Fax User Guide

Lebanon Phone Center & Alarm Inc.

Step by step instructions on how to use the Lebanon Phone Center Fax solution.

TABLE OF CONTENTS

This guide includes the installation of the print driver, how to use PC to fax, web to fax and email to fax, and how to receive faxes.

GETTING STARTED

Once your purchase of the Lebanon Phone Center Fax has been processed, you will receive an email that contains login information.

With this guide you were provided with vital information such as your Lebanon Phone Center Fax phone number, make sure to retain this information for your records.

Be sure log this information below for future reference.

FAX #: _____

Username: _____   **Password:** _____

ONLINE PORTAL ACCESS

To access the Lebanon Phone Center Fax web portal, use the log-in information provided to you in the email received at time of purchase.

Then please visit: www.ipfax.net

PRINT DRIVER INSTALLATION

Visit http://www.latelcommunications.com/LPCfax.html

Click on the **Download** button

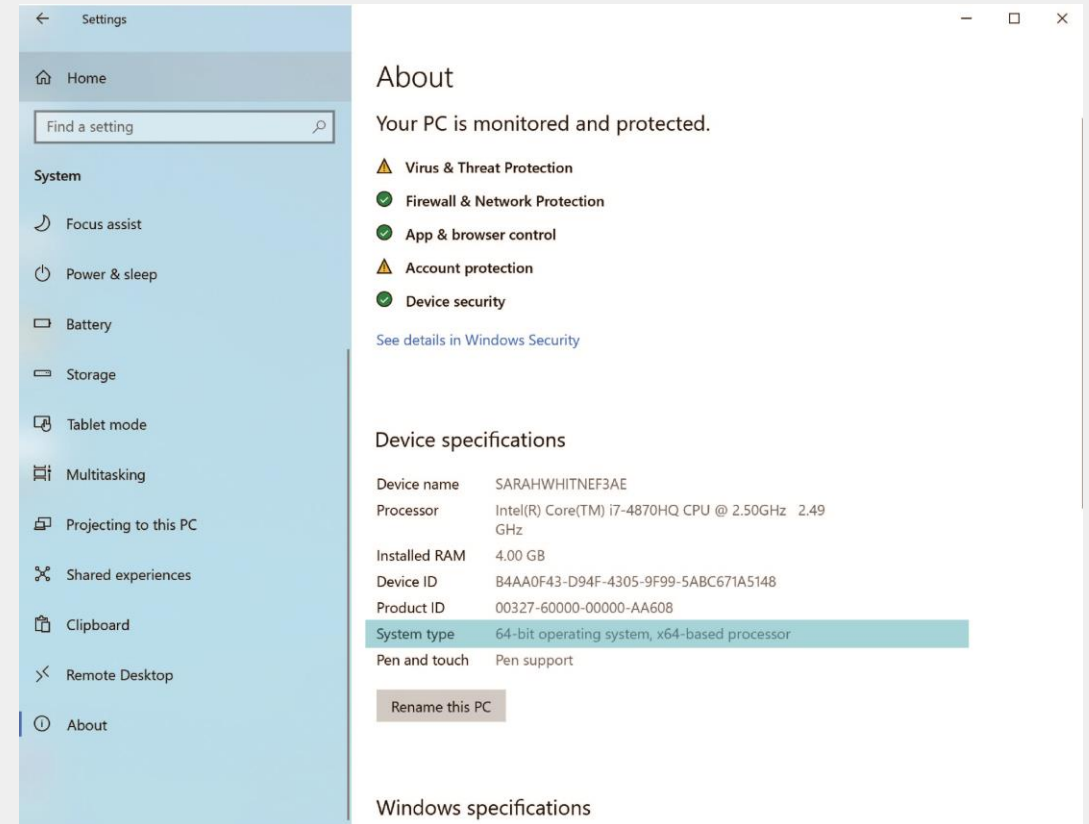Open the downloaded file **yourfilename.zip**

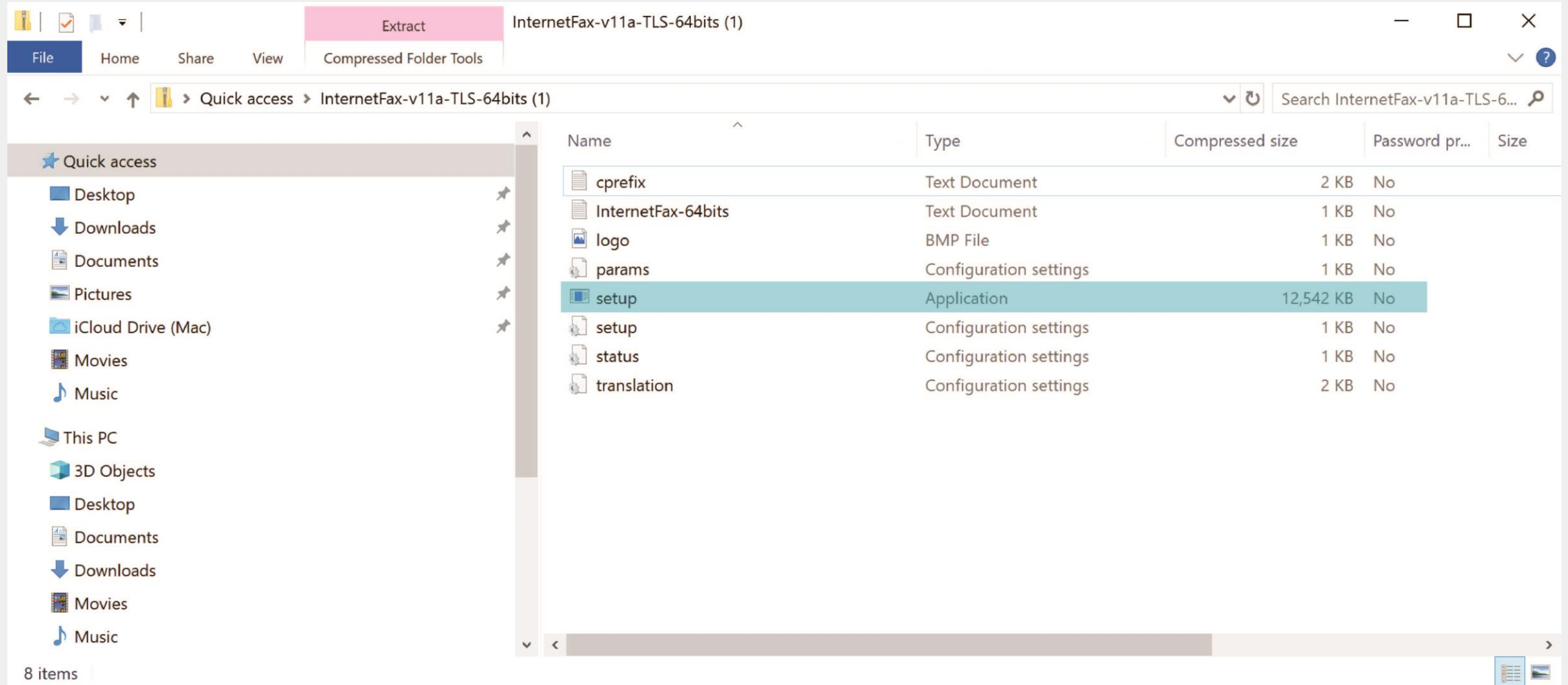If you have a **32-bit** version of Windows, download the "**32-Bit**" to your computer.

