



How to use the Portal

We have a web site, called Portal, to help our users to access our system.

In general, we provide two kinds of fax service.

1. VFax service, meaning virtual fax service, also called Email to Fax service. What it does is that you can have a virtual fax (you will have a fax number) with us, and then you can send out fax through email to any fax number, meanwhile, you can also receive fax. Whenever or wherever people send fax to your number, we will deliver that fax to your email box.
2. ATA service, also called Fax to Fax service. What it does is that you can have a small device called ATA. It connects your normal fax machine to your network. Then you can send and receive fax through your normal fax machine. This service doesn't sound surprise immediately, but consider the following benefits you can get from this service.
 - o You still can make use of your normal fax machine, the way you are so used to.
 - o You may still keep your fax number if you want (you need to port that number to us), or you simply pick a new number from us.
 - o You don't use normal telephone line any more, instead, you use internet to send and receive fax, so no telephone bill anymore.
 - o Other than all features the normal fax have, you have extra features like get email notification when you send out or receive fax on your fax machine. Even more, you can setup to receive fax from your email only. So even your fax machine gone, you still receive fax.

To use our portal to set up your service, you need to have an account with us first, contact orders@faxesipit.com to setup your account. Once you have the account, you can login to the portal <http://faxportal.faxesipit.com/?level=agent&agent=XX>

XX is the account number we gave to you.
Then, use the account name and password to login.

After you login, you can explore all the functions (buttons) available for you. To set up new user, go "Users", and then "Create User". Most information you need provided are very self-explained, but pay attention to the following items:

- Login - this is the login name for this user to access the Portal, and also needed to send out fax through email (if you have VFax setup)
- Password - this is the login password associated with the login name, and also needed to send out fax through email (if you have VFax setup)
- Account No - no need to change the default one
- PIN No - just leave it as is (usually blank)
- Fax ID (CSID) - this is the fax number is going to show on recipient side who you are. It supposes the same as your fax number, but not necessary.
- Email Address (the one under the Last name) - is the email address for your profile, it does not really do anything.
- Time Zone - it's important to choose the one you are in, otherwise you will be confused by the time stamp on your notification.
- Allow Fax to Email - check this means you are going to have VFax service.



- Allow Voice to Email - don't check this, this service is not implemented yet.
- Fax 2 Email - Email - this is the email address you are going to receive fax, we deliver any fax to this email address, it can be changed any time.
- Fax 2 Email - Extension - just leave it as is.
- Fax 2 Email - Number - the fax number of yours, people will send you fax through this number, and you will receive them by your email. If you ported your own number to us, enter the number here. If you don't have any number currently, you can click the drop down arrow and pick the area you like, then click on the button "Use", you will get one number from our inventory. If you don't see the area you want, please send request email to orders@faxsipit.com, and cancel this "Create User" process since you need a number to make this account working.
- Send Fax 2 Email as PDF doc - check this if you like all fax in PDF format, otherwise, they are in TIFF format.
- Allow Fax to Fax - check this box if you like to have ATA service, you should order an ATA from orders@faxsipit.com first before you do this.
- ATA MAC Address - is the ID of the ATA you ordered from us. It's on the bottom of the ATA, make sure you copy it exactly, otherwise, this device will never work for you.
- Fax 2 Fax - Email - this is the email address you like to receive copy of incoming fax.
- Fax 2 Fax - Number - the fax number of yours, people will send you fax through this number and you will receive them by the fax machine connected to the ATA device. If you ported your own number to us, enter the number here. If you don't have any number currently, you can click the drop down arrow and pick the area you like, then click on the button "Use", you will get one number from our inventory. If you don't see the area you want, please send request email to orders@faxsipit.com, and cancel this "Create User" process since you need a number to make this account working.
- Deliver Fax to Fax machine - check this if you like to have incoming fax on your fax machine.
- Deliver Fax to Email - check this if you like to have incoming fax in your email box.
- Both - check this if you like both of the above.
- Report Email - this is the email address you like to receive fax notification either incoming or outgoing. It could be the same as the above or different if you like. For the report Email, also called notification email, you have choice of: Text, Text and First page, Text and All pages, depends which device you are using to receive the notification. You may choose Text only if you want to be informed on your smart phone.
- Failure - check this if you only need notification on failed fax.
- Success - check this if you only need notification on succeed fax.

When you have question or trouble to setup a new user, you can always send email to support@faxsipit.com for help.

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