ClearStar Desktop Virtual Fax for Windows PC Users

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Overview

This user guide is designed for Windows users and will provide step-by-step instructions on how to install and 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.

Fax Software

The fax software installs both the Fax File Cabinet and the Print to fax driver. It enables you to view Currently Sending, Sent, and Failed to Send faxes. It also enables you to resend faxes and includes a "Print to Fax" function which may be used from any document viewer.

INSTALL THE SOFTWARE

Go to

> http://impls.bz/2emTfWF (if you have 64-bit version of Windows)
>
> or
> http://impls.bz/2iK1PUm (if you have 32-bit version of Windows)
>
> > If you do not know which version you have:
> >
> > o Click "Start"
> > o Right Click "My Computer" and click "Properties"
> > o In the "System" section, locate "System Type"

- Click "Download" to download a zipped file.
- Locate the "InternetFax" downloaded file right click, then click "Extract All". Follow the prompts.
- Open the unzipped file.
- Double click the "setup.exe" file.
- If you see "Open File – Security Warning", click "Run" or "Ok" or "Allow" or "Yes to Allow", depending on your screen options.
- In the "Select Setup Language" window, select your preferred language and click "OK". English is default. Follow the prompts with "Next", "Install", "OK", and "Finish".

2. Configure the software.

- Locate the little white globe in the system tray (the area with icons next to the clock in the Task Bar).
- Right click the white globe and click "Show".
- In the Fax File Cabinet window, click "Settings".
- Populate the top section with your Name, Company, Email address and Fax number. This information will be displayed on your cover page in certain situations.
- In the Authorization section, enter your account information. Please refer to the email from Impulse with your fax credentials (username and password).
- Click the "Save" button.
- Close the Fax File Cabinet window.

Fax File Cabinet

Find the little white globe in the system tray. Double click it, or click "Show" to open. The Fax File Cabinet shows your fax waiting to be sent. You may keep this open to see when your fax is successfully sent by the system to your recipient, or close it and wait for your email confirmation. Note: The Fax File Cabinet only monitors Print to Fax.

VIEW

To view sent faxes, click on a sent fax, then click the magnifying glass. All sent faxes will be displayed. Click on the sent fax you wish to view, or click the two-documents icon to view/edit the cover sheet notes.

RESEND

Click on a fax you wish to resend, then click the blue "Resend" button.
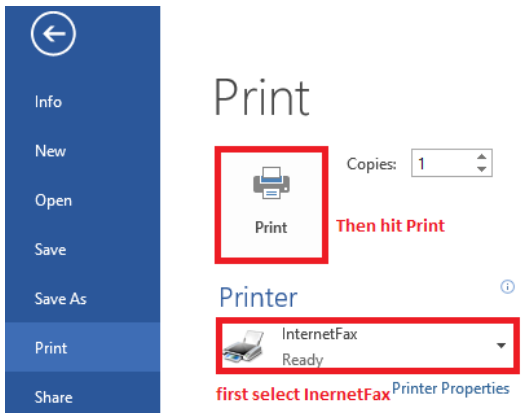
DELETING SENT FAXES

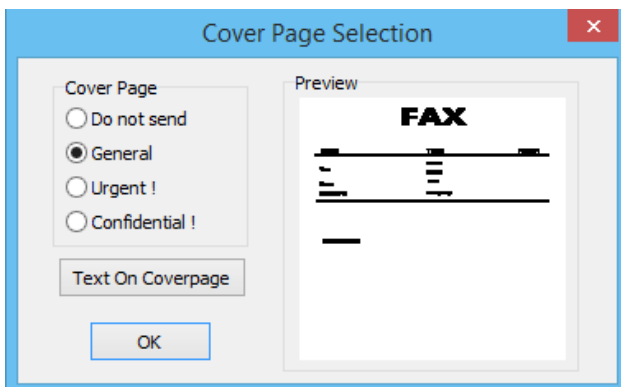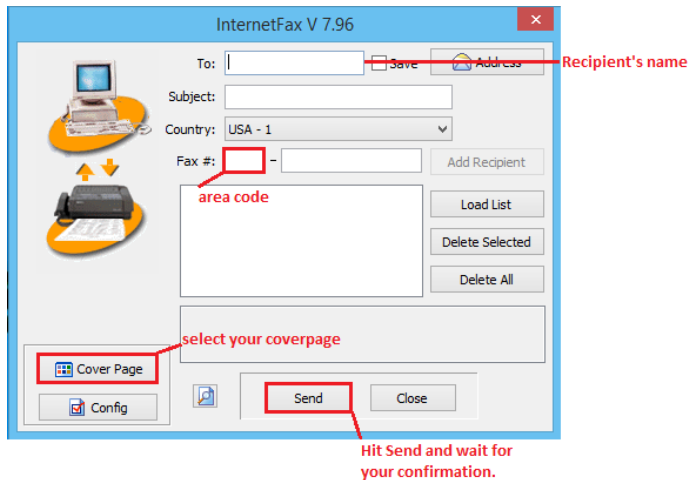Click the Red X to delete all visible fax logs.
or
Click on a specific fax you wish to delete, then click the white X in the red circle to delete it.

Print to Fax

Then hit Print

Printer

InternetFax
Ready

first select InernetFax Printer Properties

- Select

Recipient's name

area code

select your coverpage

Hit Send and wait for your confirmation.

When you have completed the steps in the Fax Software section above, you will be ready to print to fax.

To send a document via fax

- Open the document you want to send.
- Click "Print".
- Select the "Internet Fax Printer" from the list of printers.

"OK" to print the document.

- A pop-up window will open.
- Enter the recipient fax information.
- Click "Add Recipient". The number "1" will automatically be added to the phone number after adding recipient to the list.
- To add another fax number, type in the relevant info and click "Add Recipient" again.
- Add a cover page by clicking the "Cover Page" button.
- Select one cover page type.
- Click on "Text on Cover Page"
- Type in the information you wish to appear on the cover page.
- Click the "OK" button to save.
- To send your fax, click "Send".

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.

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.