



VOICE  
FAX

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alpha VOICE  
**FAX**

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PHONE AND SERVICE  
MANUAL FOR USE  
OF ONLINE ALPHA  
VOICE FAX FEATURES

SCAN FOR SERVICE PAGE  
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# Getting Started

Welcome to Alpha Voice Fax! Whether it is signing contracts, buying property, or working with documents where a PDF will not suffice, faxing remains the best option. With Alpha Voice Fax you can send and receive documents from your PC and your mobile phone without the need for a dedicated fax machine.

Alpha Fax Portal can be accessed at: <https://fax.alpha-voice.us>

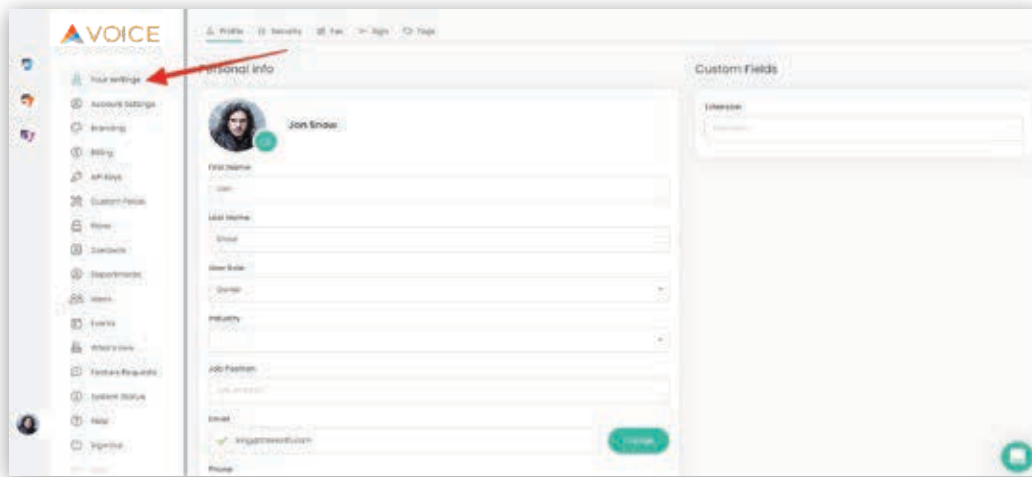
The screenshot shows the 'Send Fax' interface of the Alpha Voice Fax portal. The interface is divided into a left sidebar and a main content area. The sidebar contains navigation links for 'Fax', 'History', and 'Cover Pages', along with a user profile icon and 'Contacts' and 'API Keys' links at the bottom. The main content area is titled 'Send Fax' and contains the following fields and options:

- Fax Number:** A text input field containing '(500) 234-5678' with a dropdown menu showing a US flag. A '+' button and a 'Go' button are to the right.
- Recipient email(s):** A text input field containing 'example@gmail.com,another@example@gmail.com'.
- Comma separated list of emails to notify:** A text input field.
- Cover Page:** A selection area with five options: 'No cover', 'Icons', 'Professio...', 'Simple', and 'Standard'. The 'Standard' option is selected with a checkmark.
- Deliver To:** A text input field.
- Subject:** A text input field.
- Notes:** A large text area for adding notes.
- Tags:** A text input field containing 'tag1, tag2' with a '+' button to the right.
- Mark as urgent:** A checkbox that is currently unchecked. Below it, a note states 'Urgent token must be included in cover letter.'
- Attachments:** A dashed box containing a cloud upload icon and the text 'Click here or drag & drop your files in this area'. Below this is a text input field for 'Or insert file URL:' and an 'Upload' button.

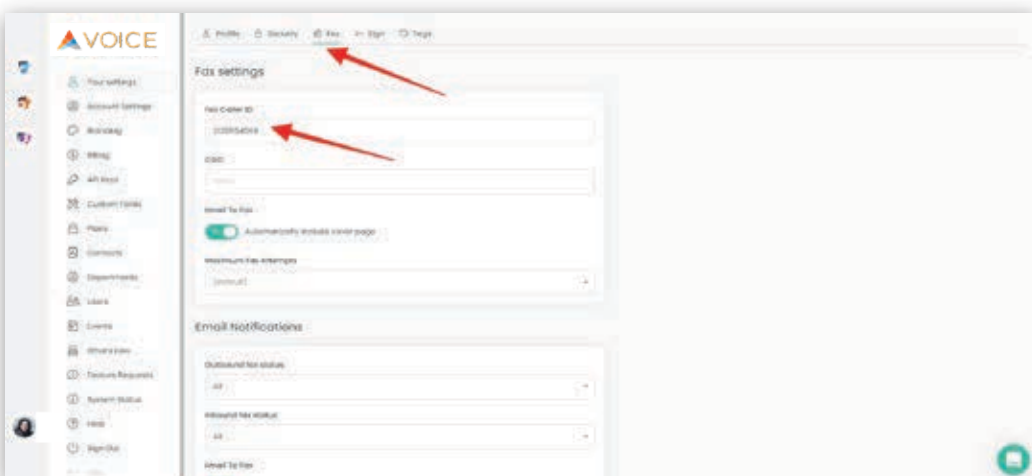
Here is where you will find all inbound and outbound faxes  
Click on the three dots to the far right to view/print, download, and look at the info of your faxes (this screen will give information into why a particular fax failed)

## Setting the Caller ID

First you will click your initials in the bottom left part of your screen. Then click the “Your Settings.”



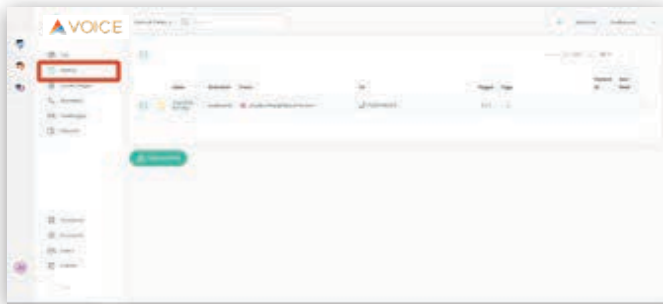
Next, click the “Fax” tab at the top. Then you will see “Fax Caller ID.” This is where you will put in the fax number that is owned by your account.



# How to Delete a Fax

Deleting a fax from your history is quick and easy. Just follow these steps.

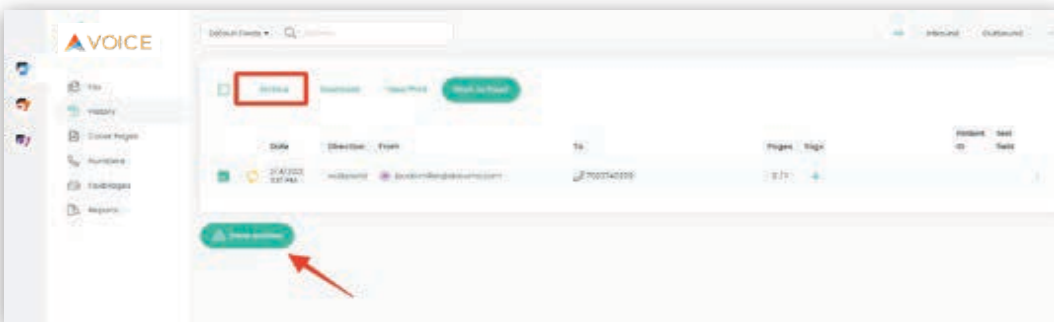
1. Go to the history tab in the app.



