

# SecureFax FaxCentral User Guide



### **FaxCentral User Guide**

Fax Central Portal: The portal allows access to the following:

Download incoming faxes Send outgoing faxes Creation of a fax cover page

Access: <a href="https://portal.vitelity.net/login.php">https://portal.vitelity.net/login.php</a>

**Default Username:** Your main fax number Password: \_\_\_\_\_

The next few pages provide screen shots of the various features of your new fax solution.

#### **Inbound Faxes**

Art Messages in box        Caller 1D       Fax Number       Pages       X         03-17-2014       11:59:51 AM       (000) 000-0000       (510) 785-2481       1       Q       Q       X       PUNCTIONS         03-17-2014       08:10:45 AM       (000) 000-0000       (510) 785-2481       1       Q       Q       X       Q         03-17-2014       08:10:45 AM       (000) 000-0000       (510) 785-2481       1       Q       Q       X       Q         03-13-2014       08:10:45 AM       (000) 000-0000       (510) 785-2481       1       Q       Q       X       Q         03-13-2014       02:342 AM       (267) 592-4613       (510) 785-2481       1       Q       Q       X       Q         03-13-2014       01:11:55 PM       (267) 592-4613       (510) 785-2481       1       Q       Q       X       Q         03-13-2014       01:11:55 PM       (267) 592-4613       (510) 785-2481       1       Q       Q       X       Q       X       Q       X       Q       X       Q       X       Q       X       Q       X       Q       X       Q       X       Q       X       Q       X       Q       X			View Faxes Send	a Fax Sent Fax	kes F	ax Number	s P	ay Conta	cts	<b>Support</b>	Welcome <mark>dynamicfax   <mark>loqout</mark> 18 new messages.</mark>
Inbox       Search Faxes:       Sol       Inbox (18/19)         Received (ws)       Caller 10       Fax Humber       Page       X         03-17-2014       11:59:51 AM       (000) 000-0000       (510) 785-2481       1       Y       X       Inbox (18/19)         03-17-2014       08:38:44 AM       (000) 000-0000       (510) 785-2481       1       Y       X       Inbox (18/19)         03-17-2014       08:38:44 AM       (000) 000-0000       (510) 785-2481       1       Y       X       Inbox (18/19)         03-17-2014       08:38:44 AM       (000) 000-0000       (510) 785-2481       1       Y       X       Inbox (18/19)         03-14-2014       01:11:55 PM       (267) 592-4613       (510) 785-2481       1       Y       X       Inbox (18/19)         03-13-2014       01:11:155 PM       (267) 592-4613       (510) 785-2481       1       Y       X       Inbox (18/19)         03-13-2014       11:155 PM       (267) 592-4613       (510) 785-2481       1       Y       X       Inbox (18/19)         03-13-2014       11:155 PM       (267) 592-4613       (510) 785-2481       1       Y       X       Inbox (18/19)         03-12-2014       11:150 PM       (000) 000-0000 <th></th>											
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😭 03-04-2014 11:30:07 AM (720) 729-1825 (510) 785-2481 1 🔎 🖂 🖂 🗁 🗙 🗌											

From this screen you can download, forward and delete incoming faxes.

### **Sent Faxes**

Quick Links	: Select	v go!						CENTRAL
	Home	View Faxes	Send a Fax Sent	Faxes	Fax Numbers	My Contacts	<b>Support</b>	Welcome <mark>dynamicfax   <u>logou</u> 17 new messages.</mark>
x Messages								FOLDERS
Sent 🤍				Se	earch Faxes:	go!		<pre>:: Inbox (17/19) :: Sent</pre>
Sent		Fax Number	<b>Destination Fax</b>	Pages	Status			FUNCTIONS
03-14-2014	12:32:43 PM	(510) 690-8020	(510) 285-1628	2	Successfully Sent	$\mathcal{Q} \times$	0	Send a Fax
03-03-2014	12:52:23 PM	(510) 690-8020	(415) 221-4319	2	Successfully Sent	,Q. X	0	:: Quick Send Fax
03-03-2014	11:49:49 AM	(510) 690-8020	(415) 221-4319	2	Successfully Sent	$Q \times$	<b>I</b>	My Contacts
02-26-2014	03:23:38 PM	(510) 690-8020	(925) 682-5494	1	Successfully Sent	, 🖓 🗙	0	<u>, contacti</u>
02-26-2014	11:07:40 AM	(510) 690-8020	(415) 904-8045	1	Successfully Sent	,Q, X	0	ACCOUNT RELATED
02-26-2014	11:07:14 AM	(510) 690-8020	(415) 882-5400	1	Successfully Sent	,Q, X	0	** Fax From Emails
02-20-2014	09:32:30 AM	(510) 690-8020	(408) 437-6016	2	Successfully Sent	Q X	0	Post Notification Email
02-20-2014	09:14:42 AM	(510) 690-8020	(408) 484-6350	1	Successfully Sent	Q X	0	** My Fax Numbers
02-19-2014	10:34:54 AM	(510) 690-8020	(510) 338-6199	1	Successfully Sent	Q X	0	:: Change Password
02-13-2014	07:16:54 AM	(510) 785-2481	(925) 847-1977	2	Successfully Sent	Q X	0	:: Support
02-07-2014	05:22:53 PM	(510) 785-2481	(925) 709-3172	2	Successfully Sent	Q X	0	** <u>FAQ</u>
01-20-2014	05-00-27 DM	(510) 785-2481	(925) 847-1977	2	Successfully Sent	0 X		** Log Out

