

# TelNet Digital Fax Quick Reference Guide



## LOGIN to Digital Fax Web Portal

- 1) Set your Internet browser to <https://fax.telnetww.com>
- 2) Input your Digital Fax username (typically your email address,) and password.

*NOTE: When logging in for the first time, change your password. If you forget your password, click on "Password Recovery" on the login page and it will be emailed to you.*

## VIEW and SEARCH for Incoming Faxes

### VIEW fax from EMAIL INBOX

When you receive a fax, a notification is sent to your email address. Open the attachment to view the fax. The attachment can also be saved to your computer or another network location.

### VIEW fax in the Digital Fax WEB PORTAL

- 1) Login to Web Portal and click on **SEARCH** tab.
- 2) Click on the drop down menu on the top left and choose **Incoming faxes**.
- 3) Click on the thumbnail of the fax you want to view.
- 4) From the viewing screen you may: Refresh page / Correct orientation / Download as a PDF / Preview and Print / Forward as an email or fax / Delete fax.

### SEARCH for a fax:

- 1) Login to Web Portal and click on **SEARCH** tab.
- 2) Choose type of fax to search from drop down menu (i.e., incoming, outgoing, deleted).
- 3) Select the appropriate filter (date, type, folder,) then click the red arrow to narrow search.
- 4) Click on the plus sign next to the drop down menu to detail your search more, allowing you to search on the notes of each fax. Click on the red arrow again to narrow your search.

## SEND Outgoing Faxes:

### SEND fax using Microsoft OUTLOOK:

- 1) In Outlook, open a new email message.
- 2) Enter the **fax number@fax.telnetww.com** (e.g., [2485551234@fax.telnetww.com](mailto:2485551234@fax.telnetww.com)) in the recipient field.  
*NOTE: If your Exchange connector is set up, you can use fax contact information directly from Outlook. Click on "To" button, choose your "Contacts", and select the Business Fax number to send.*
- 3) Enter information: The subject of the email will be the subject on the cover sheet. The body of the email will be the cover page notes you want to send.
- 4) You may also attach the file you want to fax.
- 5) Press **SEND**.

### SEND fax using the Digital Fax WEB PORTAL

- 1) Login to Web Portal and click on **SEND** tab.
- 2) Enter the recipient information into the cover page info screen and choose type of cover page. Info input on this screen will appear on a default cover page.  
*NOTE: To send a custom layout cover page, select "No Cover Page" in dropdown. Then, create your fax cover as a separate attachment to send with your fax document.*
- 3) Press **NEXT** and **BROWSE** for the file you want to fax. Accepted file formats are listed, and include Image, Adobe Acrobat, Microsoft Office, Printer, Text, and Internet files.
- 4) Press **NEXT** to preview the fax.
- 5) Press **NEXT** to designate a 'Type' or move fax to 'Folder' and add any notes.
- 6) Enter additional recipients if needed (fax number or email address).
- 7) Press **SEND**.

## SETTINGS Create and Manage

Customize your Digital Fax profile and account settings.

### PROFILE:

- 1) Login to Web Portal and click on **SETTINGS** tab.
- 2) Enter your Name, Phone, Company, and Primary Email where fax notifications are to be sent.
- 3) Choose how you would like to be notified when sending and receiving faxes, as well as the format. (Default is "None")
- 4) As an option, enter in the primary SMS and how you would like to receive those notifications. Some examples are listed below. *NOTE: notifications received via SMS are subject to fees your provider may charge under your plan.*
  - For **AT&T** mobile phones, use mobile number@txt.att.net (i.e., 5556667777@txt.att.net)
  - For **Verizon** mobile phones, use mobile phone number@vtext.com (i.e., 5556667777@vtext.com)
  - For **T-Mobile** mobile phones, use mobile phone number@tmomail.net (i.e., 5556667777@tmomail.net)
- 5) Choose the default cover page to use when sending faxes.  
*NOTE: The default cover includes information input in the SEND/Recipient Info screen. To send a custom cover, select No Cover Page. Then, create fax covers as separate documents to attach with your fax documents.*

**FILTERS:** Keep faxes organized. Use "TYPES" and "FOLDERS" to create categories with which to label incoming faxes.

**PASSWORD:** To change your password, enter your old password and then your new one twice.

**NOTIFICATIONS:** To send notifications via email or SMS to additional email addresses, enter information here.