



# Fax User Guide

Lebanon Phone Center & Alarm Inc.

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

219 W Commercial St, Lebanon MO 65536 • (417) 532-9819 • [www.lebanonphonecenter.com](http://www.lebanonphonecenter.com)

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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](http://www.ipfax.net)



# PRINT DRIVER INSTALLATION

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

Click on the **Download** button

Open the downloaded file **yourfilename.zip**

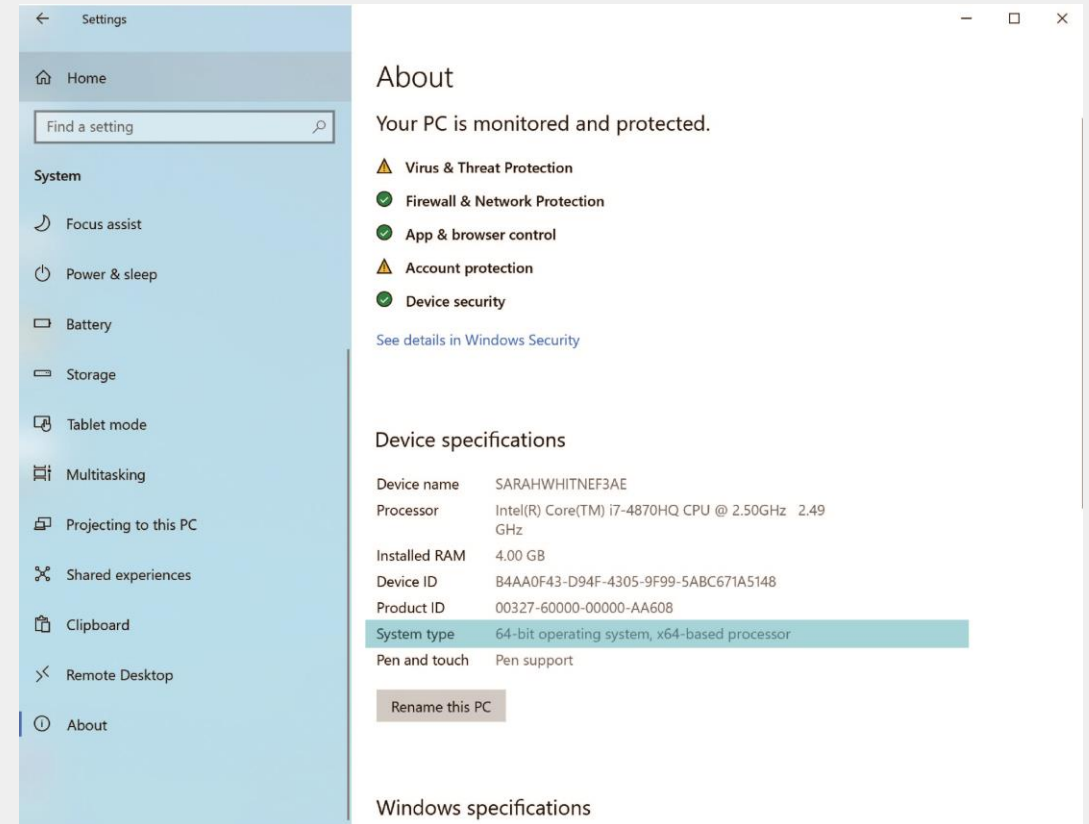


If you have a **32-bit** version of Windows, download the “**32-Bit**” to your computer.

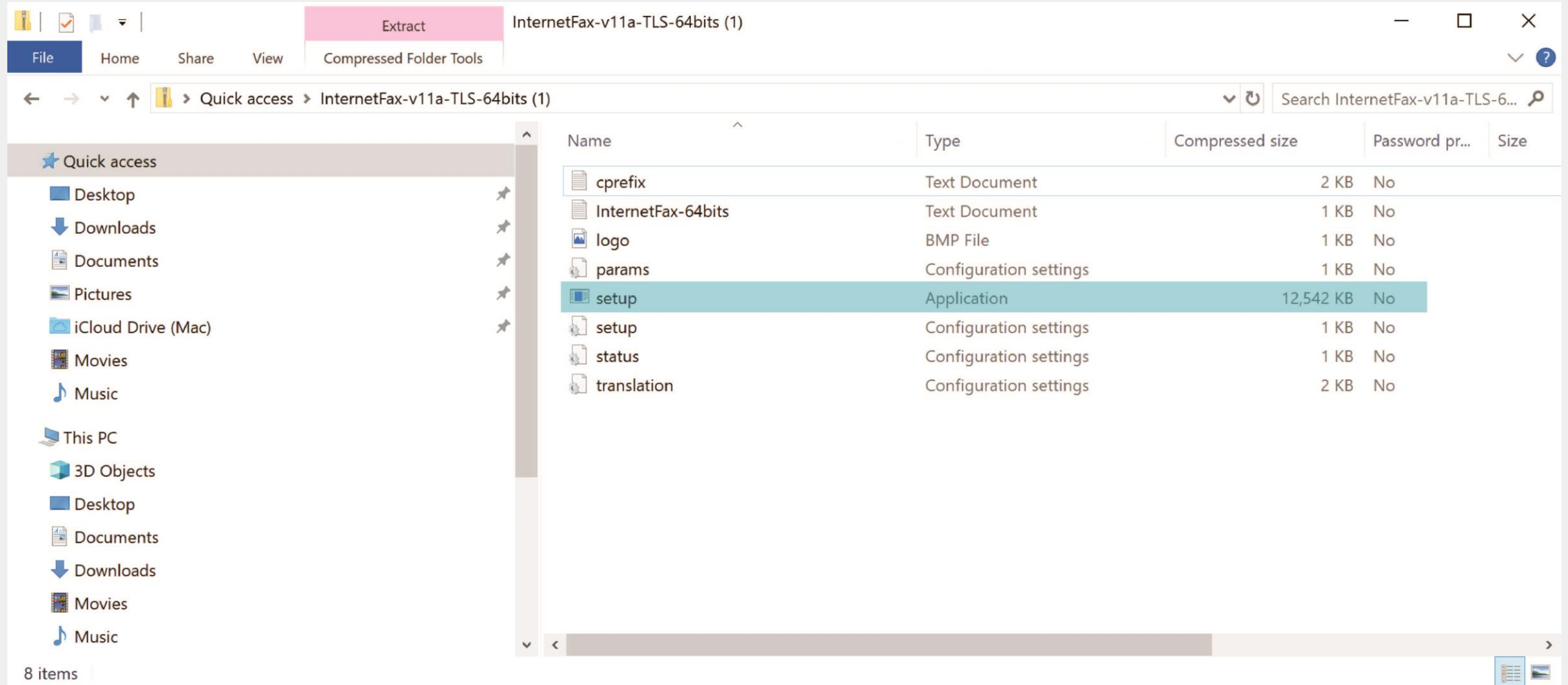
If you have a **64-bit** version of Windows, download the “**64-Bit**” to your computer.

If you do not know **which version** you have?

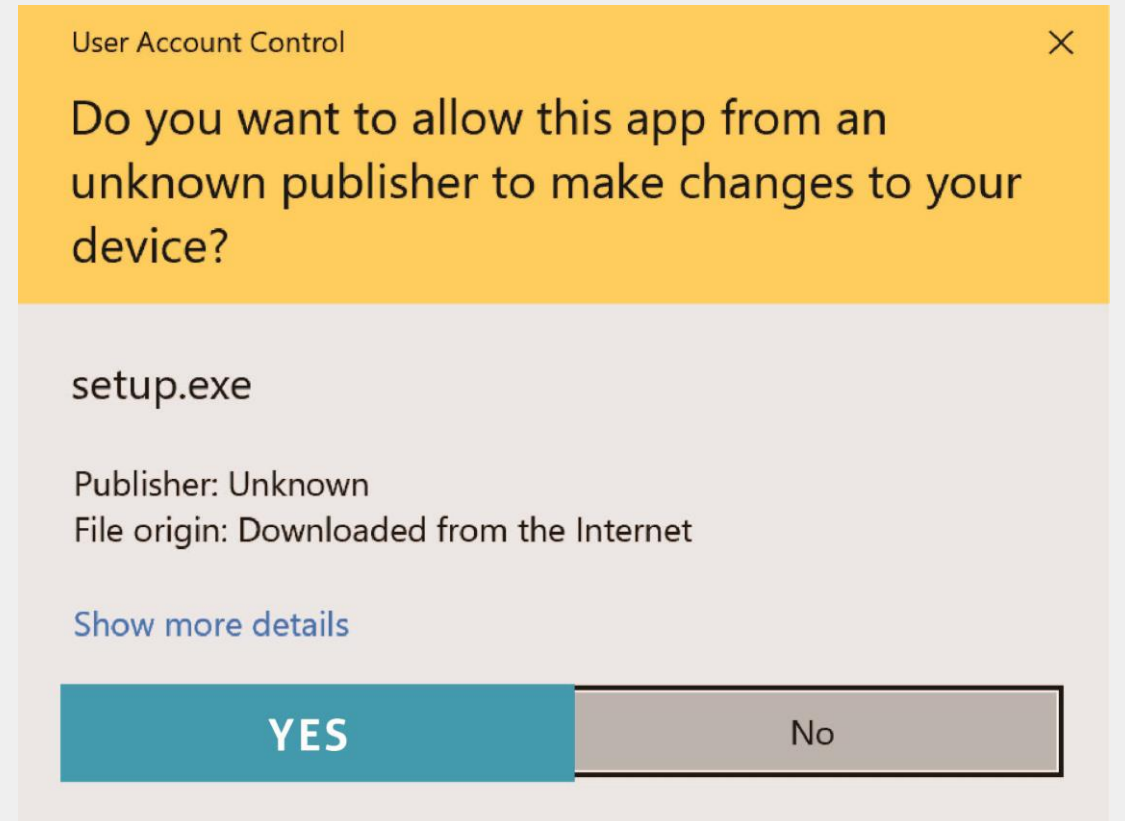
- a. Click **Start**
- b. Right Click **Settings**
- c. Click **About**



