

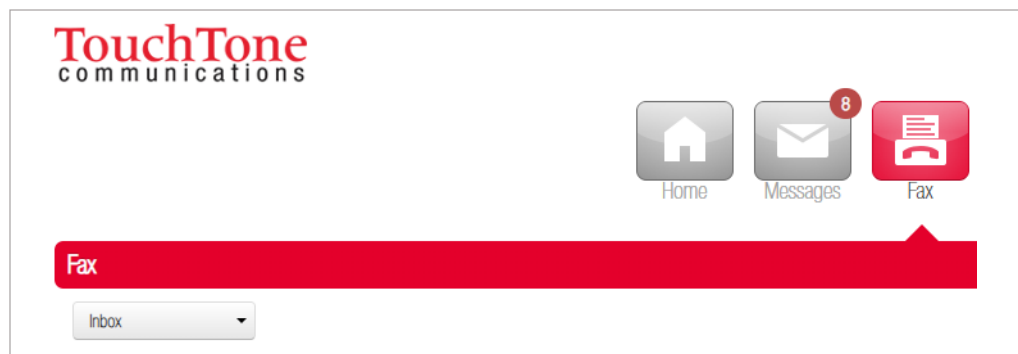
## Faxing Instructions

You can send a fax two ways

- [Web to fax](#) through the [Web Portal](#)
- [Fax to fax](#) (using an ATA)

### How to send a fax through the web portal

1. Log into the [My Collaborator](#) web portal.
2. To initiate a fax, click the FAX tab located at the top of your screen.



3. Here you will find configured phone numbers, recent faxes (INBOX and SENT), settings, and a button to send a fax.
4. To send a fax, click the Send Fax button and a window will pop up. Here you can select the file you wish to send, your outgoing caller ID (if applicable), the phone number you wish to send the fax to, and if you would like to add a cover letter.
5. If a cover letter is not needed, you can simply click the SEND button to initiate sending your fax.

A screenshot of the "Send Fax" dialog box. The title bar says "Send Fax" with a close button (X) on the right. The dialog contains a "Browse" button next to a file selection field. Below this, it lists "Acceptable filetypes: .html, .pdf, .doc, .docx, .jpg, .png, .tif, .odt, .txt". There is a "Caller ID" dropdown menu showing "(812) 670-9528". Below that is a "Phone Number" text input field containing "9735551212". At the bottom left, there is a checkbox labeled "Add Cover Letter" which is currently unchecked. At the bottom right, there are two buttons: "Cancel" and "Send".

- If a cover letter is needed, simply check off the ADD COVER LETTER box. This will populate additional fields such as subject and note. Once you include all the necessary information for the cover page, click SEND.

**Send Fax** ✕

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**Browse**   
Acceptable filetypes: .html, .pdf, .doc, .docx, .jpg, .png, .tif, .odt, .txt

Caller ID: (812) 670-9528 ▼

Phone Number: 9735551212

Add Cover Letter

Subject: High Priority Stuff

Sender Name: Ricky Johnson

Sender Company: Honda Motors

Recipient Name: Bob Hannah




Recipient Company: Yamaha

Note: Confidential info

## Receiving a fax through the web portal

- Incoming faxes can be setup to come into your email as an attachment, as well through the web portal.
- When you click on the FAX tab in the portal, you will see your inbox. Here you can see incoming faxes, who they are from, the date the fax was received, and how many pages are included in the fax.

You will have the following options.

- Download the fax by clicking the **DOWNLOAD** button 
- Thumbnail Preview the fax by clicking the **PREVIEW** button 
- Delete the fax by clicking the **DELETE** button 

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**Fax** ✕

Inbox Fax Number: (812) 670-9528 Settings

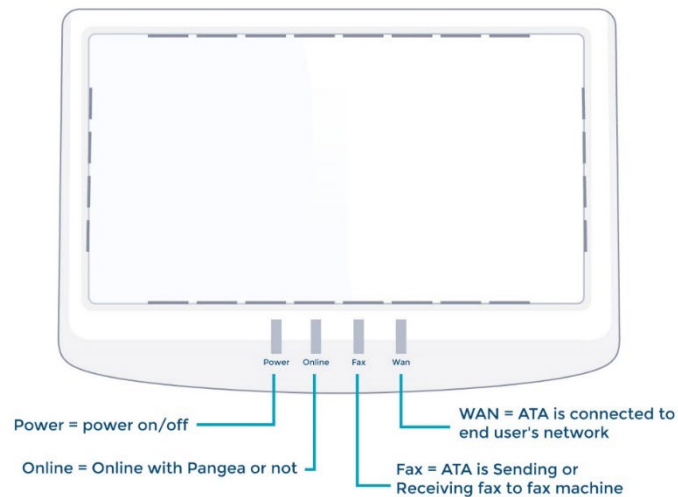
	From	To	Date	Pages	
	(973) 270-0667	(812) 670-9528	Feb 12th 11:08 am	1	
	(973) 270-0667	(812) 670-9528	Feb 12th 11:06 am	1	
	(973) 270-0667	(812) 670-9528	Feb 8th 2:48 pm	1	
	(973) 270-0667	(812) 670-9528	Feb 8th 2:44 pm	1	
	(973) 270-0667	(812) 670-9528	Feb 8th 2:02 pm	1	
	(973) 270-0667	(812) 670-9528	Feb 8th 2:00 pm	1	

## To receive faxes from your fax machine

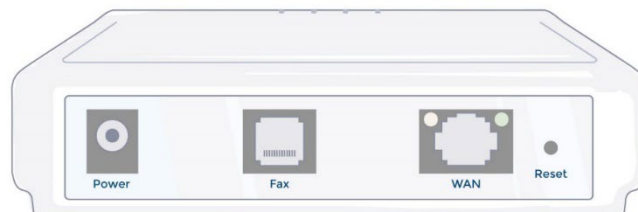
To receive faxes from your fax machine you will need to connect the ATA box to the fax machine first.

### How to connect the ATA to your fax machine

1. Connect the ATA WAN port to your network using a standard ethernet cable.
2. Connect the ATA FAX port to your fax machine using the included RJ11 Cable.
3. Connect the ATA to the power using the included Power Adapter.
4. On the front side of the ATA Box, you will see 4 different light indicators **Power, Online, and WAN lights** on and green.
5. The FAX ATA is now ready for fax service.



Back of Fax ATA



If you need assistance or have any questions, you can reach our Business Support Department at 800-900-5474 or [business.support@touchtone.net](mailto:business.support@touchtone.net).