are a new subscriber refer to your welcome email to obtain your fax number and temporary password.
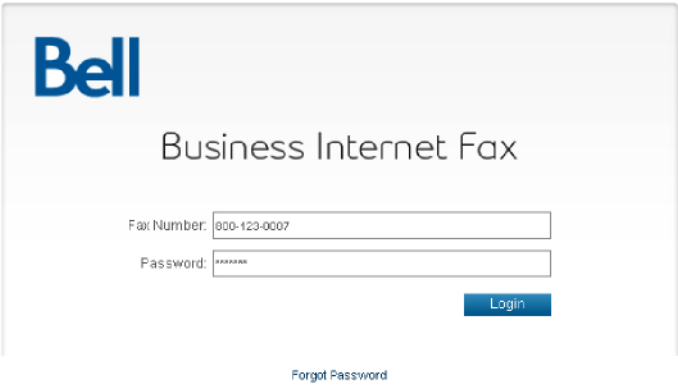
Once you have successfully logged in, the Internet Fax Management portal will display all of the features available with your service.

Menu Bar

The menu bar provides convenient links to common pages in the Internet Fax Management portal, as well as your Internet fax account preference settings.

| Home | Getting Started | Help | Settings | Logout |

Below is a description of the items displayed in the menu bar:

Menu Bar Link	Description
Home	Quick access to view your Inbox
Getting Started	Brings you back to the Internet Fax Management portal home page
Help	Online resource to help you with questions you may have with this service
Settings	Manage your account settings including: password changes, account information updates, fax cover page selection changes and language preferences
Logout	Exit the Internet Fax Management portal

How to update your settings

Add or update your contact details

This section allows you to add and edit your contact details that will appear on the cover letter of your fax.

Bell
Business Internet Fax

Inbox   Send Fax   Outbox   Archive

Contact Details
Cover Page
Preferences
Password

Contact Details

Contact Details

Your Name*: eric@10count.ca

Company: 10 Count

Location: 123 Goreway street

Voice Number:

Fax Number: 1 866 284-1950

Email Address: eric@10count.ca

Email Signature:
Eric Sample
Vice Prresident of Sales
416 444-0000
eric.sample@myemail.com

Cancel   Apply

To update your contact details:
- Click on 'Settings'.
- Click on 'Contact Details'.
- Enter your name, company, location (address), voice number (phone number) and email signature.
- Click 'Apply' to save changes or 'Cancel' to abort the changes.

Select a cover page

The cover page feature allows you to choose the cover page template that will be sent with each fax transmission.

To select your cover page template:
- Click on 'Settings'.
- Click on 'Cover Page'.
- Select a cover page template (a check mark will be displayed). If required, click on the zoom feature to enlarge the view.
- Click 'Apply' to save changes or 'Cancel' to abort the changes.

Update your preferences

The preference feature allows you to choose the format of your fax attachments, as well as the language that you would like your application to display.

To update your preferences:
- Click on 'Settings'.
- Click on 'Preferences'.
- Select your language preference via the drop down menu.
- Select your preferred format for viewing attachments (PDF or TIFF).
  - All received and sent faxes are stored for 365 days. By clicking on 'Email me a copy of all automatically deleted faxes that have exceeded their storage period', an email notification along with a copy of the stored fax will be sent to you 48 hours prior to the deletion date. If you do not want to receive this notification, leave this box empty.
- Click 'Apply' to save changes, or 'Cancel' to abort the process.

Change your password

This section allows you to change your existing password.

Bell
Business Internet Fax

Inbox   Send Fax   Outbox   Archive

Contact Details
Cover Page
Preferences
Password

Password

Password

Current Password: ••••••••••

New Password: ••••••••••

Confirm Password: ••••••••••

Cancel   Apply

To change your password:
- Click on 'Settings'.
- Click on 'Password'.
- Enter your current password in the 'Current Password' field.
- Enter a new password in the 'New Password' field (passwords must be 5-10 characters in length.)
- Enter your new password again into the 'Confirm Password' field.
- Click 'Apply' to save the changes or click 'Cancel' to abort the changes.

Fax information panel

Monthly Usage: 18/300   User: 1 866 284-1950   eric@10count.ca

Monthly usage:	Indicates the number of fax pages that you have sent and received relative to your monthly limit.
User:	Displays your toll-free fax number and the primary email address associated with your account.

Features

Inbox

The Inbox allows you to access and manage all received faxes.

The Inbox displays the following information about the faxes you have received:
• Fax number
• Company name
• Total number of fax pages received
• Date the fax was received
• Management utilities

Faxes stored in your Inbox can also be moved to the Archive folder, which offers a convenient search feature to help you find important faxes that you have stored. For more information about the Archive folder, refer to page 15.