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



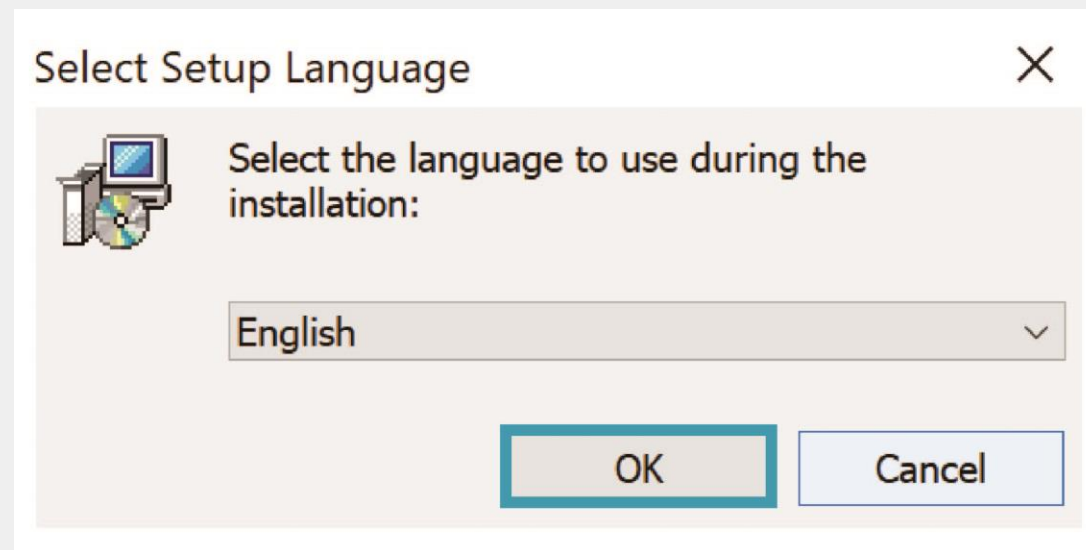
If you get an Open File  
Security Warning: Click **Yes**



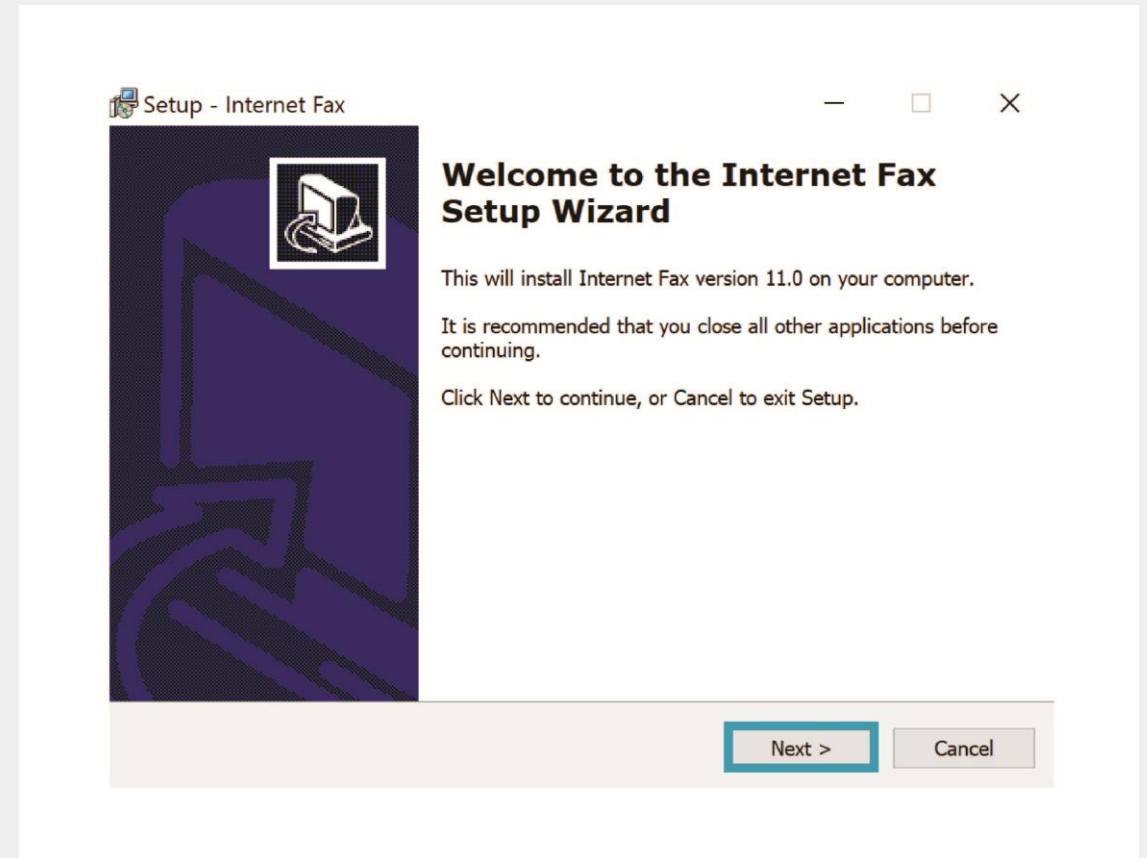


## Select Setup Language

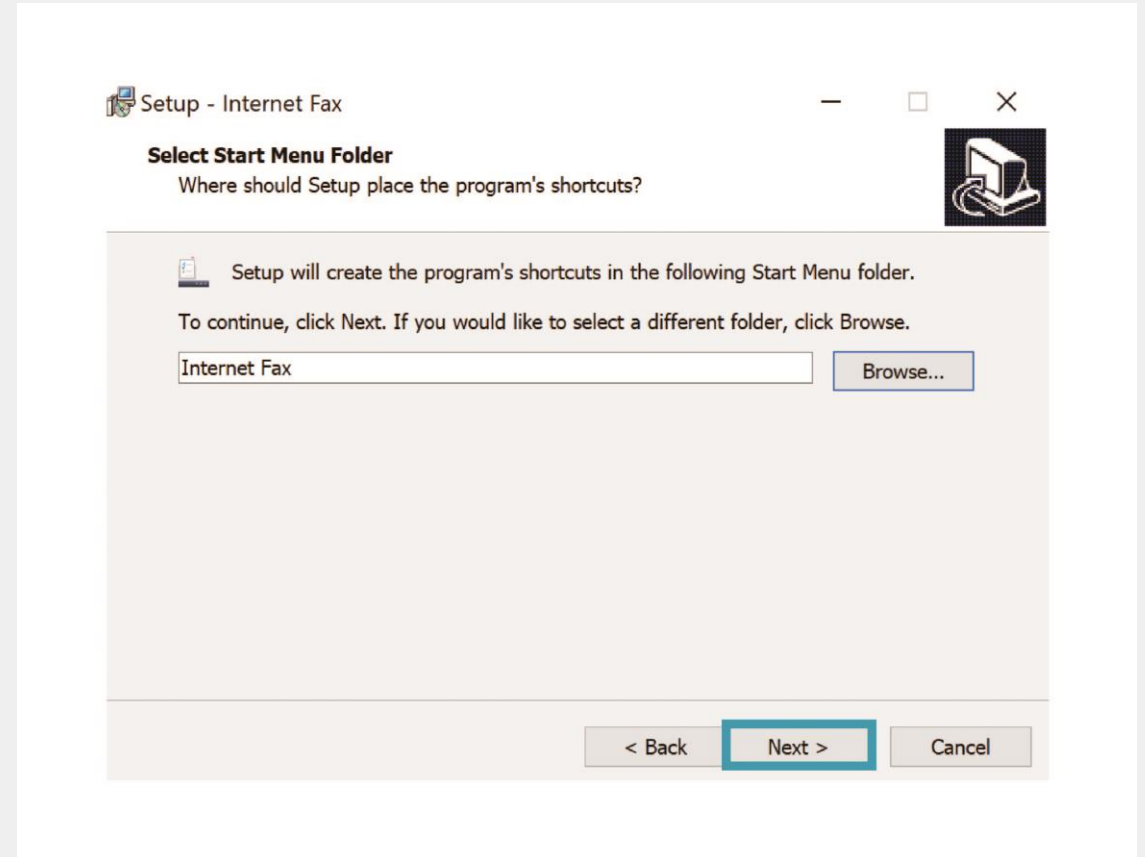
window, select the language you want and click **OK**



