

USER GUIDE

# Fusion FAX: Web Client Guide





# FusionFAX Web Client Guide

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## About Fusion Fax

Fusion Fax allows users to manage, send, and receive faxes from an authorized email address or through the Fusion Fax Portal.

## Send a Fax via the Web Client

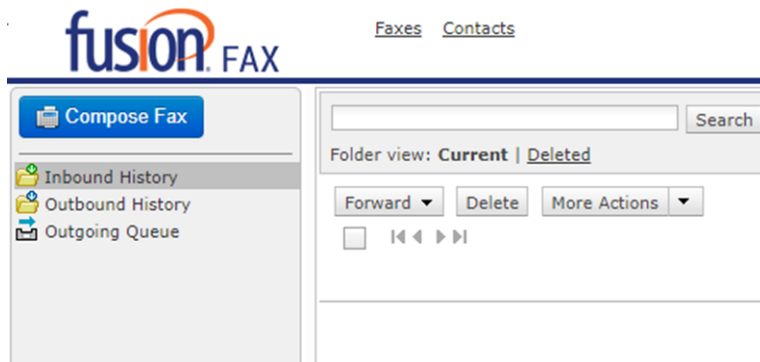
FusionFAX provides a browser-based interface for faxing and displaying the status of sent, received and queued faxes. This interface is referred to by the term Web Client.

1. Log into the Fusion Fax Web client at <https://fusionfax.fusionconnect.com>.



Email Address :   
Password :   
 Stay signed in

2. Click on Compose Fax



3. Populate the fields on the Compose tab using the descriptions listed below:
  - Recipients
    - Name: Enter the recipient's name.  
**NOTE:** If the contact is in the Phone Book, the portal will allow for auto-population of the remaining fields
    - Company: Enter the Company name.
    - Fax: Format your recipient as follows: *{destination fax number}@fax.fusion.com*
    - Enter the recipient's Fax number
  - Cover Sheet
    - Style: Select your preferred cover sheet from the drop-down.
    - Subject: Enter a subject for the fax message.
    - Comment: Type any comments you wish to include on the Cover Sheet.

**Note:** Available cover sheets are automatically selected based on your profile. If another coversheet is required, please contact your administrator.

4. Attach a file.
  - Click Choose File.
  - Browse to the file you want to attach and click Open.

**Submit**

Compose | **Sender & Company information** | Options

**Recipients**

Name:

Company:

Fax:

**Cover Sheet**

Style:

Subject:

Comment:

**Attachments**

Document to attach

No file chosen

5. Select **Sender & Company information** to update your personal information
6. Select **Options**
7. Click Submit.

A confirmation screen will give the success or failure status.

If the recipient is not in your Contacts, you can opt to add them by clicking the box next to their name and then clicking OK.

**Fax submitted**

Fax successfully queued for delivery; Broadcast ID is 8B91A850-8E08-4518-989D-EB496ACCC936-11-BR

**New Recipients**

The following recipients do not exist in your personal contacts, please check the contacts you want to add:

John Smith, 514-123-4567

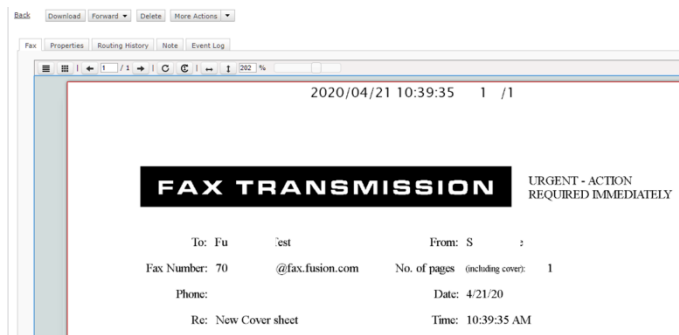
Ok

## Receiving Faxes via the Web Client

Faxes received through the web client will be displayed in the **Inbound History** folder. (Email notification may be sent as well by the administrator). Inbound faxes can be sorted by the following fields:

