



Fax to Email User Guide

JUNE 30, 2021

Leverage the advantage of mobility to send and receive faxes online

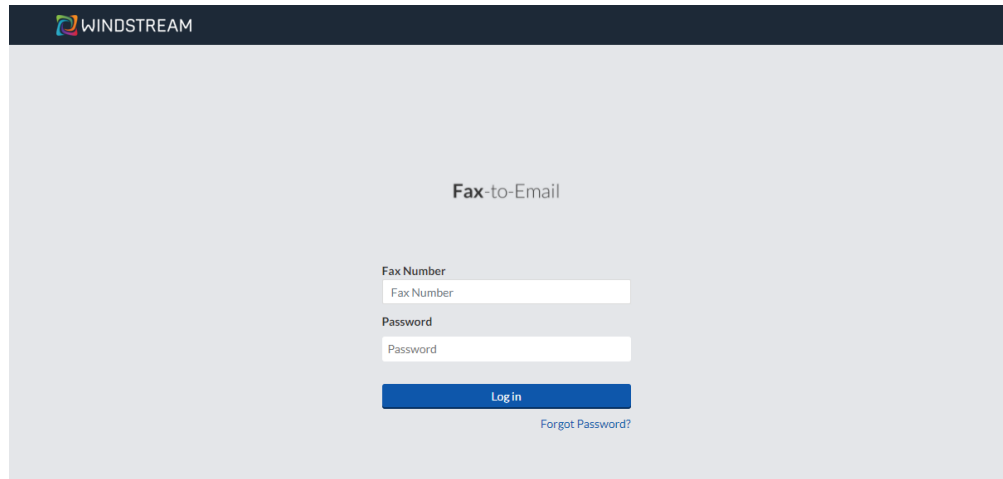
Table of contents

Login	1
Dashboard	1
Fax-Messages	2-7
Contacts	7-8
Preferences	8-10
Sending Faxes via Email Client	10

Login

Go to <https://fax.windstreamhosting.biz>

Enter your 10-digit fax number, no dashes or spaces and your password. Then click Log In button.



The screenshot shows the login interface for Windstream's Fax-to-Email service. At the top left, the Windstream logo is displayed. The main heading is "Fax-to-Email". Below this, there are two input fields: "Fax Number" and "Password". A blue "Log in" button is positioned below the password field. To the right of the button, there is a link for "Forgot Password?".

Dashboard

Upon login you will be brought to the main Dashboard. The Dashboard shows the latest received, sent, and outgoing faxes. It allows you to quickly send a new fax message or check your usage for the current month.

The screenshot shows the Windstream Dashboard interface. At the top, there is a navigation bar with the Windstream logo and several tabs: 'Dashboard' (highlighted with a red box), 'Fax Messages', 'Contacts', and 'Preferences'. On the right side of the navigation bar, it displays 'Usage: 0/300 Pages' and the user's contact information: '844-273-3208' and 'tanner.brasch@windstream.com'. Below the navigation bar, the main content area is titled 'Dashboard' and features a blue 'Send a Fax' button with a paper plane icon. The dashboard is divided into four main sections:

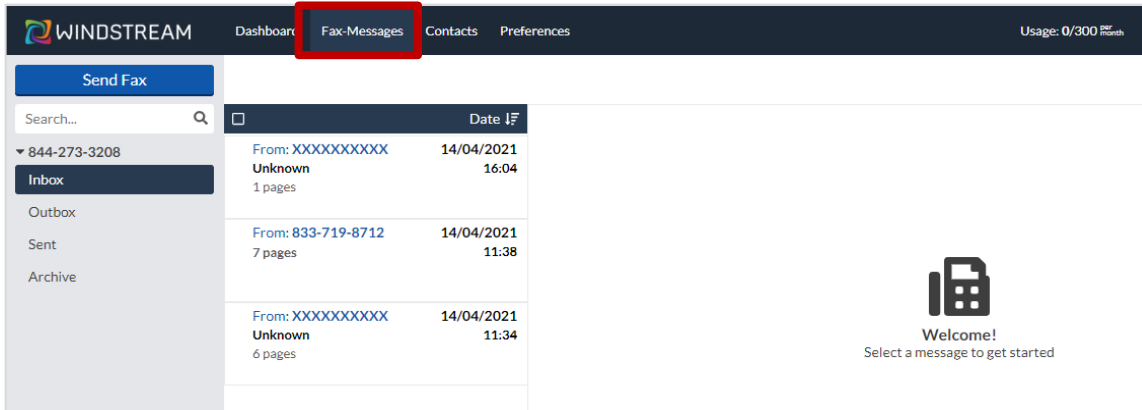
- Recently Received:** A table showing incoming faxes.

