Hosted PBX - Fax Number Tutorial

Introduction

Getting Started

- **Changing Your PIN**

The Basics

- **Logging In**
- **Managing Faxes**

Advanced

- **Configuring Notification**
- **Configuring Group Messaging**
- **Viewing Call History**
- **Sent Fax Log**

Introduction

Your new Hosted PBX Fax Number is a personal fax number for receiving faxes that doesn't require a fax machine. People wishing to send you a fax simply dial your Hosted PBX Fax Number and send the fax. The Hosted PBX Fax Number receives and stores the fax. You may view and forward the fax from any Web-enabled computer. You can even be notified of new Fax messages on your PC or digital cell phone. This tutorial will guide you through the process of setting up and customizing your new Hosted PBX Fax Number, and explain how to use its basic and advanced features. If you have questions, you may contact customer service at customerservice@accessline.com or by calling 1-877-357-0750.

The Basics

This information will assist you with learning to use the basic features of the Hosted PBX Fax Number. This section of the tutorial covers the following:

- Logging In
- Managing Faxes

Logging In

In order to customize and manage your Hosted PBX Fax Number you must log into the web site at www.intermedia.net/accesslinelogin/index.asp. Once logged in, you will be able to view and forward faxes as well as manage other aspects of your service such as changing your PIN, and view your Call History.

> **By Web**:
> To log into your Hosted PBX Fax Number via the Web:
>
> 1. Go to www.intermedia.net/accesslinelogin/index.asp.
> 2. Enter your Hosted PBX Fax Number and PIN (or temporary PIN if it is your first time logging in).
>
> Once logged in, you may manage faxes, view your Call History, and much more.

Managing Faxes

Your Hosted PBX Fax Number acts as your fax machine for incoming faxes. Callers send faxes to your Hosted PBX Fax Number, which recognizes the call as a fax and stores it for you. You may then access the fax via the Web. Faxing Highlights:

- Fax Number will store a maximum of 256 faxes before becoming full and rejecting incoming faxes. Make sure to delete unwanted faxes.
- Fax Number will store your faxes for 90 days before automatically deleting faxes older than 90 days.
- Forward received faxes to any fax machine via the web
- View faxes via your Web account in a variety of formats.
- Forward received faxes via email

By Web:
To manage faxes via the Web:

1. Go to www.intermedia.net/accesslinelogin/index.asp.
2. Enter your Hosted PBX Fax Number and PIN.
3. To view a fax, click the icon representing the format you wish to view your fax (.JPG or .TIFF).
4. To forward a fax, click the Forward button and enter the email address or Intermedia phone number of the recipient.

If forwarding via email, you will be presented with an email form to fill out.

Getting Started

This information will assist you in beginning to use your new Hosted PBX Fax Number. At this point you should have received your Hosted PBX Fax Number and temporary PIN. This section of the tutorial covers the following:

- Changing your PIN

Changing Your PIN

When you first log into your service via the web, it is important to change your PIN from the temporary PIN you were provided. The new PIN must be between 6 and 10 digits and cannot start with 0. Also, the system will not allow a PIN that uses repeating numbers such as 222222 or an easily recognized pattern such as 123456.

By Web:
To change your PIN:

1. Go to www.intermedia.net/accesslinelogin/index.asp.
2. Enter your Hosted PBX Fax Number and PIN.
3. Click the Personal Info tab.
4. Select Change PIN.
5. Enter your current (temporary) PIN.
6. Enter your new PIN.
7. Reenter you new PIN.
8. Click Ok.

Advanced

The previous section of this tutorial introduced you to the Hosted PBX Fax Number Basics.

This section of the tutorial covers the following:

- Configuring Notification
- Configuring Group Messaging
- Viewing Billing Information and Call History

Configuring Notification

Your Hosted PBX Fax Number has the ability to notify you of new fax messages, which can save you time and increase your efficiency. Notification is available via pager, email, or digital cell phone.

Notification Highlights:

- Displays the type of message (fax received).
- Displays the number of new Fax messages in your mailbox.
- Displays the Caller ID of the person who sent the fax
- Provides notification for sent faxes that were undelivered
- Provides notification for sent faxes that were delivered

By Web:
To configure Notification:

1. Go to www.intermedia.net/accesslinelogin/index.asp.

2. Enter your Hosted PBX Fax Number and PIN.
3. Click the Personal Info tab.
4. Select Notification.
5. Enter the email address you want notifications sent to. (If you wish to receive notification to a cell phone and are unsure of the email address, use the provided list of cell phone carrier's email addresses.)
6. Determine the format of the notification.
7. Determine the types of notification you want to receive:
     - New fax
     - Sent fax delivered
     - Sent fax failure
8. Use the test button to send a test notification

Configuring Group Messaging

Group Messaging allows you to forward fax messages from one Intermedia user to another. If there are multiple people who have Intermedia fax service, you can create lists to send broadcast messages and forwarded messages. With Group Messaging, you can:

- Forward fax messages to one or more people
- Create and send broadcast messages to one or more people
- Quickly and easily create and manage group list via the Web

By Web:
To configure Group Messaging:

1. Go to www.intermedia.net/accesslinelogin/index.asp.
2. Enter your Hosted PBX Fax Number and PIN.
3. Click the Personal Info tab.
4. Select the Group Manager button.
5. Click Create Group.
6. Enter a unique Group Number (which is used when sending messages via the phone).
7. Enter a unique Group Name (which is used when sending message via the Web).
8. Enter a Description for this group (optional).
9. Enter the Intermedia phone number or the first or last name of the first person to be added to the list.
10. Determine if this person is an Administrator (able to modify this list) and/or a Sender (able to send messages to this group) and/or a Recipient (only able to receive messages).
11. Click Add.
12. Repeat steps 7, 8 and 9 until all members of the group have been added.

Viewing Call History

Your Hosted PBX Fax Number allows you to view your Call History through the Web site. You may view Call History for specific months and years. Call History details every call made to your Fax Number Service.

By Web:
To view Call History:

1. Go to www.intermedia.net/accesslinelogin/index.asp.
2. Enter your Hosted PBX Fax Number and PIN.
3. Click the Personal Info tab.
4. Select the Call History button.
5. Select the timeframe of the Call History you wish to view.

Sent Fax Log

Anytime you send a fax from your Hosted PBX Fax Number, an entry is made in your Sent Fax Log which is accessible via the web. The Sent Fax Log shows time and date the fax was sent, phone number or email address the fax was sent to and whether the fax was delivered or not. If the fax failed to be delivered, the Sent Fax Log will tell you why it failed.

By Web:
To view the Sent Fax Log via the Web:

1. Go to www.intermedia.net/accesslinelogin/index.asp.
2. Enter your Hosted PBX Fax Number number and PIN.

3. Click the Fax button on the left of the screen
4. Click the Sent Fax Log tab