

Hosted Fax Quick Start Guide



Fax from Email Client

Open a new email and type in the 'To' field the destination fax number followed by the hosted fax domain. Be sure to include the area code + 7 - digit fax number + the fax domain @myhostedfax.com

Example;

To: 3097432136@myhostedfax.com

The subject line of your fax email will be the cover letter subject of the fax. Be sure to name it accordingly.

To add files to your fax, click 'Attach File' just as if you are sending an email with attachments.

You may send multiple attachments with a single fax.

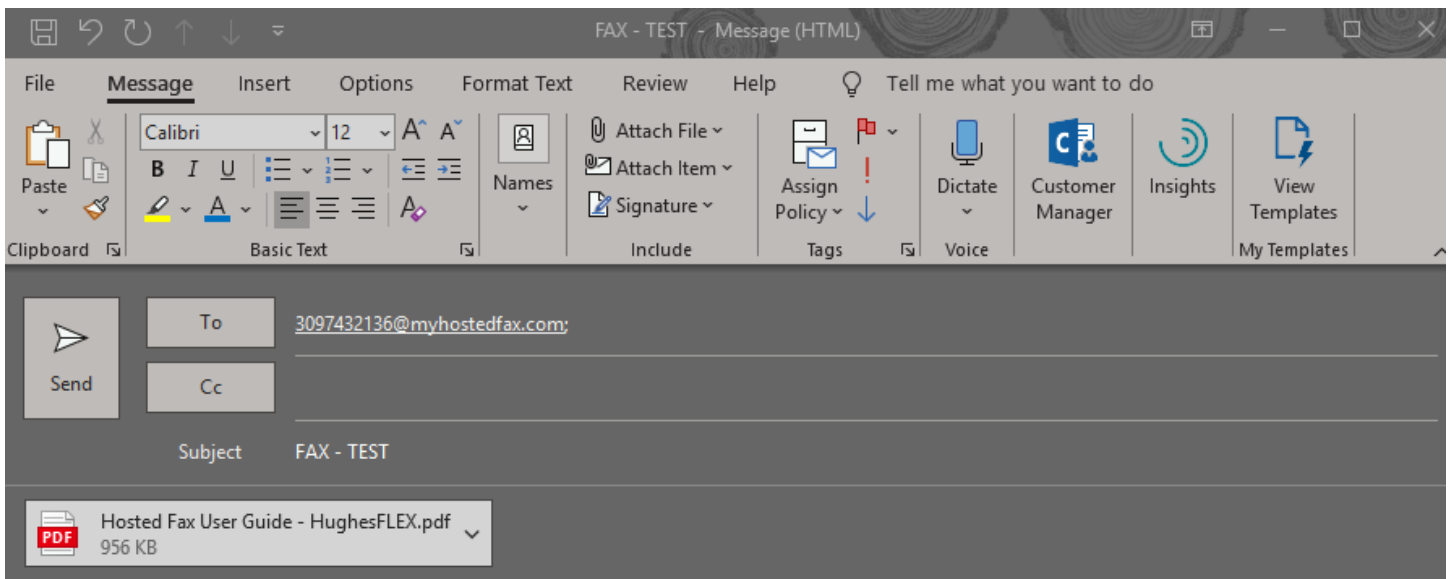
Next, type into the body of the email any text you wish to include on the cover letter. This text will be placed in the Comments section of the fax.

Once finished, click 'Send'. Notifications for successful transmissions or rejected transmissions will be sent to the inbox where the fax originated.

Side note: Your company cover letter is attached to fax from email by default. Your fax cover letter may be accessed and customized at the Hosted Fax home page;

<https://myhostedfax.com>

Please check with your system administrator for portal access.



TEXT PLACED IN THE BODY OF THE EMAIL WILL BE PLACED IN THE 'NOTES' SECTION OF THE COVER LETTER.

ATTACH THE DOCUMENT YOU WISH TO SEND AS A FAX AND CLICK 'SEND'.

MUTIPLE ATTACHMENTS WILL BE SENT AS ONE LARGE FAX.

