



NEXTIVA vFAX
QUICK START GUIDE

Nextiva.com
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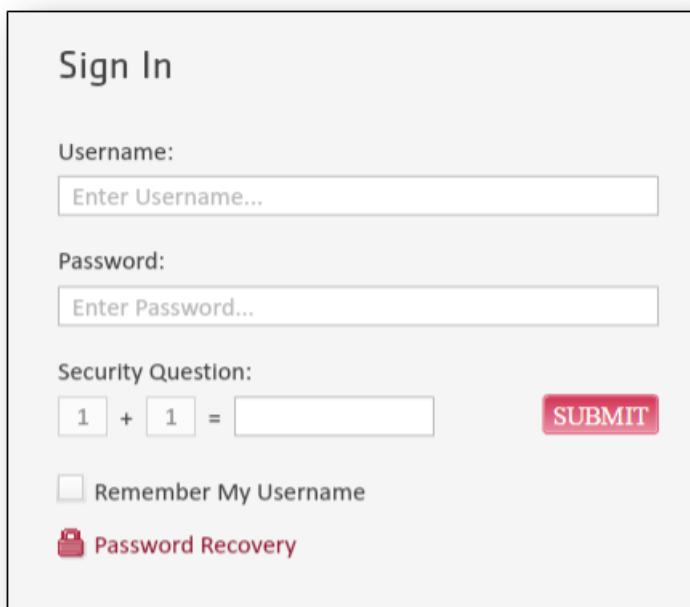
Getting Started with Nextiva vFAX

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Getting Started with Nextiva vFAX

Step 1: Accessing Your Account

After you have purchased Nextiva's Virtual Fax Service, you will receive your login information via email. Once your account has been activated, you will then be prompted to log in at vfax.nextiva.com (Figure 1-1). If you don't receive an email within 24 hours of signing up, please contact Nextiva Support at 1-800-285-7995 or email vFAX@nextiva.com.



Sign In

Username:

Password:

Security Question:
1 + 1 =

Remember My Username


 Password Recovery

Figure 1-1: vFAX System Login

Step 2: View Faxes

Once successfully logged in, you will see the Dashboard (Figure 2-1). On this screen, you can view any recent faxes sent and received. If you select **Search**, you will see all faxes sent and received from the last six months. You can also download, print, and forward faxes directly from this screen. Use the red button with the white arrow on the top right of the Search screen to refresh the fax log.

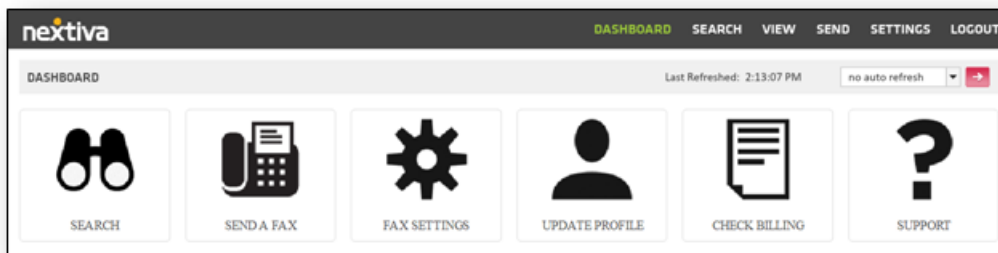


Figure 2-1: vFAX Dashboard

Step 3: Sending Faxes

To send a fax, select **Send A Fax** from the Dashboard and enter the information in the blank fields. Please note the only field that is required is the **Fax Number**. Select **Next** once you have completed all desired fields (Figure 3-1).

Figure 3-1: Recipient Info

Uploading Fax Attachments

Here, you have the option to upload a file (up to 10 files total per fax/5MB max). The accepted file formats are listed on the right-hand side of the portal for easy reference. Locate the file(s) on your computer that you wish to send by selecting **Browse**. The file(s) you selected will display under Selected Files once they have been successfully attached. Files will send in the order they are added (Figure 3-2).

Figure 3-2 Attachments

Fax Transmission Detail

This screen gives you a preview of the default Cover Page (Figure 3-3). Disregard the code in the fields of the cover page, as this is just a preview of the cover page format. Those are filled in based on what you included in Section 1 of the Send Fax Wizard. If you do not complete those areas, the code will be blank on the recipient's view.

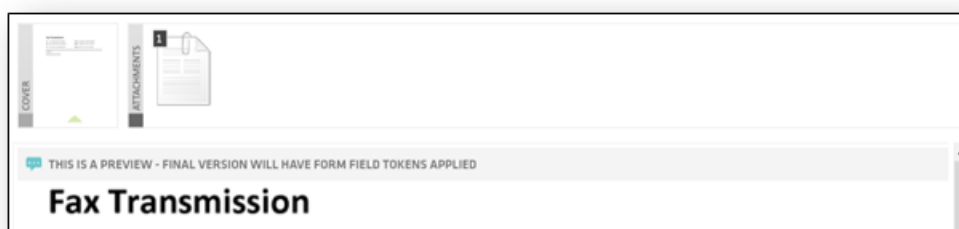


Figure 3-3: Fax Transmission

Filter Settings

Here, you have the option of selecting filters to help keep your faxes organized (Figure 3-4). Once you have set up Folders or Types, you can quickly select them before sending the fax, making it much easier to find and organize your faxes later. The options on this screen are completely voluntary. If you do not wish to use them and skip this step, select **Send**.