If you have a **64-bit** version of Windows, download the "**64-Bit**" to your computer.
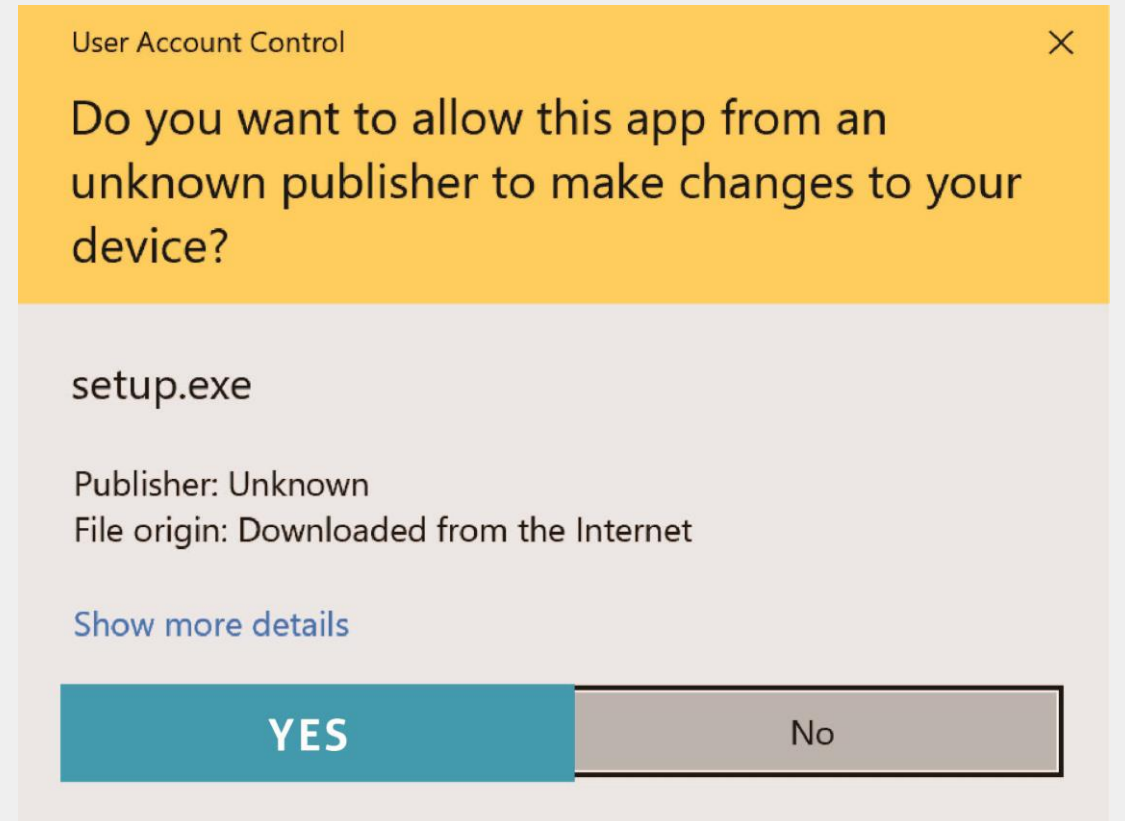
If you do not know **which version** you have?

a. Click **Start**
b. Right Click **Settings**
c. Click **About**

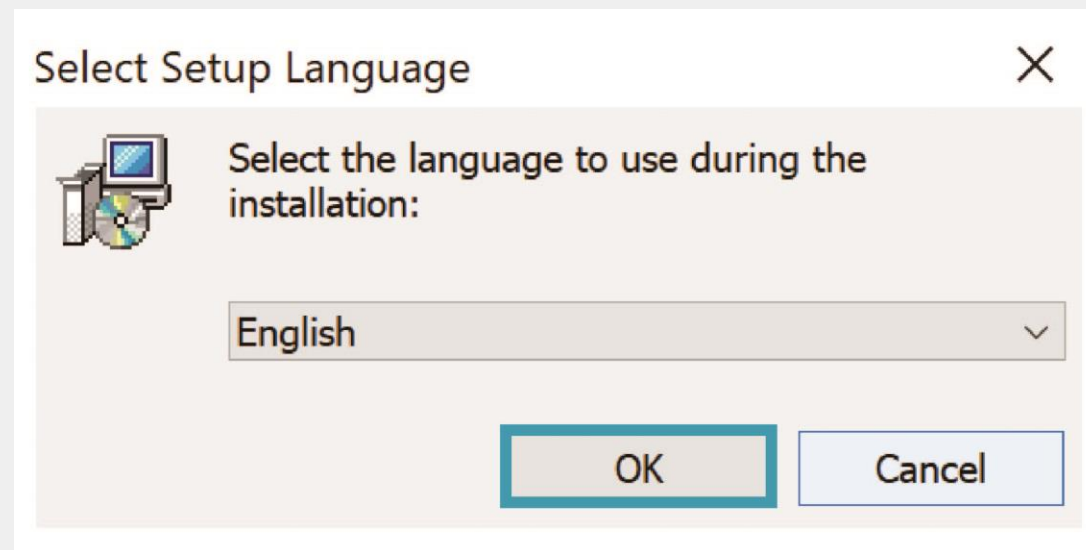# From your Downloads folder, double click to unzip and then click **Setup**

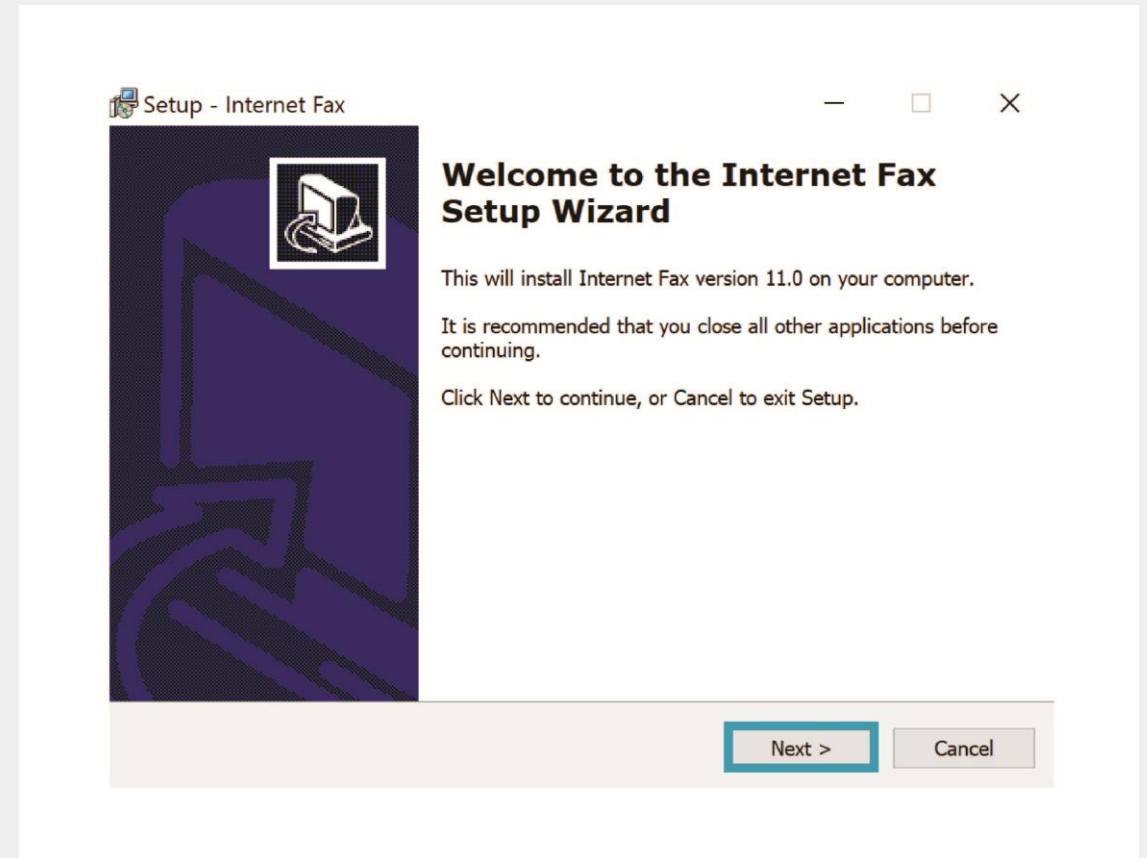If you get an Open File Security Warning: Click **Yes**
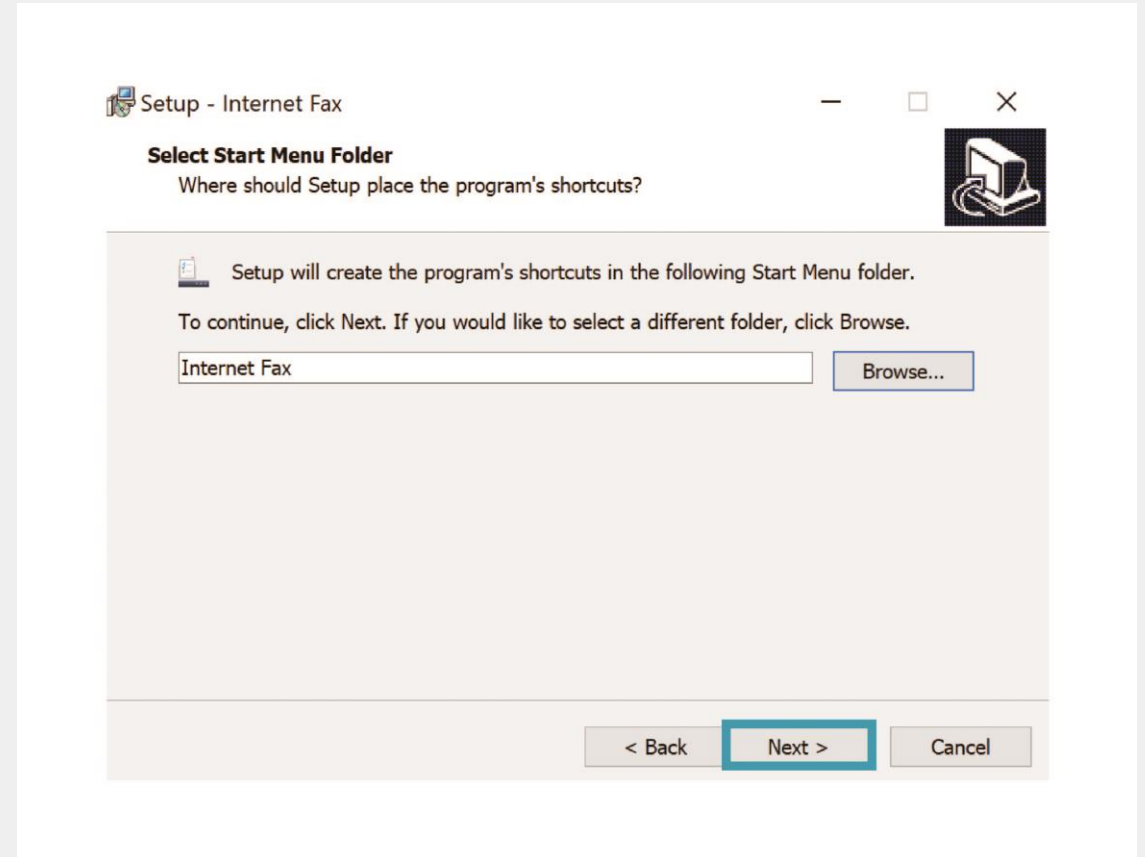
Select Setup Language