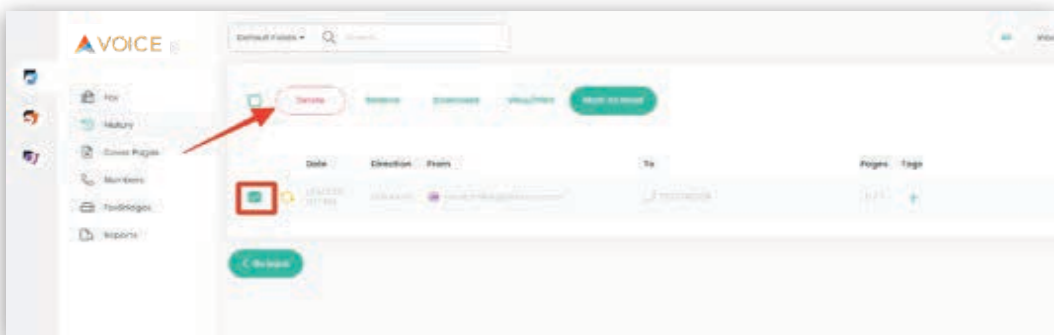
2. Select the check box by the fax you would like to delete.



3. Select the archive then select show archive at the bottom..



4. Select the check box for the fax you would like to delete then select delete at the top...

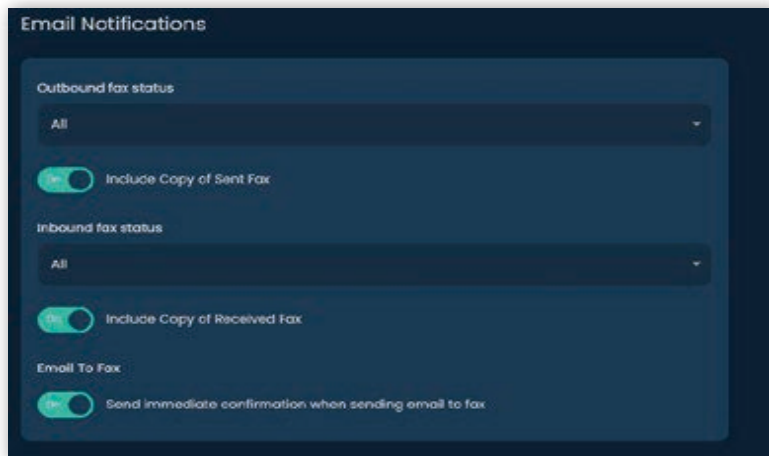


## Email Notification Settings

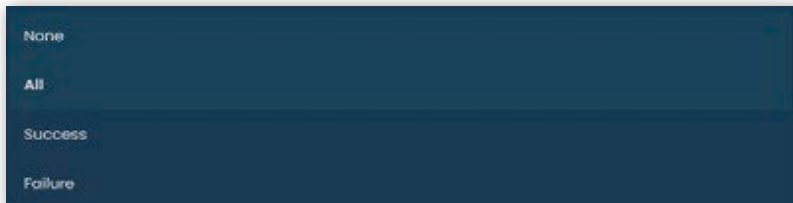
With mFax we give you the ability to customize how you receive email notifications for inbound and outbound faxes. These can be set on the account level which will affect all users on the account, or on a user level.

**\*NOTE\*** If you disable notifications on the account level, users will not be able to enable them on the user level. Any admin on the account can adjust the account level email notification settings.

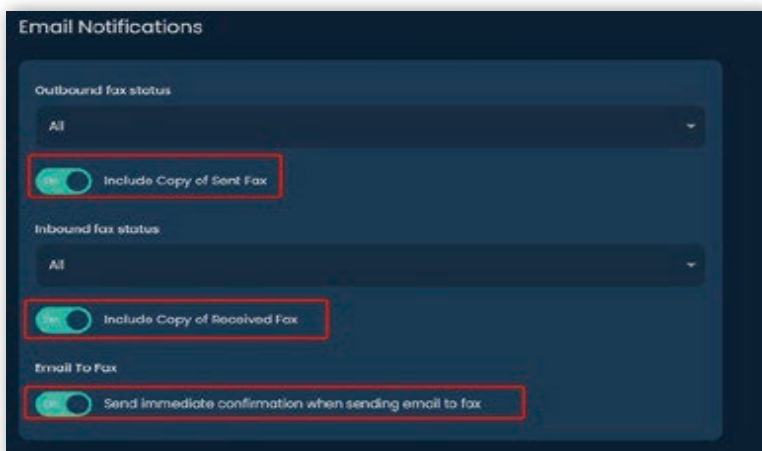
Below is a screenshot of what the email notification settings will look like by default.



You can set email notifications for inbound and outbound fax status from All to None, Success, and Failure.



You can also customize the contents of email notifications by using the toggle button to turn On or Off certain content from being delivered over email.



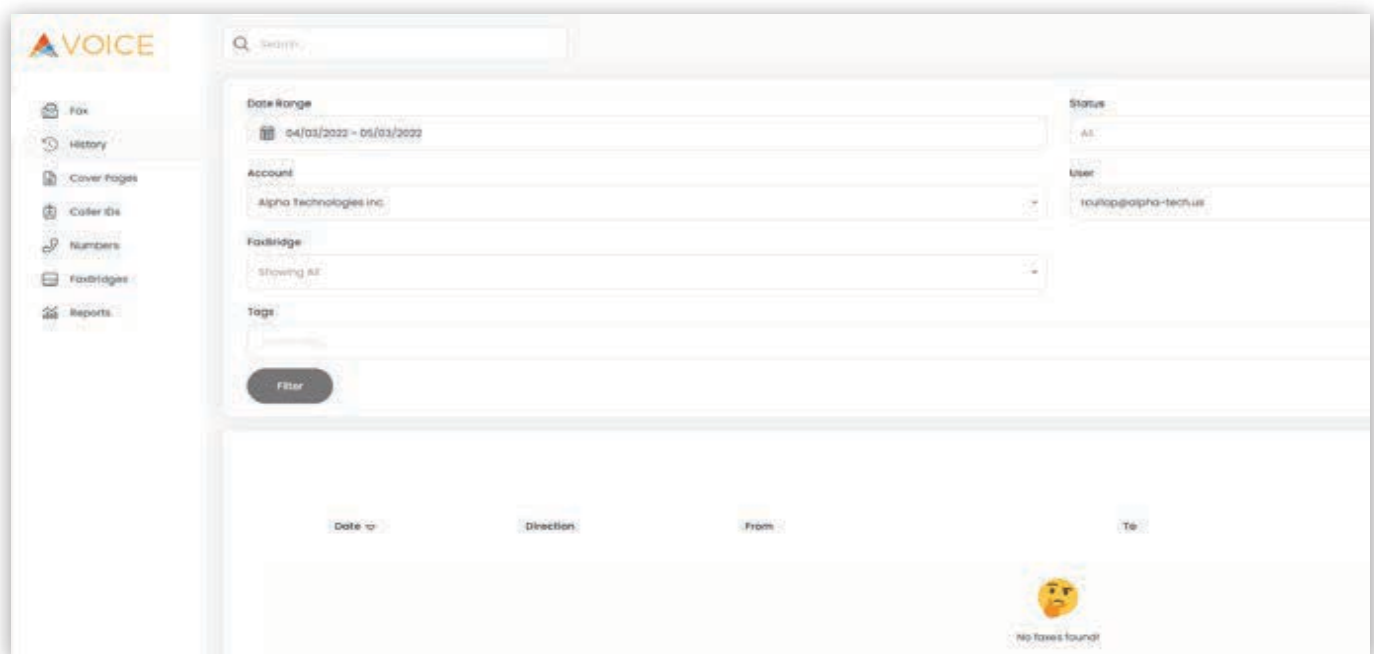
You will only receive notifications for faxes based on those settings.

