



Virtual Faxing

Introduction

Virtual Faxing by CTC is the next generation fax hosting service; it is a high-performance service designed to track, document, manage and deliver fax traffic over enterprise networks of any size. Virtual Faxing is technology that adapts to how you use fax every day. Not the other way around. The information provided in this guide instructs users how to send messages using CTC services.

Fax Through Your Email

1. Open your email program of choice (Gmail, Outlook, etc...)
2. Compose Email with the following
 - a. **To:** (number you want to fax to)@fax2u.net
 - i. Example: 2082291002@fax2u.net
 - b. **Subject** = Attention Line of Fax
 - c. **Body** = Type what you want included on the cover page
 - d. **Attachment** = Attach document you want to fax
3. Press Send and your email will be sent to your recipients fax machine.

CTC's Fax Portal

This section offers quick step-by-step instructions on sending a message to a single recipient.

1. Go to: www.fax2u.net

Username

Password

Remember Me

Forgot your password? [Recover it](#)

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2. Enter your Login and Password
3. Click "Login"

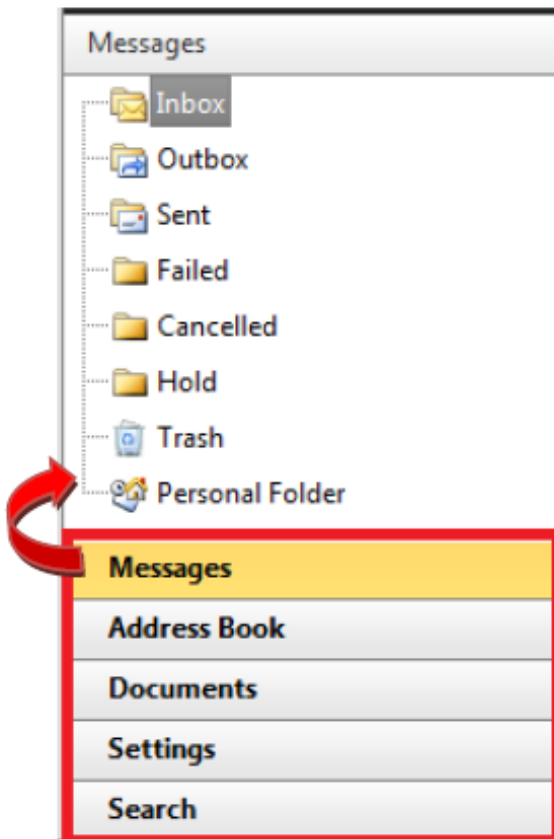


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Understanding the User Interface

Virtual Faxing by CTC is a 100% browser-based web application. It possesses a standard look and feel; it is easy to use especially if you have grown accustomed to products like Microsoft Outlook.

Following is an introduction to the user interface. You will find that the interface is consistent throughout the application. The same components are used on each web page. The website consists of five primary sections; all are accessible from the Navigation Pane on the initial page.



The five primary sections are as follows:

Messages

Access this section to manage all incoming and outgoing faxes. When faxes are received, they show in the Inbox. Other folders in this section are the Outbox, Sent, Failed, Cancelled, Hold, Trash, and Personal Folders.

Address Book

The Address Book encourages organization of personal information of those who will receive faxes from you.

Documents

Manage and organize documents.

Settings

Define your personal profile, change your password, and store company, regional, and notification settings.

Search

Search for a particular fax that resides in your fax library

Sending Messages

1. Click **Messages** in the Navigation Pane if not already selected.
2. Click **New** to open a New Message window. The Sender Profile section automatically populates with your name and the name of your company.
3. Enter the Subject and any applicable Notes. Press the [Tab] key to move from one field to the next.
4. Enter the recipient's Name and Fax #. When entering the FAX #, include the area code. No need exists for spaces, dashes, or parenthesis. These fields are bolded to show they are required.



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New Message | Send

Sender Profile		Tracking Info	
From	Raymond Tong	Tracking No.	<input type="text"/>
Company	FaxCore, Inc		

Message Info	
Subject	Sample Documentation
Notes	This is a sample of user guide
Priority	Lowest

Recipients | Documents | Options

Add Generic	Add Contact	Add User	✘ NS	NE	Name	Company	Delivery Address	Notify Address
No records to display.								

Generic Recipient			
Name	Dennis Fong		
Company	ABC Consulting		
Delivery	FAX		
Fax #	+ 1	720	5511223
Notify Email	dfong@abc.com		

4. Click **Add Generic**. The recipient's name shows in the **Recipients** section.

The recipient's name shows in the Recipients section:

✘	NS	NE	Name	Company	Delivery Address	Notify Address
✘	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Dennis Fong	ABC Consulting	+1 (720) 5511223	dfong@abc.com

5. Click the Documents tab.

Recipients | **Documents** | Options

Attach Document

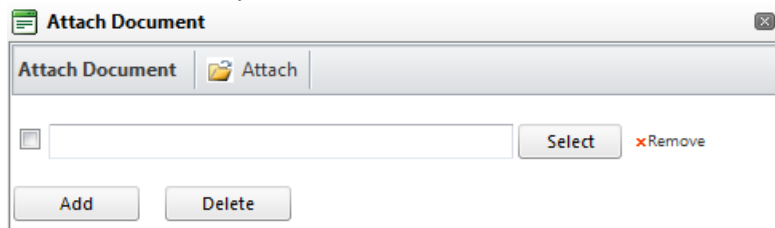
- Documents
 - Default
- Shared Documents

6. Click **Select** to locate the document(s) to attach. The Attach Documents dialog box shows.

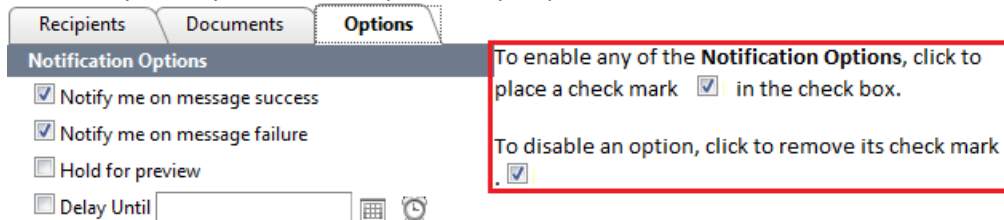


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Select a document you want to fax.



7. Click **Attach** once all attachments have been selected.
8. Click the **Options** tab. Select those settings that apply to each fax or use the defaults defined. Notification Options, the ability to set a priority, and add a billing code become available. You may request notification on successful transmission of the fax or upon its failure to transmit; you may select both options, if you prefer.



9. Click **Send** once all recipients have been listed and the appropriate options are set.

Contacting CTC

At CTC, we strive to provide you with the highest quality product support. Submit any questions or concerns at support.ctcbusiness.net.



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Cambridge, ID 83610

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Suite 200
Boise, ID 83713

Phone:
208-229-9000

Website:
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