Management utilities

Several icons appear beside each fax in your Inbox. The icons below represent utilities that will help you manage your faxes quickly and easily.

☐ Preview

The Preview feature allows you to see a thumbnail preview of your fax. To view the fax, drag your mouse over the 'Preview' icon.

🔍 View Fax

The View Fax feature allows you to see a full size version of your fax. To view the fax, click the 'View Fax' icon and the contents of your fax will open in the View Fax interface.

↻ Rotate Fax

The rotate fax feature allows you to rotate your fax to adjust the view. Use this option if the fax you received is oriented poorly (for example, if it is upside-down or sideways). Clicking this icon will rotate the fax image by 90 degrees.

PDF ⎙ Download a PDF or TIFF

The Download PDF or TIFF feature allows you to download your fax as a portal document format (PDF) or tagged image file format (TIFF) file on your computer from either the Inbox or the Archive folder.

In both cases, the window will include a wide range of management utilities depending on the Adobe® PDF Reader®, or Picture and Fax Viewer you have installed on your PC. Each application will allow you to save the image to your local PC storage folder or print its content.

✉ Email PDF

The email PDF feature allows you to email a received fax as a PDF attachment to any email address.

To email a received fax as a PDF attachment:
• Click the 'Email as a PDF' icon.
• Enter your email recipients in the email recipients field.
• Type a message in the email message section.
• Click 'Send' to send your email or 'Cancel' to abort the process.

Forward Fax Via Email

Email Message Details

|	
From:	eric@10count.ca <eric@10count.ca>
Email Recipients: (Comma Delimited) [Add Contact]	rollen77@gmail.com
Subject:	4163536086
PDF File Name:	fax-4163536086.pdf
Email Message:	I am forwarding you this fax. It was the sales contract that was signed by the customer back in April. Please ensure that this is filed for your records.

Regards,

Anthony |

Cancel   Send

✏️ **Add a Note**

The Add a Note feature enables you to add or modify a note on any sent and received fax. Your notes will not appear on the fax if you choose to forward the message.

To add a note:
• Click on the 'Add a Note' icon.
• Type your note in the note field.
• Click 'Save' to accept your changes or 'Cancel' to abort the process.
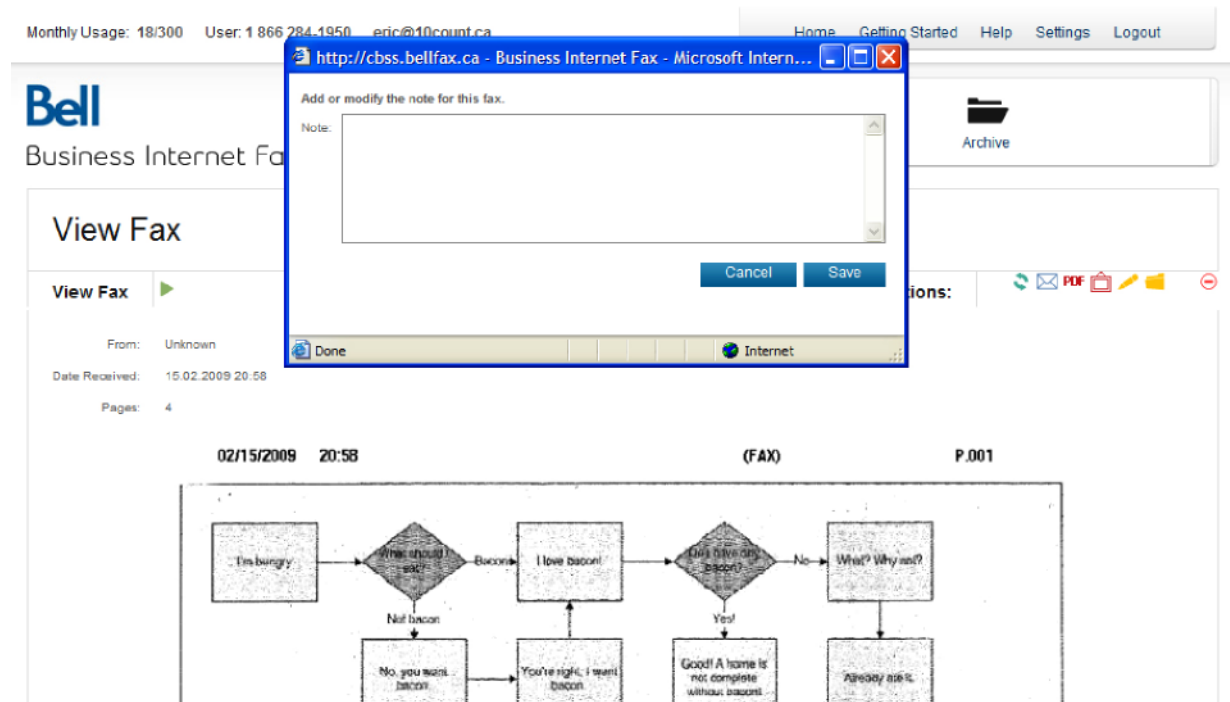
◀️ **Move to Archive**

The Move to Archive feature allows you to move your fax to your Archive folder. To move a fax to your Archive folder, simply click the 'Move to Archive' icon.