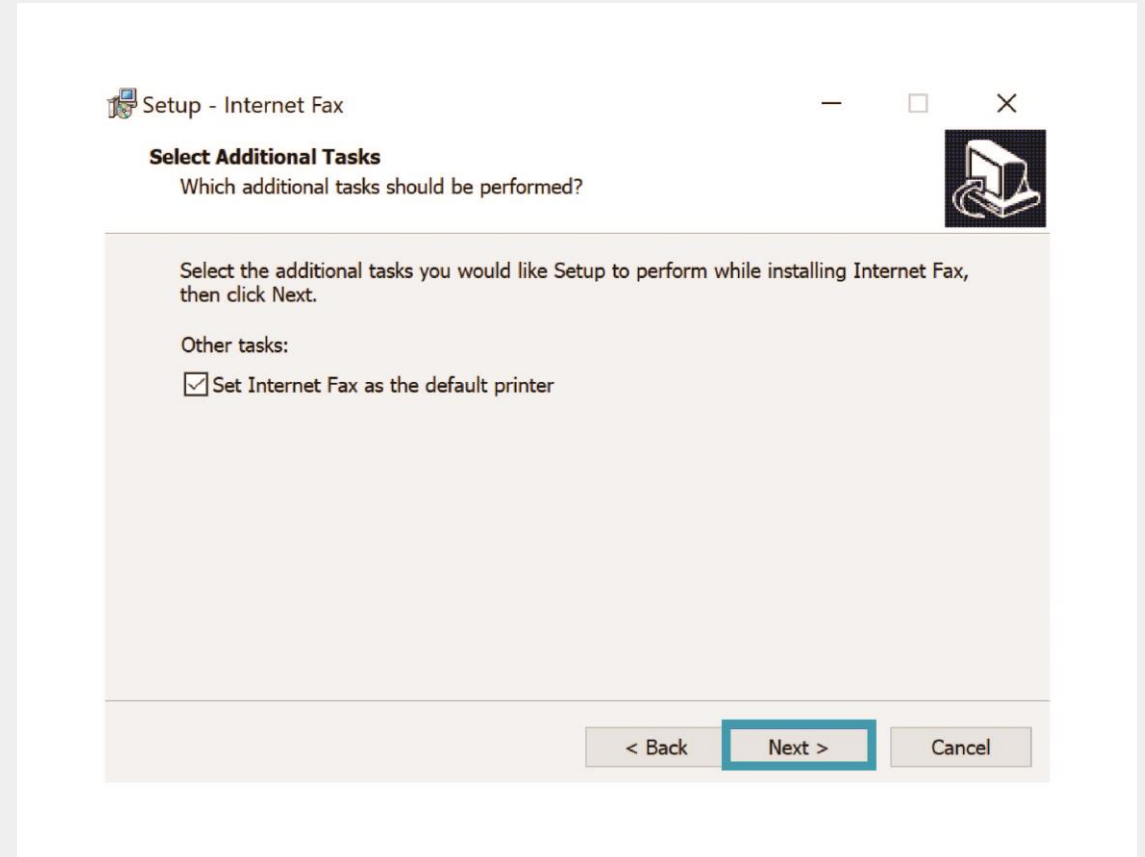window, select the

language you want and

click **OK**
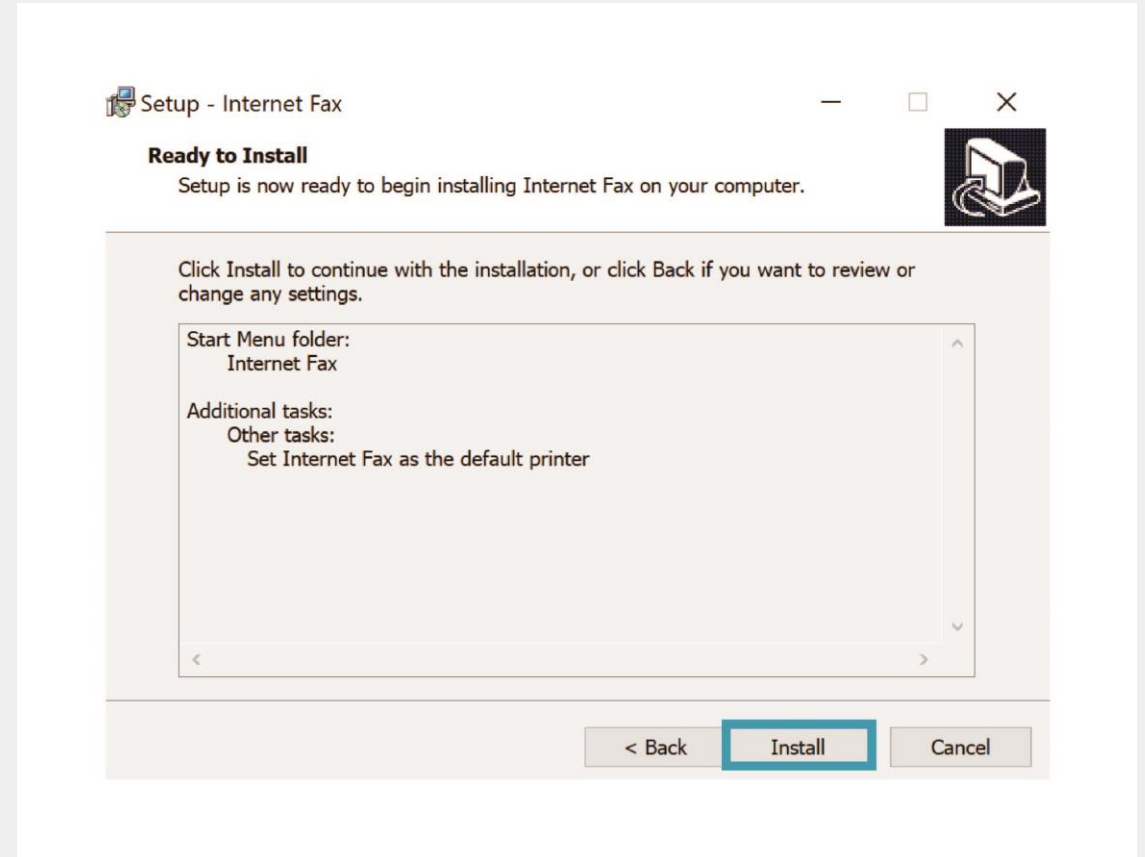
In the welcome window

that pops up click **Next**

In the Next window, keep the default folder name Internet Fax and click **Next**
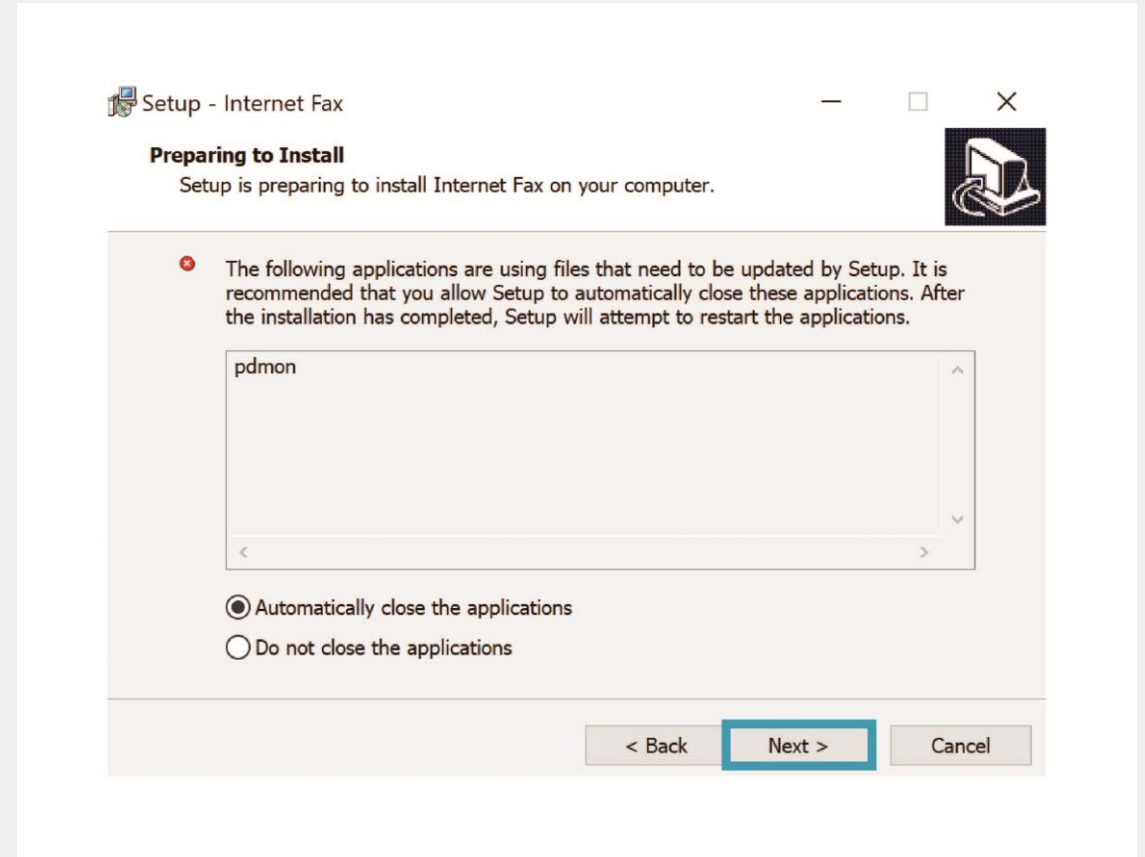
In the Next window,

keep the Set Internet Fax

