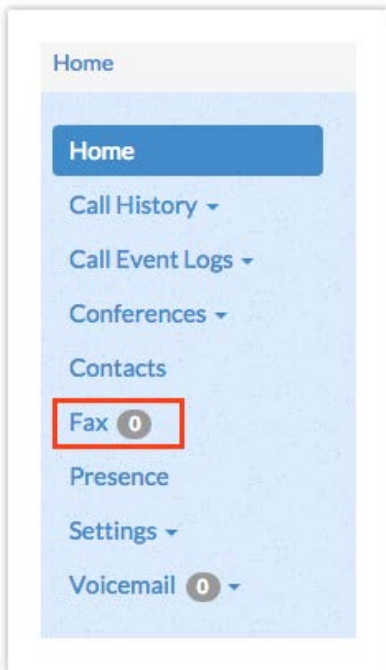


User Control Panel Fax Options (**Requires the FaxPro system license and user permission)

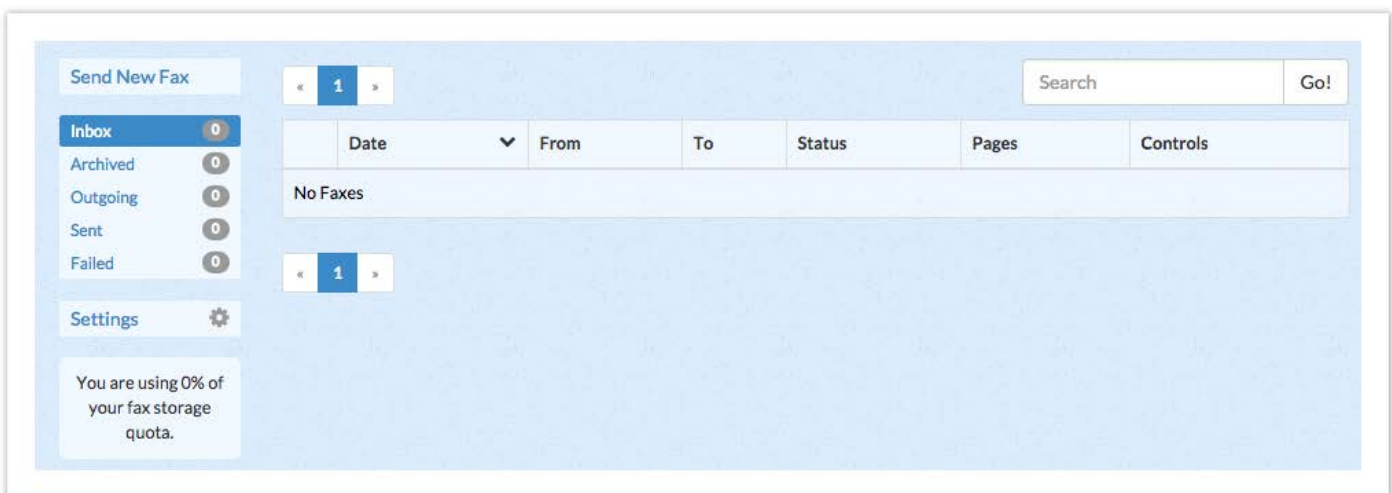
User Control Panel (UCP) is a web-based user interface for the PBX. Fax Pro lets, users can send, receive, and view faxes in UCP depending on the permissions you've set in the User Management module.

Users would access UCP at <http://myunifiedbx.portlandmaine.local/ucp> or <http://172.31.0.26 /ucp>

After logged into UCP, click **Fax** in the menu to access the fax section.



From here, a user can view all locally stored inbound and outbound faxes (if local storage is enabled for the user), and send outbound faxes to anyone.



Folders

Faxes can be filed under the following folders:

Inbox

Faxes that have not yet been viewed.