⊖ **Delete**

The Delete features allow you to permanently delete the selected fax. It is important to note that deleting a fax removes it permanently from the Internet Fax Management portal. Please ensure you no longer need the fax since you will be unable to recover it.

Send Fax

Send Fax allows you to create and send a new fax message. This feature also allows you to upload files from your computer and send them as faxes to multiple recipients. (The maximum size of an attachment cannot exceed 2 MB.)

Bell
Business Internet Fax

Inbox   Send Fax   Outbox   Archive

Send Fax

Send Fax Details

Destination Fax Number(s): 4163536086
(Semi-Colon Delimited)
[Add Contact]

Select the File(s) to Fax: E:\Documents and Settings\gino.cardenas\Desktop\Coffee table books.doc   Browse...
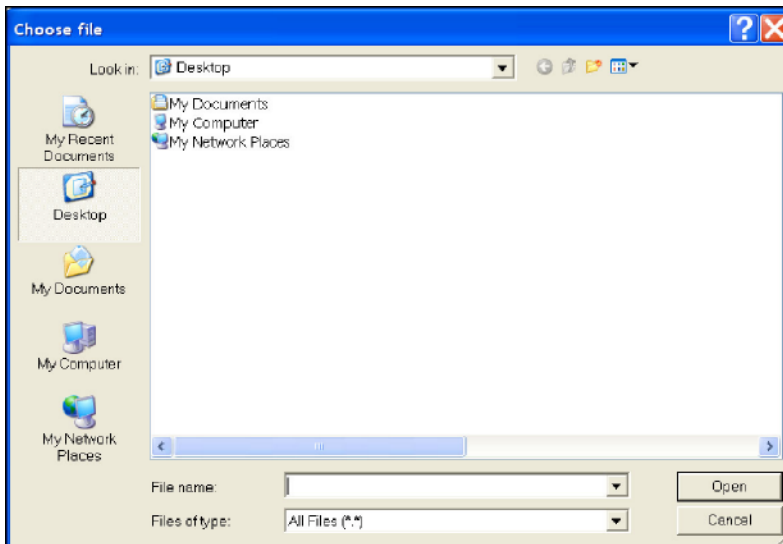(Max File Size is 2MB)

Browse...

Browse...

☐ Add a Cover Page

Cancel   Send

To send a fax:

- Click the 'Send Fax' icon.
- Enter the recipient's fax numbers in the 'Destination Fax Number(s)' field. You can send a fax message to a maximum of 20 fax numbers at one time. It is important to note that the fax numbers should not include brackets and you do not need to include the '@bellfax.ca' extension.
- To attach a file, click the 'Browse' button to select a file from your computer. A 'Choose File' dialog box will open. Select a file from your computer and click 'Open' in the dialog box.

Choose file

Look in: Desktop

My Documents
My Computer
My Network Places

My Recent Documents
Desktop
My Documents
My Computer
My Network Places

File name: Open
Files of type: All Files (*.*)   Cancel

- To add a cover page, click the 'Use a Cover Page' checkbox and fill in the necessary fields of your cover page.

- Click the 'Send' button to send your fax, or 'Cancel' to abort the process. A copy of your sent file will be automatically stored in the Archives folder.
- If all required fields have been filled correctly, a confirmation window will appear after you click 'Send' to indicate that your message has been queued to be faxed.

Your fax has been successfully queued to be faxed. You will receive a confirmation email once the fax is sent.

Ok
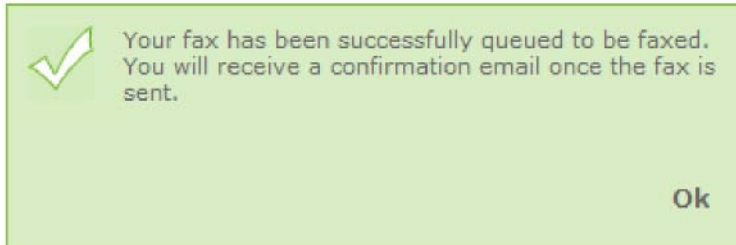
- Click 'Ok' to close the confirmation window.

Outbox

The Outbox contains messages that have been queued for sending.

