

## Overview

Simplicity VFax facilitates the sending and receiving of fax messages through the registered user's email box or through the Simplicity Client Portal.

## VFax

There are two ways to use Simplicity VFax:

1. Email
2. Simplicity Client Portal

### 1. Email

#### Receiving a Fax

To receive a fax, provide the sender your assigned fax number and request they send the document in the traditional manner. Simplicity VFax receives the incoming fax and instantly converts the document into a PDF format before forwarding it to your email box.

To view the fax, select and open the email attachment. Your device will launch the viewer necessary to read the document.

Once you have received and viewed your fax, you can perform all standard document operations, including saving, filing, printing, and forwarding it to other users.

## Sending a Fax

The Simplicity VFax solution uses your existing email account to send documents to a recipient as a fax. With Simplicity VFax there is no need for you to load any additional software on your device.

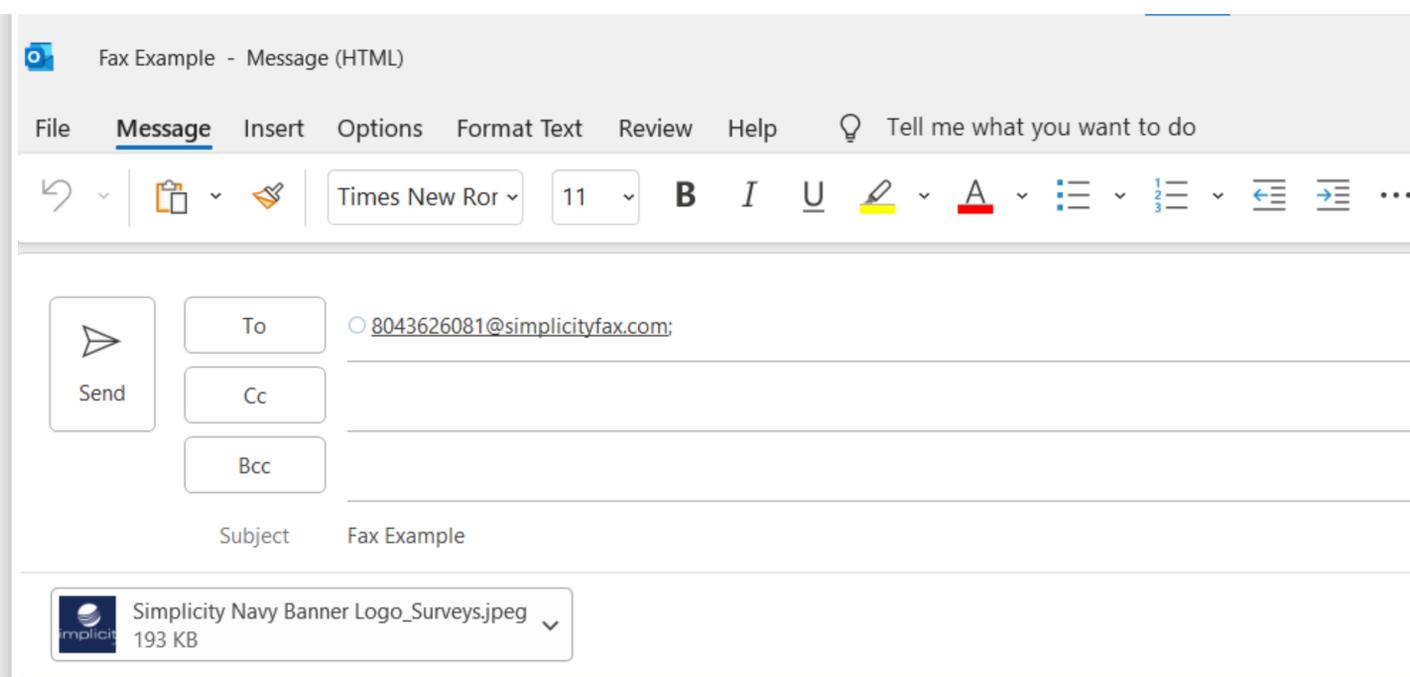
To Send a Fax:

Step 1- Create a new email

Step 2- Attach the documents you wish to send as a fax. Multiple documents can be attached to a single email and they will be delivered to the recipient as a single transmission.

