



Hosted Fax User Manual

Your username and password will be sent to you in an e-mail. The e-mail will look like this below.

Hello,
Please find your fax account login credentials below:

Username: **NEW USER**

Password: **^wxTir8M2z(s**

You will need to provide these credentials to login with any fax client you are using. Log into the web portal here: <https://myhostedfax.com>

Note: for security reasons, you may be required to change this password. Simply login using the Web Client and follow the instructions (if applicable).

Sending/Receiving from Email

Subject will be included on cover sheet - Message (HTML)

File Message Insert Options Format Text Review Help Tell me what you want to do

Clipboard Basic Text Names Include Tags Voice My Templates

From test@test.com

To 4803623107@myhostedfax.com

Cc

Subject Subject will be included on cover sheet

Hosted_Fax_CUSTOMER_Training_Manual_-_brandable_v3.docx 1 MB

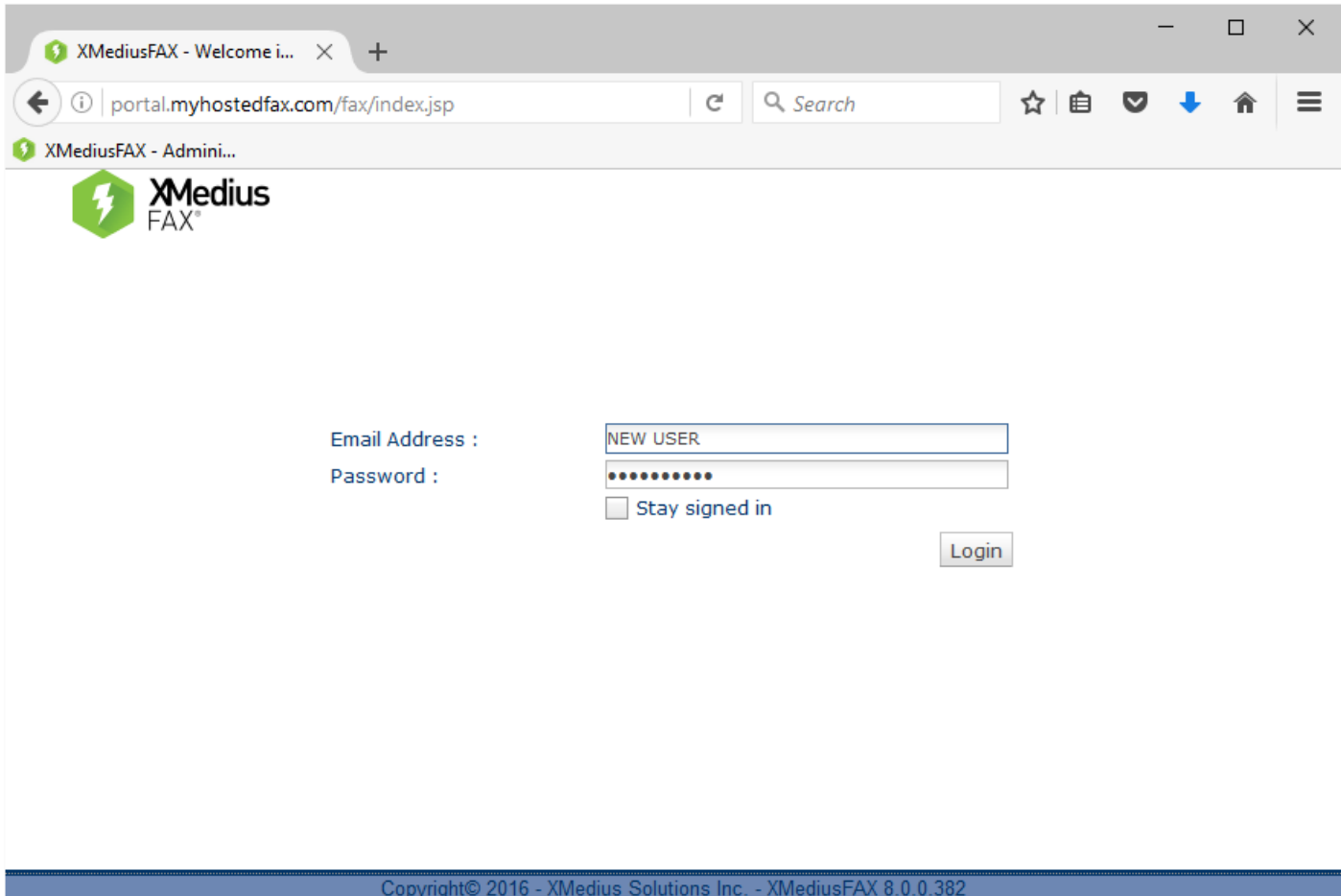
**Documents to fax will be added as file attachments on your email.
Multiple file attachments will be received as one large fax.**

