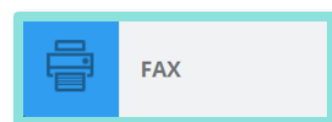


# Fax - for the end user

Faxing is no longer one of the basic necessities of life for companies, but in many industries faxes are still used on a daily basis, for example, in the legal profession, the notary's office, the healthcare sector...

**Good news for everyone for whom faxing is an added value!** Fonzer offers a **complete Fax solution**:



- receiving faxes as PDFs to one or more e-mail addresses
- send faxes by uploading a PDF without the need for a fax machine
- including an e-mail confirmation that the fax has been sent with a copy of the cover page

For a **complete installation of the Faxbox** and detailed explanation see **manual**:

[Fax - config & admin – FONZER | Helpdesk \(zendesk.com\)](#)

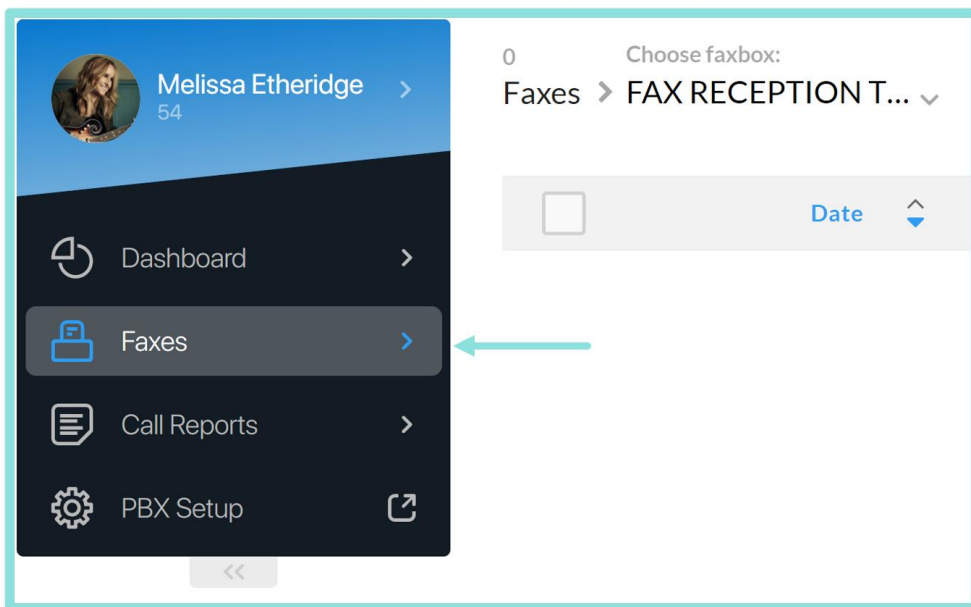
This manual will help you to use the Fax application in the Fonzer telephone system in no time at all.

## Contents

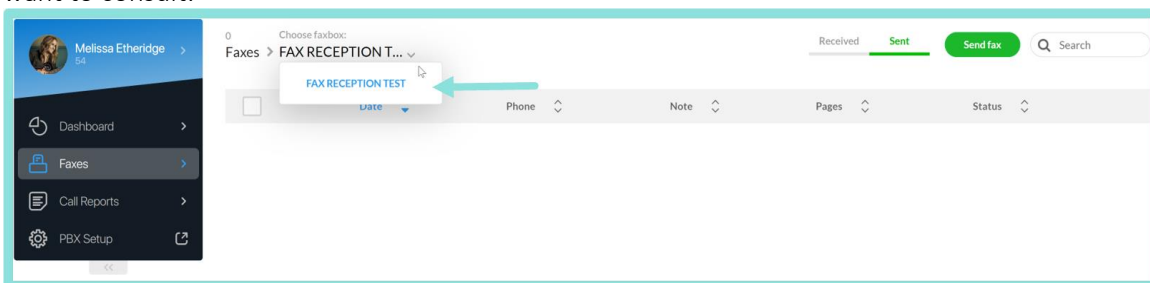
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## 1. Login

1. Log in to the Fonzer User Panel



2. Click on [Fax] on the left-hand side.
3. If you have gained access to several fax numbers (boxes), you can first choose the Faxbox you want to consult:



4. On the top right, you can navigate to the [Received] faxes and the [Sent] faxes.

## 2. Received faxes

In the overview of received faxes you can see:

- the date and time the fax was received
- the telephone number of the sender
- the number of pages of the message
- the status of the fax
- the download icon (downward pointing arrow) to download the message (PDF)

<input type="checkbox"/>	Date	Phone	Pages	Status	
<input type="checkbox"/>	21/04/2021 - 05:46:09	anonymous	1	Success	↓
<input type="checkbox"/>	07/04/2021 - 08:18:27	anonymous	1	Success	↓
<input type="checkbox"/>	30/03/2021 - 08:10:01	anonymous	1	Success	↓

Faxes always arrive as unread and marked in bold. As soon as the document is downloaded, it will be marked as read. If the fax is selected (checkbox on the left) you can choose to:

- mark the fax as read
- mark the fax as unread
- delete the fax

<input checked="" type="checkbox"/>	Date	Phone	Pages	Status	
<input type="checkbox"/>	21/04/2021 - 05:46:09	anonymous	1	Success	↓
<input type="checkbox"/>	07/04/2021 - 08:18:27	anonymous	1	Success	↓
<input checked="" type="checkbox"/>	30/03/2021 - 08:10:01	anonymous	1	Success	↓