From	To	Count	Date
From: XXXXXXXXXX	Unknown	1	14/04/2021
From: 833-719-8712		7	14/04/2021
From: XXXXXXXXXX	Unknown	6	14/04/2021
- Recently Sent:** A table showing outgoing faxes under the sub-header 'Successful deliveries'.

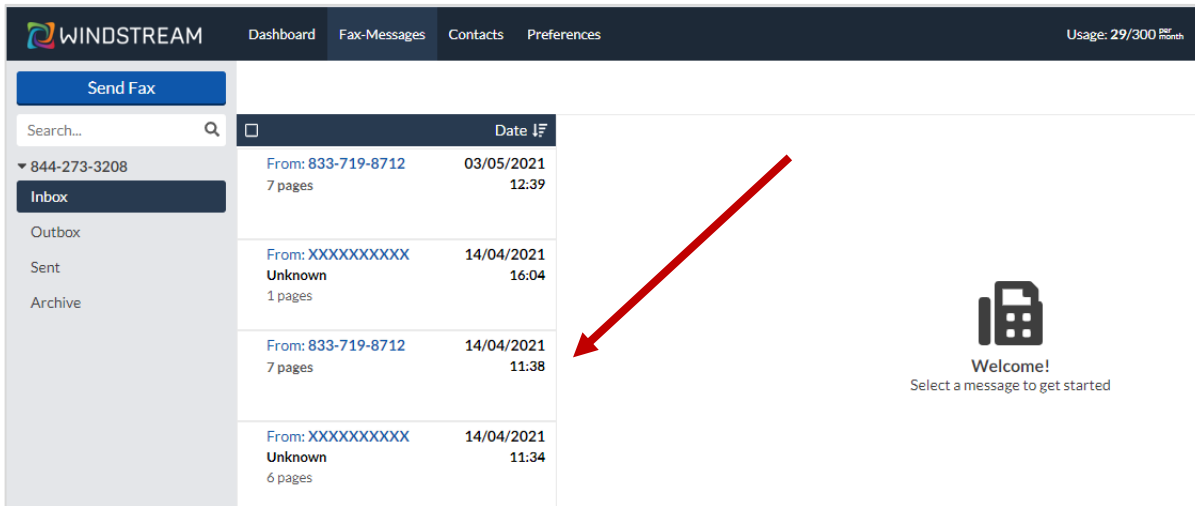
To	Count	Date
To: 833-719-8712	1	26/04/2021
To: 833-719-8712	2	23/04/2021
To: 833-719-8712	1	23/04/2021
- Outgoing Faxes:** A section with the sub-header 'Failed and in-transit deliveries'. It contains the text: 'There are no recently failed or in-transit faxes'.
- Usage Report:** A section for 'May 2021' featuring a circular gauge chart. The chart shows 'Received 0 Pages' (blue), 'Sent 0 Pages' (red), and 'Free pages 300 Pages' (grey). Below the chart, it states 'Package: 300 pages per month'.

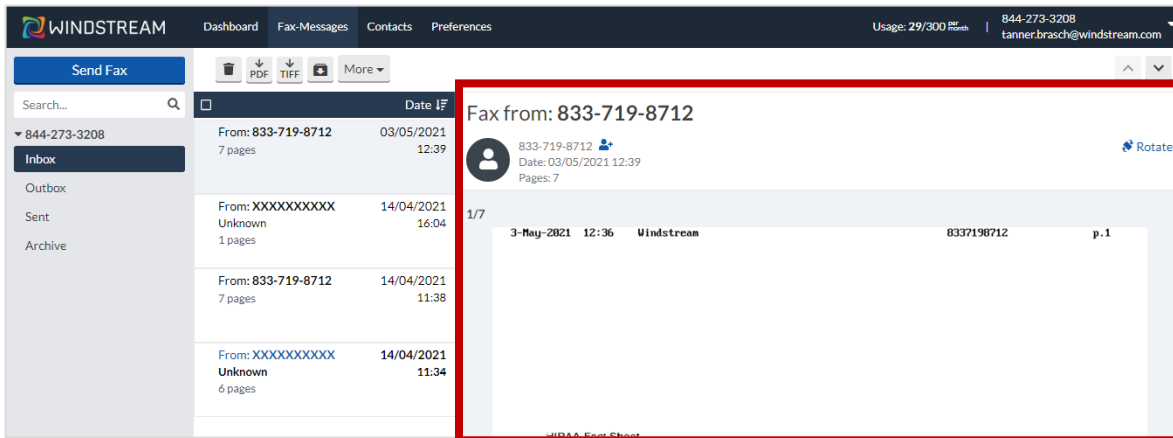
Fax-Messages

To access your inbox, outbox, sent and archived faxes, simply click on **Fax-Messages** in the top menu. You will default to your **Inbox**.