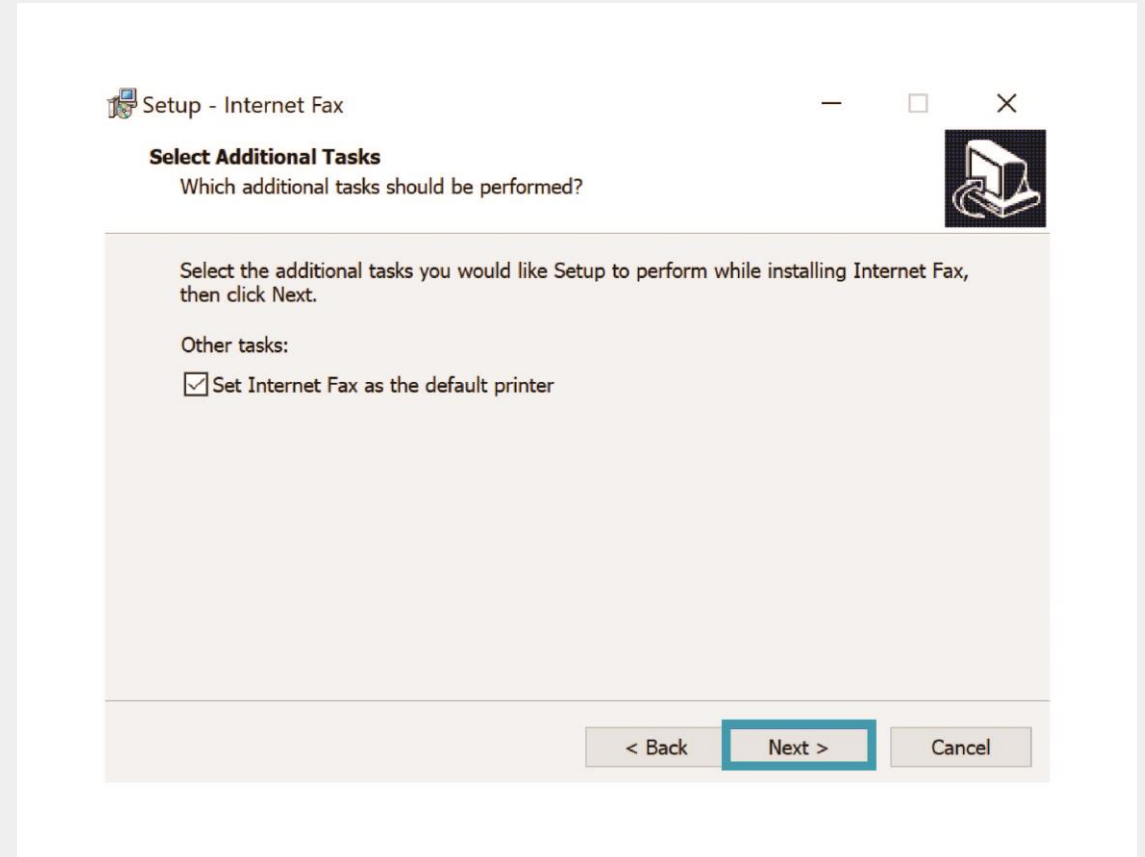
In the welcome window  
that pops up click **Next**



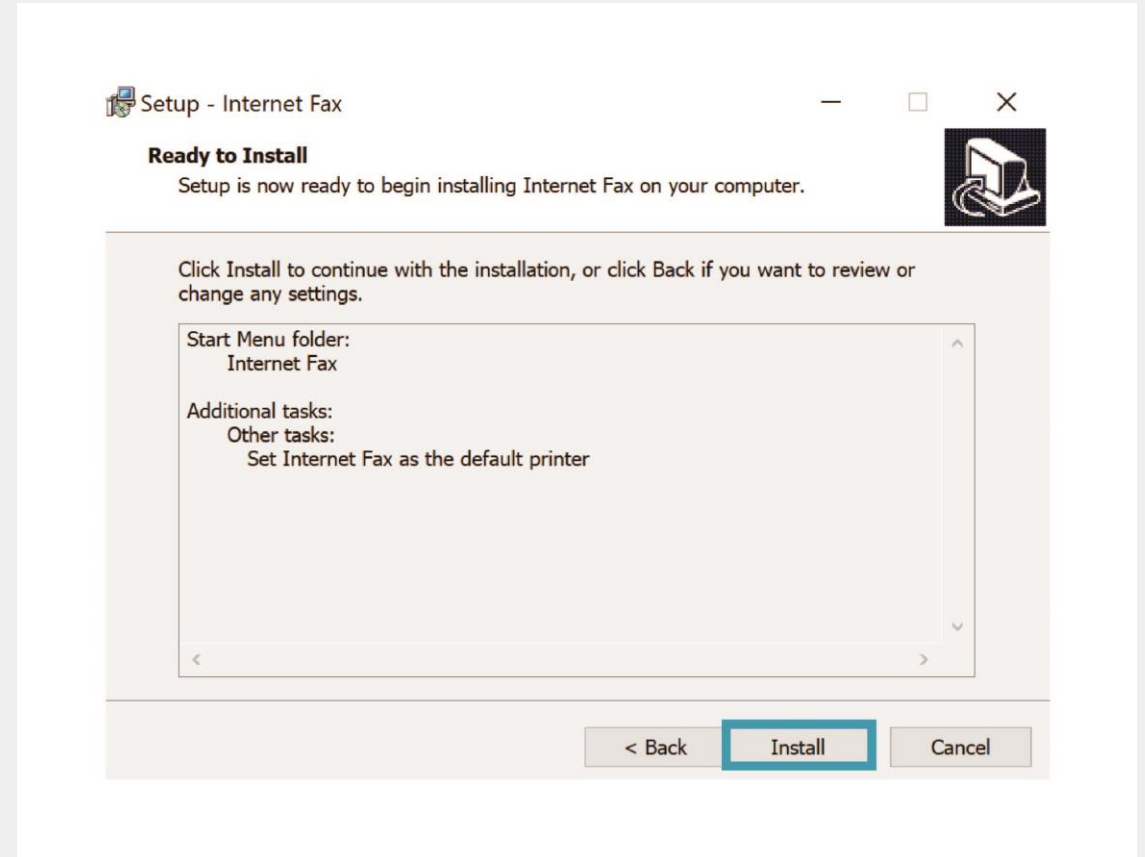
In the Next window,  
keep the default folder  
name Internet Fax and  
click **Next**



