Breezeline Online Fax
User Guide

Hosted Voice+
Hosted Voice Essential

breezeline®
for business.

Key Features

- **Compatible With the Following Document Types:**
    (.html, .pdf, .doc, .docx, .jpg, .png, .tif, .odt, .txt)

- **Portal you can access from any computer**

- **No fax machine required**

- **Fax from stored Contacts, personal and company shared**

- **Receive fax notifications via email**

- **Receive faxes via email (Multi emails included)**

Getting Started

Welcome to the Breezeline Online Fax solution.

This guide will help you learn how to use your new online fax solution so that you can send and receive faxes from our Hosted Voice Portal, without needing a bulky fax machine.
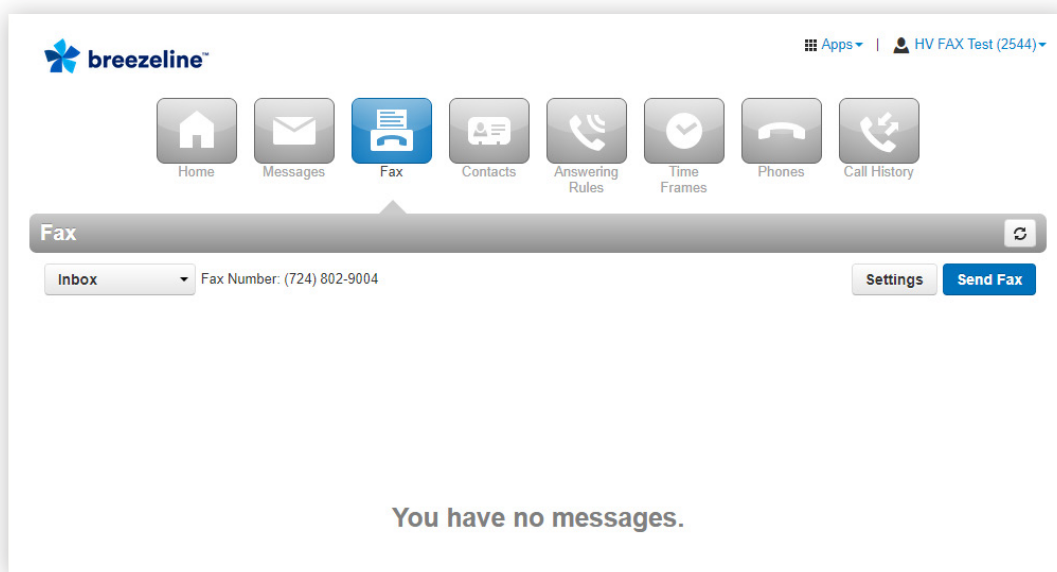
Breezeline Online Fax Overview

The Breezeline Online Fax solution provides quick access to your fax services:

- Send faxes
- View new faxes
- Fax history (sent and received)

And fax settings so that you can control:

- Fax notifications to email
- Fax forwarding to email

▶ **NOTE: Office Managers must be in the "My Account" view to access the fax services tab**

Breezeline Online Fax Settings

Click on the "Settings" button on the top right side of the online fax page and this will bring up a dialogue to allow for adjusting the Inbound Fax Handling.

- **Email with Attachment:** Email notification of inbound Fax with the file attached in the email

- **Email without Attachment:** Email notification of inbound Fax without file attached