- Time (default)
- Status
- To
- From

To view a fax that has been received, simply click on the fax. The fax will be shown within the browser:



When viewing a fax, the following options are available:

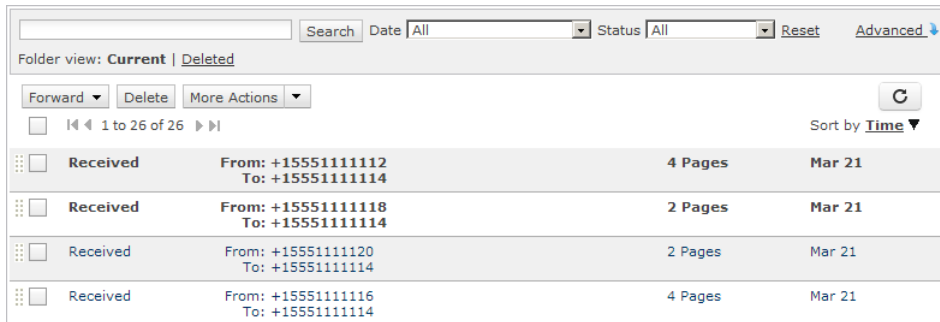
- **Download:** Allows the User to save the fax as a .pdf file
- **Forward:** Allows the User to send the fax via email recipients
- **Delete:** Deletes the fax
- **More Options:**
  - **Print Fax Information:** Prints all information about the fax except for the fax image
  - **Mark as Unviewed:**

Within the browser of the fax, the following options are available:

- **Fax:** displays the inbound fax within the browser
- **Properties:** Transmission information regarding the fax
- **Routing History:** Routing history of the fax
- **Note:** Allows the User to add notes about the fax
- **Event Log:** Confirmation of events associated with the fax (received, routed to user, and email notifications)

## Inbound History Folder

In the **Inbound History** folder, you can select between the **Current** or **Deleted** folder view. The **Current** folder view displays the status of all the current faxes you have received.



Folder view: <b>Current</b>   Deleted	
<input type="text"/>	Search
Date   All	Status   All
<input type="button" value="Reset"/>	<input type="button" value="Advanced"/>
<input type="button" value="Forward"/>	<input type="button" value="Delete"/>
<input type="button" value="More Actions"/>	<input type="button" value="C"/>
<input type="checkbox"/>	1 to 26 of 26
Sort by <b>Time</b>	
<input type="checkbox"/>	Received
From: +15551111112	To: +15551111114
4 Pages	Mar 21
<input type="checkbox"/>	Received
From: +15551111118	To: +15551111114
2 Pages	Mar 21
<input type="checkbox"/>	Received
From: +15551111120	To: +15551111114
2 Pages	Mar 21
<input type="checkbox"/>	Received
From: +15551111116	To: +15551111114
4 Pages	Mar 21

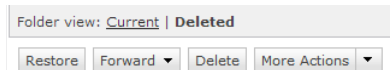
The Inbound History fax folder has the following controls:

- Search: Enter a search term and click Search
- Sort: To sort Faxes, select from the drop down
- Fax Management Buttons: These buttons allow you to manage your faxes
- Fax List: The fax list contains all the faxes you have received.

Clicking on any fax will display the fax details.

## Inbound History - Deleted Folder View

The Inbound History **Deleted** folder view displays the status of all inbound faxes that were deleted.



Folder view: <u>Current</u>   Deleted	
<input type="button" value="Restore"/>	<input type="button" value="Forward"/>
<input type="button" value="Delete"/>	<input type="button" value="More Actions"/>

**Restore** button will restore the fax to your Inbound folder

## Inbound History - Forwarding Faxes

Faxes can be forwarded from the **Inbound History** (either in **Current** or **Deleted** view):

### Starting the Forwarding

Before selecting recipients, you have two options to start the forwarding action:

- Check the box at the left of the line (of one or several faxes), then click Forward; or
- Directly drag the fax (or a multiple selection of faxes) to the Forward button using the handle ( ) at the left of the line.