Text from the body of the email will be included on the cover sheet in the comments section

Sending/Receiving from the Web Dashboard

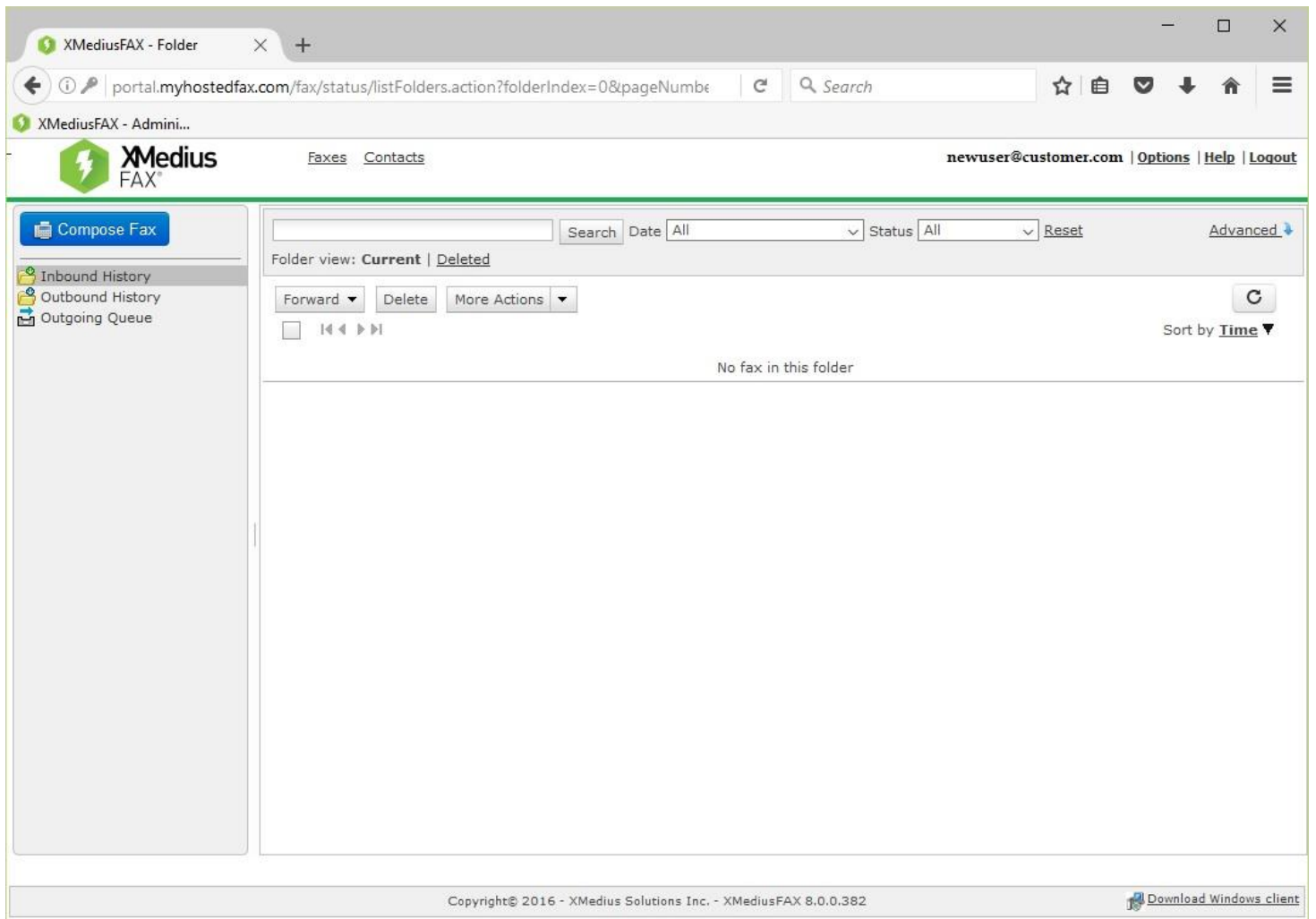
Using your Browser type in the URL address below.