**\*NOTE\*** To receive inbound fax notifications a user will need to be assigned to the fax number.

# How to Adjust History Page Date Range Filter

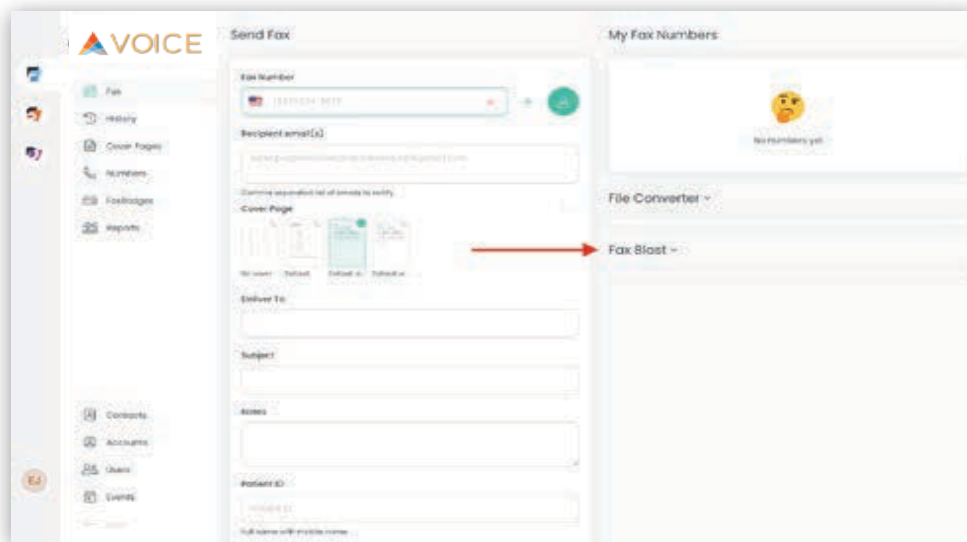
Alpha Voice Fax offers a variety of filter settings to make it easy to find the faxes you are looking for. Here are step by step instructions on how to adjust the date range filter, as well as helpful videos. The date range field is used to filter your history for longer than 30 days. By default your history will only show faxes from the last 30 days. You can extend this up to 12 months.

When you sign into the portal, you will click on 'History' on the left. This will bring you to your history page. You can then click on the down arrow in the circle on the upper right of the screen (to the right of your inbound/outbound options). This will open up your filter settings. From here, you can click on the calendar icon and adjust the range to find the faxes you are looking for. Click on the 'Filter' button and your history will be filtered by the range specified.

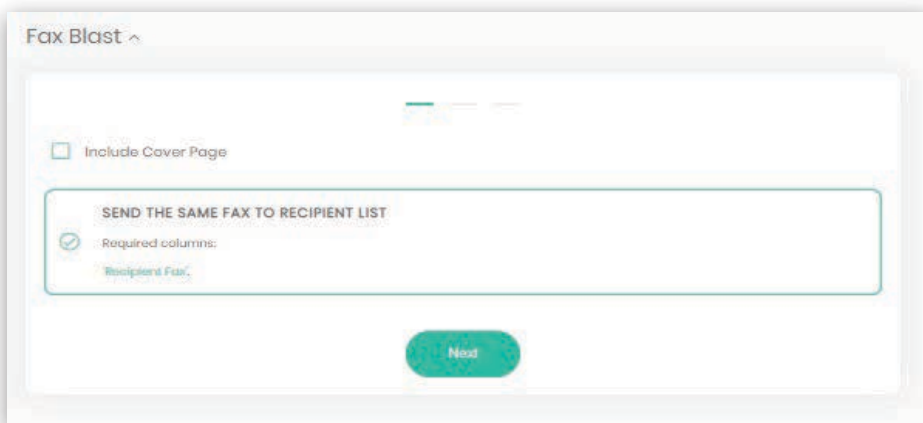


## Bulk Fax Sending (Fax Blast)

Faxing to a total of 10 recipients or less is a standard feature included in all plans and can be done simply by adding numbers to fax from the send fax screen. Users wanting to send a fax to more than 10 recipients at once can do so utilizing our Fax Blast feature. The default setting for the Fax Blast feature is set to off for all accounts. Please contact Alpha Technologies help desk if you would like to enable the Fax Blast feature on your account. After enabling the Fax Blast feature you will be able to access from the main Send Fax screen in the web application. First, click the down arrow on the Fax Blast card.

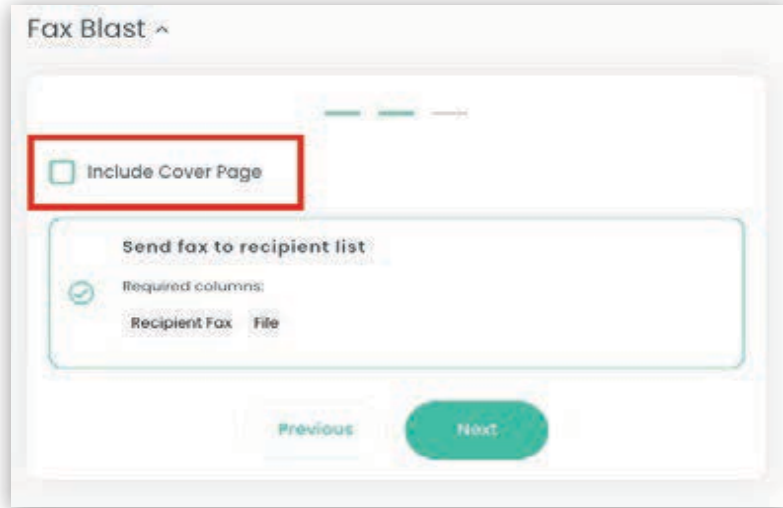


When sending a fax blast you will have the following 3 options:  
Send a fax to a recipient list simply consisting of a recipient fax number:



Same as first option, but include a cover page:





Fax Blast ^

Include Cover Page

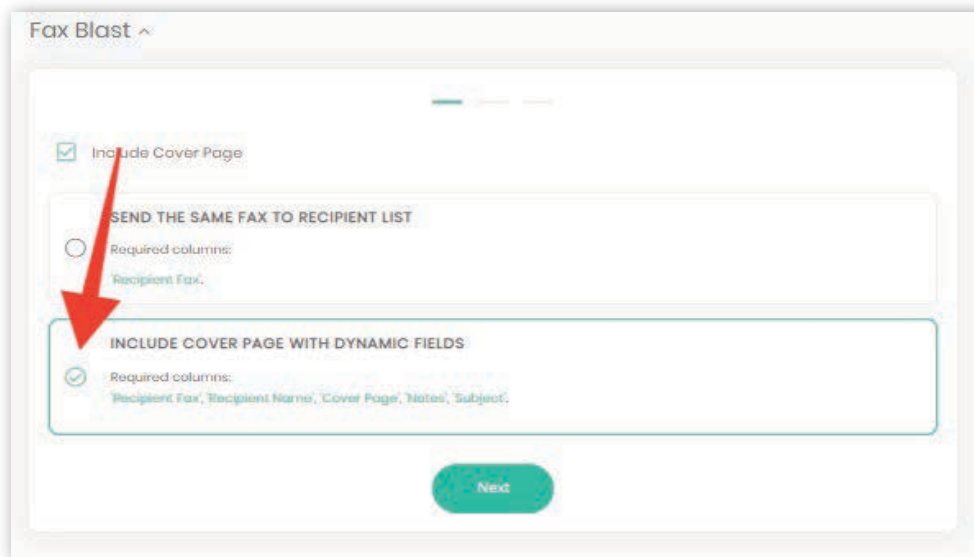
Send fax to recipient list

Required columns:

Recipient Fax File

Previous Next

Same as the previous option, with adding dynamic fields for the cover page:



Fax Blast ^

Include Cover Page

SEND THE SAME FAX TO RECIPIENT LIST

Required columns:

Recipient Fax

INCLUDE COVER PAGE WITH DYNAMIC FIELDS

Required columns:

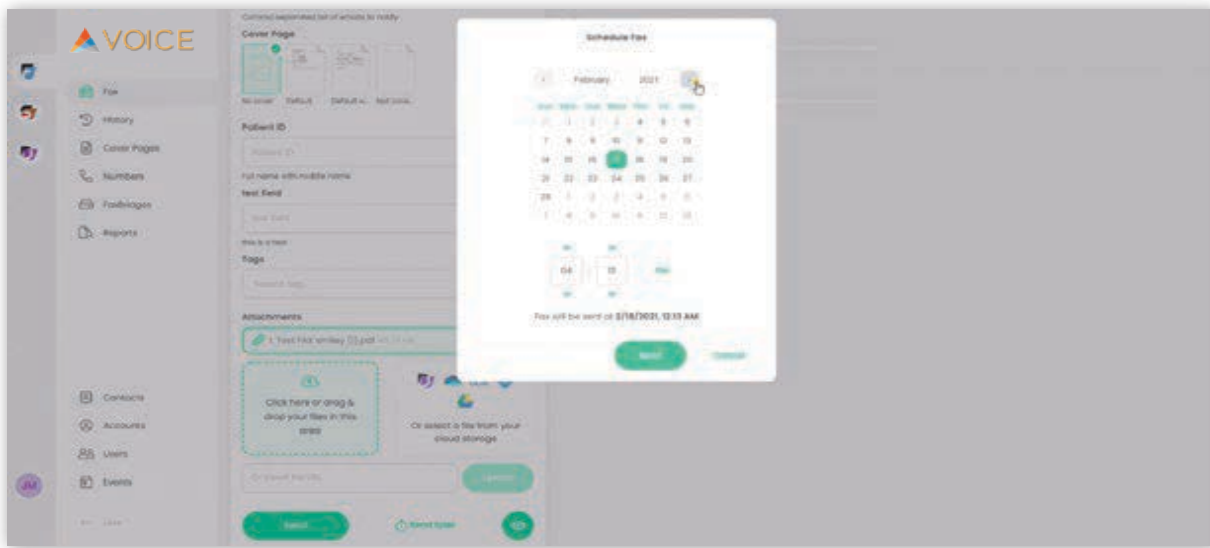
Recipient Fax, Recipient Name, Cover Page, Notes, Subject

Next

Choose the option you want and proceed to follow the instructions. It will prompt you to to upload a csv file containing the appropriate fields. After your list of recipients has been uploaded you will need to add your files to be faxed. Once these have been added simply click the send button and mFax will take care of the rest. All faxes will populate to your history screen and you'll be able to view the status of each as they come in.

## How to Schedule a Fax to Send at a Specific Day & Time

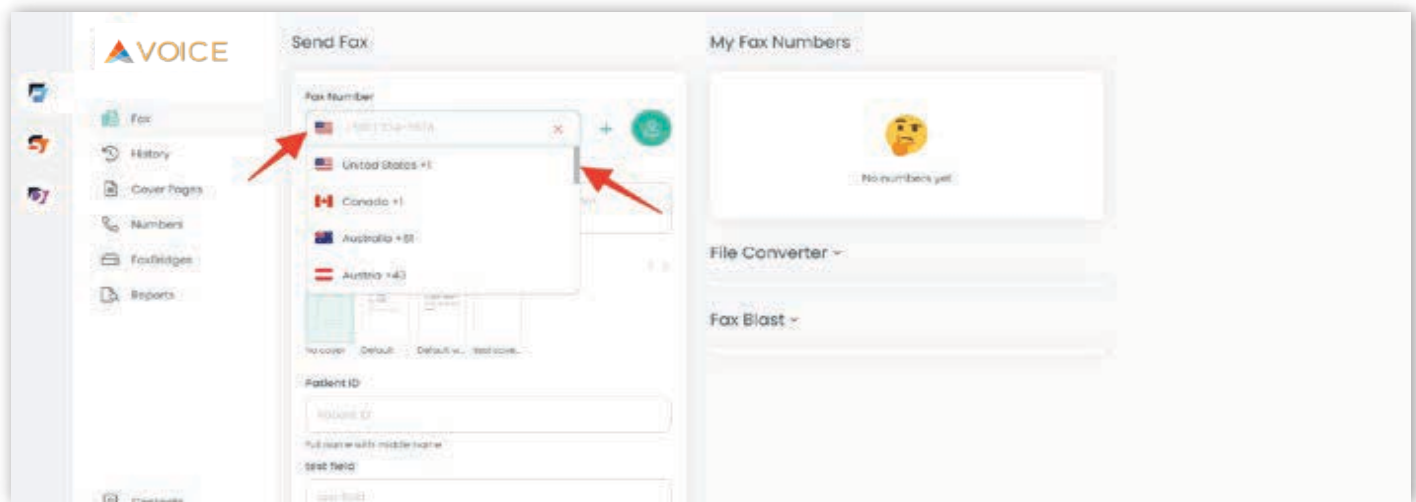
Users can schedule a fax to send at some day or time in the future directly through the web portal utilizing the "Send Later" feature. Simply compose a fax like you normally would entering the receiving fax number, using a cover page if you choose, and adding your files to fax. Then, instead of clicking the main "Send" button (which would immediately process and send the fax) you will want to press the "send later" button. This will activate a modal and allow you to enter in the date and time that you wish for the fax to process and send.



After entering the new date and time, click the "Send" button. If nothing further is done the fax will process and send at that time. The fax will show with a watch icon on your history screen and be available to cancel any time prior to the fax processing. To cancel the fax, check the box to the left of the fax and click the red "delete" button at the top.