Sending/Receiving from the Web Dashboard

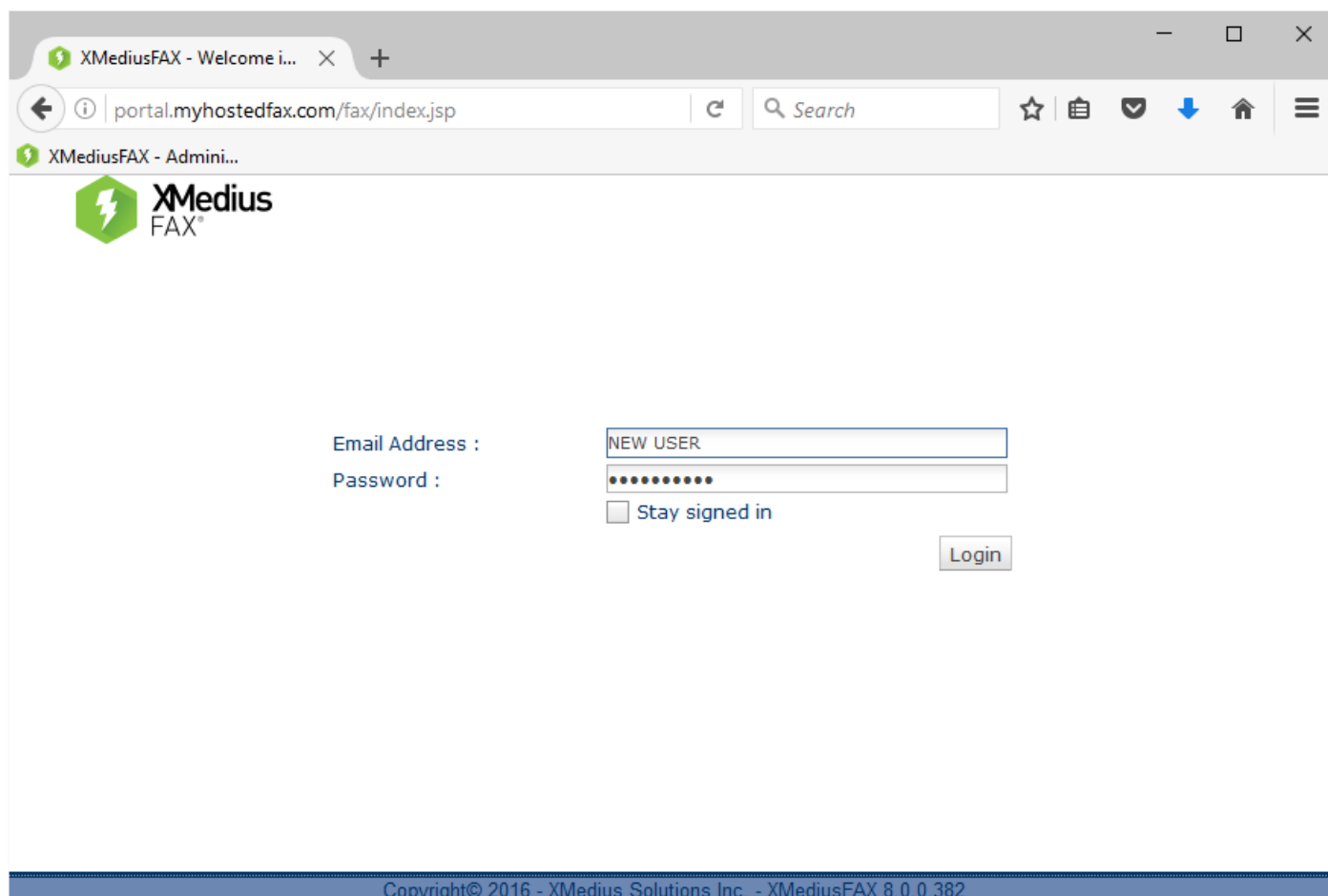
Using your Browser key in the URL shown below to the address bar and press Enter

URL: <https://myhostedfax.com>

TO login, key in the associated user email address followed by the account password and then click 'Login'.