Step 3 - In the "TO:" field on your compose email screen, enter the recipient's fax number followed by **@simplicityfax.com** . The complete address should appear as in this sample - **8048239953@simplicityfax.com**

Step 4- Send the email



## 2. Simplicity Client Portal

### Receiving a Fax

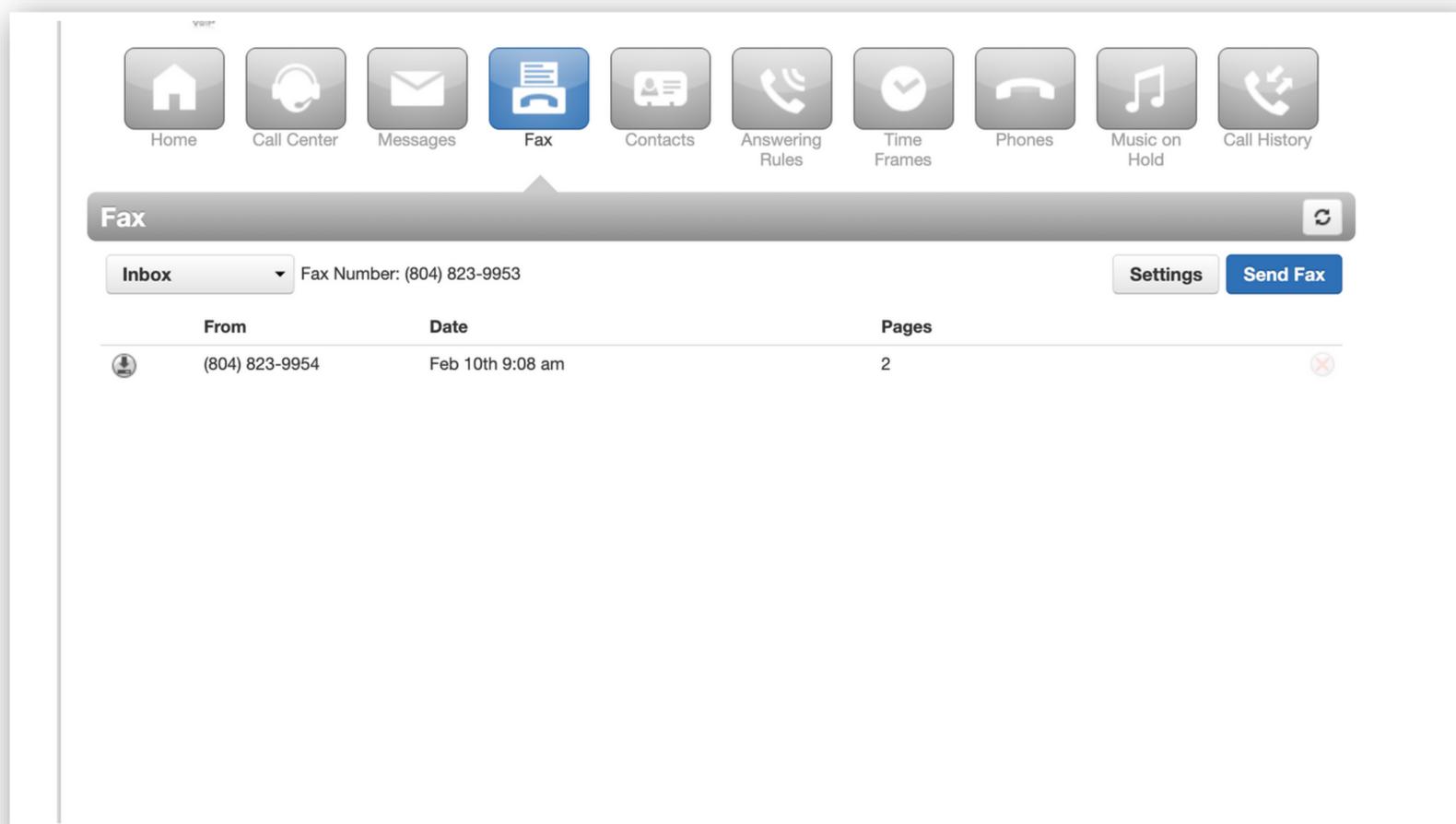
To receive a fax, provide the sender your assigned fax number and request they send the document in the traditional manner. Simplicity VFax receives the incoming fax and instantly converts the document into a PDF format before forwarding it to your client portal fax inbox.

### To View a Fax

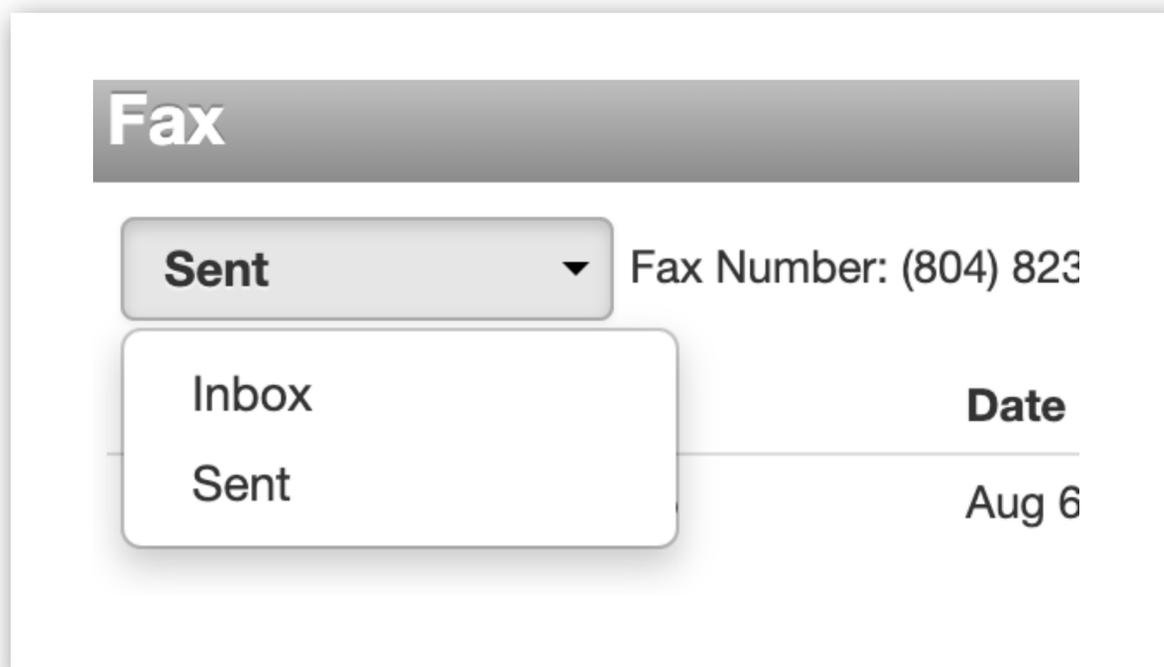
Login to the Client Portal

<https://mysimplicityvoip.com>

Once logged in, navigate to the Fax tab.



Once in the Fax tab, you can view faxes that were received (Inbox) as well as sent.



When viewing the Fax inbox/sent you will see a list of faxes that have been received/sent, listing the from number, the date, and number of pages in the fax.



To download the fax, select the download button. 

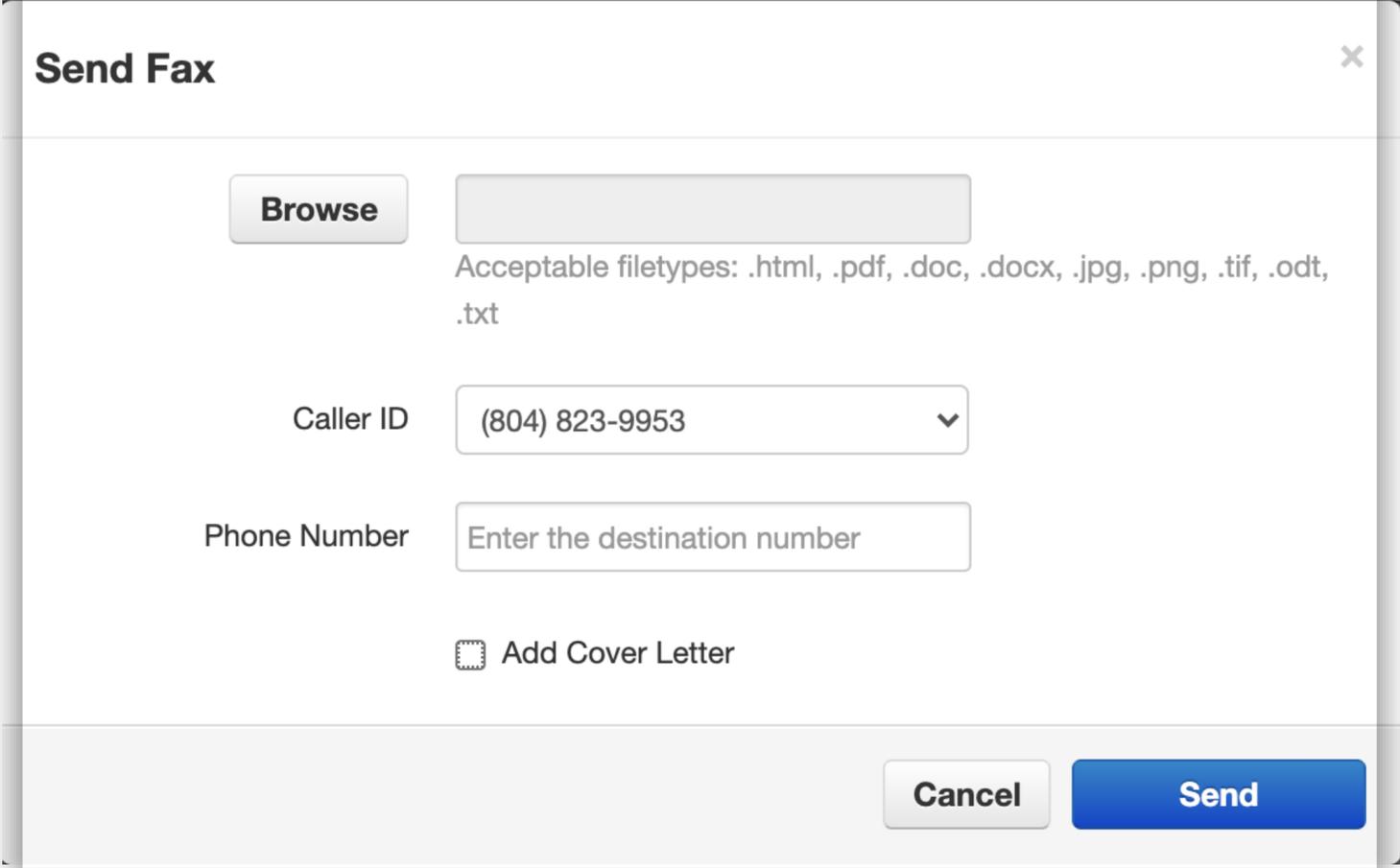
After downloading you can view the fax as a PDF document.