Inbox	1
Archived	2
Outgoing	0
Sent	2
Failed	0

	Date	From	To	Status	Pages	Controls
	2015-10-07 10:05:17am	APPLETON, WI <19209449990>	45	OK	2	  

Archived

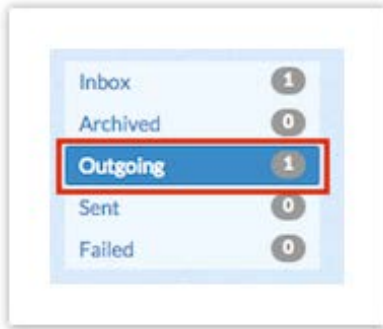
Faxes that have been viewed but not yet deleted.

Inbox	0
Archived	1
Outgoing	0
Sent	2
Failed	0

	Date	From	To	Status	Pages	Controls
	2015-10-07 10:57:00am	APPLETON, WI <19209449990>	45	OK	1	  

Outgoing





Faxes in the process of being sent. The page will show the current status of the fax. Information updates automatically in near real-time with no need to reload the page.



- You'll see "In Progress" if the system is still in the process of sending (or trying to send) the fax:

Date	From	To	Status	Pages	Controls
2015-10-06 02:51:42pm	45	9209449990	In Progress	4	  

- You'll see "OK" if the fax was sent successfully:

Date	From	To	Status	Pages	Controls
2015-10-06 02:55:16pm	45	9209449990	OK	4	   

- The system will also display messages related to any errors that are encountered, such as "Retrying" when it's trying to send a fax again after a failure.

Sent

Faxes that have been sent successfully.

Inbox	1
Archived	0
Outgoing	0
Sent	2
Failed	0

Date	From	To	Status	Pages	Controls
2015-10-06 03:52:06pm	45	9209449990	OK	2	
2015-10-06 02:55:16pm	45	9209449990	OK	4	

Failed

Faxes that have not been sent successfully.

Inbox	1
Archived	0
Outgoing	0
Sent	2
Failed	1

Date	From	To	Status	Pages	Controls
2015-10-06 04:13:26pm	49	9209449997	Unknown error (Originate failed)	3	




Fax Data

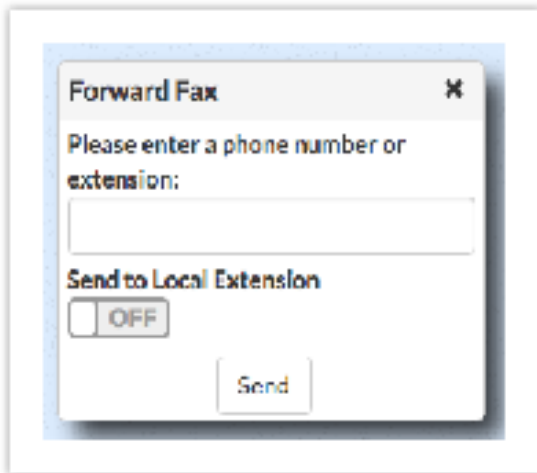
UCP displays the following information for each fax:

- **Date:** The date and time the fax was received or sent, in YYYY-MM-DD format.
- **From:** The user number or caller ID (CID) of the sender.
- **To:** The user number or fax number of the recipient.
- **Status:** The status for the fax as reported by Asterisk.
- **Pages:** The number of pages for the fax as reported by Asterisk.
- **Controls:** Buttons to view, download, forward, or delete the fax, as described below.

Controls (Buttons)

Throughout UCP, buttons allow you to view and manage saved faxes. In the **Inbox**, **Archived**, **Outgoing**, **Sent**, and **Failed** folders, you'll find some or all of these buttons:

-  **View PDF in Browser:** Displays the PDF file of the fax document in your browser, if your browser is configured to view PDFs.
-  **Download:** Downloads the PDF file of the fax to your computer.
-  **Forward:** Lets you send the fax to another recipient - either an outside number or an internal extension.