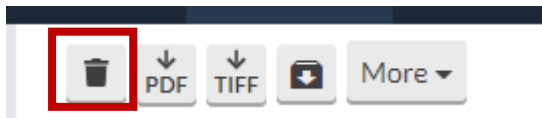
Click on a message to expand and view.



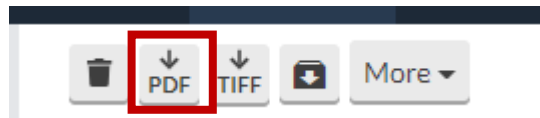


Inbox Icons

Delete



Download PDF



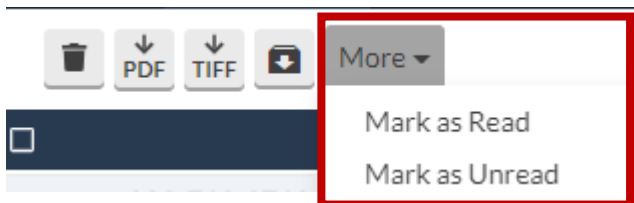
Download TIFF



Move to Archive



Mark as Read or Unread



Sending Faxes Online

To send a fax, click on the **Send Fax** button.

Send Fax

Search... 

844-273-3208

Inbox

Outbox

Sent

Archive

Date 

From: XXXXXXXXXXXX 14/04/2021 16:04
Unknown
1 pages

From: 833-719-8712 14/04/2021 11:38
7 pages

From: XXXXXXXXXXXX 14/04/2021 11:34
Unknown
6 pages



Welcome!
Select a message to get started

Enter the fax number(s) you want to send to. If sending to multiple recipients, separate the fax numbers with a semi colon (;).

The screenshot shows the Windstream web interface for sending a fax. The top navigation bar includes 'Dashboard', 'Fax-Messages', 'Contacts', and 'Preferences', with 'Usage: 0/300 per month' on the right. A left sidebar contains a 'Send Fax' button and a search bar. Below the search bar is a list of folders: '844-273-3208', 'Inbox', 'Outbox', 'Sent', and 'Archive'. The main content area is titled 'New Fax' and contains a 'Destination fax number' input field, which is highlighted with a red box. Below this is the 'COVER PAGE' section with a radio button set to 'No'. At the bottom, there is an 'ADD FILES TO FAX' section with a maximum file size of 10MB and a '+ Select Files' button.

If you would like to use a **Cover Page**, mark the option as **Yes** and enter the required information.

Please Note: You are only able to use the provided cover pages from this interface. There are no options to upload your own. To see other available cover page options, go to **Preferences** on the top menu and choose the cover page option on the left side.

This screenshot is similar to the one above but highlights the 'COVER PAGE' section with a red box. Additionally, a red arrow points from the 'Preferences' menu item in the top navigation bar to the 'COVER PAGE' section, indicating where to find more options.

Send Fax

Search...

844-273-3208

Inbox

Outbox

Sent

Archive

New Fax

Destination fax number:

COVER PAGE

Yes

FAX	
Header page 1 of 1	
From:	To:
Company:	Phone Number:
Address:	Subject:
Comments:	