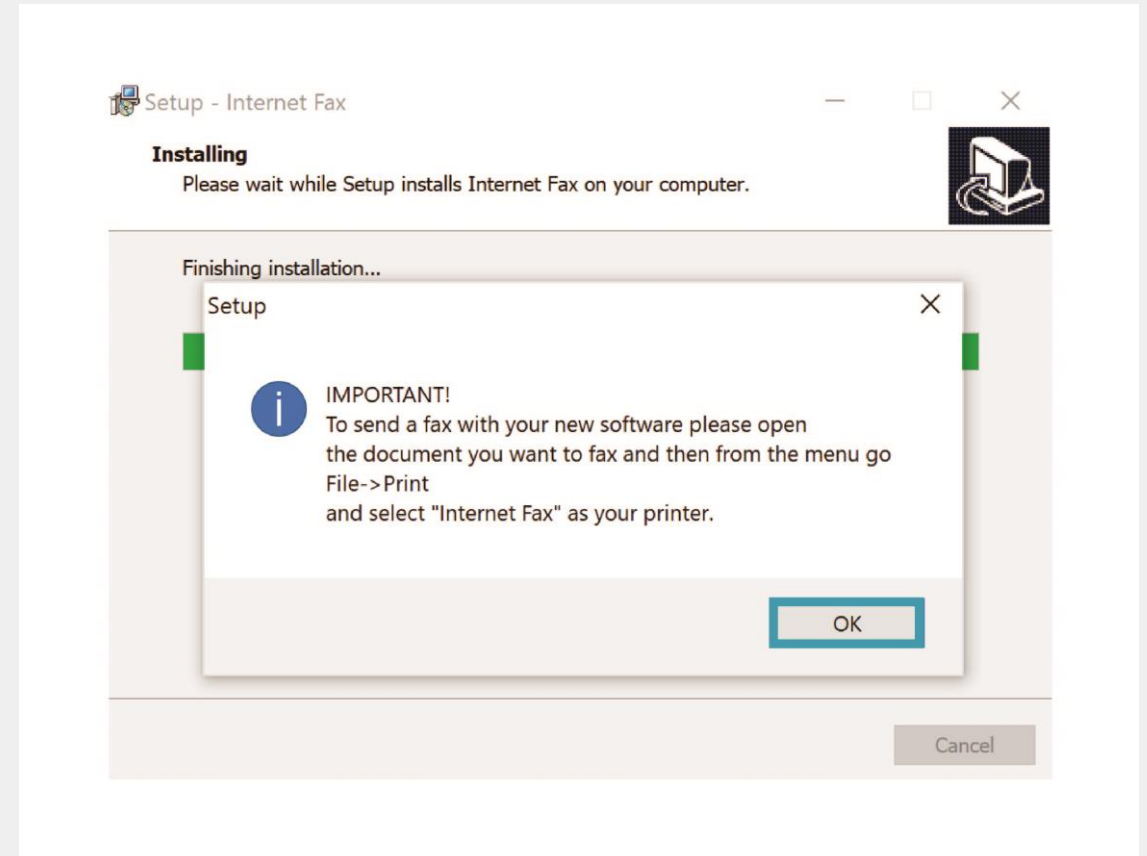as the default printer

and click **Next**

In the Ready to Install

window, click **Install**

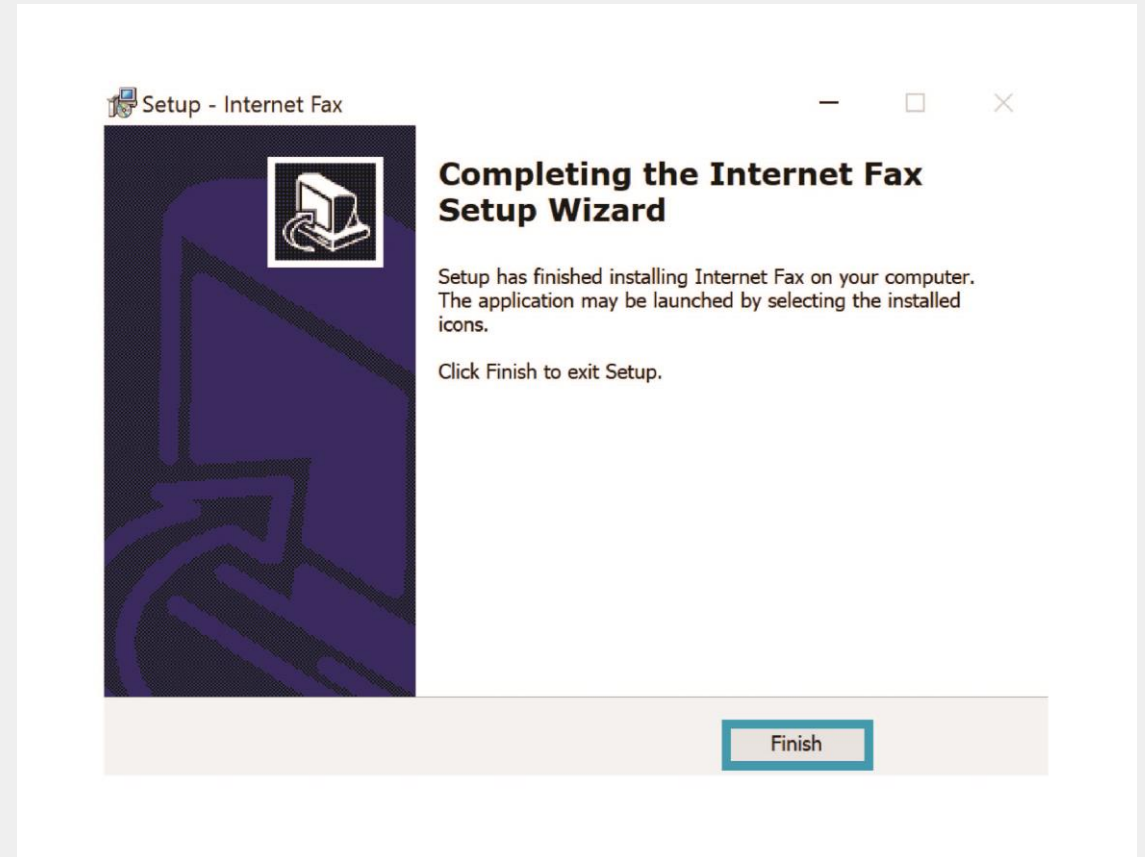In the Preparing to Install window, check Automatically close the application and click **next**

When the Setup IMPORTANT message pops up, click **OK**

Click **Finish** to complete the Internet Fax installation.