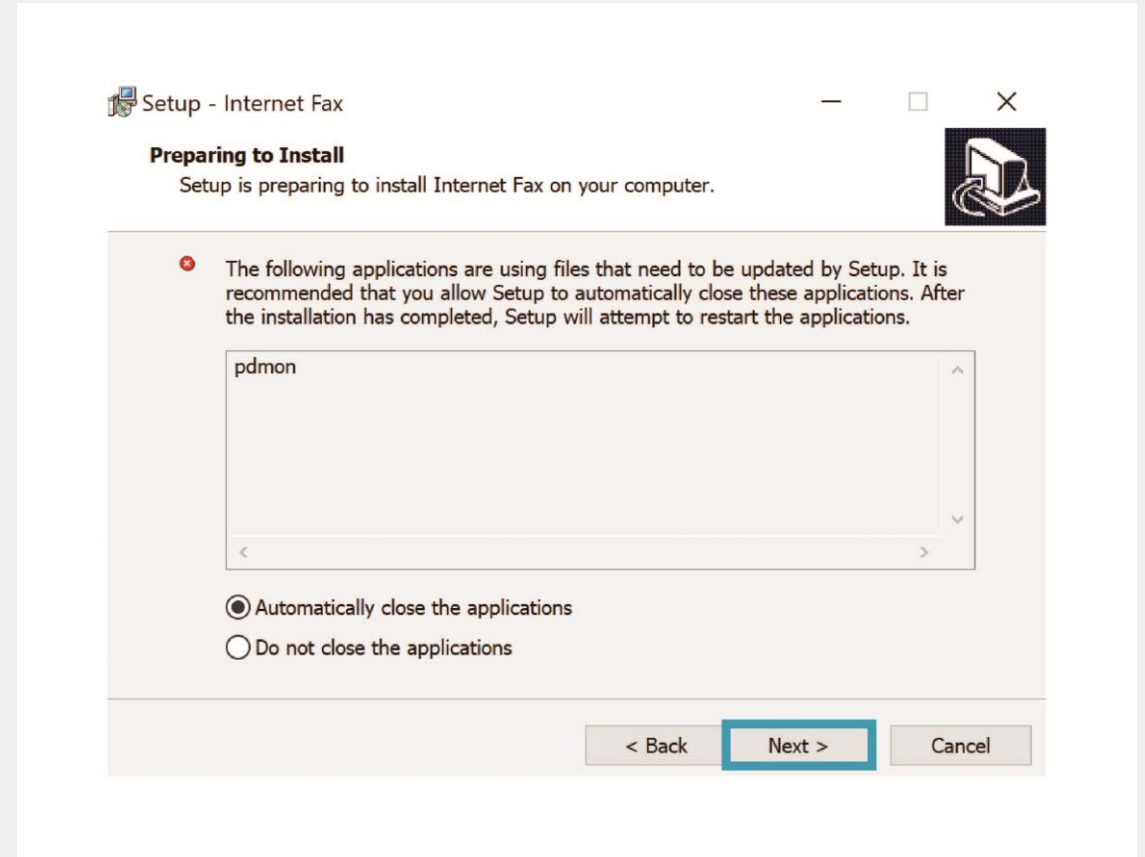
In the Next window,  
keep the Set Internet Fax  
as the default printer  
and click **Next**



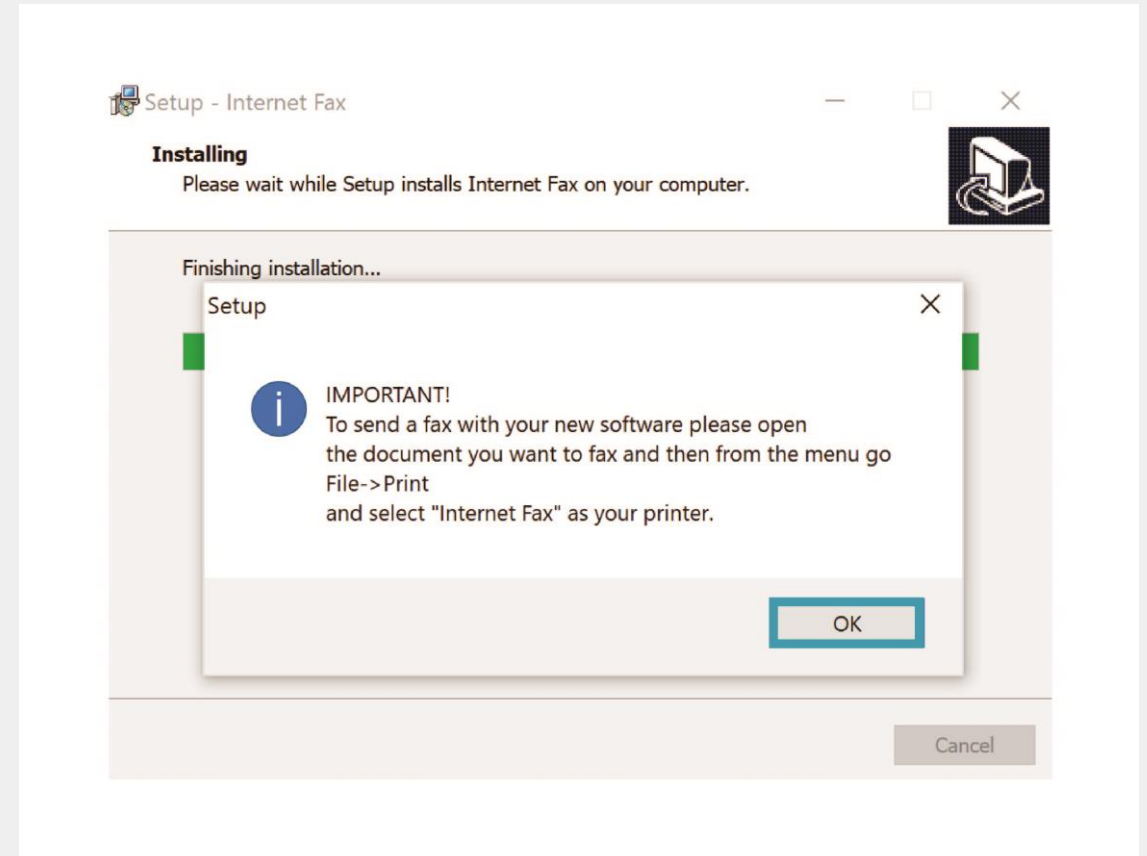
In the Ready to Install  
window, click **Install**



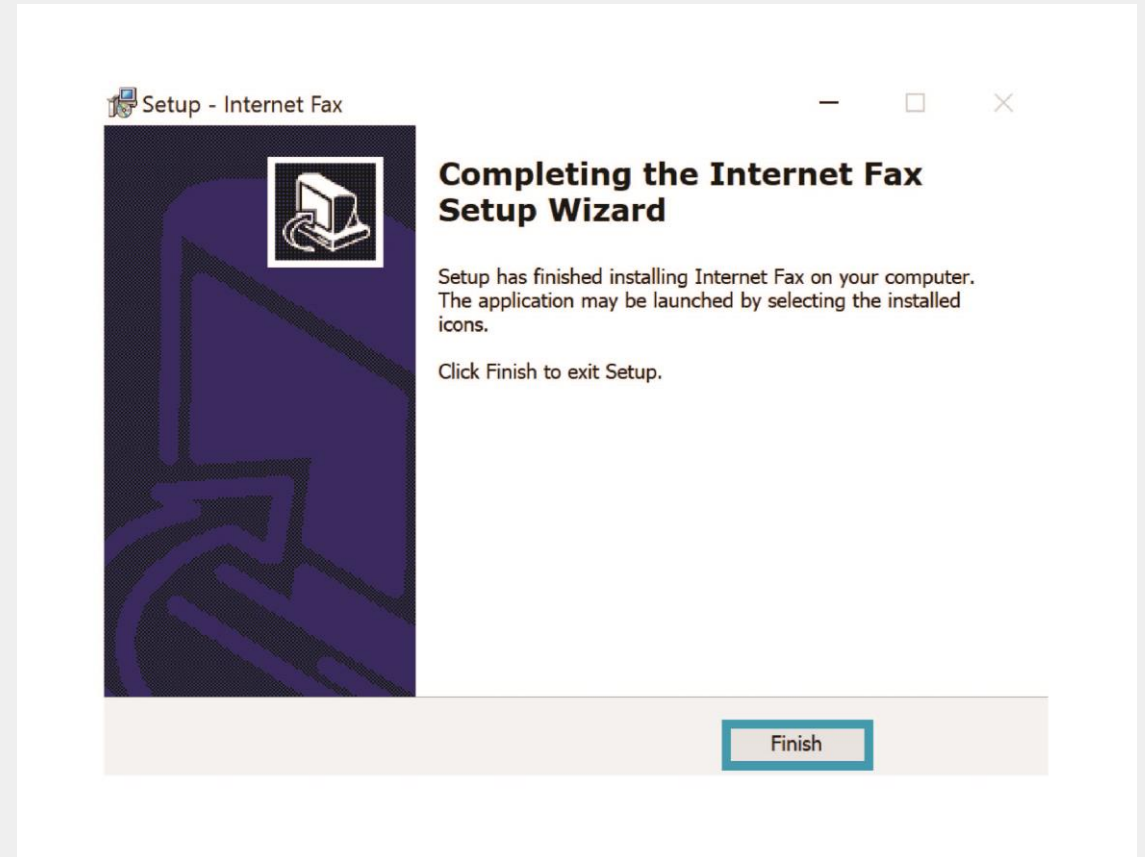
In the Preparing to Install window, check Automatically close the application and click **next**