Monthly Usage: 9/300   User: 1 866 284-1950   eric@10count.ca   Home   Getting Started   Help   Settings   Logout

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Inbox   Send Fax   Outbox   Archive

Outbox

Outbox Message List

#	Fax Number	Pages	Attempts	
1	4163536086	0:1	0:5	⊖
2	4165730142	0:0	0:5	⊖

2 Fax(es) Pending

Below are some important details regarding your Outbox features:

- You can have a maximum of 20 faxes queued at any given time. Each phone number listed in the 'Destination Fax Number' field is counted as a separate fax in your outgoing fax queue. Should you have more than 20 faxes to send at once, you can add more faxes as the Outbox queue empties.
- The speed at which the queue empties will depend on the number of pages being faxed and the complexity of the images within them.
- Faxes that are queued in the Outbox can be removed using the 'Delete' icon (⊖) located in the right-hand column.
- There will be five attempts made to send your fax to each recipient. You will receive either a success or failure notice via email as confirmation. Once a fax has been successfully sent, a copy of the fax will automatically be moved from the Outbox to your Archive folder.

Archive
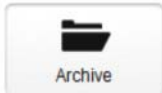
The Archive folder allows you to manage your sent and received faxes. It is used for long-term fax storage and offers a convenient search feature to quickly find archived faxes.

Monthly Usage: 7/300   User: 1 866 284-1950   eric@10count.ca   Home   Getting Started   Help   Settings   Logout

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Archive

Archive Search

Keywords:		Start Date: 1 February
Company:	All	End Date: 13 February
Sent / Received:	Both Sent and Received Faxes	Search

Archive Results

Fax Number	Company	Sent/Recvd	Pages	Date		
4163536086	4163536086 <- Add	Sent	1	13.02.2009 20:10	PDF	⊖
9056731331	9056731331 <- Add	Sent	2	13.02.2009 16:53	PDF	⊖
4168836783	4168836783 <- Add	Sent	1	13.02.2009 16:53	PDF	⊖
4168836783	4168836783 <- Add	Sent	1	13.02.2009 16:50	PDF	⊖
9056731331	9056731331 <- Add	Sent	1	13.02.2009 16:49	PDF	⊖

5 Faxes

Below are a few important details regarding your Archive features:

- A copy of all faxes that have been successfully sent from either the Internet Fax Management portal or your email account will be stored in the Archive folder.
- Received faxes will reside in the Internet Fax Management portal Inbox, but can be moved to the Archive folder using the 'Move to Archive' utility.
- Faxes are stored online for 365 days from the time they were received or sent by you, after which time they will be deleted. An email will be sent to you 48 hours before a fax has reached its 365 day storage limit to remind you that the fax will be deleted. This email will also include a PDF copy of the fax, which can be saved to your computer if required.

Contents

The Contacts feature allows you to create and maintain a list of frequently used fax numbers and email contacts.

Add, update and delete fax numbers and email contacts
Fax number contacts can be used to populate the 'Destination Fax Number' field when sending or replying to a fax.

To create a new fax contact:

- Select the 'Contacts' icon from the Internet Fax Management portal page.
- Click 'Add New Company'.
- Type in contact information in the 'Company and Fax Number Details' form.
- Click the 'Add' button to create a new contact, or 'Cancel' to abort the process.

To modify the company name of the fax contact:

- Select the 'Contacts' icon from the Internet Fax Management portal page.
- Click on the company name.
- Update the company name in the 'Company Details' form.
- Click the 'Save' button to save changes, or 'Cancel' to abort the process.

To modify the contact details of the fax contact:

- Select the 'Contacts' icon from the Internet Fax Management portal page.
- Click on the fax number underneath the company name.
- Update the contact details in the 'Fax Number Details' form.
- Click the 'Save' button to save changes, or 'Cancel' to abort the process.

Import Contacts

You can create a list of contacts to import into your contact list. The Import Contacts interface will allow you to select and upload comma separated value (CSV)-formatted files from your computer.

To import a contact list:

- Click 'Contact Import'.
- Create a CSV file that includes the mandatory fields. Use the provided CSV sample file to populate your own list of contacts.
- Click the 'Browse' button to locate the CSV file on your computer.
- Click 'Ignore Duplicates' if you want to import company or contact details that already exist in your contact list (this will create a duplicate) or click 'Overwrite' if you want the import file to overwrite the company and contact information in your contact list.
- Click the 'Import' button to upload your file or 'Cancel' to abort the process.

Frequently asked questions
Visit bell.ca/internetfax for an updated listing of frequently asked questions.

Contact us
Should you have any questions, please call us at 1 877 673-2285 or email us at support@bellfax.ca.

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