Name

Company

Phone Number

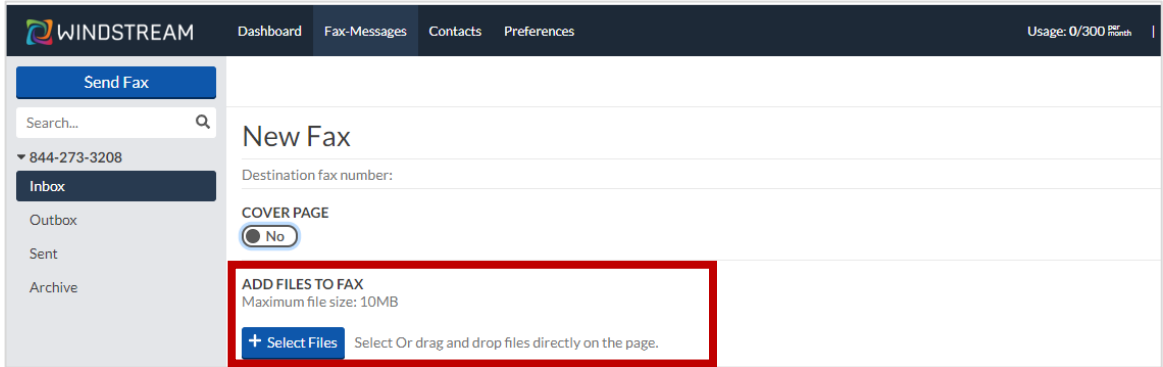
Address

Subject

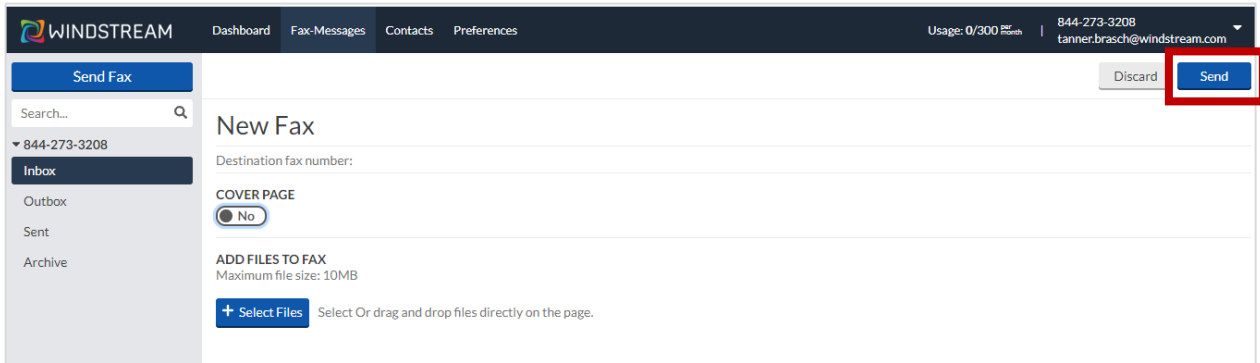
Comments

Click the **Choose File** button. This will open a new window on your computer's local files.

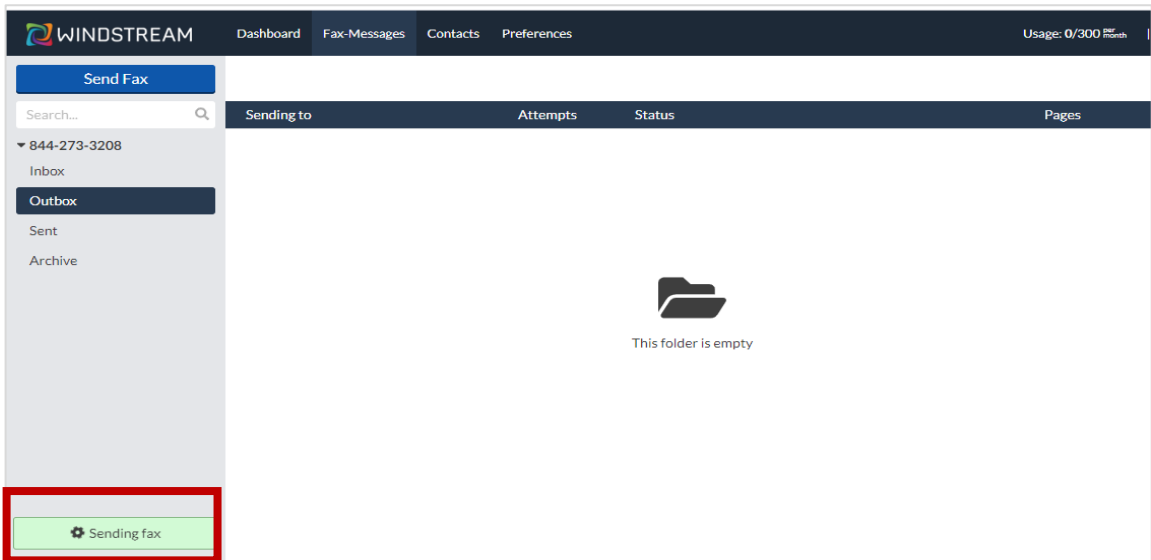
Please Note: Maximum file size is 10MB



Once you are ready, click the **Send** button on the upper right-hand side of the screen. This will queue the message for delivery.



Sending Fax message will appear on bottom left of screen and the outgoing fax will appear in your Outbox.



The **Outbox** will only show a message that has been queued to be sent. If something was previously sent and delivered, it will not show up here.

The screenshot shows the Windstream interface with the 'Fax-Messages' tab selected. On the left, the 'Outbox' menu item is highlighted. The main area displays a table with the following data:

Sending to	Attempts	Status	Pages	Date
+1-833-719-8712	1/5	Sending...	22	

If a message is in the **Outbox**, you will be able to see such details as the fax number you sent it to, the number of attempts the system has made to deliver the message, the number of sent pages. In total the system will try five times to deliver a message. If the message is unable to be delivered in those five attempts, the message will fail, and you will need to send again.

This screenshot is identical to the previous one, but a red rectangular box highlights the table containing the message details in the Outbox.