Good Job!

You're All Set.

Print to Fax

PC to Fax (Print to Fax) is a very popular way for sending a fax from any PC
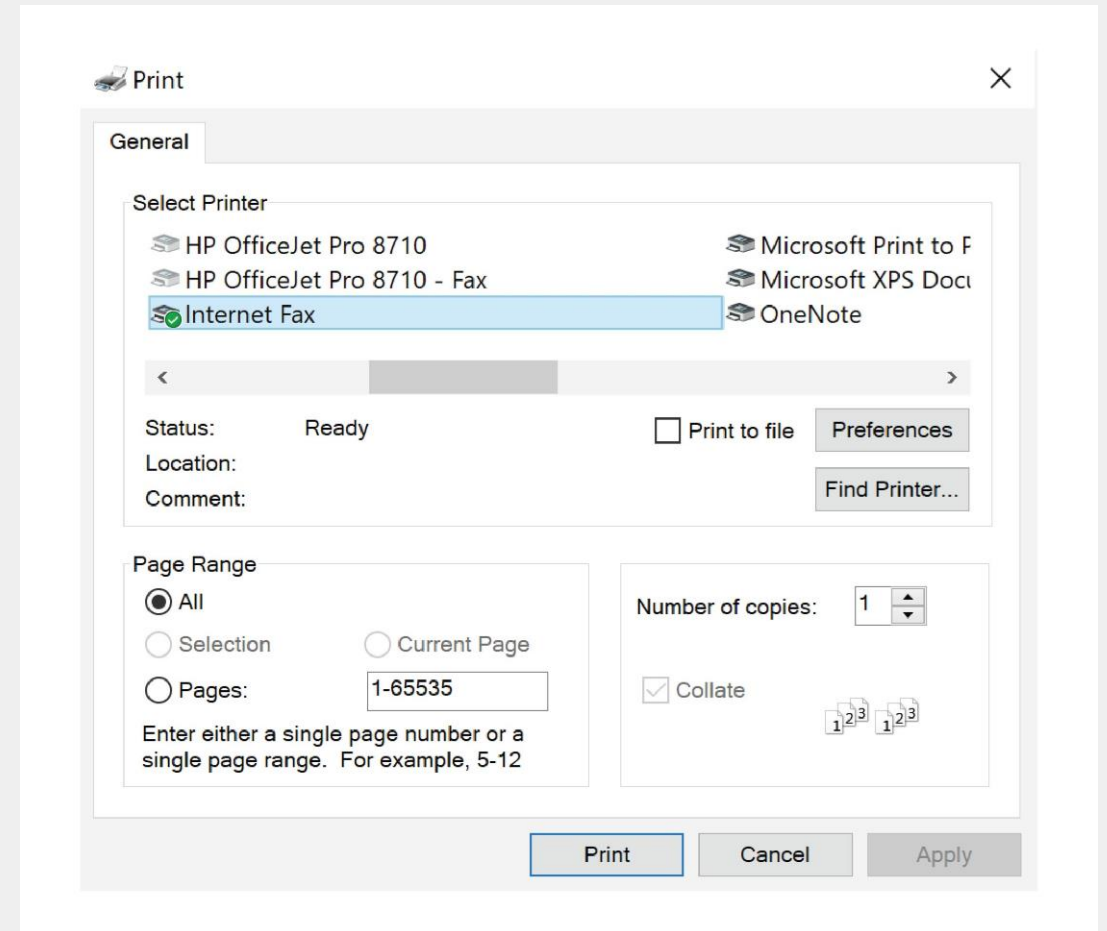
IMPORTANT NOTE* The Print to Fax function is not compatible with Mac computers, only PC's.

From the application that
you've created the document
that you want to fax,
Select: **File >> Print**
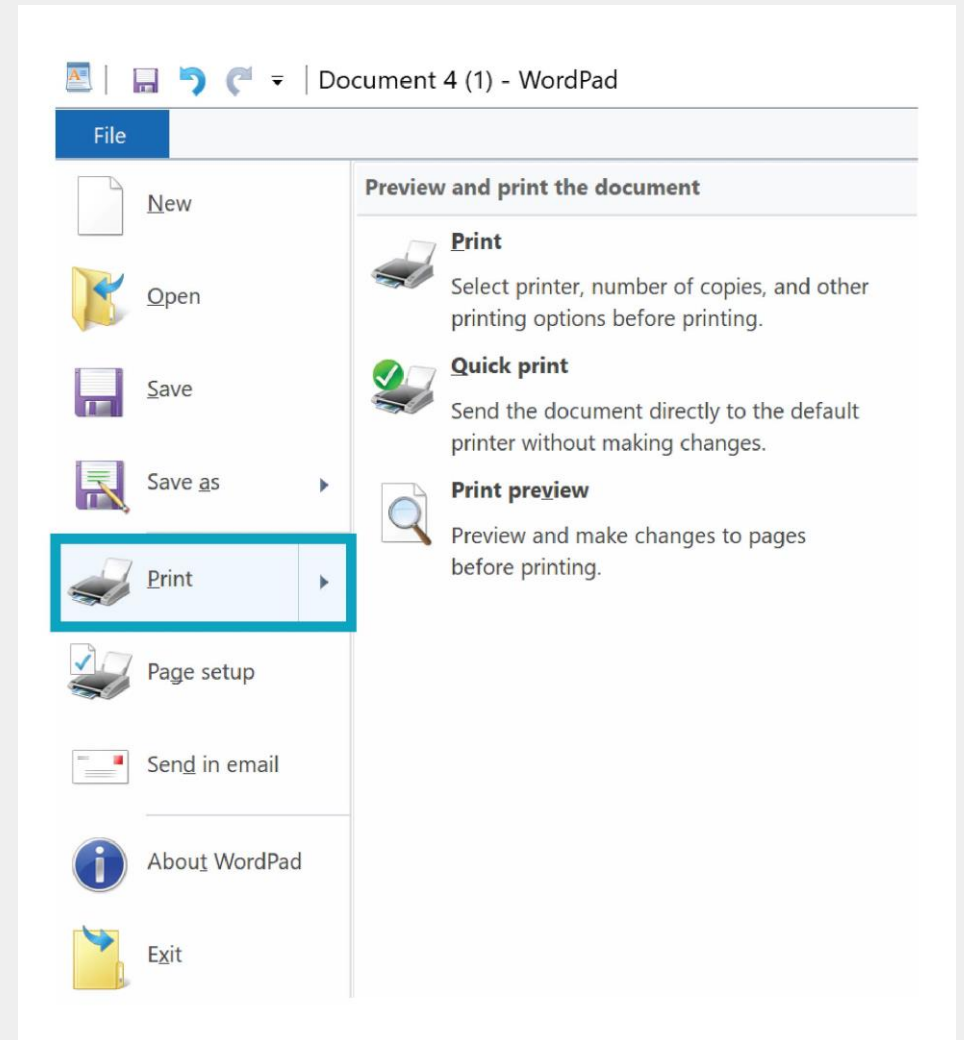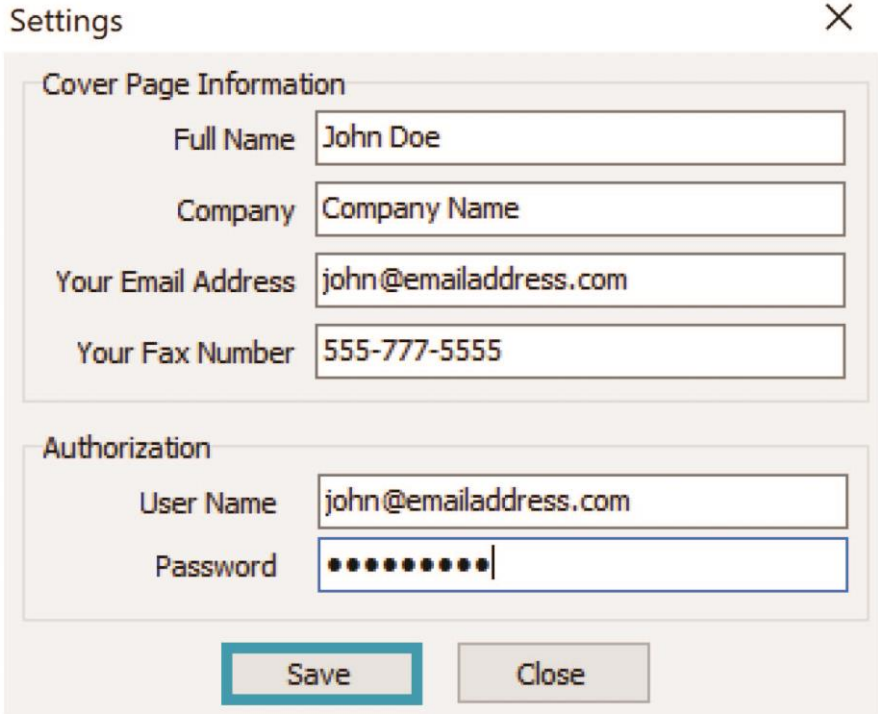
Select the **Internet Fax** printer

from the list of printers.