Click 'Stay signed in' if visiting frequently to avoid logging in each time.

Your password may be changed once logged in from the dashboard > Options > Password.



The screenshot shows a web browser window with the following elements:

- Browser tab: XMediusFAX - Welcome i...
- Address bar: portal.myhostedfax.com/fax/index.jsp
- Browser title: XMediusFAX - Admini...
- Logo: XMedius FAX (with a lightning bolt icon)
- Form fields:
 - Email Address : NEW USER
 - Password : (masked with dots)
 - Stay signed in
 - Login button
- Footer: Copyright© 2016 - XMedius Solutions Inc. - XMediusFAX 8.0.0.382

Home Page Dashboard

Compose Fax – Click to create and send new fax

Inbound History – Click to view history of inbound fax

Outbound History – Click to view history of outbound fax

Outgoing Queue – Click to view current active fax queue

You may search each folder using the filters at the top of the fax view field.

Fax may be downloaded to a local drive or printed as needed.

Contacts can be managed similar to email, by clicking 'Contacts' located in the page Header.

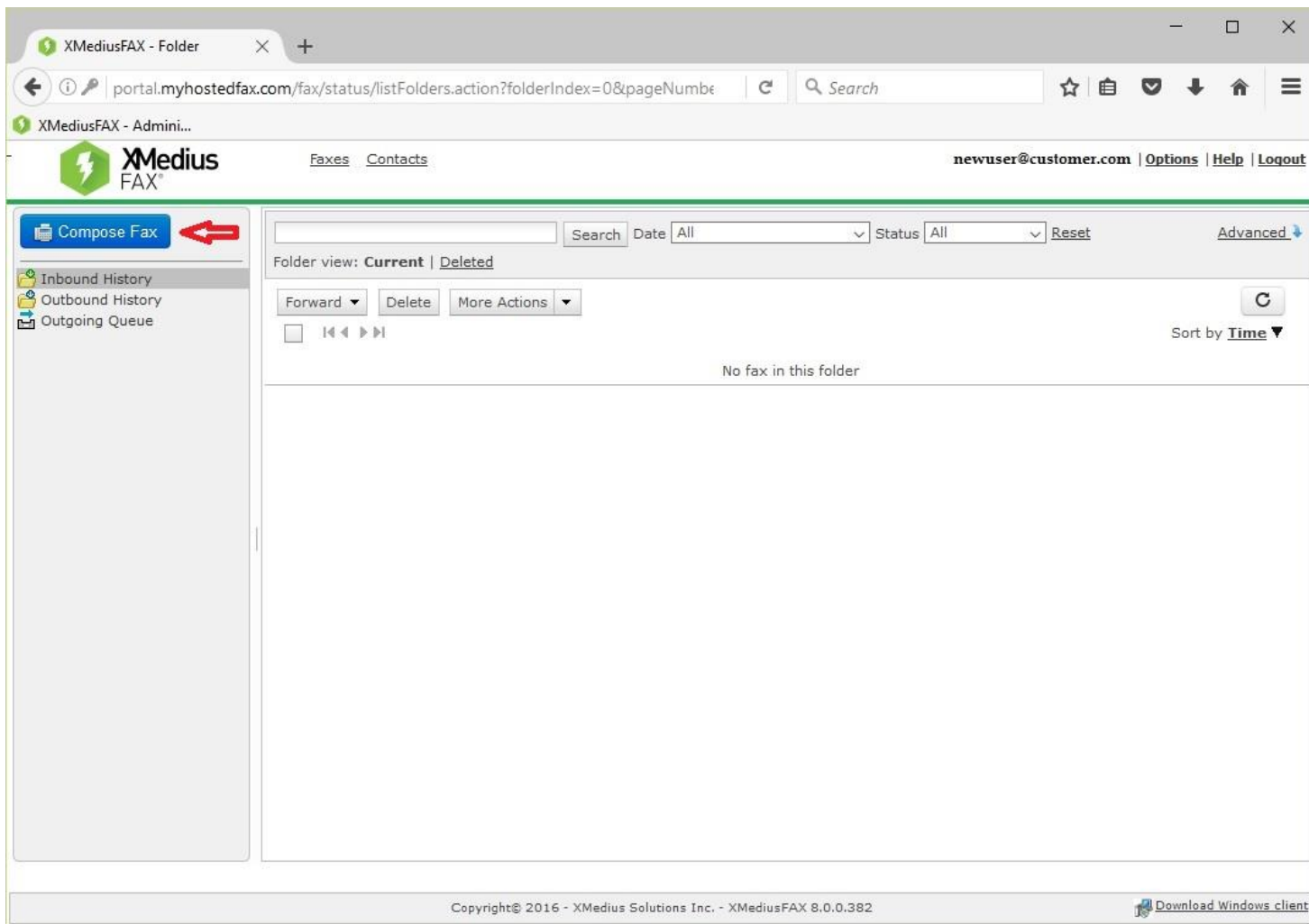
The screenshot displays the XMedius FAX web interface. The browser address bar shows the URL: `portal.myhostedfax.com/fax/status/listFolders.action?folderIndex=0&pageNumbe`. The page header includes the XMedius FAX logo, navigation links for [Faxes](#) and [Contacts](#), and user information: `newuser@customer.com` with links for [Options](#), [Help](#), and [Logout](#).