- **Portal:** Access inbound faxes via the web portal
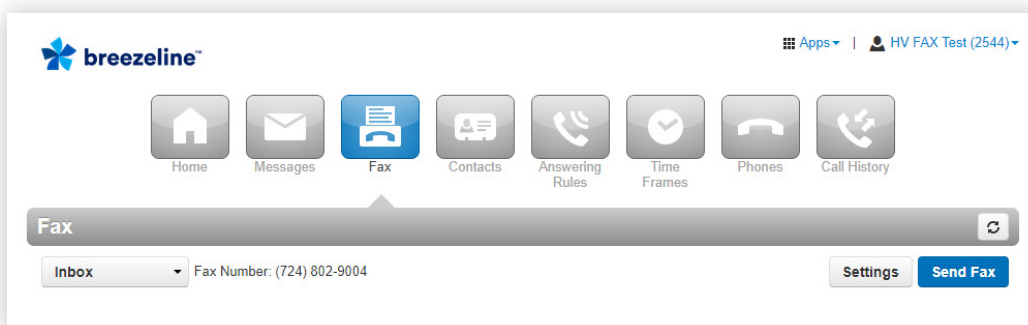
▶ **NOTE: Outbound fax settings are pre-configured when your online fax is set up.**
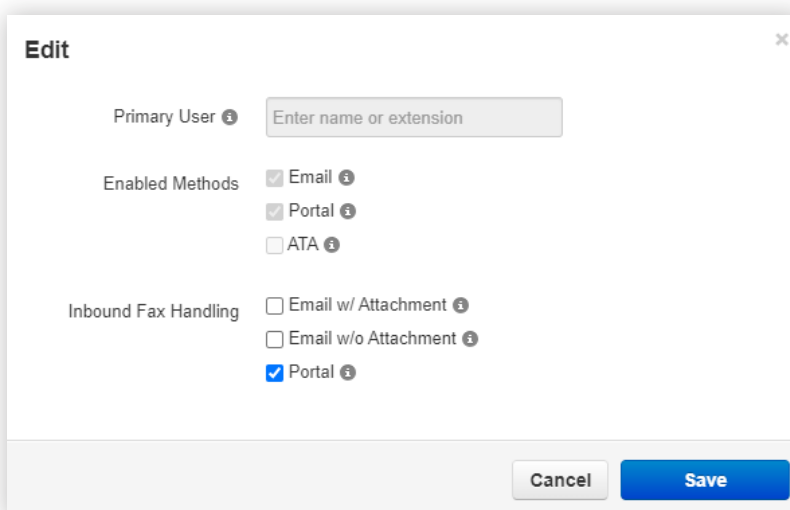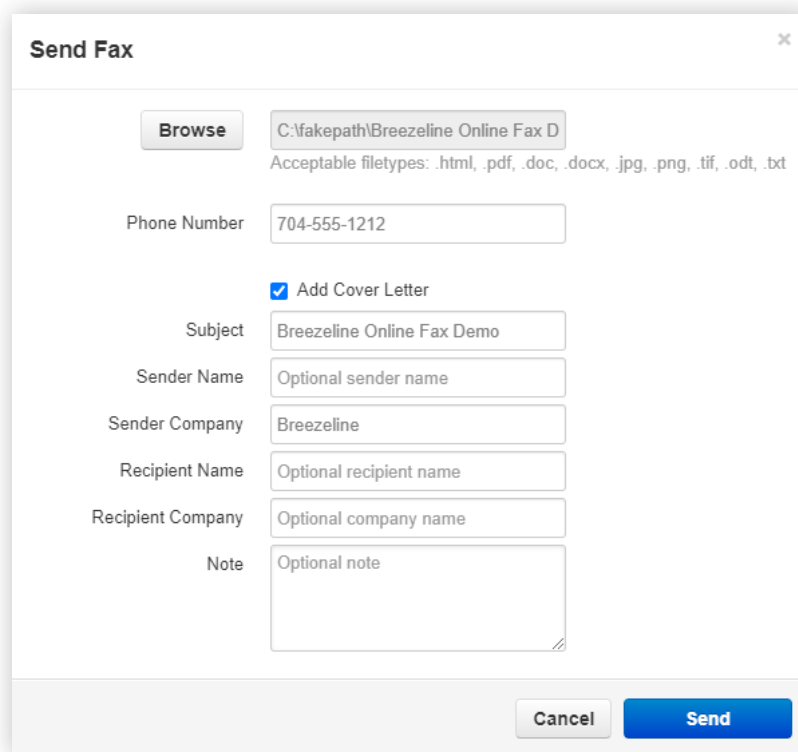
Breezeline Online Fax - Sending

To send a fax - Go to the Fax tab, Click on the "Send Fax" button next to "Settings". A send fax dialogue will appear and several fields will need to be populated before proceeding:

- **Browse:** Select the appropriate file to send. **(Acceptable filetypes: .html, .pdf, .doc, .docx, .jpg, .png, .tif, .odt, .txt)**

- **Caller ID:** Select the outgoing Caller ID (This is only necessary if there are multiple phone numbers assigned to a user for faxing)

- **Phone number:** Destination number for outgoing fax
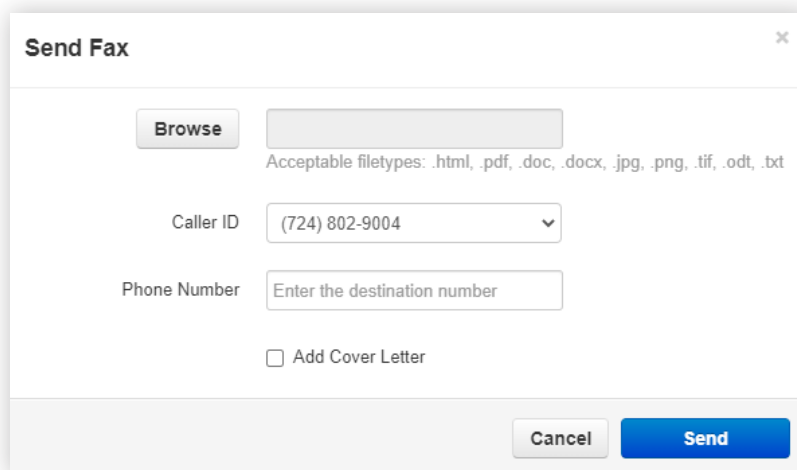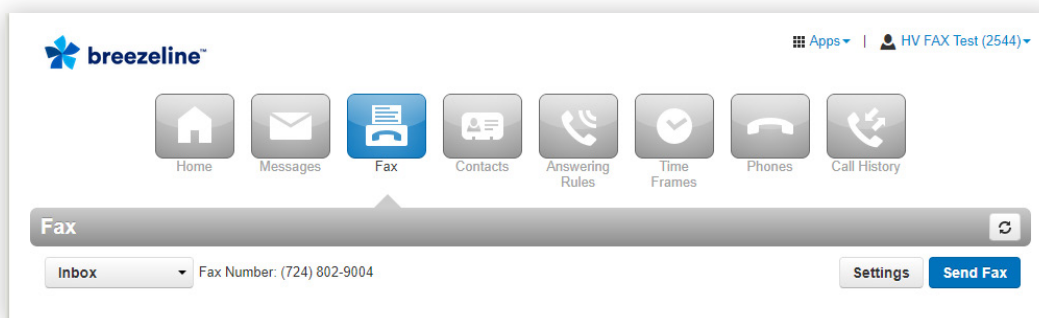
Breezeline Online Fax - Sending

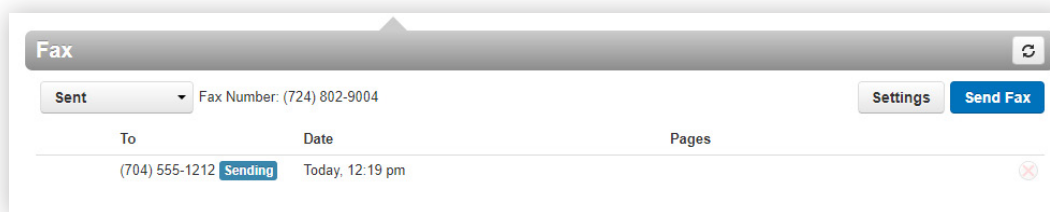An option to **"Add Cover Letter"** is available.

Once you click send, you will be taken to the **"Sent"** box where you will see your fax in a **"Sending"** status.