## How to Send an International Fax

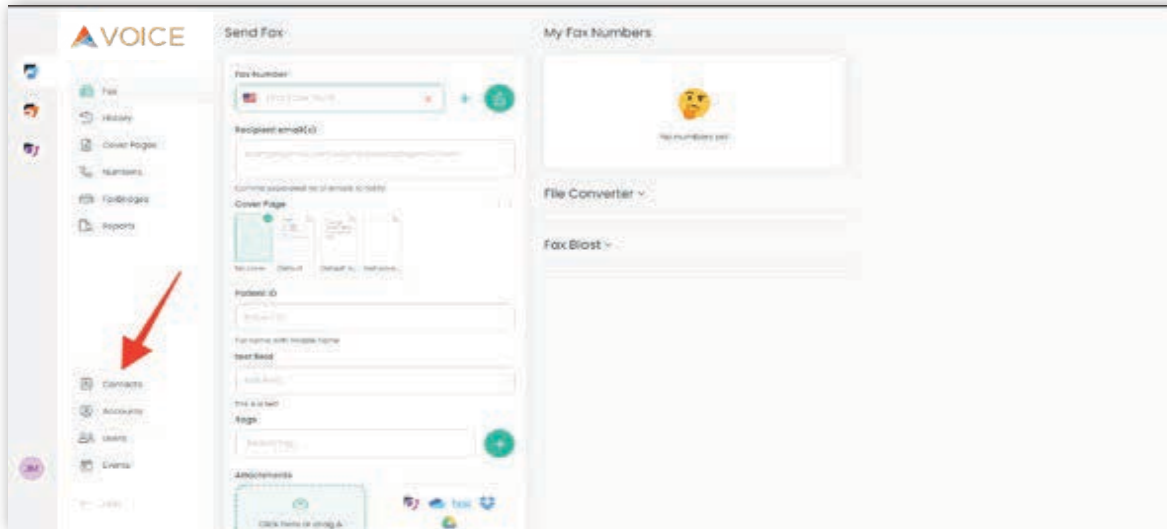
International outbound faxing is available to certain countries for an additional per page cost to any standard subscription plan. To see supported countries and rates please visit the International Fax page on the mFax website. International faxing is disabled by default on all standard accounts. You will need to speak with an mFax team member to enable this feature. Once enabled, you will have the ability to choose the country you are sending to by clicking on the flag icon within the fax number field from the default view. Make sure to utilize the scroll bar (see below):



After choosing the country you wish to send to, the system will auto populate the country code. You can then simply enter the receiving fax number and send your fax as you normally would.

## How to Create a Contact (Address Book)

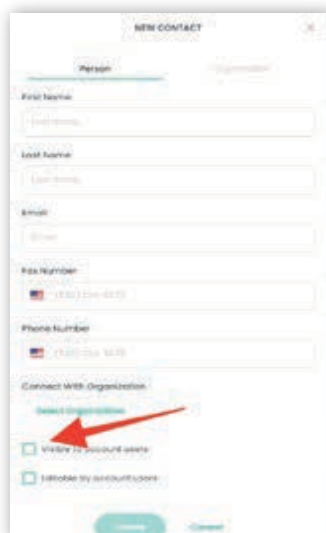
The contacts module can be accessed from the main nav by clicking the contacts icon.



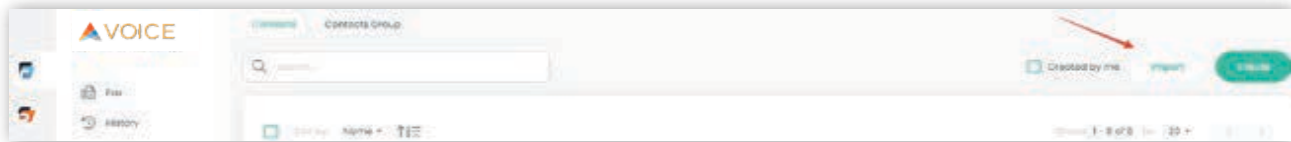
To create a single contact simply click the "Create" button and enter the requested information.



You will have options at the bottom of the contact record allowing you to keep the contact private to your user or available for anyone in the account to see. The same goes for being able to edit the contact.



Contacts can be created/uploaded in bulk via CSV file by clicking the Import button and following the instructions.



You also have the ability to create organizations as contacts. Once an organization is created you will have the ability to associate contacts to that organization.

A screenshot of the 'NEW CONTACT' form. The form has two tabs: 'Person' and 'Organization'. The 'Person' tab is active. Fields include 'First Name', 'Last Name', 'Email', 'Fax Number', and 'Phone Number'. Below these fields is a section titled 'Connect With Organization' which contains a 'Select Organization' button, a 'Visible to account users' checkbox, and an 'Editable by account users' checkbox. A red arrow points to the 'Select Organization' button. At the bottom of the form are 'Save' and 'Cancel' buttons.

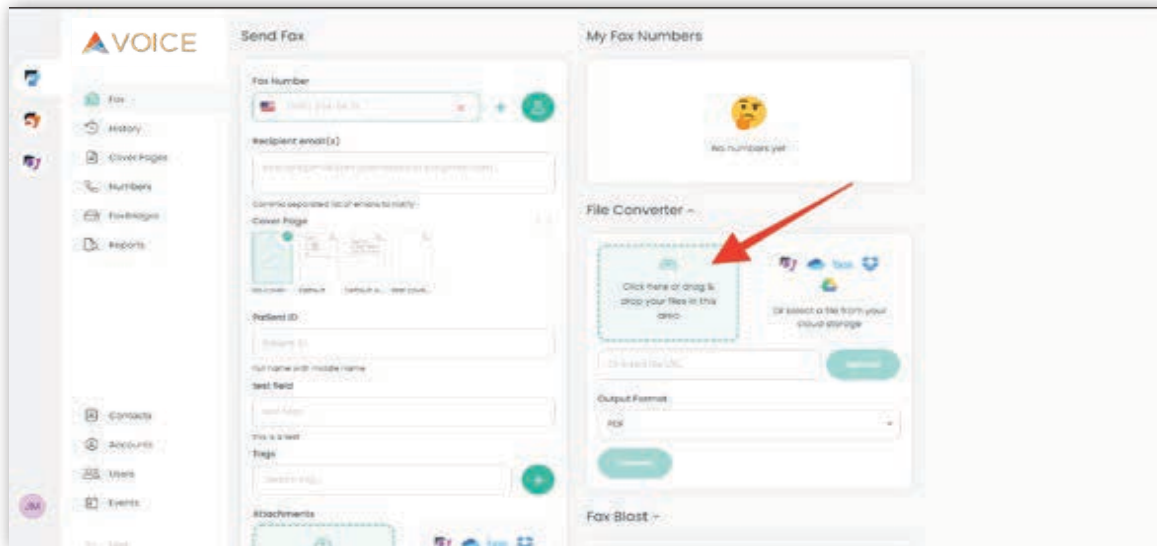
Contacts that are connected to an organization will then be nested under that organization for easier access.



A search box is also provided on the page. Contacts can be accessed from both the send fax screen as well as when faxing utilizing the print to fax driver

## How to Use File Converter

The File Converter is a feature that allows users to upload a variety of different file types and have them converted and downloaded as a single PDF or TIFF. To get started, click in the file converter box to upload or drag and drop the desired files from your computer.

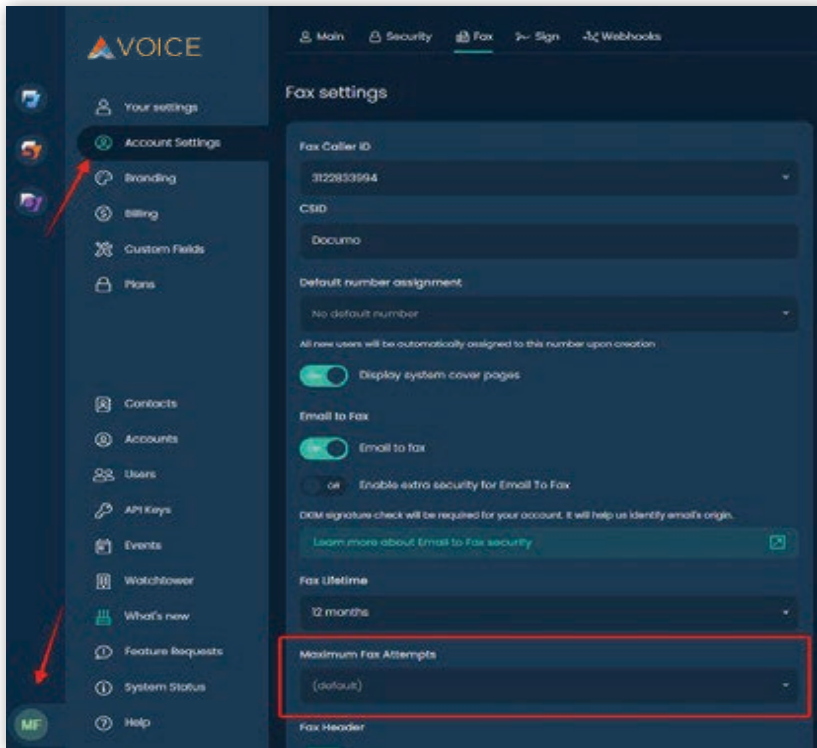


The following file types are supported for conversion:

tiff, gif, png, jpeg, jpg, pdf, txt, rtf, doc, docx, odt, xls, xlsx, ods, ppt, pptx, and odp