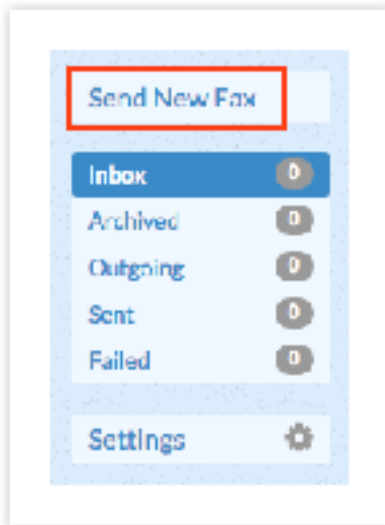
The screenshot shows a dialog box titled "Forward Fax" with a close button (X) in the top right corner. The main text reads "Please enter a phone number or extension:" followed by a text input field. Below the input field, there is a section titled "Send to Local Extension" with a radio button and the label "OFF". At the bottom center of the dialog is a "Send" button.

-  **Delete:** Delete the saved fax from the system.

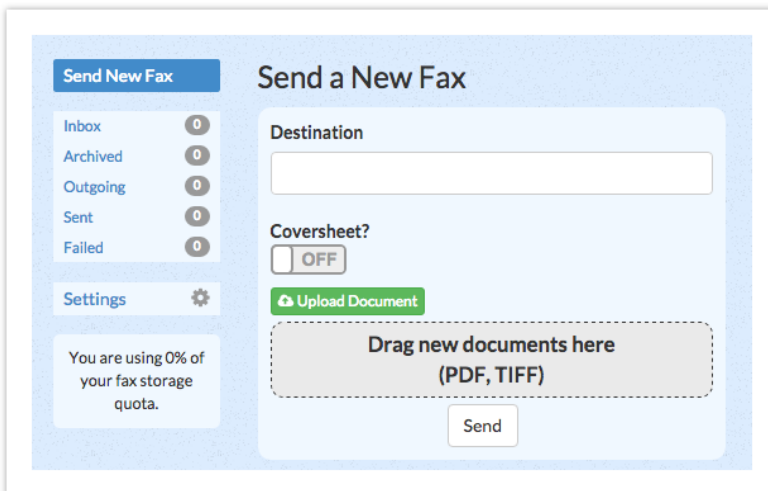
How To Send a Fax in UCP

Create one or more PDF or TIFF files on your computer. Multiple pages and/or multiple documents are acceptable.

After you've clicked **Fax** in the main menu in UCP, click the **Send New Fax** button.



Basic options include **Destination**, whether to use a **Coversheet**, and the **Document(s)**. (If you enable the coversheet, additional options will appear.)



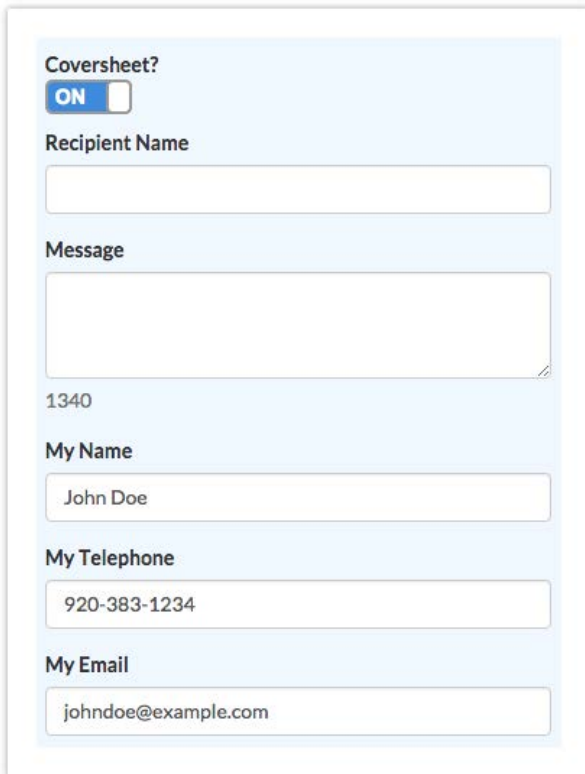
Destination

Enter the fax number of the recipient.