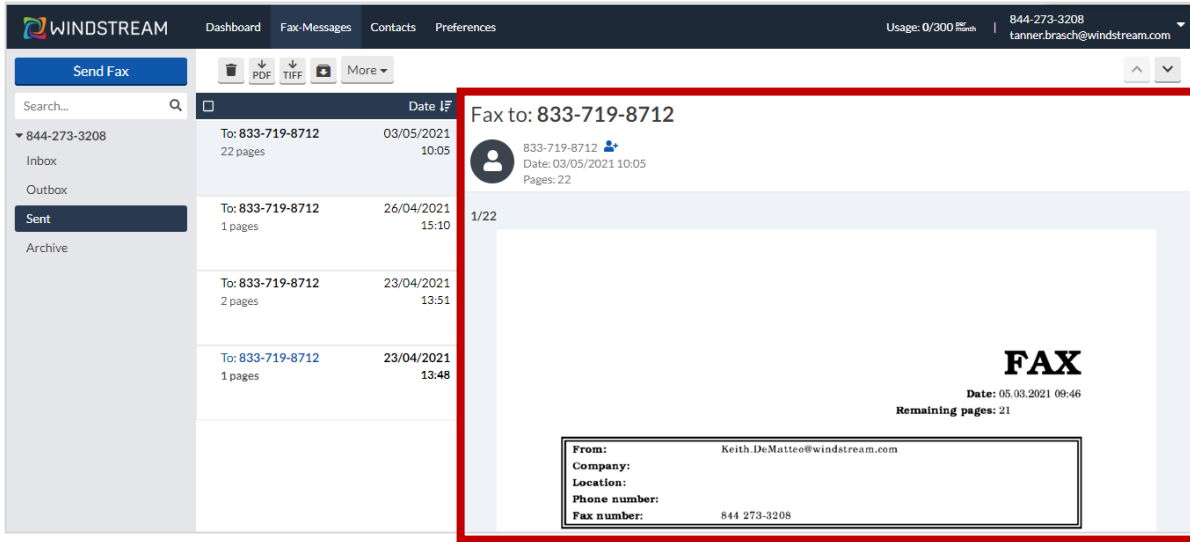
To view sent messages, simply choose **Sent** from the menu on the left, then select the message you want to view.

The screenshot shows the 'Sent' folder selected in the left-hand menu. The main area displays a list of messages with the following details:

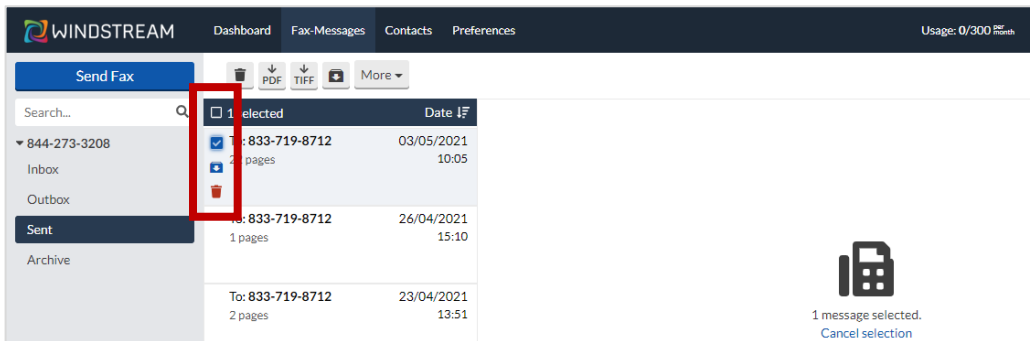
To:	Date
833-719-8712 22 pages	03/05/2021 10:05
833-719-8712 1 pages	26/04/2021 15:10
833-719-8712 2 pages	23/04/2021 13:51

A red arrow points from the top right towards the first message in the list. Below the list, there is a 'Welcome!' message and a 'Select a message to get started' prompt.

The message will expand.

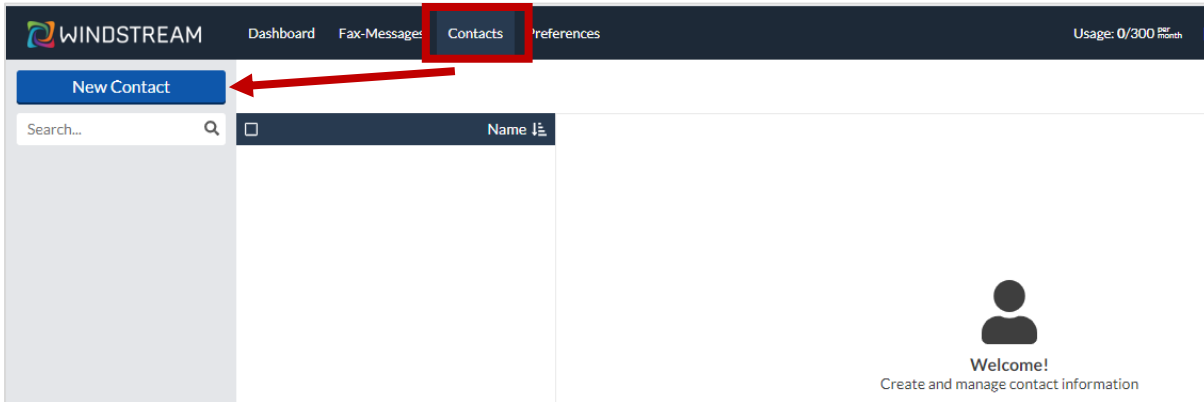


You can also move the message to the Archive section or delete.

