



How to Send out a Fax

Send a Fax from Your Email:

You can send out a fax from the email that was registered with Virtual Fax to **<phoneNb>@fax.cloudli.com**

The phone number you are faxing from should be formatted with the whole number. **Ex:** 15148798585@fax.cloudli.com

Send out Fax from the Web Portal:

- On the **www.cloudli.com** homepage, hover over **Login** on the top utility navigation and click on **AS+ portal**. Once on the portal, log in with your Virtual Fax credentials.
- Go on the menu titled **Fax portal**, and into the sub-menu titled **Composer**.
- Fill in the following information:
 - Name of your destination (this appears in your history only)
 - Fax number of the destination (digits only); ex: 15148798585
 - Subject (this appears in your history only)
 - Comment (anything in this section will be sent as the first page of your fax)
 - Include any desired document to send as a fax with an attachment
- Once complete, you can submit.

How Do I Know the Status of the Fax I Sent?

You will receive an email notification from

notification@notification.documessage.com with all faxes sent.

You can also view the status of faxes sent from the **Web portal**, under the **Fax portal** menu, in the following sub-menus:

Outgoing Queue — for faxes currently waiting to be sent or are in a sending state

Outbound History — for faxes that have been either sent or have failed to send

The Web Portal allows you to view a sent fax as a TIFF image or PDF.

TIP: Make sure you are not blocking this sender in your spam filters.

TIPS

- For international delivery, make sure to prefix the number with 011 and the country code.
- The content of your email will always be presented as the first page of the fax.
- Fax pages with multiple attached files will be presented on the page in the order that the receiver will receive the attachment.



How Do I Receive Faxes?

Faxes are sent to the number assigned to your account. Once the fax is received by our Virtual Fax system, the fax is relayed to you by email as a PDF attachment.

Incoming faxes are sent as an email notification from notification@notification.documessage.com with the subject line **New Fax Received**.

You can also view faxes from the **Web portal**, under the **Fax portal** menu, and the **Inbound History** sub-menu. The Web Portal additionally allows you to view the fax as a TIFF image or PDF.

Note: the Inbound and Outbound History pages will allow you to view the TIFF image or PDF of a fax for a period of 10 Days. The listing of the fax in the Inbound and Outbound history remains available for 60 days.

Supported Documents When Sending Fax.

The following types of documents are currently supported by Virtual Fax when attaching them in your e-mail or sending via the Web Portal.

Document type	Extensions
Web	HTML; HTM; URL
Image	BMP; GIF; JPG; JPE; JPEG; TIFF; TIF
Text	TXT; WTX
Microsoft Word	DOC; DOCX; DOT; WBK; WRI
Microsoft Excel	XLS; XLSX; XLB; XLT; WK1; WK3; WK4
Word Perfect	WPD
Open Office	ODT; OTT; SXW; STW; ODS; OTS; SXC; STC; ODP; OTP; SXI; STI
PowerPoint	PPT; PPTX
Acrobat	PDF
Other document	RTF; PCL; PS; EPSEPS; EPI

TIP: Please make sure that documents sent do not contain macro-enabled content or are not password protected. Otherwise, they will return an error stating the fax cannot be processed or is "rasterized".