Coversheet

This is **Off** by default. Click the switch to toggle the **on/off** setting.

If the switch is set to **On**, additional fields appear:



The screenshot shows a light blue form titled "Coversheet?". At the top, there is a toggle switch labeled "ON" which is currently turned on. Below this are several input fields: "Recipient Name" (empty), "Message" (a large text area), "My Name" (containing "John Doe"), "My Telephone" (containing "920-383-1234"), and "My Email" (containing "johndoe@example.com").

The information you enter will appear on the cover sheet.

- **Recipient Name:** The name of the person you are sending the fax to.
- **Message:** A short message to include in the cover sheet.
- **My Name:** The sender's name is pulled from User Management settings, but you can override it here.
- **My Telephone:** The sender's phone number is pulled from the User Management settings, but you can override it here.
- **My Email:** The sender's e-mail address is pulled from the User Management settings, but you can override it here.

Document(s)

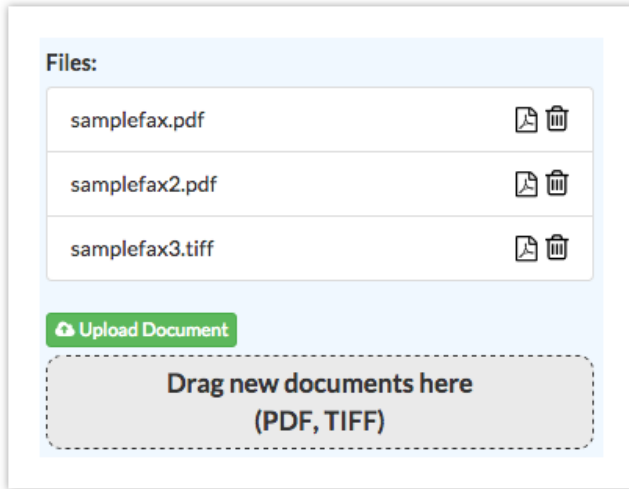
Documents must be in PDF or TIFF format.



A single fax can contain one or more documents. There are two ways to upload documents to be included in your fax:

- Click the **Upload Document** button to select a file from your computer,

- OR drag and drop files from your computer to the **Drag New Documents Here** area.

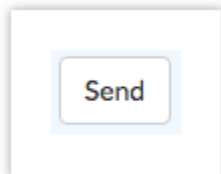
The uploaded file(s) will appear in a list:



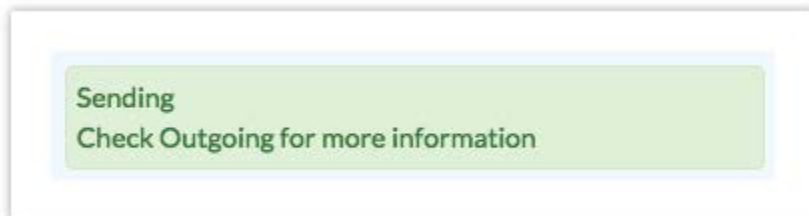
- To view a file, click the  button.
- To remove a file from the list, click the  button.

Send

When ready to send the fax, click the **Send** button.



You'll be reminded that you can check the Outgoing section if you would like to see status updates in UCP.



When a fax has been sent successfully, it will be moved to the **Sent** folder. If it fails to send and all retry attempts have been exhausted, it will be moved to the **Failed** folder.