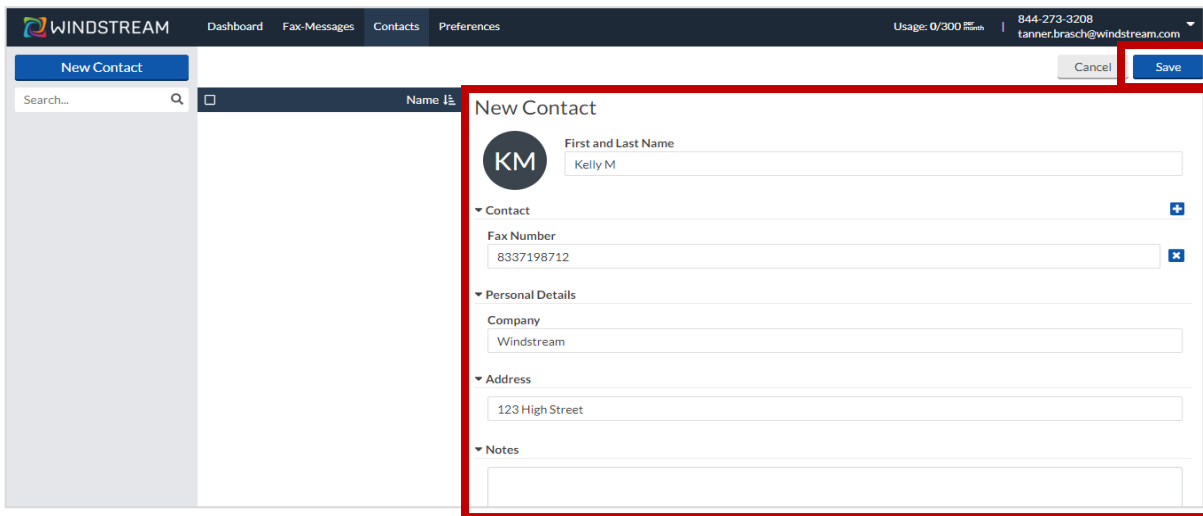


Contacts

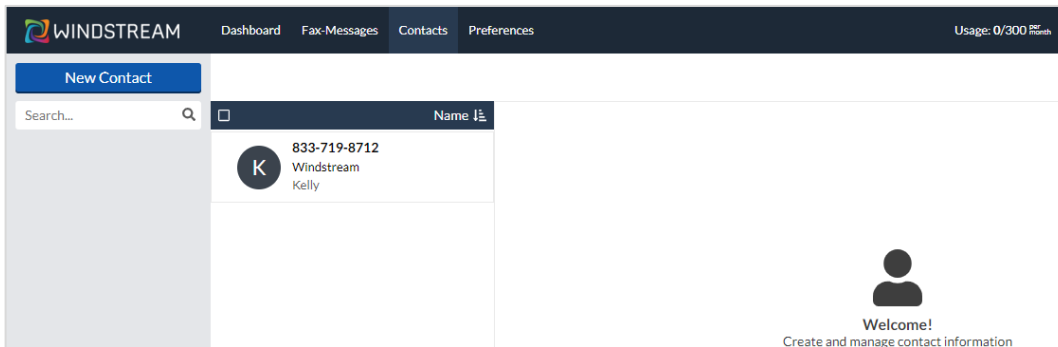
To add or manage your Contacts list, click on **Contacts** in the top menu. To add a contact, Click on **New Contact**.



Enter the applicable information and click **Save**.



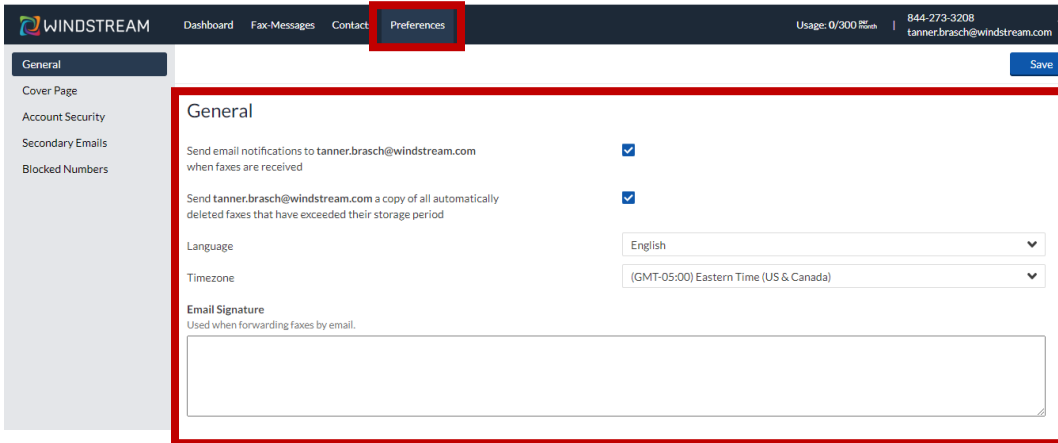
The new contact will appear in your list.



