

Fax

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Navigate to the **User Panel > Fax** tab or click the blue **Fax** icon from the User Panel to navigate to the Fax tab.

The Fax dashboard provides fax capabilities within the User Panel. Faxes can be sent to/from users from their email address or DID (Direct Inward Dial) number, when assigned.

Send a fax from the main menu or navigate to additional tabs to view Received Faxes, Sent Faxes, Stored Files, or manage Fax Settings.

Send a Fax Tab

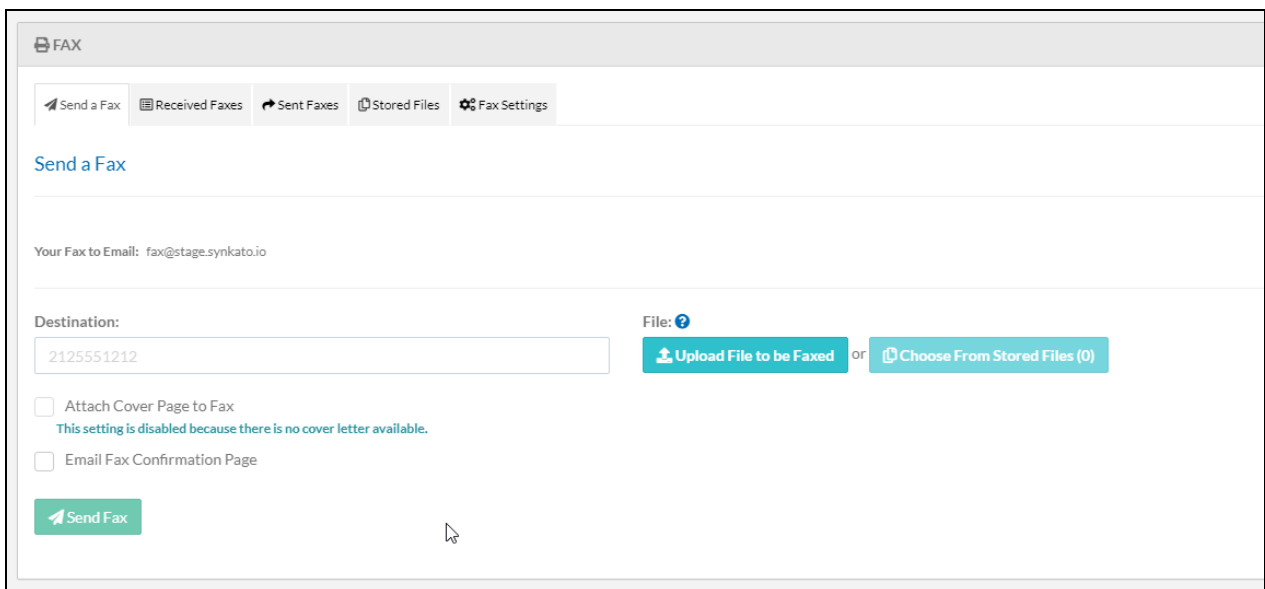
To send a fax, enter a 10-digit fax number and click **Upload File** to select a file to fax. Acceptable file formats include: .pdf, .doc, .docx, .xls, .xlsx and .csv.

Choose from Stored Files can also be used when common files are uploaded from the Stored Files Tab, such as a cover sheet or other commonly sent files.

Click the **Attach Cover Page to Fax?** checkbox to prepend the fax with a cover sheet. Click **Send Fax** when finished. A status bar displays on this screen and updates after completion.

Click the **Email Fax Confirmation Page** to receive a confirmation page sent to your email when a fax is successfully sent.

A full detail of a sent fax is available on the [Sent Faxes tab](#).





The screenshot shows the 'Send a Fax' interface. At the top, there is a navigation bar with tabs: 'Send a Fax', 'Received Faxes', 'Sent Faxes', 'Stored Files', and 'Fax Settings'. Below the navigation bar, the page title 'Send a Fax' is displayed. The main content area includes a form with the following elements:

- 'Your Fax to Email: fax@stage.synkato.io' (text input)
- 'Destination:' label and a text input field containing '2125551212'
- 'File:' label with a help icon, followed by two buttons: 'Upload File to be Faxed' and 'Choose From Stored Files (0)'
- Two checkboxes: 'Attach Cover Page to Fax' (disabled with a message: 'This setting is disabled because there is no cover letter available.') and 'Email Fax Confirmation Page'.
- A green 'Send Fax' button at the bottom left.