URL: <https://myhostedfax.com>

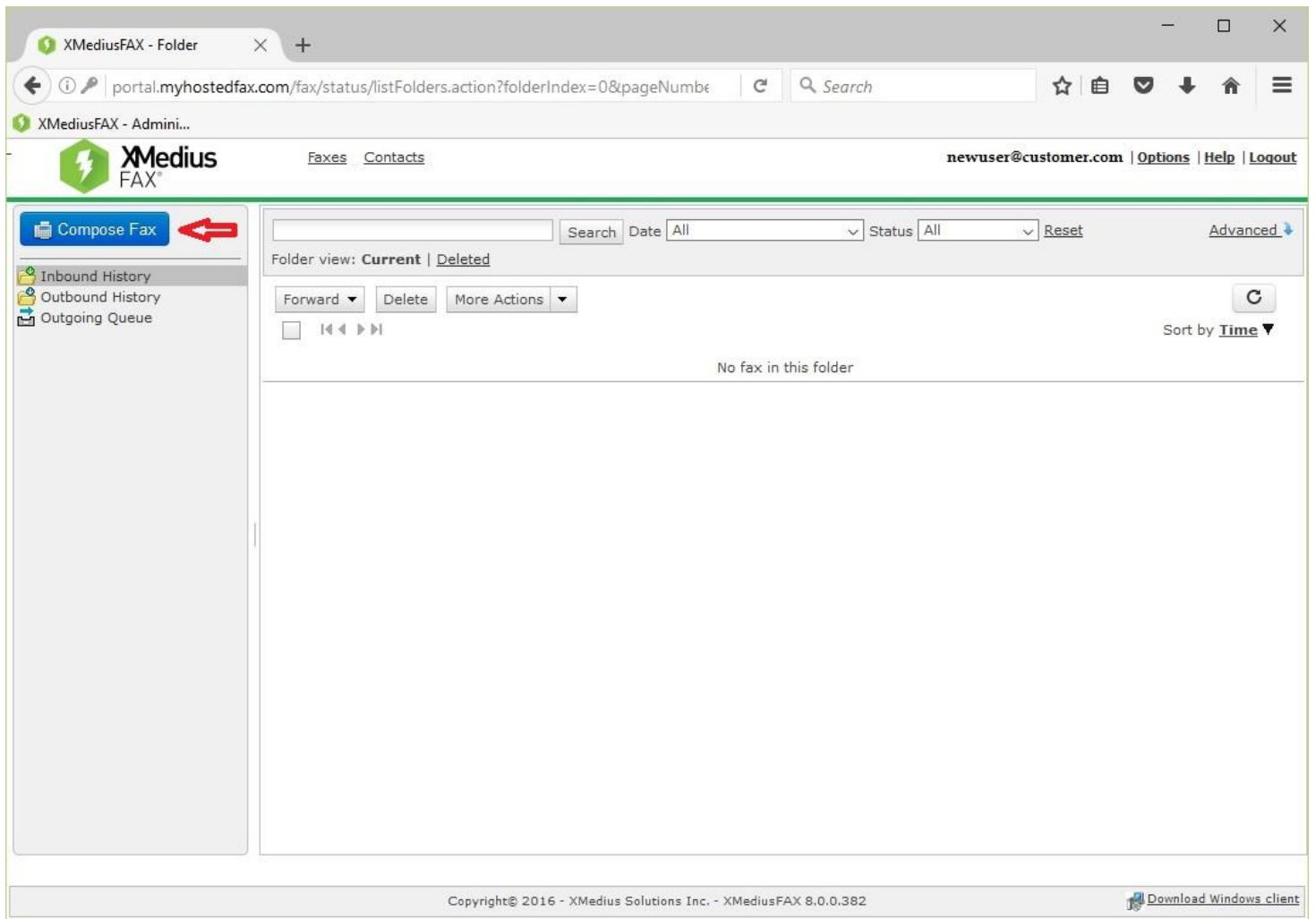


The screenshot shows a web browser window with the following elements:

- Browser Tab:** XMEdiusFAX - Welcome i...
- Address Bar:** portal.myhostedfax.com/fax/index.jsp
- Page Header:** XMEdius FAX logo (a green lightning bolt icon) and the text "XMEdius FAX".
- Login Form:**
 - Email Address :** A text input field containing "NEW USER".
 - Password :** A password input field with 10 dots.
 - Stay signed in
 - Login** button
- Footer:** Copyright© 2016 - XMEdius Solutions Inc. - XMEdiusFAX 8.0.0.382



This is the screen you will see once you have successfully logged in for the first time.