Received faxes are **automatically deleted after the set period**, respectively 7, 30, 90 or 180 days. How to set this period can be found in the manual: [Fax - config & admin – FONZER | Helpdesk \(zendesk.com\)](https://www.fonzer.com/helpdesk/Fax-config-admin)

### 3. Sent faxes

In the overview of sent faxes you see:

- the date and time the fax was sent
- to which telephone number/destination the fax was sent
- the internal memo
- the number of pages of the message
- the status of the fax
- the download icon (downward pointing arrow) to download the message (PDF)

<input type="checkbox"/>	Date	Phone	Note	Pages	Status	
<input type="checkbox"/>	01/03/2021 - 15:44:18	3225805059	TEST		Busy	↓
<input type="checkbox"/>	02/12/2020 - 15:40:16	3238870928	Test ISVAG	1	Sent	↓
<input type="checkbox"/>	02/12/2020 - 15:38:43	3238775640	Test ISVAG	1	Failed	↓

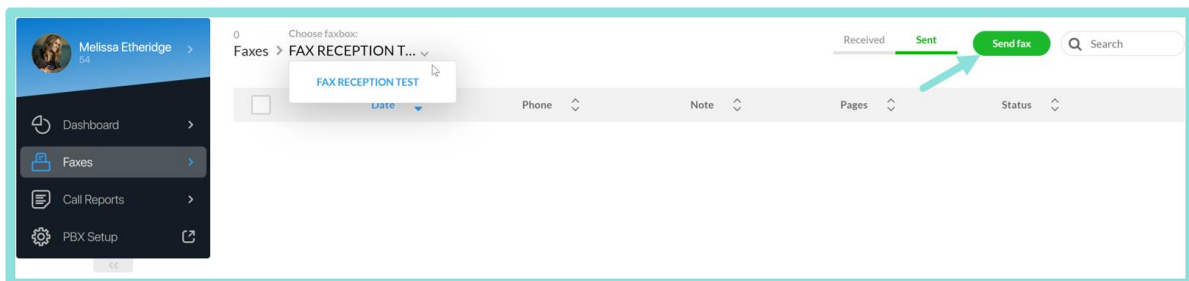
If you select the sent fax (check box on the left) you can delete it.

<input type="checkbox"/>	Date	Phone	Note	Pages	Status	
<input type="checkbox"/>	02/12/2020 - 15:40:16	3238870928	Test ISVAG	1	Sent	↓
<input checked="" type="checkbox"/>	02/12/2020 - 15:38:43	3238775640	Test ISVAG	1	Failed	↓

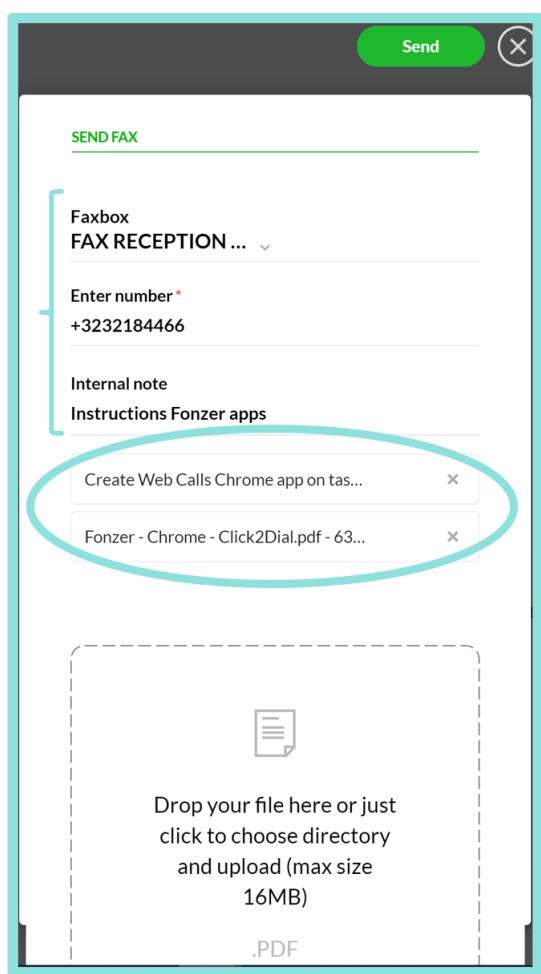
Sent faxes are **automatically deleted after the set period**, respectively 7, 30, 90 or 180 days. How to set this period can be found in the manual: [Fax - config & admin – FONZER | Helpdesk \(zendesk.com\)](https://helpdesk.fonzer.com/)

## 4. Send faxes

1. Select the Faxbox you are using to send from (only if you have several Faxboxes)
2. Click on the [Send Fax] button in the upper right corner.



3. Enter the phone number to which you want to fax ( +32XXXX)
4. Give the fax an internal note if necessary
5. Click on the bottom box to select your file
6. Click [Send] to send your fax



**Fax acknowledgement:** if your user was given permission to receive an **e-mail notification**, you will receive a report indicating whether the messages were sent successfully or not:

