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WebFax Number Tutorial (SmartFax Pro)

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Your new Intermedia SmartFax Pro is a personal fax number for receiving faxes that doesn't require a fax machine. People wishing to send you a fax simply dial your Intermedia SmartFax Pro and send the fax. The Intermedia SmartFax Pro receives and stores the fax. You may view and forward the fax from any Web-enabled computer. You can even be notified of new Fax messages on your PC or digital cell phone. This tutorial will guide you through the process of setting up and customizing your new Intermedia SmartFax Pro.

PLEASE NOTE: WebFax/SmartFax Pro is currently not supported on Mac devices at this time.

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Logging in

To log into your Intermedia SmartFax Pro via the Web:

1. Go to <https://exchange.intermedia.net/ControlPanel/Login?ClientType=Voice>.
2. Enter your Intermedia SmartFax Pro and PIN (or temporary PIN if it is your first time logging in).
3. Once logged in, you may manage faxes, view your Call History, and much more.

Changing your PIN

When you first log into your service via the web, it is important to change your PIN from the temporary PIN you were provided. The new PIN must be between 6 and 10 digits and cannot start with 0. Also, the system will not allow a PIN that uses repeating numbers such as 222222 or an easily recognized pattern such as 123456.

To change your PIN:

1. Go to <https://exchange.intermedia.net/ControlPanel/Login?ClientType=Voice>.
2. Enter your Intermedia SmartFax Pro and PIN.
3. Click the Personal Info tab.

4. Select Change PIN.
5. Enter your current (temporary) PIN.
6. Enter your new PIN.
7. Reenter your new PIN.
8. Click Ok

Downloading Fax Upload Application

To download Fax Upload Application, login to your WebFax number and go to *Tools > Fax Upload Application*.

Managing Faxes

Your Intermedia SmartFax Pro acts as your fax machine for incoming faxes. Callers send faxes to your Intermedia SmartFax Pro, which recognizes the call as a fax and stores it for you. You may then access the fax via the Web. Faxing Highlights:

- SmartFax Pro will store a maximum of 256 faxes before becoming full and rejecting incoming faxes. Make sure to delete unwanted faxes.
- SmartFax Pro will store your faxes for 90 days before automatically deleting faxes older than 90 days.
- Forward received faxes to any fax machine via the web
- View faxes via your Web account in a variety of formats.
- Forward received faxes via email

Sending a Fax From Your Computer

SmartFax Pro allows you to send any document from your computer to any fax machine and/or the Fax Mailbox associated with your fax service. First, you must download and install the Fax Upload program which is found in Tools and Files section of your personal web account.

Once you have installed the Fax Upload program, you can send any printable document from your Internet-connected Window's based computer to any fax machine(s) and/ or to your Fax Mailbox associated with your SmartFax Pro service.

To Upload/Send a Fax From Your Computer:

1. Ensure your computer is connected to the Internet.
2. Open the document you wish to send as a fax.
3. Select File, then Print.
4. From the Print Dialog box, select "Upload New Fax."
5. Determine if you want to send the document to a fax machine(s) and/ or if you want to send it to your Fax Mailbox.
6. If you choose to send the document to one or more fax machines, enter the 10 digit fax number(s) in the field provided. For multiple fax machines, separate each fax number with a semi-colon, or press CTRL and Enter to enter each fax number on a separate line. The document will be received by the destination fax machine(s) as if you sent it from a fax machine.
7. If you choose to upload the document to your Fax Mailbox, you will be able to manage the fax through the Web, or any touch-tone phone. In other words, you can handle it as if it were a fax that you received directly from a fax machine so you can forward it to a fax machine, forward it via email, and view it with PDF, TIFF or JPG
8. Click the Upload button to send the fax to one or more fax machines and/or to send it to your Fax Mailbox.
9. Depending on the size and type of document you are faxing, and the speed of your Internet connection, uploading may take up to 1 second per page.