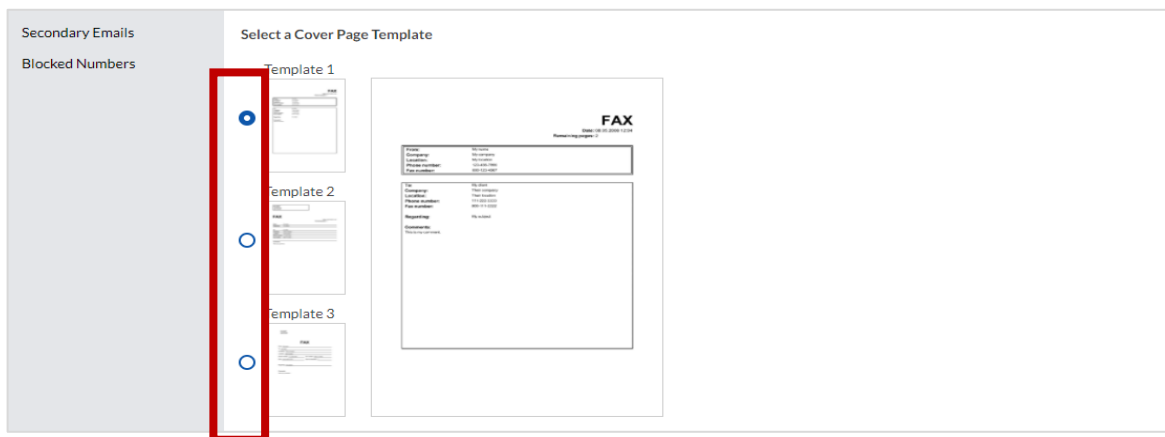
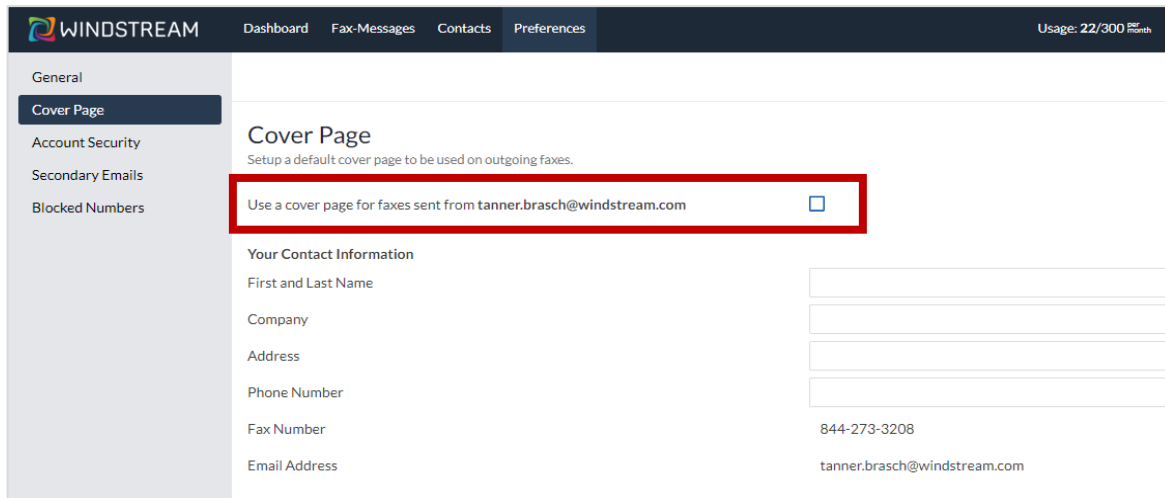
Preferences

To get to your settings, click on **Preferences** on the top menu. In the **General** section, you can choose whether you would like to receive email notifications when a fax is received and whether you would like to have a

notification emailed to you with a copy of all automatically deleted faxes that have exceeded their storage period. You can also change the **Language**, **Time Zone** and add an **Email Signature**.



In the **Cover Page** section, you can set up a default cover page or select a template.



In the **Account Security** section, you can change your current password.