To delete the fax, select the x button on the right side of the screen. 

## Sending a Fax

To send a fax, select the Send Fax button

Send Fax



The image shows a 'Send Fax' dialog box with the following fields and controls:

- File Selection:** A 'Browse' button next to an empty text input field. Below the field, it lists acceptable filetypes: .html, .pdf, .doc, .docx, .jpg, .png, .tif, .odt, .txt.
- Caller ID:** A dropdown menu currently showing '(804) 823-9953'.
- Phone Number:** A text input field with the placeholder text 'Enter the destination number'.
- Options:** A checkbox labeled 'Add Cover Letter' which is currently unchecked.
- Buttons:** 'Cancel' and 'Send' buttons at the bottom right.

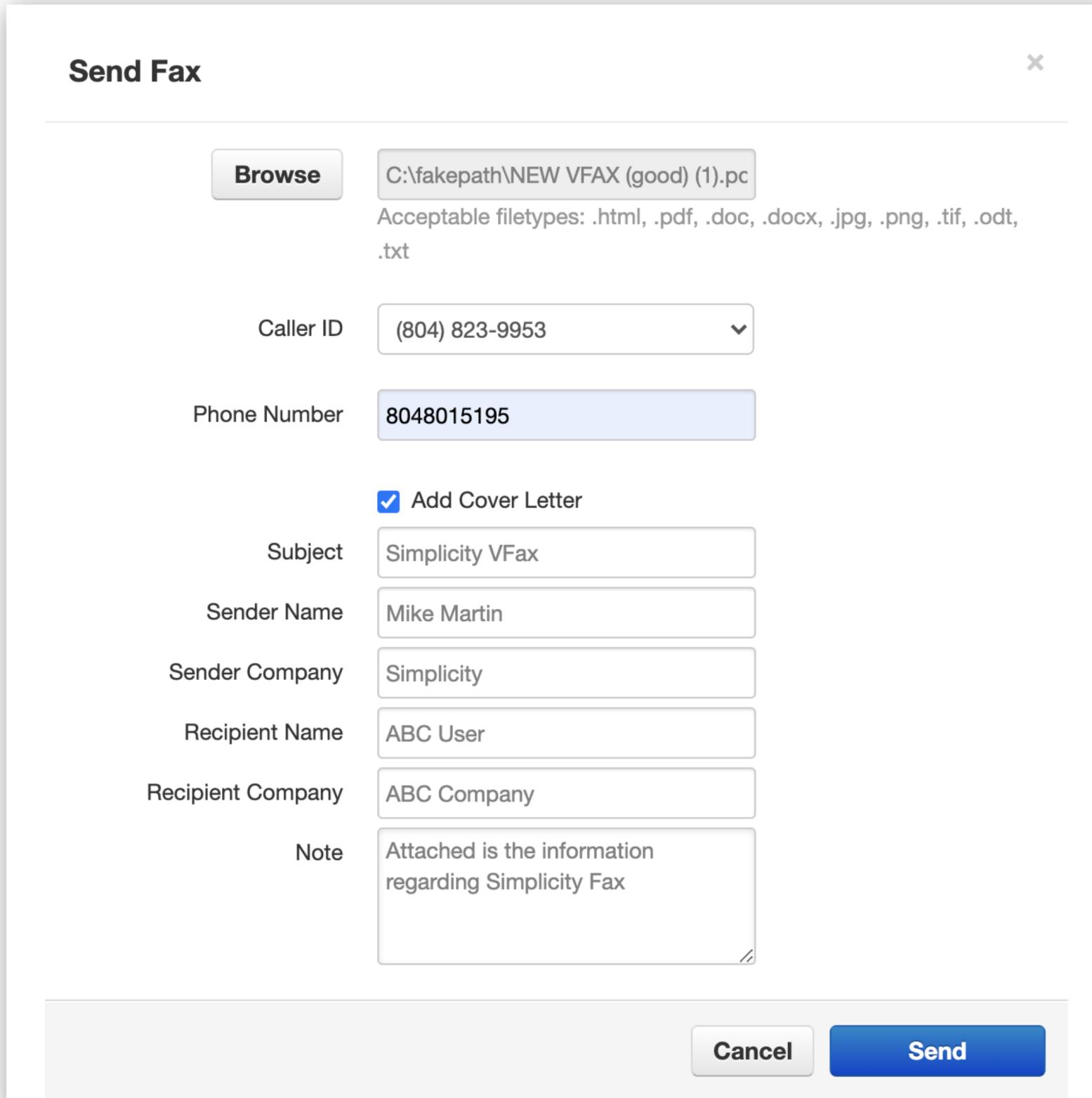
Select the Browse button to attach a file that you would like to fax.