Received Faxes Tab



The Received Faxes tab displays faxes received to the user's direct inward dial (DID) number. Inbound faxes are also sent to the user's email address as a PDF file.

Each fax includes a content preview, received date, and to/from Caller IDs. Received faxes can be downloaded, viewed (Browser Only) or removed from the system; ideal for confidential material.

Send a Fax	Received Faxes	Sent Faxes	Stored Files	Fax Settings
Received Faxes (2)				
Refresh				
Preview	Date Received	To	Caller ID	Actions
	2021-02-10 08:14:36	fax@stage.synkato.io <+1317776244>	"INDIANAPOLIS IN" <+13174196209>	Download View PDF Remove Fax File + Entry from system
 <small>Preview only shows first 2 pages of fax</small>	2021-02-10 08:10:44	fax@stage.synkato.io <+1317776244>	"AXIA TECHNOLOGY" <+13174895544>	Download View PDF Remove Fax File + Entry from system
				Previous 1/1 Next

Sent Faxes Tab

The Sent Faxes tab displays any faxes that the user has sent through the Fax panel. Sent faxes can be downloaded, viewed (Browser Only) or resent. You also have the ability of viewing the confirmation page if one was selected to be sent. You also have the ability to remove the file from displaying in the UI or to completely remove the file.

Send a Fax	Received Faxes	Sent Faxes	Stored Files	Fax Settings
Sent Faxes (2)				
Refresh				
Preview	Date Sent	Destination	Status	Actions
	2021-02-10 08:50:04	3173244055	Fax Successfully Sent	Download Resend View Confirmation Page Remove file from system Remove entry from system
	2021-02-10 08:11:07	3176534462	Fax Successfully Sent	Download Resend View Confirmation Page Remove file from system Remove entry from system
				Previous 1/1 Next

Stored Files Tab

The Stored Files tab houses commonly sent files for future use. This feature eliminates the need to upload a new PDF file each time an outbound fax is sent.

The Cover Page file appears at the top of the Stored Files tab. This static cover page can be prepended to an outbound fax by clicking the **Attach Cover Page to Fax?** checkbox on the Send a Fax tab.

Edit the stored cover page file by deleting the file and uploading a new cover page as explained below.

Add Stored File

To add a new stored file, such as a customer release or legal form, click **Choose a File**. Browse to and select the file, enter a name for the file and click **Upload Stored File**.

Note: File format must be PDF.

Stored Files can be downloaded or deleted as needed.

Send a Fax | Received Faxes | Sent Faxes | Stored Files | **Fax Settings**

Stored Files

Date Uploaded	File Name	Actions
2021-02-10 09:05:03	Cover Page	Download Delete
Stored Fax Files		
2021-02-10 09:05:19	Customer Waiver	Download Delete

Upload New Stored File

Choose a File:

[Choose a File](#)

File Name:

File 1

[Upload Stored File](#)

Fax Settings Tab

The Fax Settings tab allows the user to determine which Fax Caller ID to include on outbound faxes. A user can also select a group fax, when assigned. Select the Fax Caller ID from the available drop-down menu and click **Save** when finished.

You also have the options to check **Always Attach Cover Page** and **Always Email Fax Confirmation Page**.

Send a Fax | Received Faxes | Sent Faxes | Stored Files | **Fax Settings**

My Fax Settings

Your DID: 3177776244
Your Fax to Email: fax@stage.synkato.io

Fax Caller ID:
--Select Caller ID--

Always Attach Cover Page [?](#)

Always Email Fax Confirmation Page [?](#)

[Save](#)