#### See time, date, number dialed, pages delivered and status

## **Quick Fax: One Step Faxing**

Quick Links	5: Select V	go!					CENTRAL
	Home View	w Faxes Send a Fax	Sent Faxes	Fax Numbers	My Contacts	Support	Welcome <mark>dynamicfax   <u>loqout</u> 18 new messages.</mark>
	You currently h We have recent our on-going ef bug reports. Suggestions:	ar Electronic Fax Customer have 18 new messages. <u>Cli</u> htly redesigned and made of ffort to improve this servic go! Teledynamic Fax Browse No file selected admin@teledynamic.co go!	ck here to view textensive change e, we are looking or Select CallerID: (510) 6	es to the fax port g for comments,			FOLDERS :: Inbox (18/19) :: Sent FUNCTIONS :: Send a Fax :: Quick Send Fax :: My Contacts ACCOUNT RELATED :: Fax From Emails :: Post Notification Email :: My Fax Numbers :: Change Password :: Support :: EAQ :: Log Out

#### The quick fax is a one screen process to send a fax

## Sending Faxes Step 1: Phone Number

Quick Lin	ks: Select	· 🗸 go!						CENTRAL
	Home	View Faxes	Send a Fax	Sent Faxes	Fax Numbers	My Contacts	<b>Support</b>	Welcome dynamicfax   loqout 17 new messages.
Example: 303- You may als Recent: [ Contacts: [ Current recipio (415) 511-223 Please choose (510) 690-8020	Canada destir -555-1212 so select a nu ents thus far: 13 X	mation for this facs	V					FOLDERS :: Inbox (17/19) :: Sent FUNCTIONS :: Send a Fax :: Quick Send Fax :: Quick Send Fax :: My Contacts ACCOUNT RELATED :: Fax From Emails :: Post Notification Email :: My Fax Numbers :: Change Password :: Support
Continue								** <u>FAQ</u> ** <u>Log Out</u>



## Sending Faxes Step 2: Add Files

Quick Links: Select	v go!						CENTRAL
Home	<b>View Faxes</b>	Send a Fax	Sent Faxes	Fax Numbers	My Contacts	<b>Support</b>	Welcome dynamicfax   logout 17 new messages.
Electronic Fax Send Service Current Recipients (415) 511-2233 Add Files: Office-style online edito Office-style online edito Upload your own file Cover page creator		and Editing File	25				FOLDERS :: Inbox (17/19) :: Sent FUNCTIONS :: Send a Fax :: Quick Send Fax :: My Contacts ACCOUNT RELATED :: Fax From Emails :: Post Notification Email :: My Fax Numbers :: Change Password :: Support :: FAQ :: Log Out



## Sending Faxes Step 3: Upload Your Own File

	<b>Home</b>	View Faxes	Send a Fax	Sent Faxes	Fax Numbers	My Contacts	<b>Support</b>	Welcome <mark>dynamicfax   <u>loqou</u> 17 new messages.</mark>
ctronic Fax	Send Servic	e - Adding Files						FOLDERS
		-		A Word Fund		ain Taut farmata		:: Inbox (17/19)
es may be	sent in JPG, F	PDF, Adobe PostS	script, TIFF, Micro	soft word, Excel	, CSV, HTML & PI	ain Text formats.		:: Sent
to send:	Browse No	file selected.						
								FUNCTIONS
dmum file s	size: 50 Megs							:: Send a Fax
oload File								:: Quick Send Fax
								:: My Contacts
								ACCOUNT RELATED
								** Fax From Emails
								** Post Notification Email
								** My Fax Numbers
								:: Change Password
								:: Support
								** FAQ
								:: Log Out



## **My Contacts**

Quick Links	s: Select	- 🗸 <mark>go!</mark>						CENTRAL
	Home	View Faxes	Send a Fax	Sent Faxes	Fax Numbers	My Contacts	<b>Support</b>	Welcome <mark>dynamicfax   <u>loqout</u> 17 new messages.</mark>
My Contacts								FOLDERS
Current Contact	s:							:: Inbox (17/19)
Name	Numb	107						:: <u>Sent</u>
Jason Cabbiness		338-6182 🔞						FUNCTIONS
Olivia Schonenb								:: Send a Fax
	cigci (510)	/05 2101						:: Quick Send Fax
Add a new conta	act							:: My Contacts
Add a new cond								
Name:		Example	: Michael (Home	e-Fax)				ACCOUNT RELATED
Number:		Example	: 303-555-1212					** Fax From Emails
Add new entry								Post Notification Email
								** My Fax Numbers
								:: Change Password
								:: Support
								** <u>FAQ</u>
								** Log Out