Once you have uploaded all of the files you want to convert simply choose the file type you'd like the doc to be exported as (PDF or TIFF) and click the "Convert" button. The new file will be created and will automatically download to your machine.

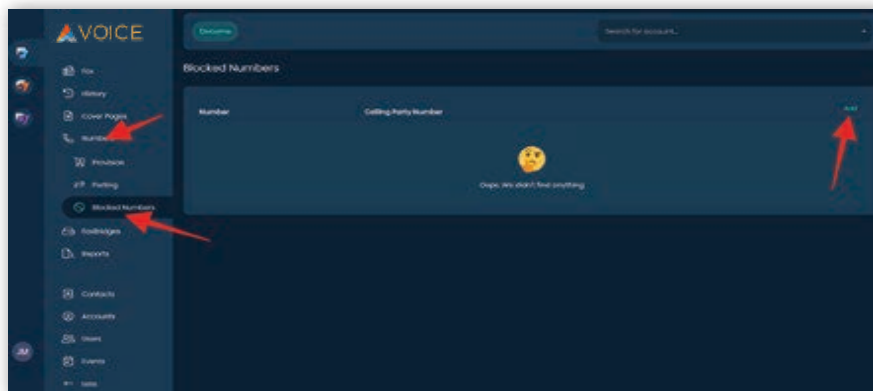
Standard documents (black text on white background) generally take 40-60 seconds per page. Documents that have color gradients, busy graphics, or photographic images can take much longer. Keep in mind that we do have a retry schedule on the backend, and we will attempt each fax a total of three times. You may change this retry schedule within your account settings:



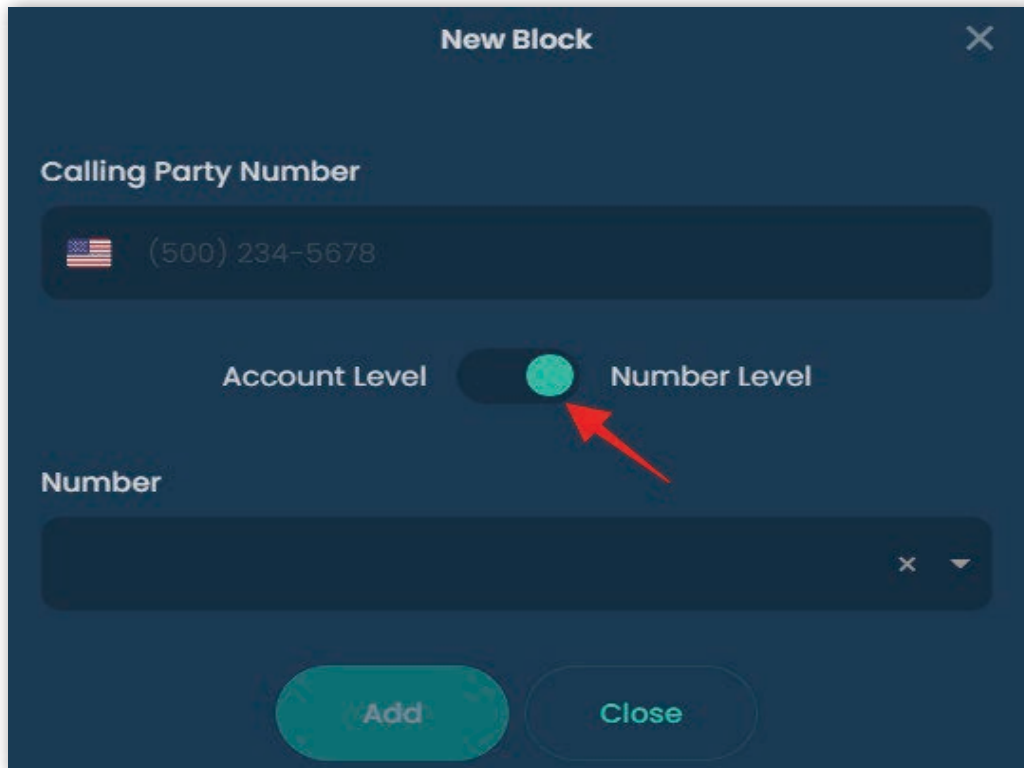
## SPAM faxes and blocking inbound numbers

Number Blocking:

You are able to block inbound numbers by selecting the Numbers tab on the left. From here you will select Blocked Numbers. From this menu you can manage or add a new number to your block list. To add a new number you would select the Add button on the right.



Once you select the add button a new window will appear. From here you can input the number you would like to block. You are able to choose to block the number at the account level or the number level



The image shows a 'New Block' dialog box with a dark blue background. At the top, there is a title 'New Block' and a close button (X). Below the title, there is a section for 'Calling Party Number' which includes a US flag icon and the number '(500) 234-5678'. Underneath this is a toggle switch with two options: 'Account Level' and 'Number Level'. A red arrow points to the 'Number Level' option, which is currently selected. Below the toggle is a 'Number' input field with a clear button (X) and a dropdown arrow. At the bottom of the dialog are two buttons: 'Add' and 'Close'.

### SPAM faxes

For example, many people report getting SPAM faxes from 200-300-4000. This is not actually a valid fax number. This is a spoofed callerID used by many (including the IRS). It can't be blocked. Here is some info on junk faxes from the FCC that hopefully you will find helpful:

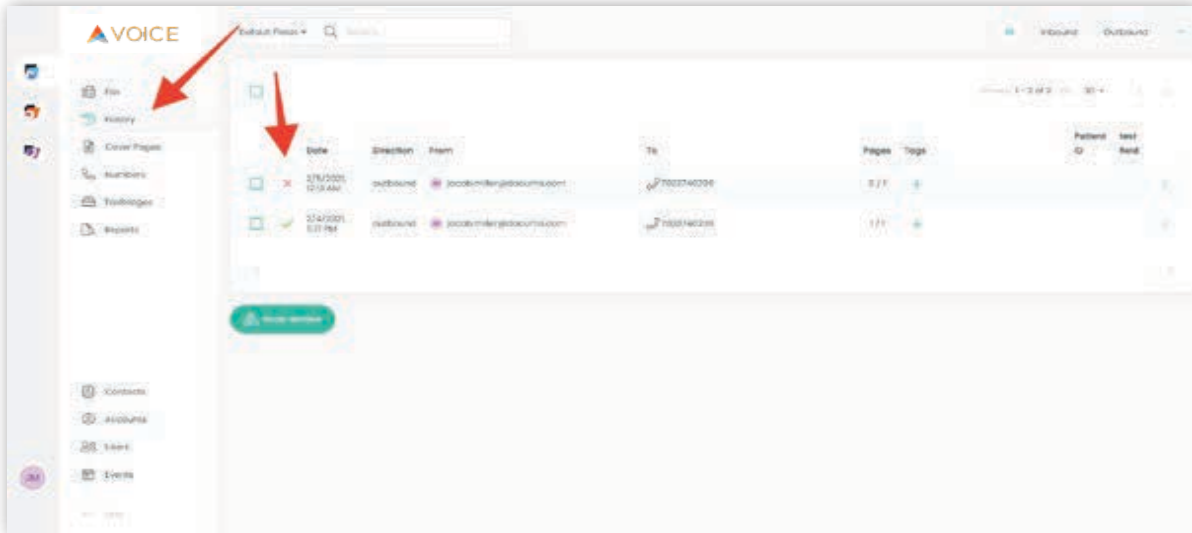
<https://www.fcc.gov/consumers/guides/faqs-about-junk-faxes>