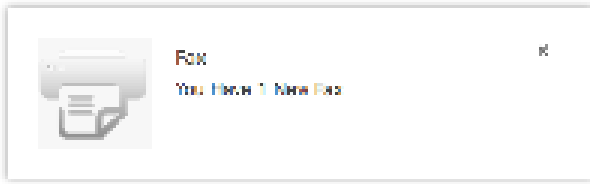
How to Receive a Fax in UCP

Inbox Folder

Receiving a fax in UCP is easy - just check your Inbox! You don't need to be logged into UCP at the time a fax is received. In UCP, after clicking **Fax** in the main menu, click the **Inbox** menu item to view the inbox.

Remember, the [user's fax settings](#) in the User Management module must be set to **Store Locally: Yes** in order to receive faxes in UCP. Otherwise, the fax will only be sent to e-mail.

If you're logged into UCP and have allowed your web browser to display notifications, you'll see a pop-up notification when a new fax arrives.

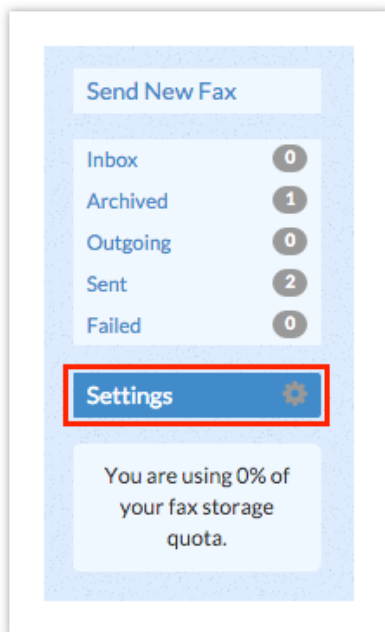


For instructions on enabling/disabling notifications in your web browser, please see your specific browser's instructions. Typically, your web browser will ask you about whether to enable notifications the first time you log into the User Control Panel.

Fax Settings in UCP

Users can manage their fax settings directly from UCP.

To do this, log into UCP, click **Fax** in the primary navigation menu, and then click **Settings** in the secondary menu.



Fax Settings update automatically as new information is entered. There is no "Save" button.

Fax Settings

Fax Email ⓘ

Attachment Format ⓘ

Store Locally? ⓘ

 ON

Outgoing Station ID ⓘ

Outgoing Header ⓘ

Coversheet Name ⓘ

Coversheet Telephone ⓘ

Coversheet Email ⓘ

Email Results ⓘ

Retries ⓘ

Fax Email

The e-mail address to send inbound faxes to when this user receives a fax

Attachment Format

PDF/TIFF/both: Which file format(s) to use when e-mailing an inbound fax to this user.

Store Locally

- **Yes:** Store the fax locally after e-mailing it to the user, so that the fax can be viewed in UCP.
- **No:** Delete the fax after e-mailing it to the user. The fax will not be accessible in UCP.

Outgoing Station ID

The fax number that will be displayed at the top of each outbound fax.

Outgoing Header

Text, such as a company name, that will be displayed at the top of each outbound fax page.

Coversheet Name

The name of the person who is sending the fax. This will be displayed in the "From" section of the cover sheet.

Coversheet Telephone

The voice telephone number of the person who is sending the fax. This will be displayed in the "From" section of the cover sheet.

Coversheet Email

The e-mail address of the person who is sending the fax. This will be displayed in the "From" section of the cover sheet.

Email Results

This setting controls whether to e-mail the results of an outbound fax to a sender, so that the sender can be alerted of the status.

- **Never:** Never e-mail the results.
- **Always:** Always e-mail the results.
- **On Success:** Only e-mail the results when the outbound fax is successful.
- **On Failure:** Only e-mail the results when the outbound fax fails.
- **Use Global:** Use the setting that is defined globally in the Fax Configuration module of the PBX administration GUI.

Retries

0/1/2/3/Use Global Setting: How many times to try and resend a failed fax (none, 1, 2, or 3). Select **Use Global** to use the global setting from the Fax Configuration module of the PBX administration GUI.