Configuring Notification

Your Intermedia SmartFax Pro has the ability to notify you of new fax messages, which can save you time and increase your efficiency. Notification is available via pager, email, or digital cell phone.

Notification Highlights:

- Displays the type of message (fax received).
- Displays the number of new Fax messages in your mailbox.
- Displays the Caller ID of the person who sent the fax
- Provides a link to the new fax
- Provides notification for sent faxes that were undelivered
- Provides notification for sent faxes that were delivered

To configure Notification:

1. Go to <https://exchange.intermedia.net/ControlPanel/Login?ClientType=Voice>.
2. Enter your Intermedia SmartFax Pro and PIN.
3. Click the Personal Info tab.
4. Select Notification.
5. Enter the email address or addresses you want notifications sent to. (If you wish to receive notification to a cell phone and are unsure of the email address, use the provided list of cell phone carrier's email addresses.)
6. Determine the format of the notification.
7. Determine the types of notification you want to receive:
 8. New fax
 9. Sent fax delivered
 10. Sent fax failure
11. Use the test button to send a test notification

Configuring Group Messaging

Group Messaging allows you to forward fax messages from one Intermedia user to another. If there are multiple people who have Intermedia fax service, you can create lists to send broadcast messages and forwarded messages. With Group Messaging, you can:

- Forward fax messages to one or more people
- Create and send broadcast messages to one or more people
- Quickly and easily create and manage group list via the Web

To configure Group Messaging:

1. Go to <https://exchange.intermedia.net/ControlPanel/Login?ClientType=Voice>.
2. Enter your Intermedia SmartFax Pro and PIN.
3. Click the Personal Info tab.
4. Select the Group Manager button.
5. Click Create Group.
6. Enter a unique Group Number (which is used when sending messages via the phone).
7. Enter a unique Group Name (which is used when sending message via the Web).
8. Enter a Description for this group (optional).
9. Enter the Intermedia phone number or the first or last name of the first person to be added to the list.
10. Determine if this person is an Administrator (able to modify this list) and/or a Sender (able to send messages to this group) and/or a Recipient (only able to receive messages).

11. Click Add.
12. Repeat steps 7, 8 and 9 until all members of the group have been added.

Billing Info/Call History

SmartFax Pro allows you to view your Billing Info (invoices) and Call History through the Web site. You may view billing information and call history for specific months and years. Billing Information shows your monthly charges and taxes and Call History details every call made to and from your SmartFax Pro.

To view Billing Info or Call History:

1. Click the Personal Info tab
2. Select either the Billing Info (invoices) or Call History button
3. Select the timeframe of the invoice or call history you wish to view

Sent Fax Log

Anytime you send a fax from your Intermedia SmartFax Pro, an entry is made in your Sent Fax Log which is accessible via the web. The Sent Fax Log shows time and date the fax was sent, phone number or email address the fax was sent to and whether the fax was delivered or not. If the fax failed to be delivered, the Sent Fax Log will tell you why it failed.

To view the Sent Fax Log via the Web:

1. Go to <https://exchange.intermedia.net/ControlPanel/Login?ClientType=Voice>.
2. Enter your Intermedia SmartFax Pro number and PIN.
3. Click the Fax button on the left of the screen
4. Click the Sent Fax Log tab

Fax Service Security

Intermedia's Fax Service security represents a step forward from industry standard faxing.

Standard fax machines print out documents upon receipt. The printouts are unprotected by Personal Identifying Numbers (PIN), and, if the fax machine is in a public office space, the information printed is at risk. By contrast, when using Intermedia Fax Service, NO document is accessible without PINs and can be accessed via secure web access. Intermedia's Customer Personal Information (CPI) Data Security Policies and Procedures ensure that the information contained within the fax while stored in Intermedia's systems is secure. See Intermedia's Protection of Customers Personal Information Summary for details. Proper safeguarding of PINs, customer-based fax printing processes and comprehensive CPI data security procedures are the responsibility of the service customer.