The main content area features a left sidebar with navigation options: [Compose Fax](#), [Inbound History](#), [Outbound History](#), and [Outgoing Queue](#). The main panel shows a search bar, filter dropdowns for `Date` (set to `All`) and `Status` (set to `All`), and a `Reset` button. Below the filters, there are action buttons: `Forward`, `Delete`, and `More Actions`. A `Sort by Time` dropdown is also present. The main content area displays the message: "No fax in this folder".

The footer contains the copyright information: `Copyright© 2016 - XMedius Solutions Inc. - XMediusFAX 8.0.0.382` and a link to [Download Windows client](#).

Compose

To create new fax, click the  button on the left side of your dashboard above your Inbound, Outbound and Outgoing Queue folders.



The screenshot displays the XMedius FAX web application interface. The browser address bar shows the URL: `portal.myhostedfax.com/fax/status/listFolders.action?folderIndex=0&pageNumbe`. The page header includes the XMedius FAX logo, navigation links for "Faxes" and "Contacts", and user information: "newuser@customer.com | Options | Help | Logout".

The main content area is divided into a left sidebar and a main panel. The sidebar contains a "Compose Fax" button with a red arrow pointing to it, and a list of folders: "Inbound History", "Outbound History", and "Outgoing Queue". The main panel shows a folder view for "Current" with a "Deleted" link. It includes search and filter controls (Date: All, Status: All, Reset, Advanced), action buttons (Forward, Delete, More Actions), and a "Sort by Time" dropdown. The main content area is currently empty, displaying the message "No fax in this folder".

At the bottom of the page, the footer contains the copyright information: "Copyright© 2016 - XMedius Solutions Inc. - XMediusFAX 8.0.0.382" and a link to "Download Windows client".

Destination Fax Number

Be sure to indicate the destination fax number with area code and phone number only. No need to add 1 before the area code.

The screenshot shows a web browser window with the URL `portal.myhostedfax.com/fax/compose/webFaxCompose.action`. The page title is "Web Fax Compose". The user is logged in as `newuser@customer.com`. The interface includes a sidebar with "Compose Fax", "Inbound History", "Outbound History", and "Outgoing Queue". The main content area has a "Submit" button and tabs for "Compose", "Sender & Company information", and "Options".

Recipients

Name:

Company:

Fax:

Cover Sheet

Style:

Subject:

Comment:

Attachments

Document to attach

No file selected.

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Subject

Key in the 'Subject' field the title or topic of your fax.

The screenshot shows a web browser window titled 'Web Fax Compose' with the URL 'portal.myhostedfax.com/fax/compose/webFaxCompose.action'. The page header includes the XMedius FAX logo, navigation links for 'Faxes' and 'Contacts', and user information 'newuser@customer.com | Options | Help | Logout'. The main content area is divided into a left sidebar and a main form. The sidebar contains 'Compose Fax', 'Inbound History', 'Outbound History', and 'Outgoing Queue'. The main form has a 'Submit' button and tabs for 'Compose', 'Sender & Company information', and 'Options'. The 'Compose' tab is active, showing fields for 'Recipients' (Name, Company, Fax), 'Cover Sheet' (Style, Subject, Comment), and 'Attachments' (Document to attach, Browse..., More attachments...). A red arrow points to the 'Subject' field in the 'Cover Sheet' section.

Web Fax Compose

portal.myhostedfax.com/fax/compose/webFaxCompose.action

XMediusFAX - Admini...

XMedius FAX

Faxes Contacts

newuser@customer.com | Options | Help | Logout

Compose Fax

Submit

Compose Sender & Company information Options

Recipients

Name: Recipient More recipients...

Company:

Fax: 6028755901

Cover Sheet

Style: Default Cover Sheet (Basic01.cse) v

Subject:

Comment:

Attachments

Document to attach

Browse... No file selected.

More attachments...

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Comments

You may include comments in this body. The comments will appear on the fax cover page in the 'Comments' section located near the bottom of the page.

The screenshot shows the 'Web Fax Compose' interface in a browser. The page title is 'Web Fax Compose' and the URL is 'portal.myhostedfax.com/fax/compose/webFaxCompose.action'. The user is logged in as 'newuser@customer.com'. The interface includes a sidebar with 'Compose Fax', 'Inbound History', 'Outbound History', and 'Outgoing Queue'. The main content area has a 'Submit' button and tabs for 'Compose', 'Sender & Company information', and 'Options'. The 'Compose' tab is active, showing fields for 'Recipients' (Name, Company, Fax), 'Cover Sheet' (Style, Subject, Comment), and 'Attachments' (Document to attach, Browse..., More attachments...). A red arrow points to the 'Comment' text area.

Compose Fax

Submit

Compose | Sender & Company information | Options

Recipients

Name: Recipient

Company:

Fax: 6028755901

Cover Sheet

Style: Default Cover Sheet (Basic01.cse)

Subject:

Comment:

Attachments

Document to attach

No file selected.

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Attachments

To add the files, you need to send with your fax, click **Browse...** button to use your desktop file explorer and navigate the file(s) you wish to fax. Then attach them as if sending an email.

The screenshot shows a web browser window titled "Web Fax Compose" with the URL "portal.myhostedfax.com/fax/compose/webFaxCompose.action". The page header includes the XMedius FAX logo, navigation links for "Faxes" and "Contacts", and user information "newuser@customer.com | Options | Help | Logout".

The main content area is divided into two sections: "Compose Fax" (left sidebar) and "Submit" (main area). The "Submit" section has tabs for "Compose", "Sender & Company information", and "Options".

The "Recipients" section contains input fields for "Name:" (with "Recipient" entered), "Company:", and "Fax:" (with "6028755901" entered). A "More recipients..." button is also present.