Email to Fax

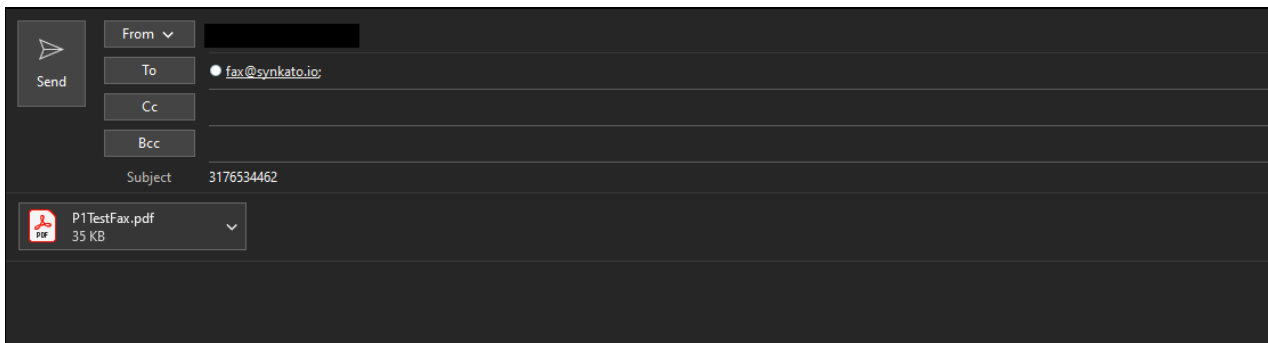
As of the 2021.02.1 version of Synkato, you now have the ability to send a fax from your personal email (**Sender's email must match your username on the system you wish to send the fax from**). To initiate a fax, send your file to fax@synkato.io. The subject will be the destination fax number. You can then attach your file that you would like to

send. Acceptable file formats include: .pdf, .doc, .docx, .xls, .xlsx and .csv

Only one file will be faxed per email. If you have multiple files to fax, each file will need to be sent in its own email.

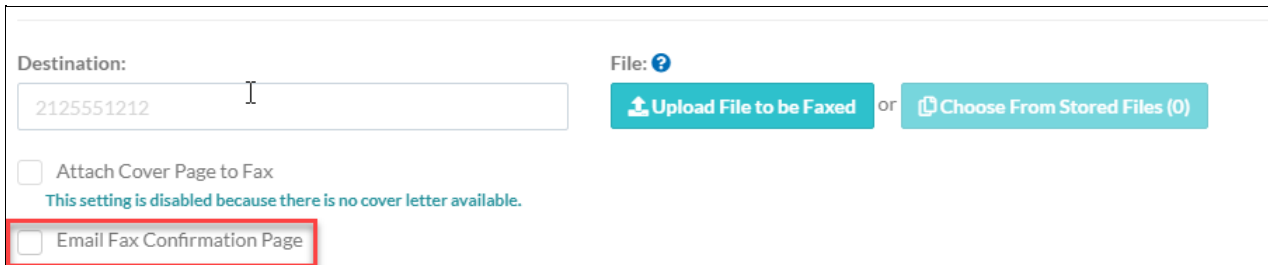
After sending the fax you will be able to log into the Synkato faxing dashboard and see the fax within the Sent Faxes tab in the User Panel > Fax module.

NOTE: Please remove any other attachments or email signatures from this email. This may cause the fax to not be delivered properly if there are any images in the signature.



Fax Confirmation Page

As of the 2021.02.1 version of Synkato, you now have the ability to send Fax Confirmation Pages via email after sending an email. You have the option to receive a confirmation page on each sent fax. To do then, select the **Email Fax Confirmation Page** checkbox on the Send A Fax tab.



You also have the ability to always receive Fax confirmation pages when sending faxes. To enable this, go to the **Fax Settings** tab and enable **Always Email Fax Confirmation Page**.

Send a Fax | Received Faxes | Sent Faxes | Stored Files | **Fax Settings**

My Fax Settings

Your DID: [REDACTED]
Your Fax to Email: [REDACTED]

Fax Caller ID:
--Select Caller ID--

Always Attach Cover Page ?

Always Email Fax Confirmation Page ?

Save

Enabling this setting results in the fax confirmation page being emailed to you after the fax has been sent.

The confirmation page can also be found on demand within the Sent Faxes tab.

Once a fax has been sent you can now go to the **Sent Faxes** tab and click the **View Confirmation Page** to open the PDF. The confirmation page will show the time and date that the fax was sent, the from and destination, the number of pages that were sent, and how long it took to send the fax. It will also display a thumbnail of the first page of the sent fax.

Below is an example of what the Fax Confirmation Page looks like when opened.

synkato Fax Confirmation Page

Send Date: Feb 18, 2021 (Thu)
Time: 3:33:03 pm (EST)

From:
To: 3178495690

Pages Sent: 1
Duration: 09 min, 32 sec

Status: Fax Successfully Sent

First Page Thumbnail

Test Fax Page 1
Please Ignore