Breezeline Online Fax - Sending
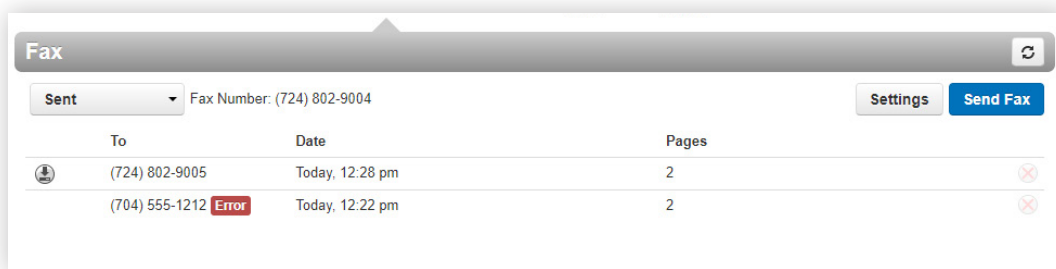
The page and status will take a few minutes to update depending on the number of fax pages. The page will refresh once your fax is sent from sending to blank once it has completed. If the fax fails it will show "Error". You are also able to download a copy of the fax that was sent.

Fax				⟳
Sent ▾	Fax Number: (724) 802-9004		Settings	Send Fax
	To	**Date**	**Pages**	
⬇	(724) 802-9005	Today, 12:28 pm	2	⊗
	(704) 555-1212 Error	Today, 12:22 pm	2	⊗

Breezeline Online Fax - Sending from Contacts

Navigate to the "Contacts" tab at the top of the portal.
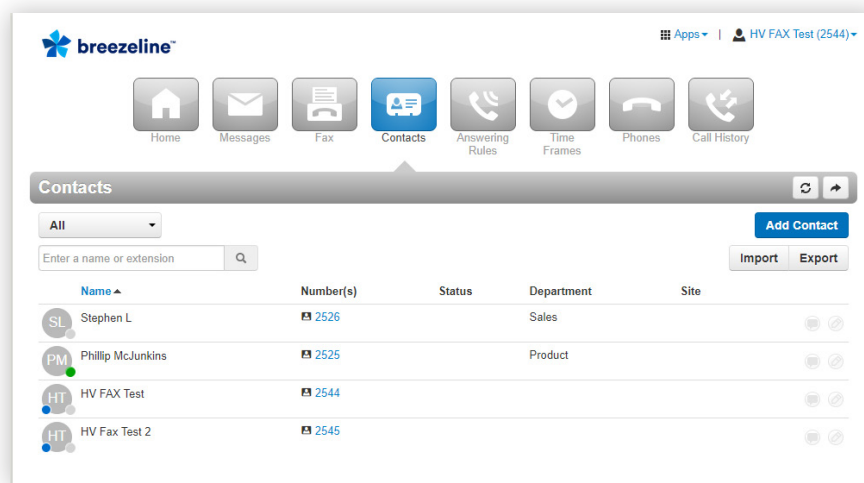
Select the Fax number of the person you would like to send your fax to. Which will launch the "Send Fax" dialogue box for you to attach a file and add a cover letter. Going back to the fax tab - you will then see the sent fax in your Fax History List.

▶ NOTE: Using contacts only works where numbers have been entered in the fax field only.

Breezeline Online Fax - Receiving Faxes (Portal)

Incoming faxes can conveniently be sent to your email address or be accessible to download via the portal or both.

Click on the "Fax" tab at the top of the portal and ensure that the drop-down on the page is set to "Inbox".
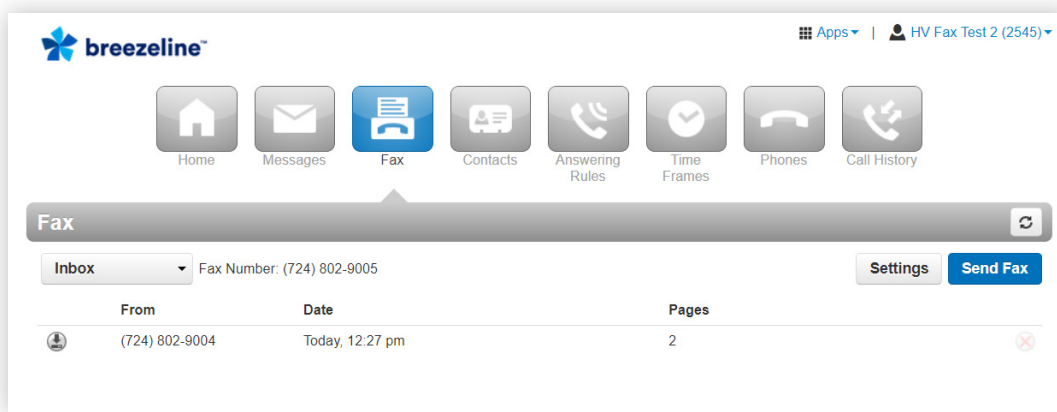