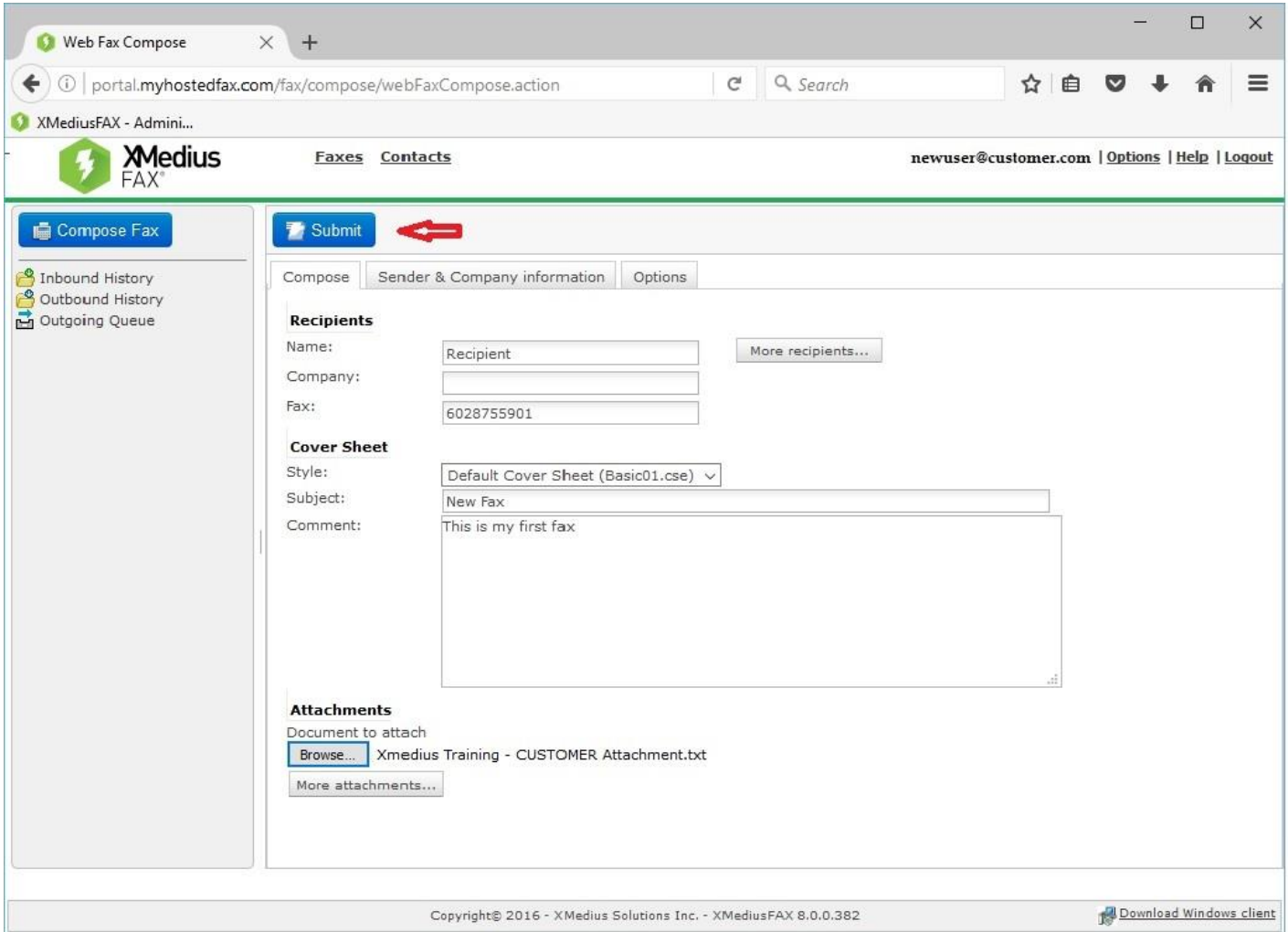
The "Cover Sheet" section includes a "Style:" dropdown menu set to "Default Cover Sheet (Basic01.cse)", and input fields for "Subject:" and "Comment:".

The "Attachments" section is at the bottom, with the label "Document to attach". It features a "Browse..." button, which is highlighted with a red arrow, and a "More attachments..." button.

The footer contains the text "Copyright© 2016 - XMedius Solutions Inc. - XMediusFAX 8.0.0.382" and a link to "Download Windows client".

Submit

Once you have completed filling in the information and adding attachments you may click on the  button to begin sending the fax.



Web Fax Compose


portal.myhostedfax.com/fax/compose/webFaxCompose.action

XMediusFAX - Admini...

XMedius FAX [Faxes](#) [Contacts](#) [newuser@customer.com](#) | [Options](#) | [Help](#) | [Logout](#)

Compose Fax

- Inbound History
- Outbound History
- Outgoing Queue

Submit 

Compose [Sender & Company information](#) [Options](#)

Recipients

Name: [More recipients...](#)

Company:

Fax:

Cover Sheet

Style: ▾

Subject:

Comment:

Attachments

Document to attach

[Browse...](#) Xmedius Training - CUSTOMER Attachment.txt

[More attachments...](#)

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Notifications

Once submitted, you will be prompted with a broadcast ID specific to the recent fax. If sending to a new fax destination the system will prompt to add the 'New Recipient' to the contacts list, saving the name and fax number for future use.