Click the **Print** button.
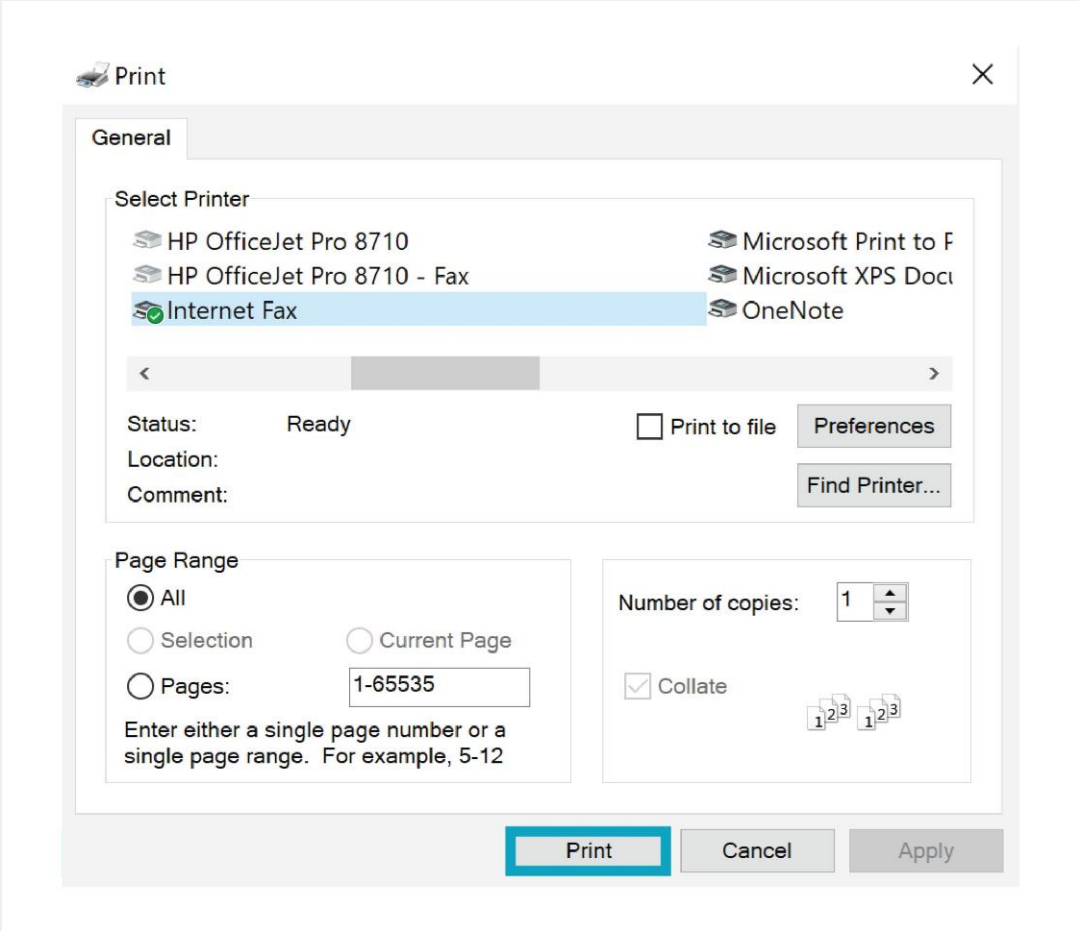
Enter all the information in your settings window and click **save**.

In the Internet Fax window, enter in the recipient information and click **Add Recipient**.

Check the **'Save'** button to automatically add the recipient to the Address Book
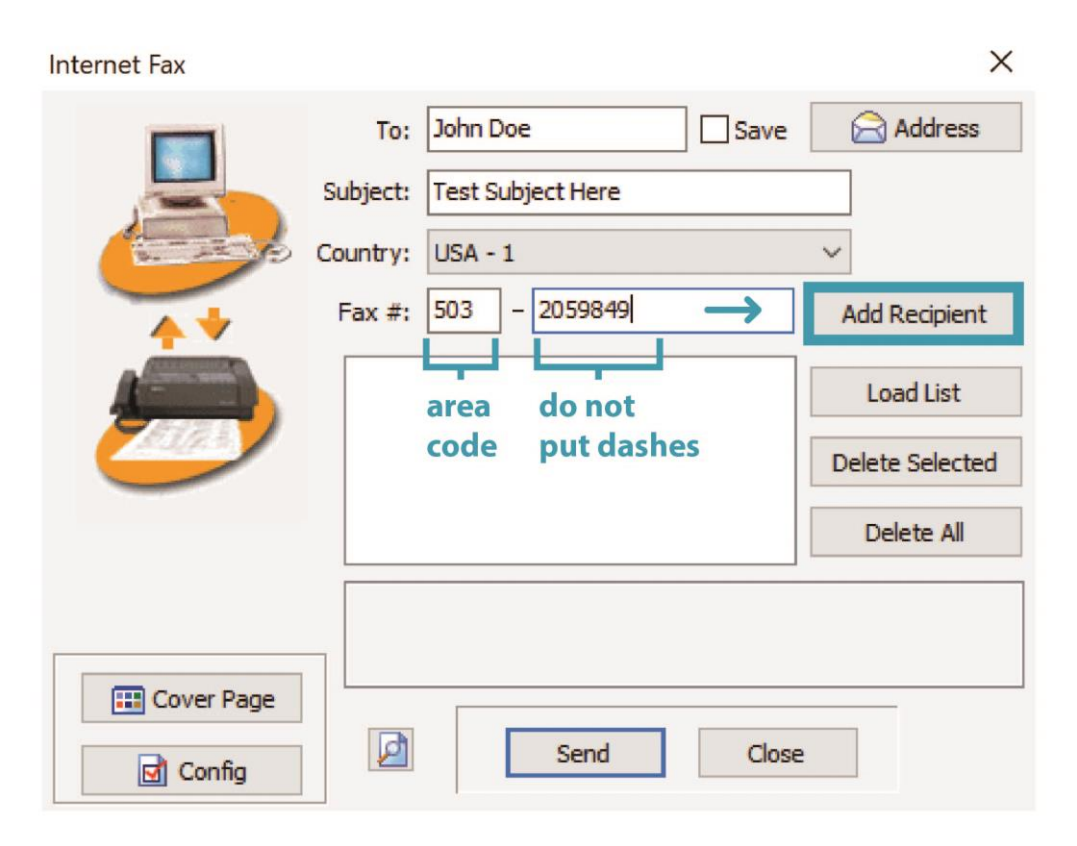
After you click **Add Recipient** your recipient will be added to the list.

Add another by entering info for another recipient and clicking Add Recipient.