### The Forward Button/Menu

In all cases, the Forward button will deploy a menu from which you can select destinations for:

- Quick forwarding
- Advanced forwarding

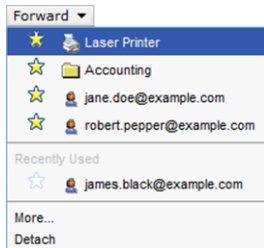
## Quick Forwarding


You can benefit from several features and options allowing you to quickly forward faxes to your most used destinations.

However, as these features depend on your actual fax forwarding activity, you may first need to go several times through the advanced forwarding window before obtaining an effective quick-forward environment.

## Quickly Available Destinations

The Forward menu contains – among other options – a list of the most recent destinations you may have used for forwarding faxes, and a list of destinations you may have tagged as favorites.



 **Note:** If you wish to forward the same fax to several destinations, you need to repeat the same action with all destinations, or you can perform this in one single action by selecting **More**.

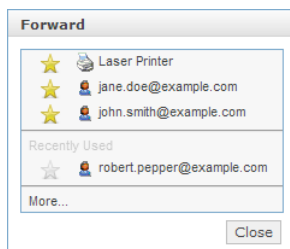
## Managing Favorites

Everywhere a destination is listed in the interface via the Forward feature (in the **Forward** menu or in the advanced forwarding window), a clickable star is displayed at its left for allowing to add it as Favorite or remove it from the list of Favorites.

The full list of Favorites is displayed in the **Forward** menu, above the Recently Used destination list.

## Repetitive Forwarding to Various Destinations

If you need to repetitively forward faxes to various destinations, for example when you are in charge of distributing faxes received via a single fax number to various internal recipients of your company, this



operation can be facilitated by selecting **Forward** > **Detach** before starting forwarding faxes.

This way, you have all the content of the Forward menu permanently available in a detached window, allowing you to quickly drag-and-drop faxes to any of your recent or favorite destinations.










## Advanced Forwarding

### Forwarding the Fax Selection to Several Destinations

**Select Destinations**

Search:  All ▼

<input type="checkbox"/>	 bob.ponge@example.com	→	No data available in table
<input checked="" type="checkbox"/>	 jane.doe@example.com	→	
<input type="checkbox"/>	 sebastien.dune@faxserver.com	→	
<input checked="" type="checkbox"/>	 john.smith@example.com	→	
<input type="checkbox"/>	 robert.pepper@example.com	→	
<input type="checkbox"/>	 Accounting	→	
<input checked="" type="checkbox"/>	 Laser Printer	→	

#### Searching Available Destinations

You can search destinations by entering characters in the **Search** field: the list below will instantly be updated to display only destinations whose name contains (anywhere in the name) the entered sequence of characters.

#### Filtering the Available Destinations

The available destinations can be of different types (fax users, folders, printers...). You can filter them by type using the drop-down list at the right of the **Search** field. All types are displayed by default

## Outbound History Folder

The **Outbound History** folder contains two fax lists: one containing the current faxes (Current Folder View) and another to contain the deleted faxes (Deleted Folder View).

### Outbound History - Current Folder View

In the **Outbound History** tab, you can select between the **Current** or **Deleted** folder view.

The **Current** folder view displays the status of all the current faxes that you have sent.

The screenshot shows a web interface for the Outbound History Current Folder View. At the top, there is a search bar with a 'Search' button, a 'Date' dropdown menu set to 'All', a 'Status' dropdown menu set to 'All', and a 'Reset' button. To the right is an 'Advanced' link with a blue arrow. Below this is a 'Folder view' section with 'Current' selected and 'Deleted' as an alternative. There are three buttons: 'Resubmit', 'Delete', and 'More Actions' with a dropdown arrow. A 'Sort by' dropdown menu is set to 'Time'. A pagination control shows '1 to 5 of 5' items. The main content is a table with four rows of fax records.

