ClearStar Desktop Virtual Fax for Mac OS Users

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Overview

This user guide is designed for Mac OS users and will provide step-by-step instructions on how to use the Desktop Virtual Fax solution.

This user guide does not include your login credentials. Contact Impulse at 611 for this information. There are separate guides for Windows and Mas OS users.

Note: An existing physical fax machine may still be used in the traditional manner by dialing 1+area code+phone number.

Getting Started

Once your fax solution is ready, we will send you an email with your fax credentials including your username, password and fax number. You will use this information password for many of the steps below.

Web to Fax

The most popular way for Mac users to send a fax is via the web. This may be done using any computer operating system and does not require the Fax Software section above.

To send a fax via the web

- Go to the Impulse Fax Web Portal: http://impls.bz/desktopfax-user
- Login with the provided user name and password.
- Click the "Web to Fax" button to open the fax cover page.
- Complete the following required fields: To, Fax Subject, Fax Number, Message.
- To attach the desired file, click the "Browse" button, navigate to and select the appropriate file.
- Be sure to place a "1" before the area code and phone number. e.g. 18055559898
- Be sure the fax attachments do not exceed 2MB.

Close	**Web To Fax**	
To (Name):		enter recipient's name
Fax Subject:		
Fax Number(s):		Format Example to USA: 1503XXXXXXX (1, area code, local number) You may send the fax to 10 fax numbers at one time.
do not forget to include 1 before phone number	Help	
Message:		
Upload a file	upload your scanned document	
Three attachments maximum, each attachment max size is 2MB		
Send Fax Now!	hit Send and wait for your confirmation	

To view statuses of all your sent faxes, return to the main screen and click "Report". The "Report" screen allows you to do a search of your fax statuses, either on screen or downloaded as an Excel file. After selecting your option, click "Show Report" to view results.

Email to Fax

You may send a fax via email from the primary email address on the fax account. This method does not require the Fax Software from above. If you are sharing the fax credentials, send fax by using another method.

To send a document via email

- Open a new email using the "FROM" information of the primary account.
- In the "TO" field, enter 1destinationphonenumber@impulsefax.net (destination number will be an 11-digit number that includes "1" and area code).
- In the "SUBJECT" field, enter the word "pass", add a space, then your password. Do not include quotation marks. e.g. pass 15epoipoi4poi
- In the "BODY" of the email, enter everything you would like on the cover page.
- Add additional attachments as needed to follow the cover page.
- Press "Send" to transmit fax.
- If you do not include anything in the body, the cover page will be blank.

Receiving Faxes

Faxes will be delivered in the way they have been set up with Impulse. Options include:

- Faxes printed directly on a fax machine.
- Faxes delivered to your inbox as an attachment to an email.
  - Click on attachments to open faxes.
  - If you reply to the email, that message will be lost.

Using a Physical Fax Machine

If you have a physical fax machine with an ATA, you may use this guide for managing faxes. Simply dial 1-area code-phone number and send as usual.

Confirmation printouts should be turned off on the physical machine as you will receive confirmations via email.