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



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





**Good Job!**

**You're All Set.**

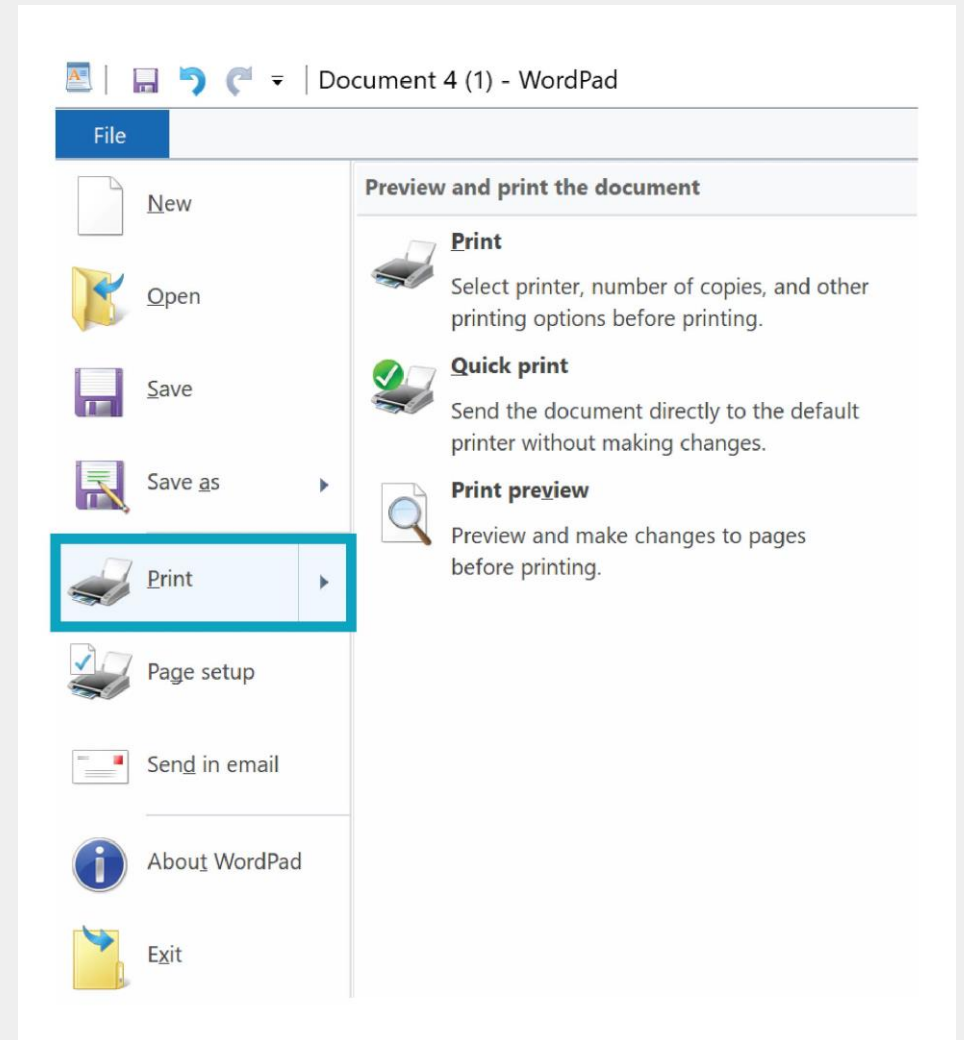
# Print to Fax

PC to Fax (Print to Fax) is a very popular way for sending a fax from any PC

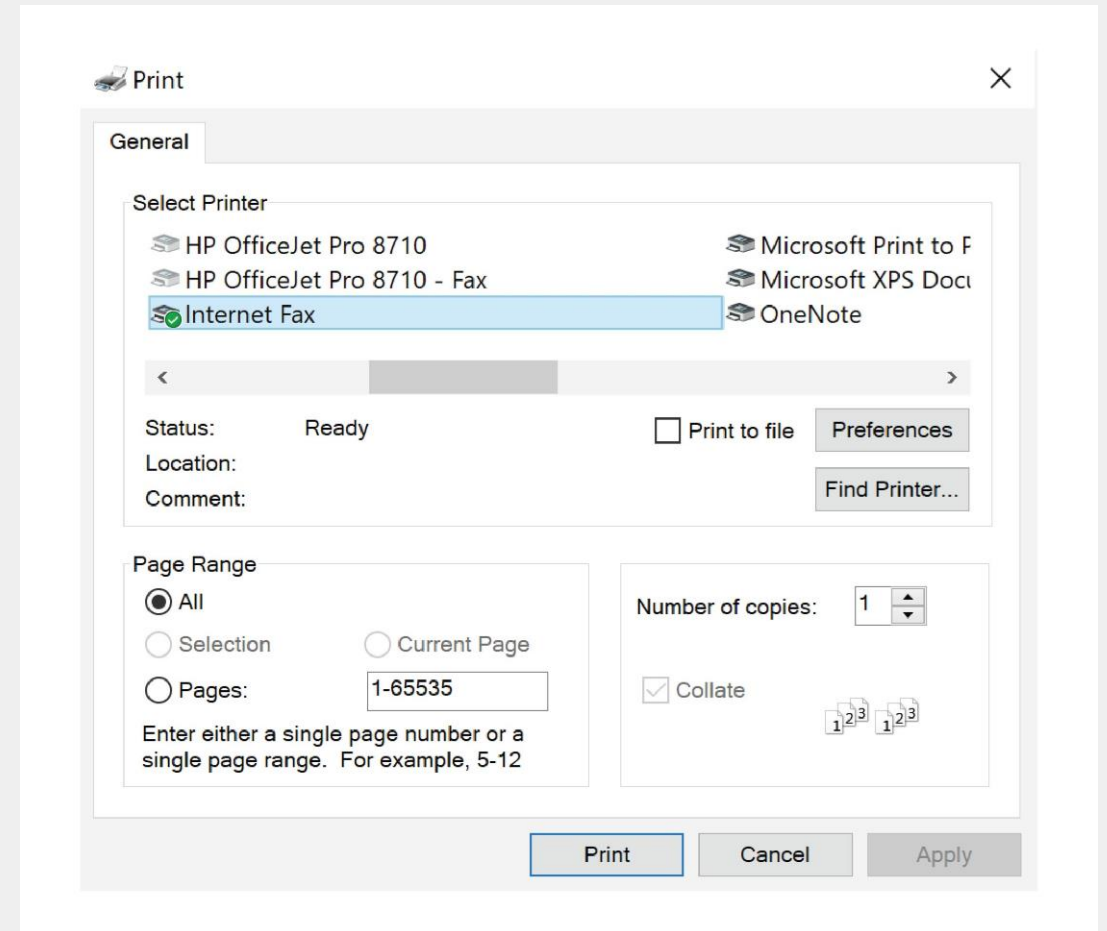
**IMPORTANT NOTE\*** The Print to Fax function is not compatible with Mac computers, only PC's.



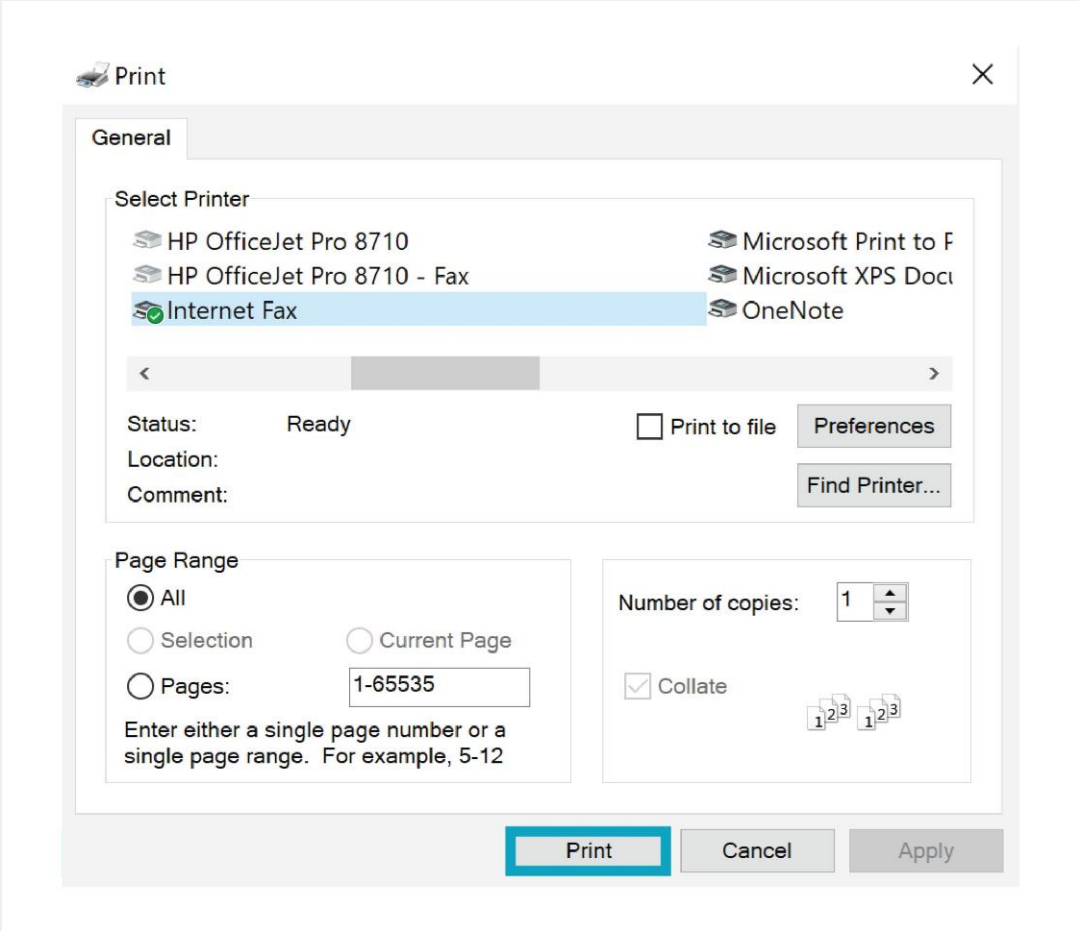
From the application that  
you've created the document  
that you want to fax,  
Select: **File >> Print**