<input type="checkbox"/>	Status	Subject	To:	Pages	Date
<input type="checkbox"/>	Sent	First Draft	+15551111118	2 Pages	2:15 PM
<input type="checkbox"/>	Sent	First Draft	+15551111116	2 Pages	2:15 PM
<input type="checkbox"/>	Sent	Report	+15551111120	5 Pages	Mar 21
<input type="checkbox"/>	Sent	Request	+15551111112	1 Page	Mar 21

The Outbound History fax folder has the following controls:

- **Search Feature:** Enter a search term and click Search
- **Sort Feature:** To sort Faxes, select from the drop down
- **Fax Management Buttons:** These buttons allow you to manage your faxes
- **Fax List:** The fax list contains all the faxes you have sent

Clicking on any fax will display the fax details.

### Outbound History - Deleted Folder View

The Outbound History **Deleted** folder view displays the fax status of all outbound faxes that were deleted.

The screenshot shows a web interface for the Outbound History Deleted Folder View. At the top, there is a 'Folder view' section with 'Current' as an alternative and 'Deleted' selected. Below this are four buttons: 'Restore', 'Resubmit', 'Delete', and 'More Actions' with a dropdown arrow.

Folder view:	Current	Deleted	
Restore	Resubmit	Delete	More Actions

The Outbound History Deleted folder view has the same functionalities as the Outbound History - Current Folder View, but with the addition of a **Restore** button.

To view the details of a sent fax, click on it

### Outbound Fax Tab

The procedure for displaying the contents of an outbound fax in a browser window is the same as the one for an inbound fax.

## Outbound Properties Tab

Fax	Properties	Note	Event Log
<b>General Information</b>			
Status	Sent		
Subject	Contract		
Destination	514112222 (originally 514-111-2222)		
Transaction ID	7BBA88B8-872D-46CC-A936-AD990E525607-462-OF		<a href="#">Less info</a>
Broadcast ID	7BBA88B8-872D-46CC-A936-AD990E525607-460-BR		
Sender	john.smith@example.com		
Sender Billing Code	Users		
Recipient Name	Robert Pepper		
<b>Transmission Information</b>			
Remote Fax Identifier (CSID)	514112222		
Fax Transmission Duration	46 seconds (at 14400 bps)		
<b>Time and Size Information</b>			
Completed/Failed Time	Jun 21 2012 01:56 PM		<a href="#">Less info</a>
Submitted Time	Jun 21 2012 01:55 PM (took 46 seconds to process)		
Archived Time	Jun 21 2012 01:56 PM		
Pages	1 page sent		

The Properties tab shows the fax information.

## Outgoing Queue Folder

The Outgoing Queue folder contains only one fax list. Faxes remain in this folder only until the sending process is complete.

Any fax for which the destination has returned a busy signal: the fax remains in the queue until FusionFAX issues a retry

## Web Client Options

The **Options** link gives access to the tab described below.

**Fax Options**

Language: English ▼

View faxes as: PDF ▼

When sending a fax to new contacts

Ask me if I want to add them to my Personal Contacts  
 Add them to my Personal Contacts  
 Do not add them to my Personal Contacts

Disable AutoComplete

[Change Password](#)

Apply

Option	Description	Default
<b>Language</b>	To change the display language of the interface.	
<b>View faxes as</b>	To change the viewing format of faxes (TIF or PDF).	PDF
<b>When sending a fax to new contacts</b>	To configure the automatic adding of contacts to your phone book.	Ask me if I want to add them to my Personal Contacts
<b>Disable Autocomplete</b>	To disable the automatic selection of phone book contacts while typing a name or fax number in the fields of the Compose tab.	Unchecked
<b>Change Password</b>	To change the password of your FusionFAX account. <b>Note:</b> The default password policy is the following: 8 characters minimum, including at least 1 uppercase letter and 1 number (unless another policy was defined by your administrator)	

## Send a Fax through Email

You can send a Fax from your email client. The email account that you are sending the fax from must first be associated with the user and email address provisioned in the Fusion Fax Portal.

To send a fax from your email client, in the To: field, format your recipient as follows: *{destination fax number}@fax.fusionuc.net*

**NOTE:** This is a different domain than the domain used within the portal.

**NOTE:** Administrators must allow emails to be sent directly from email clients through the **Security Options** of the **Profile** section of the Administrator Portal.