The screenshot shows a web browser window with the URL `portal.myhostedfax.com/fax/compose/webFaxStatus.action`. The page header includes the XMediusFAX logo, navigation links for [Faxes](#) and [Contacts](#), and a user profile for `newuser@customer.com` with links for [Options](#), [Help](#), and [Logout](#). A left sidebar contains navigation options: [Compose Fax](#), [Inbound History](#), [Outbound History](#), and [Outgoing Queue](#). The main content area displays a notification box with the following text:

Fax submitted
Fax successfully queued for delivery; Broadcast ID is 4B78257E-E0B0-49AC-8DF8-44B4B09169F6-202-BR

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

- Recipient, 6028755901

An [Ok](#) button is located below the notification box. The footer of the page contains the copyright notice: `Copyright© 2016 - XMedius Solutions Inc. - XMediusFAX 8.0.0.382` and a link to [Download Windows client](#).

History – Outbound/ Inbound & Queue

Fax history is categorized and can be easily searched, saved locally and or printed. Search inbound, outbound, and outgoing queues using the filters located at the top of the dashboard. Enter search criteria into the Search field and click



to locate specific fax. You may also filter by Date and by Status.

The screenshot shows the XMediusFAX web interface. The browser address bar displays the URL: `http://portal...363063898021`. The page title is "XMediusFAX - Admini...". The navigation menu includes "Faxes" and "Contacts". The user is logged in as "newuser@customer.com" with links for "Options", "Help", and "Logout".

The main content area shows a list of outgoing faxes. The interface includes a search bar, filters for "Date" (set to "All") and "Status" (set to "All"), and a "Reset" button. The folder view is set to "Current". The list of faxes is as follows:

Folder view:	Current	Deleted		
<input type="checkbox"/>	Sent	New Fax To: 6028755901	2 pages	02:55 pm
<input type="checkbox"/>	Sent	Test Accession To: 4803627016	2 pages	09:20 am
<input type="checkbox"/>	Sent	Test #3 To: 4803627016	2 pages	09:14 am
<input type="checkbox"/>	Sent	John Test To: 4802918615	2 pages	09:13 am
<input type="checkbox"/>	Sent	Test Again To: 4803627016	2 pages	06:54 am
<input type="checkbox"/>	Sent	(No Subject) To: 4803627016	4 pages	06:16 am
<input type="checkbox"/>	Sent	Test Fax To: 4803627016	3 pages	Jan 6

At the bottom of the page, there is a copyright notice: "Copyright© 2016 - XMedius Solutions Inc. - XMediusFAX 8.0.0.382" and a link to "Download Windows client".

Troubleshooting

Problem	Resolution
Cannot log into Dashboard.	Check username and password. Check cap lock key. Reset password.
Fax will not send.	Make sure fax number is correct and working. Make sure the fax is not too large. (100 page max.) Check document format. (See chart below)
Not receiving fax	Make sure fax number is correct and working. Make sure the fax is not too large. (100 page max.) Check document format. (See chart below) Make sure e-mail address is correct.

Name	Extensions
WebKit HTML converter	HTML;HTM;HTMLMERGE;GIF;JPG;JPE;JPEG;PNG
Microsoft Internet Explorer	HTML;HTM;URL
Internal Text	TXT;WTX
Notepad	TXT
GS	PDF;PS;EPS;EPI
Elan	PCL
Merqed Html body	HTMLMERGE
Tiff	TIFF;TIF
Microsoft Word	DOC;DOCX;DOT;WBK
Microsoft Excel	XLS;XLSX
Adobe PageMaker	PM
Word Perfect	WPD
Open Office	ODT;OTT;SXW;STW;ODS;OTS;SXC;STC;ODP;OTP;SXI;STI
Microsoft Powerpoint	PPT;PPTX
Generic	RTF;PPT;PPTX;BMP;TIFF;TIF

If you have any questions or require technical support, please contact us at 309-277-4111

You may email a support request to: tech@hughestel.com