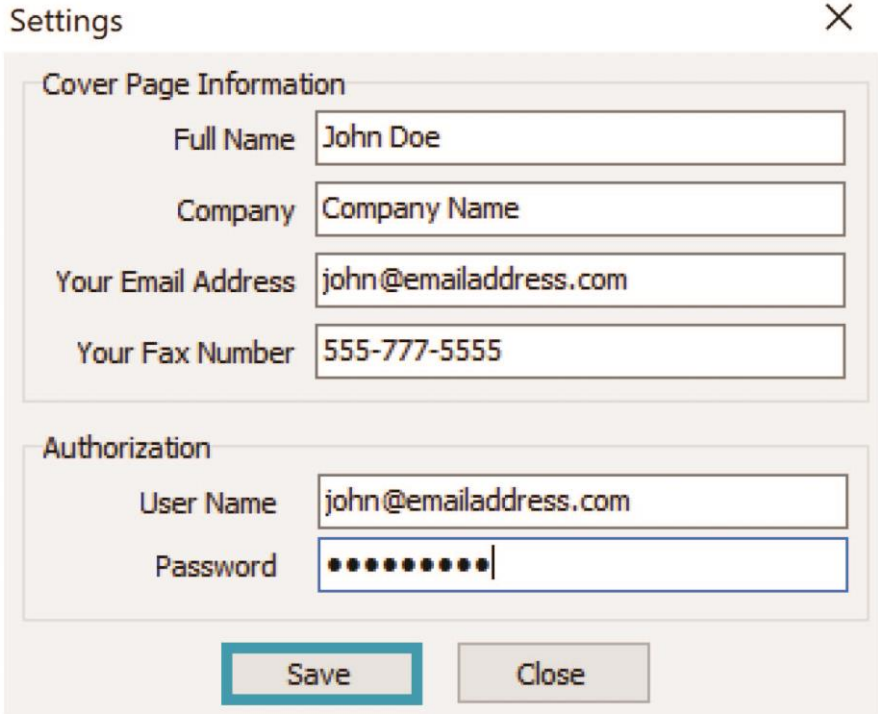
Select the **Internet Fax** printer from the list of printers.



Click the **Print** button.



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

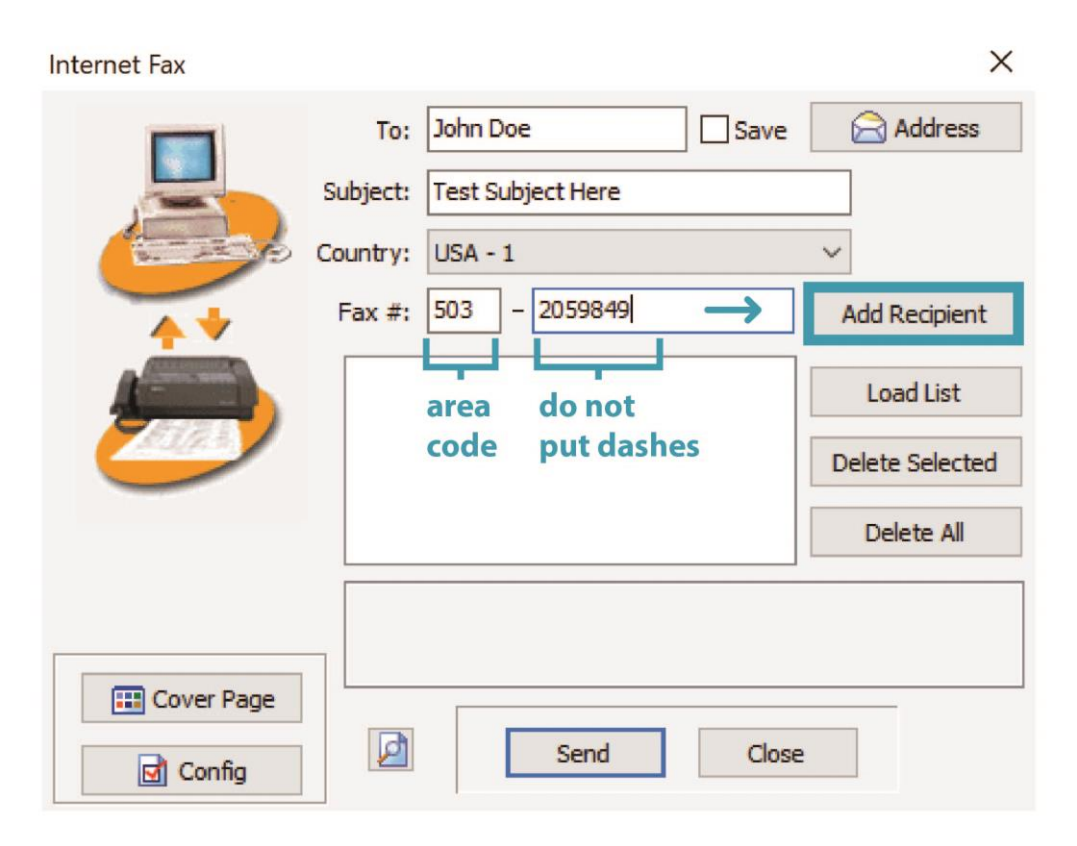


The image shows a 'Settings' dialog box with a close button (X) in the top right corner. It is divided into two sections: 'Cover Page Information' and 'Authorization'. The 'Cover Page Information' section contains four text input fields: 'Full Name' (John Doe), 'Company' (Company Name), 'Your Email Address' (john@emailaddress.com), and 'Your Fax Number' (555-777-5555). The 'Authorization' section contains two text input fields: 'User Name' (john@emailaddress.com) and 'Password' (represented by ten dots). At the bottom of the dialog, there are two buttons: 'Save' and 'Close'. The 'Save' button is highlighted with a blue border.

Section	Field	Value
Cover Page Information	Full Name	John Doe
	Company	Company Name
	Your Email Address	john@emailaddress.com
	Your Fax Number	555-777-5555
Authorization	User Name	john@emailaddress.com
	Password	••••••••••

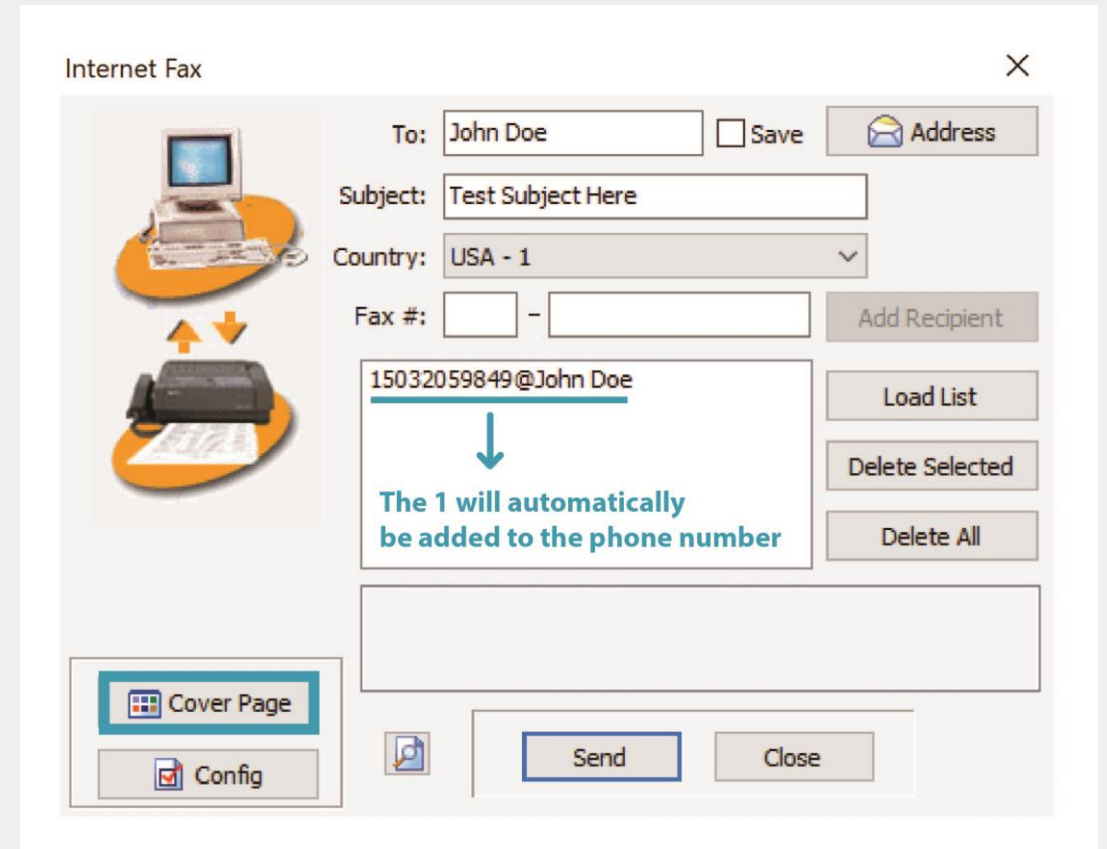
In the Internet Fax window, enter in the recipient information and click **Add Recipient**.