All incoming faxes will appear here and will be available to download at any time until deleted by the user.
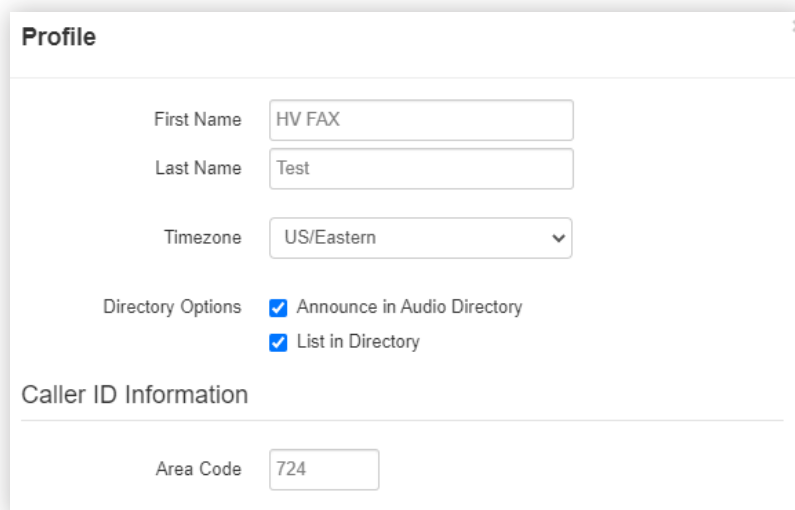
Breezeline Online Fax - Receiving Faxes (Email)

Ensure that the appropriate email address is set under your user profile as this is where your faxes will be sent when the email option is chosen. Check your email for incoming faxes; they should look similar to the below sample:
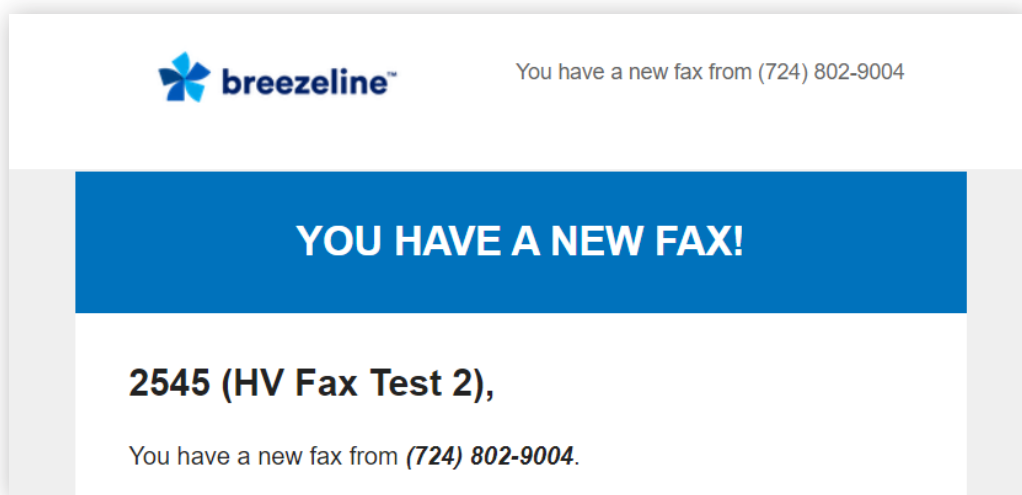
To review your email settings, go to your profile by clicking the down arrow next to your user name in the top right-hand of the portal screen.

breezeline®
for business.

Learn More!

Additional user information, including
self-help videos, can be found on our website
breezeline.com/business or call 855.575.5182