Add a cover page by clicking

the **Cover Page** button.
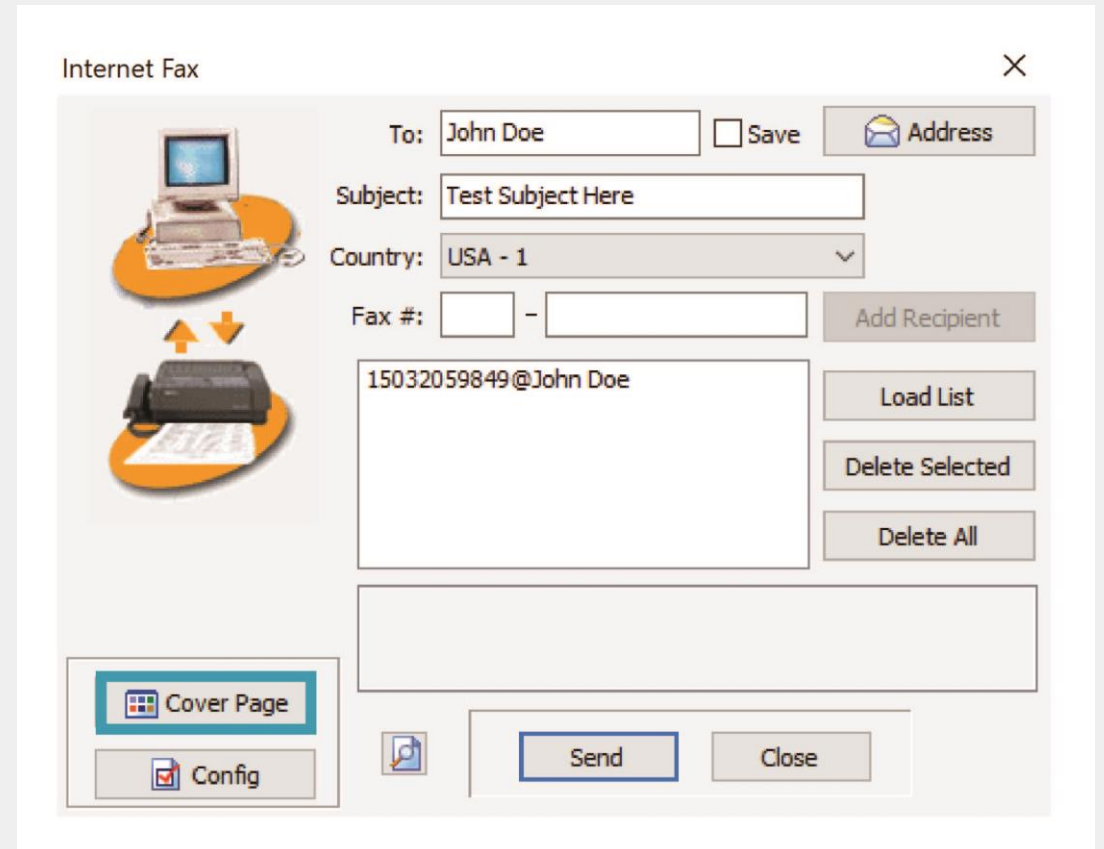
Choose one of the 4 options for cover page types.

To customize the cover page, click **Text On Cover Page**.
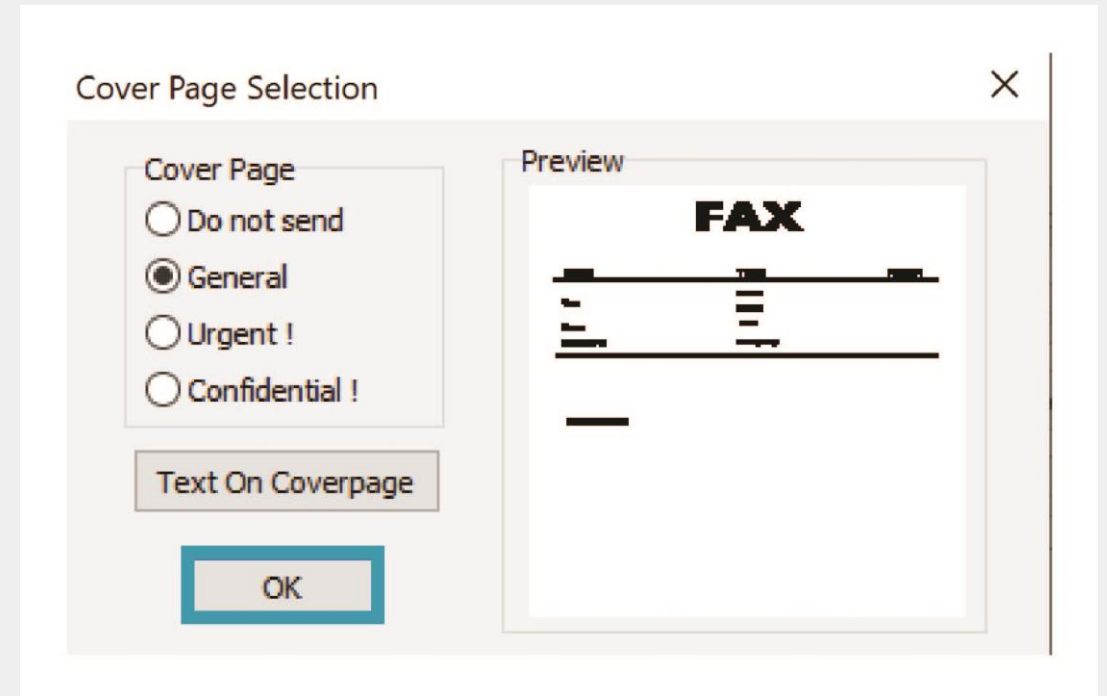
Click **Send** to send your fax.

The **Secure Fax File Cabinet** screen confirms that the system has received your fax and is attempting to send.
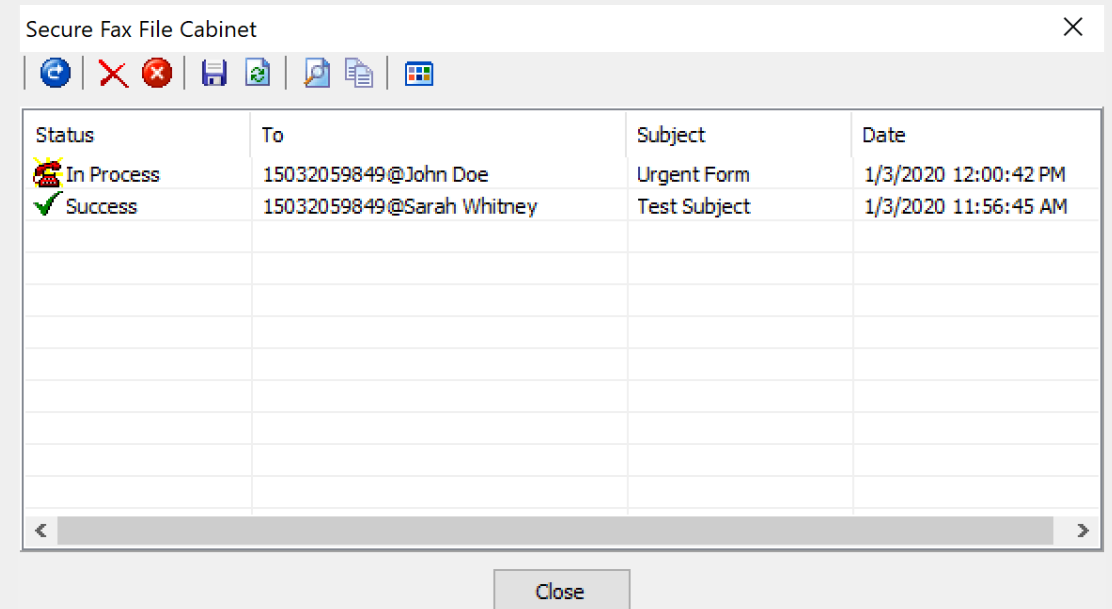
Web to Fax

When registering for Lebanon Phone Center
Fax you will receive an email with your login
information. Save this email/information.

Go to the Fax Web Portal and

log-in with the **Username** and

Password you received:

www.ipfax.net

Sign in to your account

Login (Username)

Password

☐ Remember me

Submit

Once logged in, to send

Web to Fax, click the

Send Web to Fax button.

Welcome Sarah Whitney.

Fax Activity Report

Account Balance

My Account Info

Send Web to Fax

Logout

From this screen, you can send an outbound fax. To complete your cover page fill the following required fields:

- Recipients Name
- Fax Subject
- Fax Number

Note: Make sure to put a "1" in front of each fax number's area code.

Click **Add** after filling in the number field to add the number will show up in the Destinations field.

Once you have completed the required fields, attach up to three files you want to send by clicking the attach button in red.

The maximum size of attachment is 2MB

Web to Fax

Recipient's name | John Doe

Fax subject | Your Subject Here

Fax number | [ ] | Add

☐ Check here if number is outside North America

Destinations | 15033049706

Remove Destination | Up to 10 destinations allowed

○ No cover page
◉ General
○ Urgent!
○ Confidential!

Cover page message

Place your cover page text here.

Attach up to three documents for faxing

Send Fax Now!

Close

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

Your FAX has been processed

Your FAX has been processed. You will receive confirmation by e-mail, or you can check live the status of your sent faxes by clicking the "REPORT" button.

Close

An email will be automatically sent to you indicating whether or not the fax was successful.

FAX SUCCESS TO 19713047906 ⅀ Inbox ✕

fax fax@ipfax.net via amazonses.com
to me ▾

Dear John Doe,

The following are the results for Fax Subject:Thank_you!

MessageID	: 34206676
Creation Time	: 11/24/2019 6:12:12 PM
Dialed Number	: 19713047906
Pages Sent	: 2
Fax Status	: SUCCESS
Country	: USA
Duration	: 0:42

If the fax was not successfully transmitted, the automatically generated email may indicate why in the fax status field.

FAX FAILURE TO 15036890053 (Voice Answer) ∑ Inbox ×

fax fax@ipfax.net via amazonses.com
to me ▾

Dear John Doe,

The following are the results for Fax Subject:Thank_you!