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.

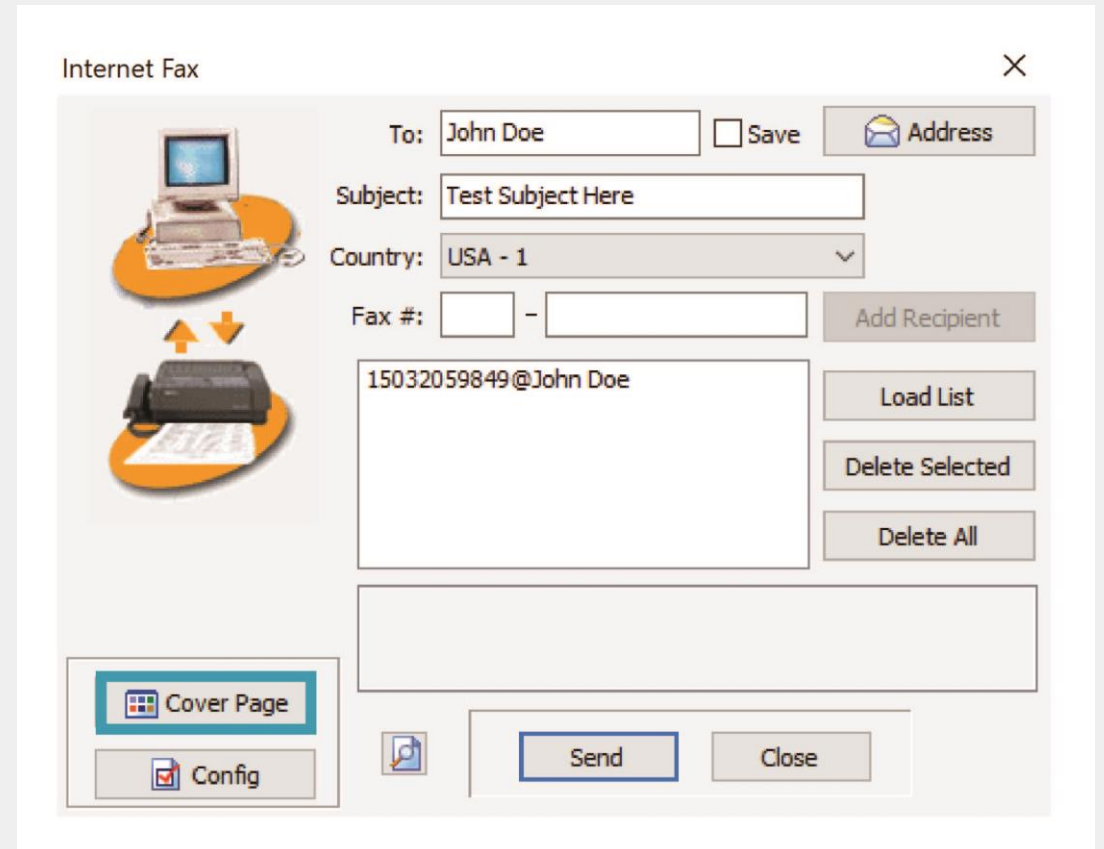
Add another by entering info for another recipient and clicking Add Recipient.



The screenshot shows the 'Internet Fax' application window. On the left, there is a graphic of a computer and a printer with arrows indicating a connection. Below this are buttons for 'Cover Page' and 'Config'. The main area contains form fields for 'To: John Doe', 'Subject: Test Subject Here', 'Country: USA - 1', and 'Fax #: [ ] - [ ]'. There is a 'Save' checkbox and an 'Address' button. A large 'Add Recipient' button is prominent. Below the form, a list shows the email address '15032059849@John Doe' with a blue arrow pointing to a note: 'The 1 will automatically be added to the phone number'. To the right of the list are buttons for 'Load List', 'Delete Selected', and 'Delete All'. At the bottom right, there are 'Send' and 'Close' buttons.

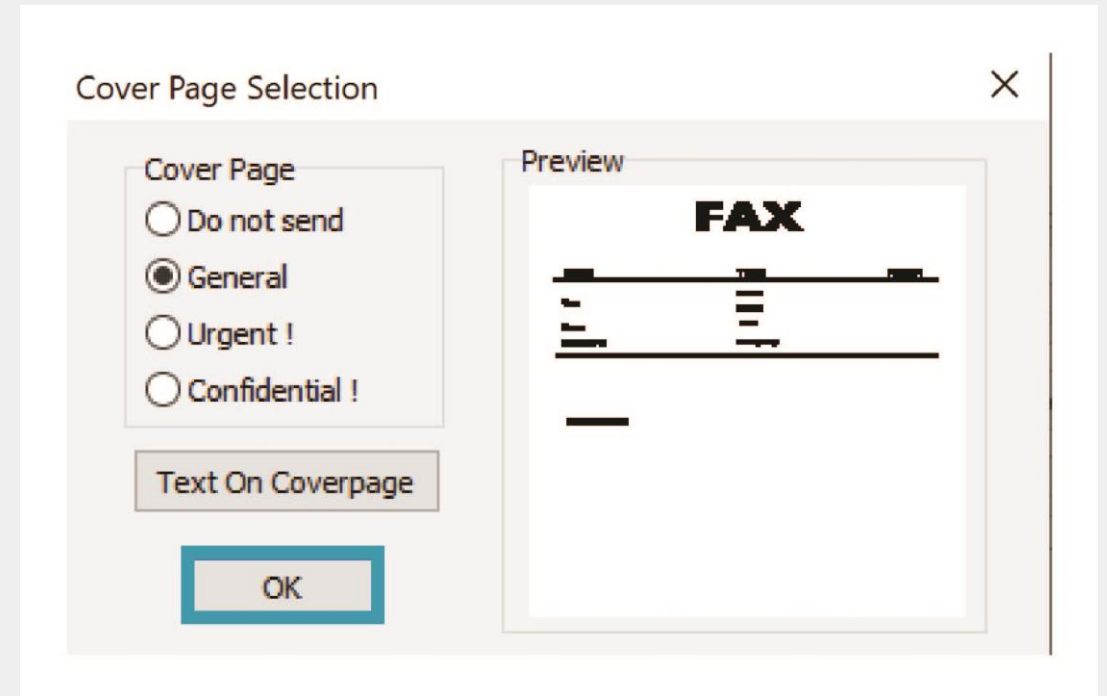


Add a cover page by clicking the **Cover Page** button.




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.