Filters allow faxes to be quickly located in the future. You can switch over to the settings tab if needed to modify filter options.

Type:

Folder:

Notes:

Figure 3-4: Filter Settings

Fax Confirmation

The Fax Confirmation page displays details about the fax transmission (Figure 3-5). It will alert you when the fax has been processed and transmitting to the recipient. From the menu at the top of the page, you can select the **Search** tab and view the status of faxes to make sure they were sent successfully or if there were any errors.

MESSAGE:

-  initializing fax request submission ...
-  fax request initialized: message #: 360849112, id: 2171110164453930096
-  adding file 1 of 1 TEST FAX.pdf.tif (43 KB)
-  completing fax request submission
-  fax request submitted for processing with message #: 360849112, primary recipient: +1 5203332983

Figure 3-5: Fax Confirmation

Step 4: vFAX to Email

With Nextiva vFAX, you can also send and receive faxes via email. To fax from your email, compose a new email on the primary email account registered with Nextiva. In the address bar where you would normally enter the email address, enter a 1 followed by the 10 digit fax number and @nextivafax.com after it (Ex: 1xxxxxxxxx@nextivafax.com). From there, simply attach your document and press send (Figure 4-1).

NOTE: By default, you will receive email notifications to the primary email address on file each time you send or receive a fax. For additional information on email notifications, please click [HERE](#).

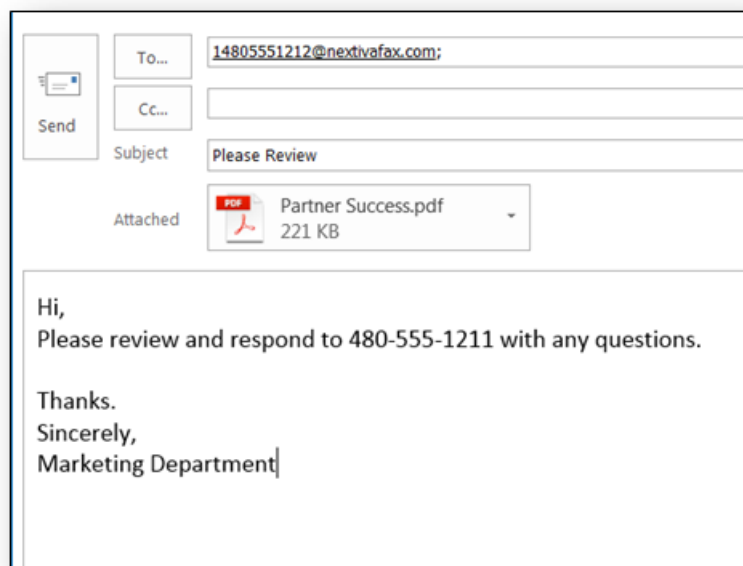


Figure 4-1: vFAX via email

Step 5: Account Settings

You have many different customizable options within the Nextiva vFAX Portal that can help you personalize and optimize your Nextiva faxing experience.

The Profile Tab

This is where you can manage basic account info such as the display name, primary email address that you want to use for sending and receiving faxes. This is also where you can choose how you want to be notified via email (i.e., for all faxes, only successful or only failed fax transmissions, etc.). You can create these notifications for both sent and received faxes (Figure 5-1). You can also add your phone number so that you can be notified of faxes via text while you're away from your computer. Your SMS gateway is provided by your cell phone provider, please contact your cell provider or search the web to find your SMS address. Here are some common ones:

- ATT: phonenumber@txt.att.net
- T-Mobile: phonenumber@tmomail.net
- Sprint: phonenumber@messaging.sprintpcs.com
- Verizon: phonenumber@vtext.com

Figure 5-1: Profile Settings

The Filters Tab

The Filters tab is where you can create Types or Folders for easy archiving of your faxes. You can create Types such as “Personal” and “Business,” and Folders that can further break down those organizational Types (i.e., “Contracts” or “Follow Up”) (Figure 5-2).

Figure 5-2: Filters

The Password Tab

Every Nextiva vFAX user will receive their own username and temporary password sent via email. The password tab is where you can reset your password (Figure 5-3).

Password Management

Old Password:

New Password:

password must be at least 6 characters and contain 1 digit, 1 uppercase, and 1 lowercase character

Confirm Password:

Figure 5-3: Password Reset

The Notifications Tab

Here, you can specify additional email addresses or SMS notifications if you want multiple Users to receive notifications for all inbound or outbound faxes (Figure 5-4).

Standard Notifications		
Notification Address:	Notify On Send:	Notify On Receive:
<input checked="" type="checkbox"/> email <input type="text"/>	all <input type="text"/> none <input type="text"/>	none <input type="text"/> none <input type="text"/>
<input checked="" type="checkbox"/> email <input type="text"/>	none <input type="text"/> none <input type="text"/>	none <input type="text"/> none <input type="text"/>
<input checked="" type="checkbox"/> email <input type="text"/>	none <input type="text"/> none <input type="text"/>	none <input type="text"/> none <input type="text"/>
<input checked="" type="checkbox"/> sms <input type="text"/>	none <input type="text"/> none <input type="text"/>	none <input type="text"/> none <input type="text"/>
<input checked="" type="checkbox"/> email <input type="text"/>	none <input type="text"/> none <input type="text"/>	none <input type="text"/> none <input type="text"/>
<input checked="" type="checkbox"/> email <input type="text"/>	none <input type="text"/> none <input type="text"/>	none <input type="text"/> none <input type="text"/>

Figure 5-4: Notifications