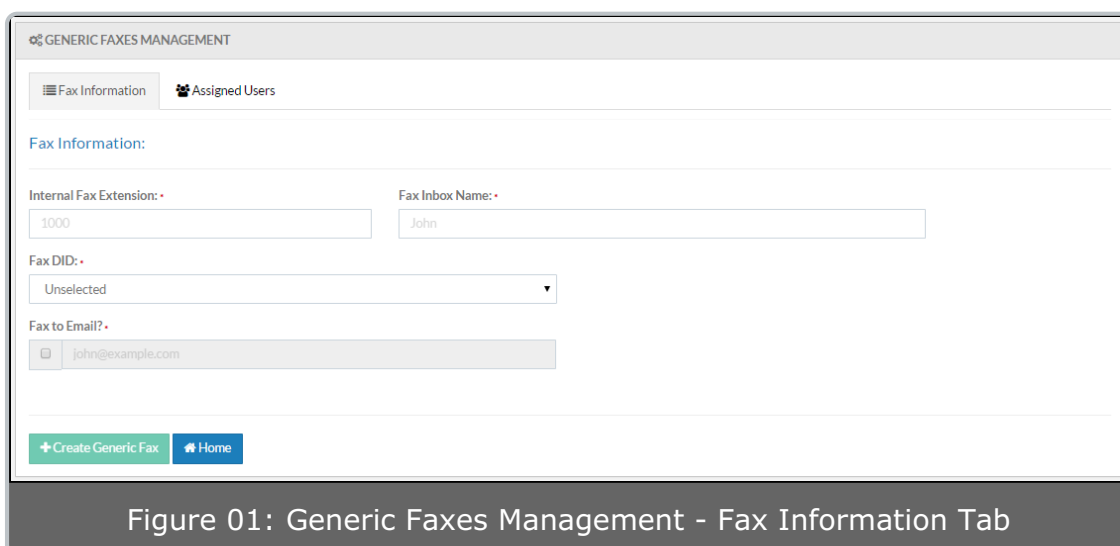# Generic Faxes

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A **Generic Fax** is an extension on the phone system that is not tied to one particular user. Some examples of where a generic fax would be used include a departmental fax, a company-wide fax sent to an administrative assistant, or any other fax number not tied to one specific person. Inbound faxes to a generic fax are sent to a specified email as well as appearing in the **User Panel > Fax** menu. Outbound faxes can be sent from a generic fax under the **User Panel > Fax** menu as well.

To create a new generic fax extension, click the **+Add Generic Fax** button from the **Users & Devices > Generic Faxes** menu.

Figure 01: Generic Faxes Management - Fax Information Tab

The **Generic Faxes Management** menu is displayed allowing the new generic fax to be configured. The fields on this screen are:

- **Internal Fax Extension:** Select any available extension number to assign to the fax. This is used for administrative purposes and dialing the extension will have no effect.

- **Fax Inbox Name:** Choose a display name that will appear within the Kerauno User Panel.

- **Fax DID:** Select which Direct Inward Dial (DID) number to designate as the fax line associated with this fax inbox. Any available number under the **System Admin > Number Manager** menu can be used.

- **Fax to Email:** Enter an email address to send faxes to. Faxes will be attached to sent emails as a PDF.

- **Assigned Users:** The **Assigned Users** tab allows administrators to assign which users will have access to generic fax destination. To assign users to a generic fax, click the **Users** button under the **Assigned Users** tab, mark the checkbox next to the desired user(s), and click the **OK** button. Any user that is assigned to a generic fax can view and download inbound faxes to the generic Fax DID via the **User Panel > Fax** menu. Also, users may choose to send outbound faxes from the generic fax DID under the **User Panel > Fax > Fax Settings** menu.