Internet Fax ✕




To:   Save  Address

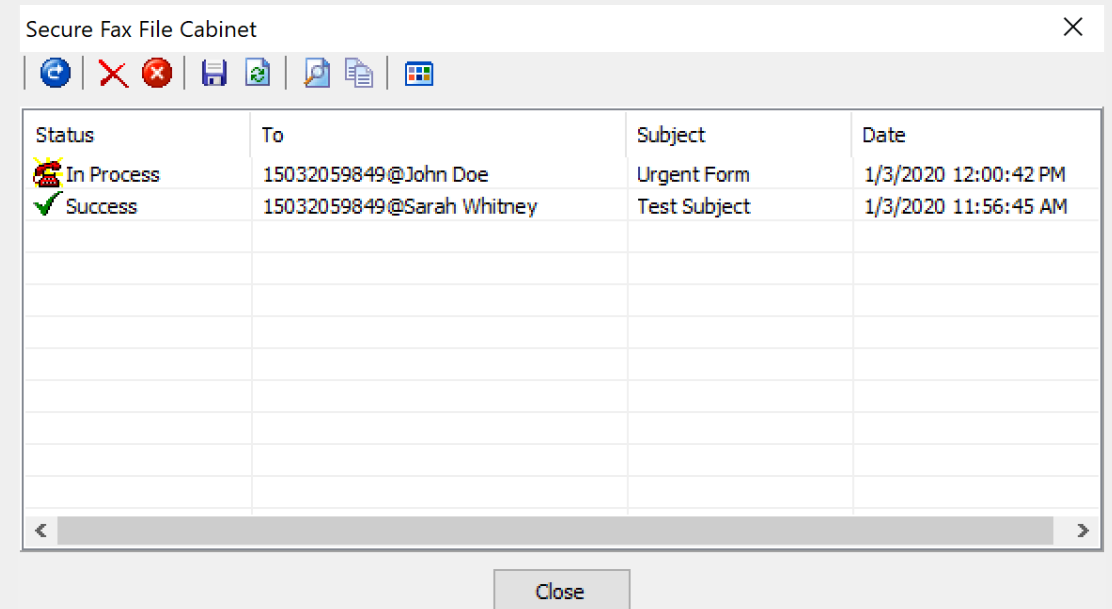
Subject:

Country:  ▾

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](http://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.

The screenshot shows a 'Web to Fax' form with the following elements:

- Recipient's name:** A text input field with a list icon on the right.
- Fax subject:** A text input field.
- Fax number:** A text input field with an 'Add' button to its right.
- Check here if number is outside North America:** A checkbox.
- Destinations:** A large text area with a 'Remove Destination' button and the text 'Up to 10 destinations allowed' below it.
- Cover page message options:** Radio buttons for 'No cover page' (selected), 'General', 'Urgent!', and 'Confidential!'.
- Cover page message:** A large text area for entering a message.
- Attachments:** A red bar with the text 'Attach up to three documents for faxing'.
- Buttons:** A blue 'Send Fax Now!' button and an orange 'Close' button at the bottom.



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

### Web to Fax

**Recipient's name**

**Fax subject**

**Fax number**

Check here if number is outside North America

**Destinations**

Up to 10 destinations allowed

No cover page  
 General  
 Urgent!  
 Confidential!

**Cover page message**

Attach up to three documents for faxing

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**

**Fax subject**

**Fax number**

Check here if number is outside North America

**Destinations**

Up to 10 destinations allowed

No cover page  
 General  
 Urgent!  
 Confidential!

**Cover page message**

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 x



**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) Σ Inbox x

 **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.

## Welcome John Doe.

Fax Activity Report

Account Balance

My Account Info

Send Web to Fax

Logout

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.

**Report Option**

Detailed Report

**Date Period**

Manually Select Time Period

**Start Date (Month-Day-Year)**

11

1

2019

**End Date (Month-Day-Year)**

11

24

2019

**Fax Status**

All Faxes

**Report Type**

Show on screen

Show Report

Close

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	<a href="#">32574314</a>	*5032059849	Fax to Email	+15032059849	5032059849	0	9/15/2019 4:48:34 PM	0.00	1	00:00:24	0.00
SUCCESS	<a href="#">32574311</a>	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	<a href="#">32535279</a>	*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	<a href="#">34206676</a>	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

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](http://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.

Fax Activity Report

Account Balance

My Account Info

Send Web to Fax

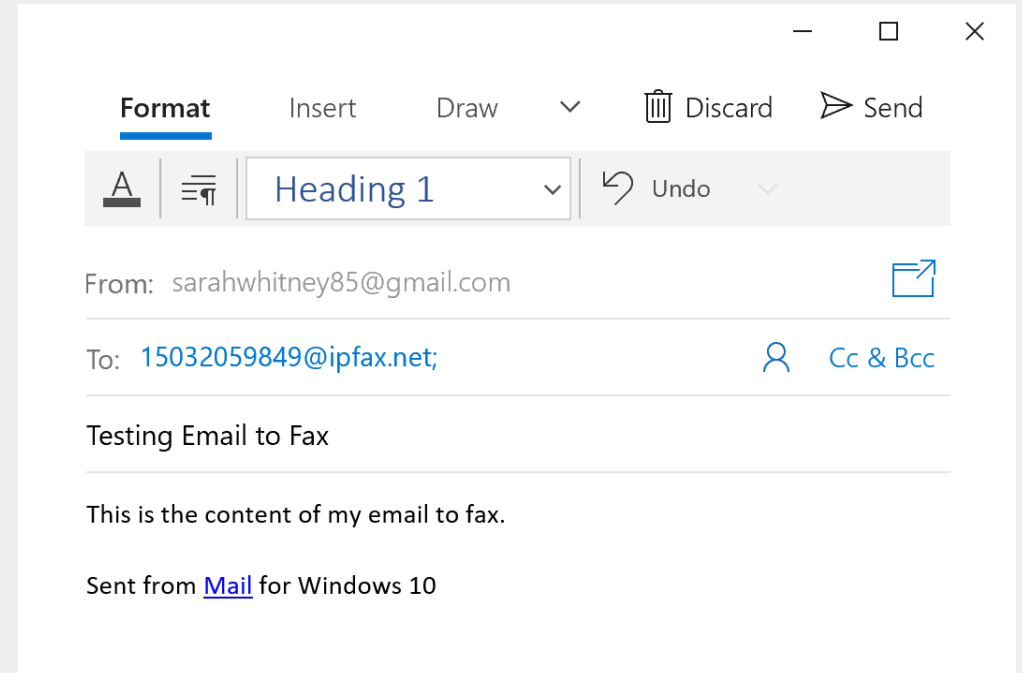
Logout

# Email to Fax

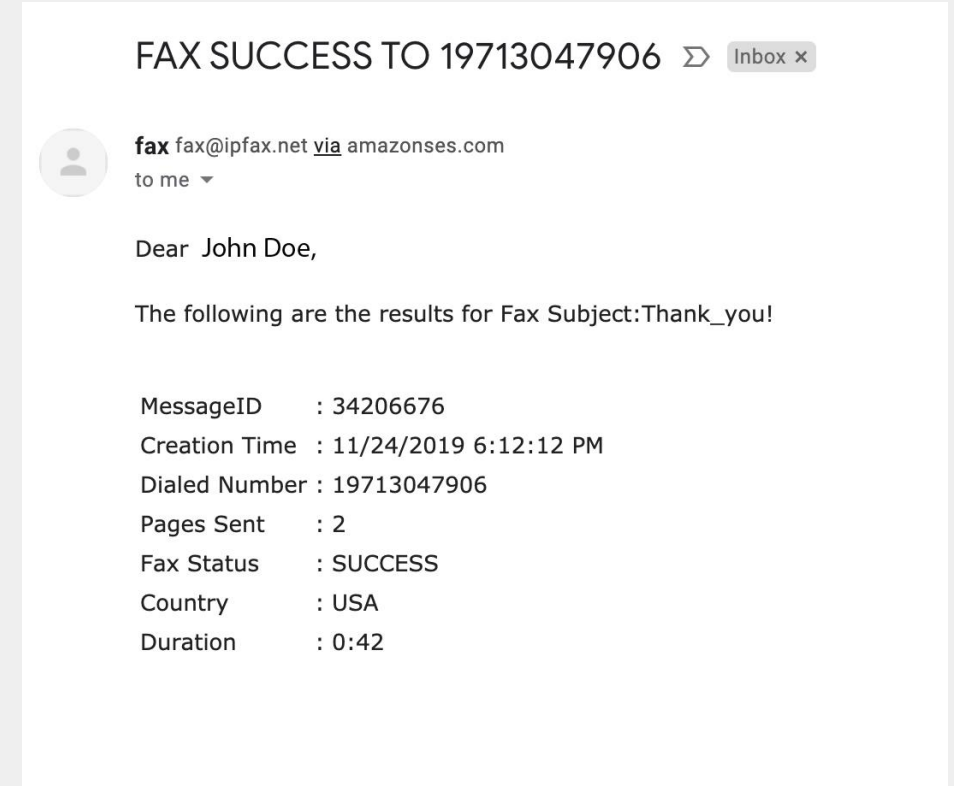
**IMPORTANT NOTE\*** Email to Fax is only available for use by the original email address which the (Reseller Company Name) Fax was purchased/registered with.



- Open a **new email**
- Send to [faxnumber@ipfax.net](mailto:faxnumber@ipfax.net) (including “1” and area code.) example:  
[15032059849@ipfax.net](mailto: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



Fax Success Confirmation  
will be sent in an email and  
will look like this.



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.**

Fax from: +15032059849  Inbox x



**fax** fax@ipfax.net [via](#) amazonses.com

to me ▾

Dear John Doe,

You have received a fax on your Fax Number: 15032059849.

From sending fax machine ID: +15032059849

Your fax is attached to this email.