General

Cover Page

Account Security

Secondary Emails

Blocked Numbers

Account Security

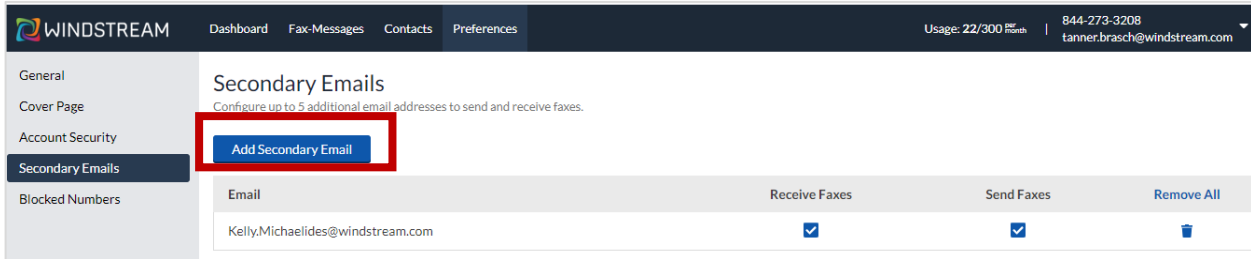
Update your account password

Current Password

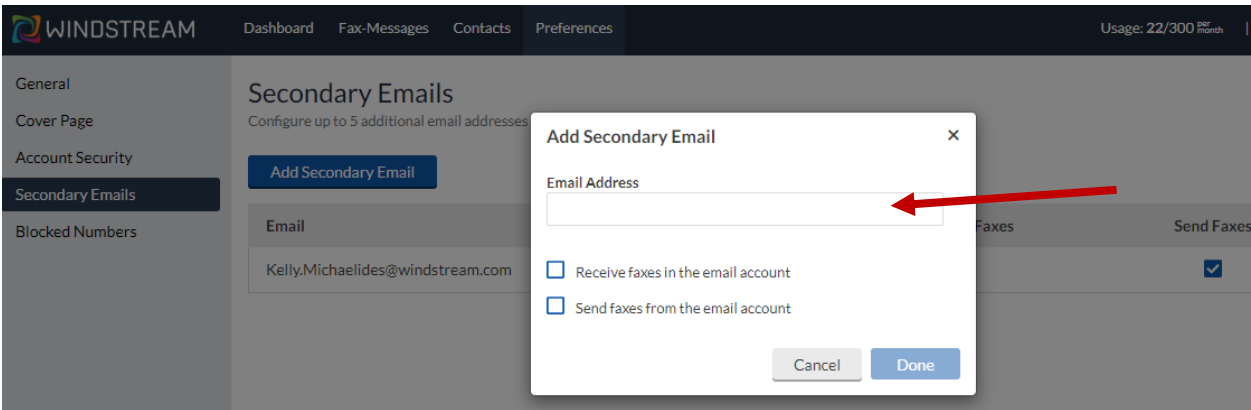
New Password

Confirm Password

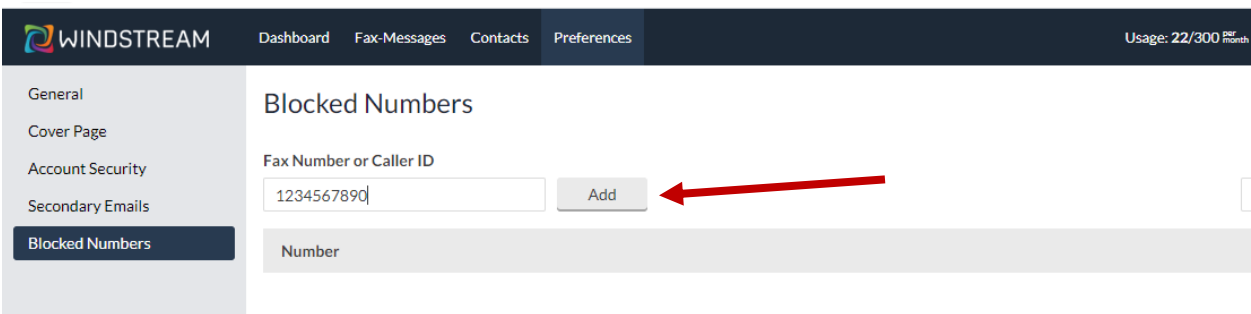
In the **Secondary Emails** section, you can add up to five additional email addresses to send and receive faxes. Click on **Add Secondary Email** button.



A pop-up box will open. Simply add an email address and select whether you want them to receive, send or both from the account.



Enter fax numbers in the **Blocked Numbers** to stop any unwanted faxes from coming to you.



Sending Faxes Via Email Clients

To send a fax from your email clients, simply put the recipient's fax number followed by @fax.windstreamhosting.biz in the 'TO' field of a new message and attach the file you would like to send. This must be sent from an email address that is associated to your account and has permissions to send faxes.

'TO' Field Example Entry: 8885556789@fax.windstreamhosting.biz

No dashes or spaces should be in the phone number.