### **Cover Page Creator**

Quick Links: Selec	st v <mark>go!</mark>						CENTRAL
<b>The second seco</b>	View Faxes	Send a Fax	Sent Faxes	Fax Numbers	My Contacts	<b>Support</b>	Welcome <mark>dynamicfax   <mark>logout</mark> 17 new messages.</mark>
Electronic Fax Send Serv	vice - Adding Files						FOLDERS
Fax Source Number	(510) 690-8020						:: Inbox (17/19)
Fax From	(310) 030-0020						:: Sent
Name Fax To							
Number Faxing To	(415) 511-2233						FUNCTIONS
Cover Page Subject	(						** <u>Send a Fax</u>
Persons Contact Numbe							••• Quick Send Fax
Date	03-17-2014						** My Contacts
Comments	03-17-2014						ACCOUNT RELATED
Comments							
							** Fax From Emails
							Post Notification Email
							** My Fax Numbers
Submit							** Change Password
* None of the above are re	equired.						:: <u>Support</u>
To view a sample of what	this page will look li	ke click here					** <u>FAQ</u>
to non a cample of what	and page will look in	no, <u>enere moro</u> .					** Log Out



## **Changing Your Password**

Quick Lin	ks: Select	• 🗸 <mark>go!</mark>						CENTRAL
	Home	To view Faxes	Send a Fax	Sent Faxes	Fax Numbers	My Contacts	<b>Support</b>	Welcome dynamicfax   logout 18 new messages.
Support Depar	rtment - Chan	ge your passwoi	ď					FOLDERS
Passwords ma	ay be set to all	phabetical and nu	imerical charact	ers only.				** Inbox (18/19)
Your password		:: <u>Sent</u>						
		FUNCTIONS						
Current Passw	ord:							
Password:								Send a Fax     Quick Send Fax
Confirm:								My Contacts
	go!							•• <u>My contacts</u>
								ACCOUNT RELATED
								** Fax From Emails
								** Post Notification Email
								** My Fax Numbers
								:: Change Password
								:: Support
								** <u>FAQ</u>
								:: Log Out

### **Your Fax Numbers**



#### Your Fax Numbers

The following numbers are assigned to your account.

Note: Email Address(es) listed here are where new faxes will be sent to ONLY.

Number	Email Address	Action	
(510) 690-8020	service@teledynamic.com 🗸	Make Default	8
(510) 785-2481	admin@teledynamic.com 🗸	Make Default	0

#### FOLDERS

:: Inbox (18/19)

\*\* <u>Sent</u>

#### FUNCTIONS

- \*\* Send a Fax
- :: Quick Send Fax
- :: My Contacts

#### ACCOUNT RELATED

- \*\* Fax From Emails
- \*\* Post Notification Email
- \*\* My Fax Numbers
- :: Change Password
- :: Support
- \*\* FAQ
- :: Log Out

3501 Breakwater Ave, Hayward, CA 94545 | www.teledynamic.com | info@teledynamic.com | 510-342-4200



### **Frequently Asked Questions**

#### How long does it take before I will receive my faxes?

Your fax messages should appear on the "VIEW FAXES" page within 5-10 minutes. Sometimes this timeframe can be exceeded due to unforeseen circumstances, but please be assured they will arrive as soon as possible.

#### What is the default number setting for on the Fax Numbers page?

*This setting allows you to specify which number should be used as the from-number when sending faxings with our VNFax software.* 

#### How do I send faxes via Email with the Email-to-Fax service?

To send a fax using our Email-to-Fax service simply send an email using the following parameters. Emails should be sent with a single attachment; as our system will only fax a single attachment per email.

Attachments may be sent in JPG, PDF, Adobe PostScript, TIFF, Microsoft Word, Excel, CSV, HTML & Plain Text formats.

*To:* <10\_digit\_number>@emailyourfax.com *From:* authorized@email\_address.com *Subject:* <Your Fax DID number; 10 digits only> *Body:* <blank>

Upon submission our system will reply with a confirmation or rejection notice with explanation.

*New faxes sent with this service will be displayed on the "FAX STATUS" page with their current status.* 

## How do I add or remove Authorized Email addresses so I can send to [number@emailyourfax.com]?

To view or edit your list of current emailyourfax.com Authorized Email addresses please <u>click here</u>. If an edit menu does not exist, contact your account manager for permission.

#### How do I change the email addresses that my new faxes are sent to when I receive them?

*Click the <u>Fax Numbers</u> page and choose "Emails" under the Action menu. If this item does not exist on your screen, contact your account administrator to get access.*