

From: **127 13196660325**

Company:

Pages: **5**

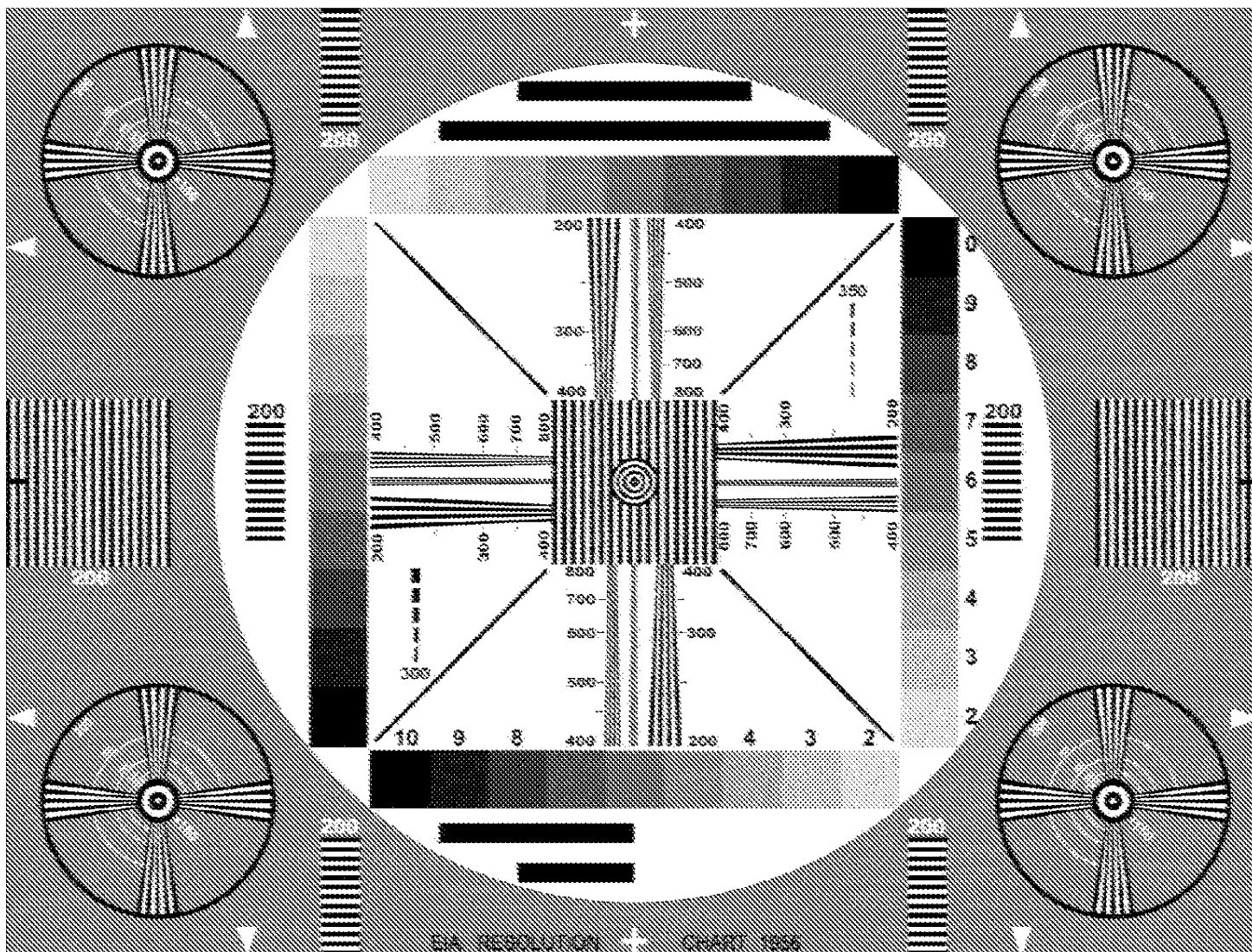
To: **19725329272**

Comments: **TEST PAGE PRO**

Envoi Networks

FAX

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Envoi Networks Enterprise EnFax Portal Instructions

Below are instructions for the portal that all faxes are managed. In addition to your faxes being emailed, you will see all of your inbound and outbound faxes archived here.

To access the fax portal, your credentials are:

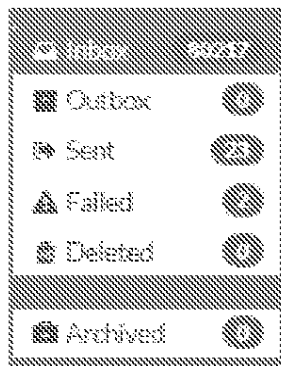
URL: <https://fax.envoi.com>

Username:

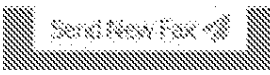
Password:

Email to receive faxes is set to:

Once you log in, under the “Fax” menu on the left, you can see all of your fax folders:



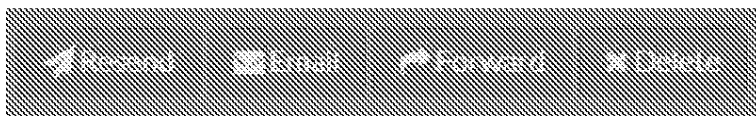
To send

a fax, simply click on the  and a new window will pop up:

The screenshot shows a web interface for sending faxes. It includes a 'From' field with a dropdown menu, a 'Destination' field, a 'Resolution' dropdown menu, and a 'Cover sheet?' checkbox. Below these fields is a large rectangular area with the text 'Drag new documents here (PDF, TIFF)' and a 'Send' button at the bottom.

Enter the fax number under “Destination” and either Drag and Drop a PDF or TIFF file in that window or simply click on the green “Upload Document” button to select the file you like to fax and click on “Send”.

Once a fax has been sent or received on the portal, you can select that fax and you have the following choices (Forward means you can fax it again to another destination):



If you have any questions or require assistance with setup, please contact Envoi Networks support at: 571-620-2500 option 2 or by email at support@envoi.com



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Fax Status

When viewing faxes from within the EnFax portal, you will notice each fax has a *Status* column to indicate the current status of the fax. This status differs depending on whether the fax is an inbound or outbound fax. Here are the possible values, and their meaning.

Outbound Faxes

Status	Description
<i>Queued</i>	Fax job has been queued for outbound delivery, and will begin sending shortly
<i>Blocked</i>	Fax job is currently waiting for another job to the same destination number to complete before attempted outbound delivery
<i>Active</i>	Fax job is actively being sent to the destination number
<i>Sleeping</i>	Fax job was attempted, but was not successful. Job is currently waiting to have a reattempt at delivery
<i>Successful</i>	Fax job was successfully delivered to the destination number
<i>Failed</i>	Fax job delivery was attempted several times, but ultimately was not successful. No more tries will be attempted***

***See table below for the maximum number of retry attempts

Inbound Faxes

Status	Description
<i>Received</i>	Fax was received into the EnFax platform, and processed into your account
<i>Deployed</i>	Fax was picked up by your EnFax CPE device for local delivery to your fax machine

Maximum Retry Attempts

In case the fax does not succeed on the first try, the system will retry, up to the maximum number of attempts defined below:

Reason	Max Retry Attempts
Busy	9
No Answer	9
No Carrier	3
Other (fax protocol)	3