MessageID   : 34206729
Creation Time : 11/24/2019 6:38:36 PM
Dialed Number : 15036890053
Pages Sent   : 2
Fax Status   : Voice Answer
Country   : USA
Duration   : 2:42

Click **Fax Activity Report** to view the status of all of your sent faxes by returning to the main screen.

The **Report** screen allows you to do a search of your fax statuses. Either view them on screen or download them as an Excel file.

After selecting your options, click **Show Report** to view your results.

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

All faxes can be resent by clicking on the **Fax ID** number.

Close   Refresh Now

Show 10 entries   Search: _____

Status	Fax ID - Download/View/Resend	Dest No.	Country	CallerID	Fax Machine	Subject	Time	Rate	Pages	Dur.	Cost
Fax to Email	32574314	*5032059849	Fax to Email	+15032059849	5032059849	0	9/15/2019 4:48:34 PM	0.00	1	00:00:24	0.00
SUCCESS	32574311	15032059849	USA	5032059849	09/15/2019 16:48 FROM: 5032059849-TO: Sarah Whitney@15032059849	Testing a print to fax	9/15/2019 4:48:08 PM	0.00	1	00:00:24	0.00
Fax to Email	32535279	*5032059849	Fax to Email	+12067173459	2067173459	0	9/12/2019 2:59:57 PM	0.00	1	00:00:24	0.00

Showing 1 to 3 of 3 entries   Previous   1   Next

To send a fax, make sure your total file size for all attachments does not exceed 5 meg.

Status	Fax ID - Download/View/Resend	Dest No.	Country	CallerID	Fax Machine	Subject	Time	Rate	Pages	Dur.	Cost
SUCCESS	34206676	19713047906	USA	5032059849	11/24/2019 6:12:12 PM PST (GMT-8) FROM: 5032059849- TO: 19713047906	Thank_you!	11/24/2019 6:12:12 PM	0.00	2	00:00:42	0.00

New Fax Number

19713047906   Resend

Close   View fax page 1   Download fax

Hit your fax plan limit?

View the faxes that were not sent in the reporting function as well. Follow these steps to RESEND the faxes missed due to being over the limit.

- Go to **www.ipfax.net**

- Log in to your account.

- Click on **Fax Activity Report**.

- Pick a date Range that starts with the day faxes were no longer being received.

- You will see faxes that say OVER LIMIT (*These need to be Resent*).

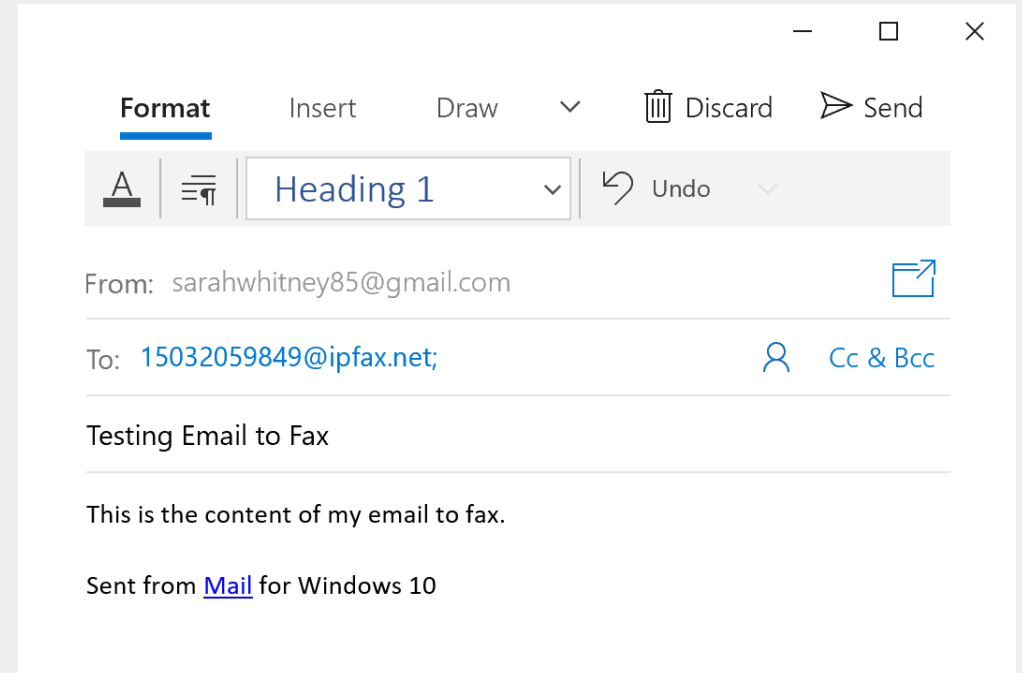- Click on the Fax ID for the fax you wish to have resent.

- Click on the Resend button.

Email to Fax

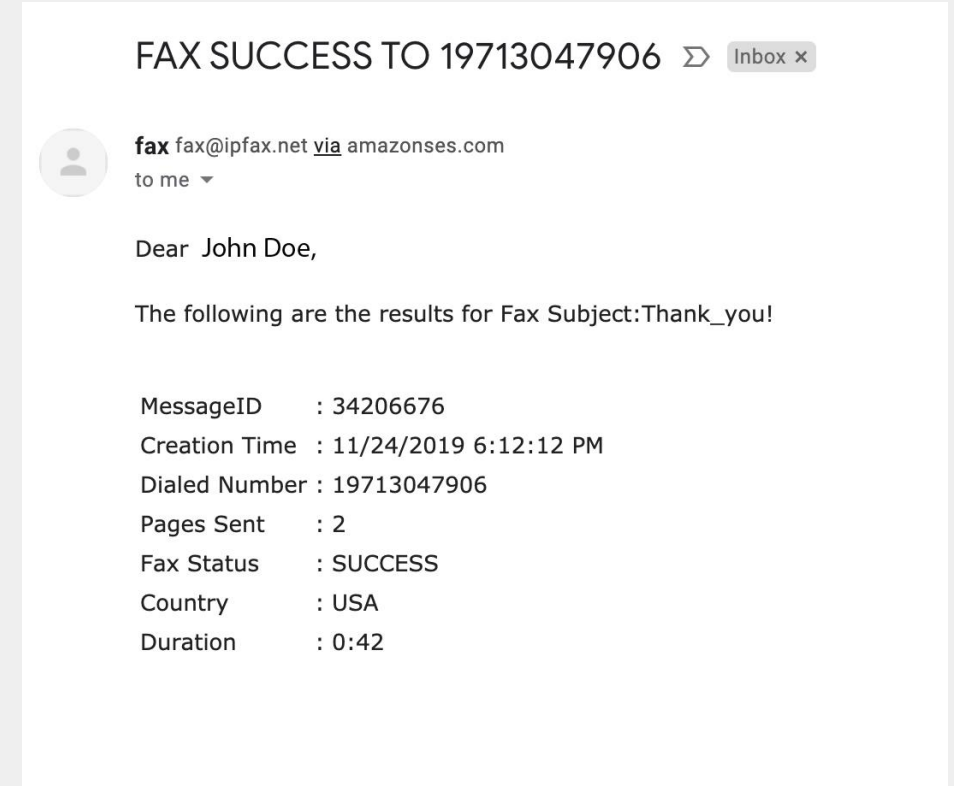**IMPORTANT NOTE* Email to Fax is only available for use by the original email address which the (Reseller Company Name) Fax was purchased/registered with.**

- Open a **new email**

- Send to faxnumber@ipfax.net (including "1" and area code.) example: 15032059849@ipfax.net

- In the Subject field enter the word "pass" a space and then your password.

- Body of email will act like the cover page to an attachment or will serve as the fax if no attachment is added.

- Press **send** to send fax

Format   Insert   Draw   ⌄   🗑 Discard   ⯈ Send

A   ≡¶   Heading 1   ⌄   ↶ Undo   ⌄

From: sarahwhitney85@gmail.com

To: 15032059849@ipfax.net;   Cc & Bcc

Testing Email to Fax

This is the content of my email to fax.

Sent from Mail for Windows 10

Fax Success Confirmation

will be sent in an email and

will look like this.

FAX SUCCESS TO 19713047906 ⟫ Inbox ×

fax fax@ipfax.net via amazonses.com
to me ▾

Dear John Doe,

The following are the results for Fax Subject:Thank_you!

MessageID   : 34206676
Creation Time : 11/24/2019 6:12:12 PM
Dialed Number : 19713047906
Pages Sent   : 2
Fax Status   : SUCCESS
Country   : USA
Duration   : 0:42

Incoming faxes will be delivered to your inbox as an attachment to an email and click on attachment to open fax.

NOTE: DO NOT REPLY to email, the fax sender will not receive your response.