The Caller ID field will show your VFax number.

Type the number in that you would like to send the fax to. This should be in a 10 digit format (Area code + 7 digits) as in this sample - **8048239953**.

If preferred, you have the option to add a cover letter.

Select the Add Cover Letter box and populate the available fields.



**Send Fax** ✕

**Browse** C:\fakepath\NEW VFAX (good) (1).pc  
Acceptable filetypes: .html, .pdf, .doc, .docx, .jpg, .png, .tif, .odt, .txt

Caller ID (804) 823-9953 ▼

Phone Number 8048015195

Add Cover Letter

Subject Simplicity VFax

Sender Name Mike Martin

Sender Company Simplicity

Recipient Name ABC User

Recipient Company ABC Company

Note Attached is the information regarding Simplicity Fax

**Cancel** **Send**

To send the fax, click Send. After sending the fax, it will be shown in the Sent box.

Sample VFax cover letter:

# Fax

**Date:** 2021-08-18 12:49:11  
**Subject:** Simplicity VFax

**TO:**  
**Name:** ABC User  
**Company:** ABC Company  
**Number:** 8048015195

**FROM:**  
**Name:** Mike Martin  
**Company:** Simplicity  
**Number:** 8048239953

Attached is the information for Simplicity VFax

You should receive a confirmation email as shown below, once your fax is successfully sent.

Fax Solutions <No-Reply@Fax.Solutio  
ns>     

Tue 8/10/2021 11:53 AM  
To: Mike Martin Simplicity

## Fax Delivery Successful

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**Fax Status Details for transmission to 8048015195**

<b>Submit Time</b>	8/10/2021 11:52:40 AM
<b>Start Time</b>	8/10/2021 11:52:43 AM
<b>Receiver CSID</b>	
<b>Pages Transferred</b>	1 of 1
<b>Total Seconds</b>	53
<b>Retries</b>	0

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If your fax fails to go through, you will receive a notice letting you know that it was not successfully sent.

## Fax Delivery Unsuccessful

### Fax Status Details for transmission to 8042824106

Error Number                      Number not in service: Special Information Tone detected  
30244

Submit Time                      3/29/2023 12:56:35 PM  
Start Time                         3/29/2023 1:02:22 PM

Receiver CSID  
Pages Transferred              0 of 1  
Total Seconds                    9  
Retries                              5

No Answer

The fax you recently sent through NET SatisFAXtion did not go through because there was no answer. Please verify the fax number before re-transmitting.

## Customer Support

Get outstanding support anytime,  
365 days a year.

**804.201.4443**

**855.247.8686**

**clientservices@simplicityvoip.net**