To compose a fax click on the Compose Fax button as shown above.

Web Fax Compose

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

XMedius FAX - Admini...

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


Compose Fax **Submit**

Compose | **Sender & Company information** | Options

Recipients

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

Company:

Fax: 

Cover Sheet

Style: v

Subject:

Comment:

Attachments

Document to attach

[Browse...](#) No file selected.

[More attachments...](#)

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Fill in the Recipient information especially the FAX number to where the fax is going to.

Web Fax Compose

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

XMedius FAX

newuser@customer.com | Options | Help | Logout

Compose Fax

Inbound History
Outbound History
Outgoing Queue

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...



You can add a subject for the fax.

The screenshot shows the 'Web Fax Compose' interface in a browser. The address bar shows the URL 'portal.myhostedfax.com/fax/compose/webFaxCompose.action'. The page header includes the XMedius FAX logo and navigation links for 'Faxes' and 'Contacts'. The user is logged in as 'newuser@customer.com'. The main content area is titled 'Compose Fax' and has a 'Submit' button. The 'Compose' tab is selected, showing the following fields:

- Recipients:** Name (Recipient), Company, Fax (6028755901), and a 'More recipients...' button.
- Cover Sheet:** Style (Default Cover Sheet (Basic01.cse)), Subject, and Comment (with a red arrow pointing to it).
- Attachments:** Document to attach, Browse... (No file selected), and More attachments...

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'.

Add any comments that would like about the fax or document(s) you are sending.

All this information will be transformed on to the Fax Cover sheet.

Web Fax Compose

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

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: Recipient More recipients...

Company:

Fax: 6028755901

Cover Sheet

Style: Default Cover Sheet (Basic01.cse) v

Subject:

Comment:

Attachments

Document to attach

Browse... d.

More attachments...

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To add attachments, click on the **Browse** button and it will take you to your desktop File Explorer. You can choose from here which documents and attachments you would like to add.

The screenshot shows a web browser window with the address bar displaying "portal.myhostedfax.com/fax/compose/webFaxCompose.action". The page title is "Web Fax Compose". The browser's address bar includes a search field and navigation icons. The page header features the XMedius FAX logo, navigation links for "Faxes" and "Contacts", and user information: "newuser@customer.com | Options | Help | Logout".

The main content area is titled "Compose Fax" and includes a sidebar with "Inbound History", "Outbound History", and "Outgoing Queue". The main form is divided into several sections:

- Submit:** A blue button with a red arrow pointing left, indicating the final step.
- Compose:** A tabbed interface with "Sender & Company information" and "Options" tabs.
- Recipients:** Fields for "Name:" (containing "Recipient"), "Company:", and "Fax:" (containing "6028755901"). A "More recipients..." button is also present.
- Cover Sheet:** A "Style:" dropdown menu set to "Default Cover Sheet (Basic01.cse)", a "Subject:" field with "New Fax", and a "Comment:" text area containing "This is my first fax".
- Attachments:** A "Document to attach" section with a "Browse..." button and a file named "Xmedius Training - CUSTOMER Attachment.txt". A "More attachments..." button is also available.

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

Once you have completed filling in the information and adding attachments you can click on the Submit Button at the top to send your fax.

Web Fax Compose

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

XMedius FAX - Admini...

XMedius FAX

Faxes Contacts

newuser@customer.com | Options | Help | Logout

Compose Fax

Inbound History

Outbound History

Outgoing Queue

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

Ok

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Once you have submitted your fax you will get this screen that will tell you if the fax has successfully been submitted and delivered. If the Recipient is not in your contacts it will ask you if you would like to add them.

http://portal...363063898021

portal.myhostedfax.com/fax/status/listFolders.action?folderIndex=1&pageNur

XMediusFAX - Admini...

XMedius FAX Faxes Contacts newuser@customer.com Options Help Logout

Compose Fax

Inbound History
Outbound History
Outgoing Queue

Search Date All Status All Reset Advanced

Folder view: Current Deleted

Resubmit Delete More Actions

1 to 7 of 7

Sort by Time

<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

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You can check all your previous sent faxes by going to the Outbound History button. You can also see all your Inbound faxes in the Inbound button.

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
Merged 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