Note: We are unable to block numbers at the carrier level, but we do try to facilitate the best we can at the server level. Because of this, number blocking may not work for all numbers. If you have blocked a number and continue to receive faxes, after confirming the number is valid, please reach out to the support team at [help@alpha-tech.us](mailto:help@alpha-tech.us).



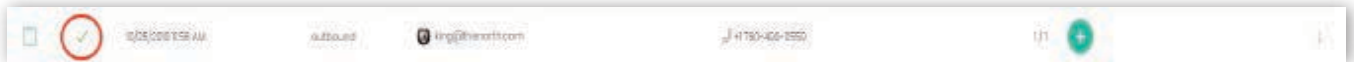
# How to Check the Status of a Fax

Checking the status of a fax can be done by looking on the History page. This page is accessible from the main view:

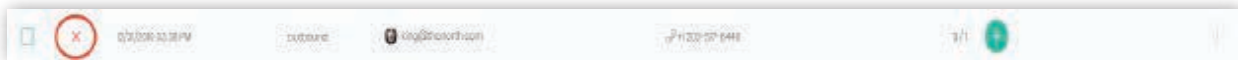


The far left column of each fax will show the status of that fax.

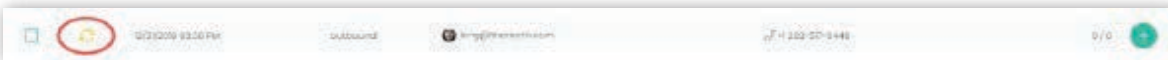
A green check mark means the fax was successful.



A red “X” means the fax failed.



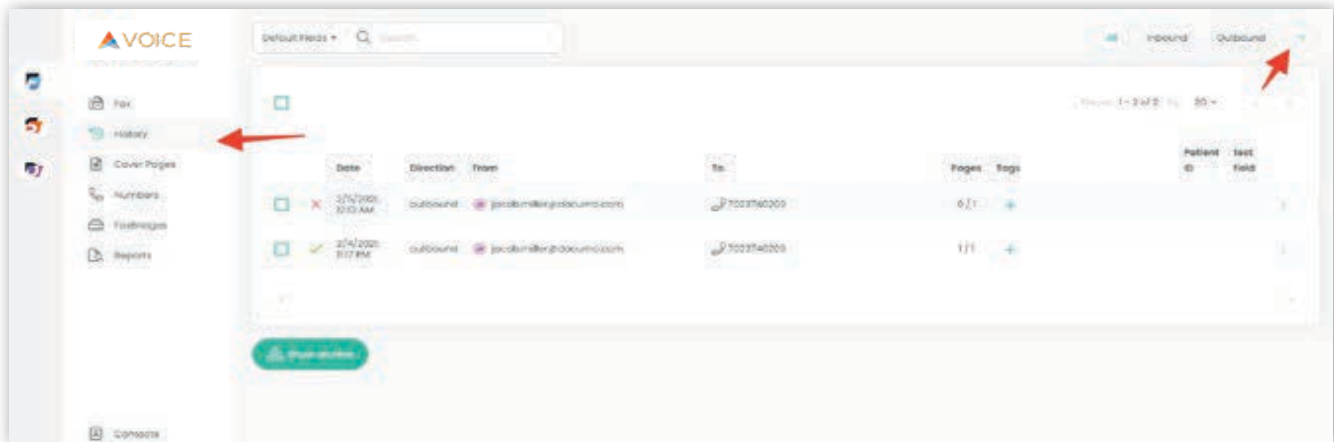
A spinning yellow arrow means processing.



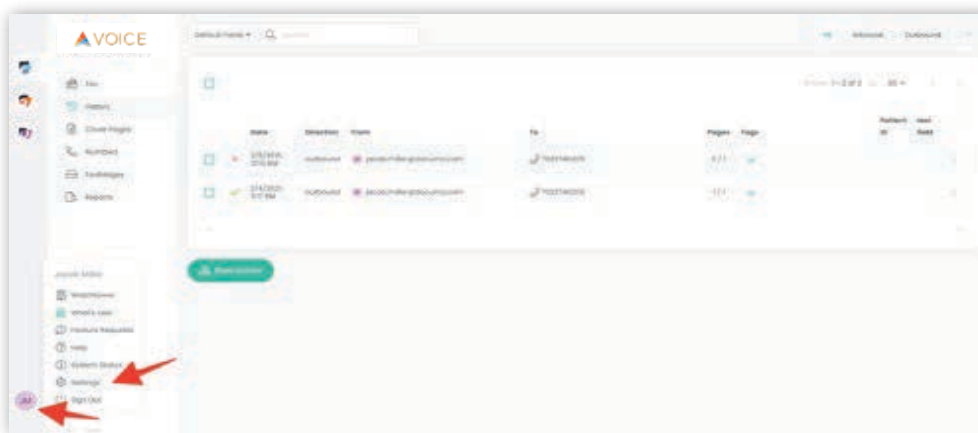
Users can setup email notifications for both inbound and outbound faxes that will notify them for both successful and failed faxes. These notifications can eliminate the need for users to manually check fax status in the application.

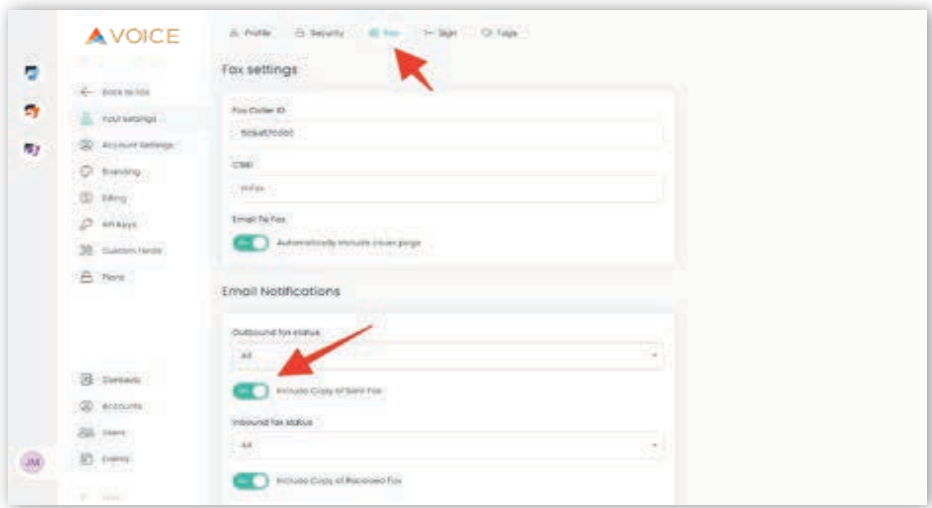
## Receiving Inbound Faxes

Faxes can be received and viewed in multiple places but the main repository for inbound (and outbound) faxes is on the History page. Fax history will show a complete record of every single fax received (and sent) from your account. Fax history is accessible by clicking the "history" option on the left panel. Clicking the filter drop down gives access to further filtering tools where you are then able to refine your searches and filtering using the fields provided.

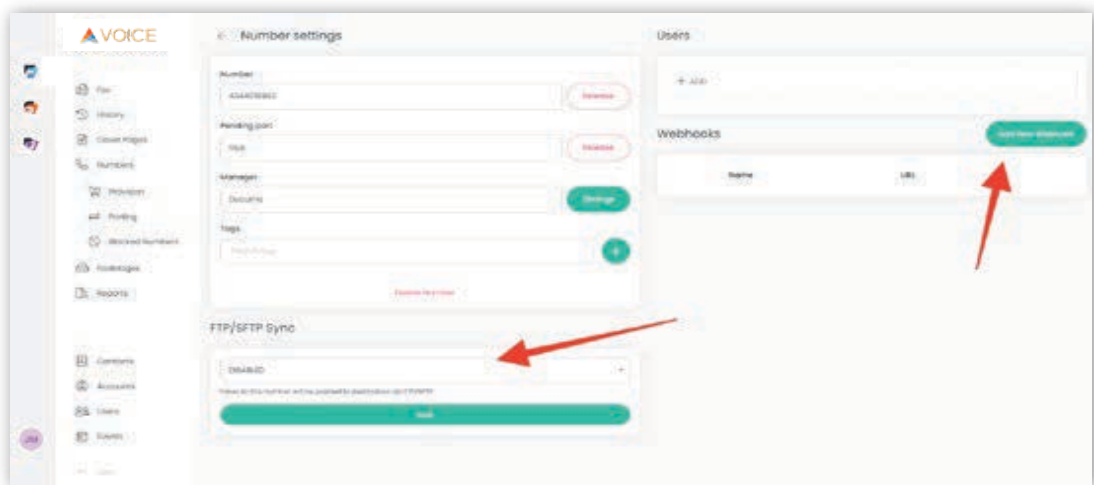
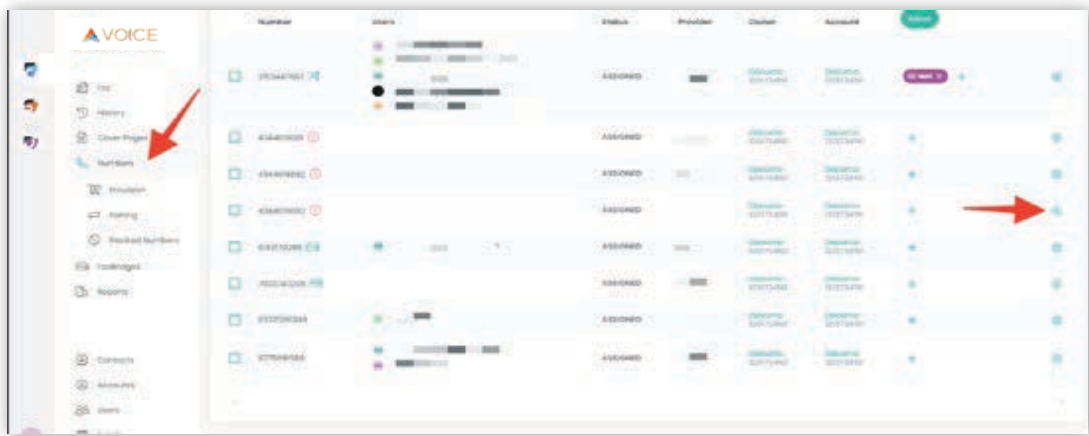


Inbound faxes can also be delivered directly to a user's email address. Using the notification settings, users are able to toggle on the ability for a copy of the fax to be attached to the email notification (Account in top right > Settings > Fax > Email Notifications).





Lastly, are the advanced inbound routing features. Faxes can be routed via a webhook to an http endpoint or via an FTP/SFTP destination to a system file. These advanced inbound routing features can be set globally at the account level (shown above) or individually by number in the number settings (shown below).



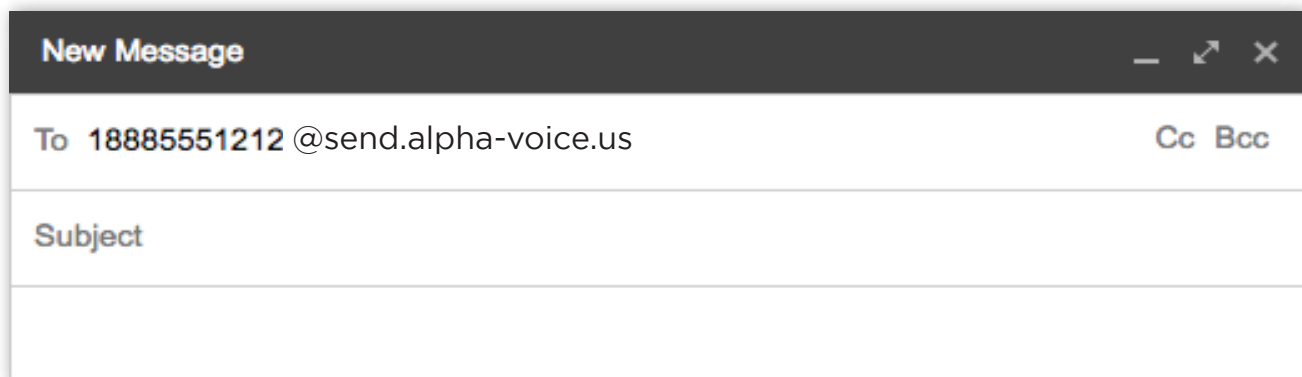
## How to Send a Fax from Email

One of the main features of mFax is the ability to send and receive faxes right from your email. Below you will find instructions on how to do this.

Note: This feature will only work from an email address associated with an active account in our system. If you don't have an mFax account you can sign up here.

Addressing the email:

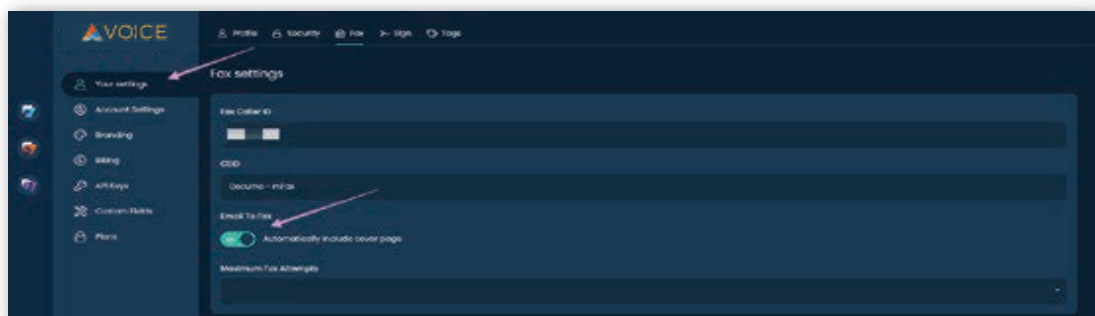
To send a fax from email, compose a message from your email. In the To: field, type the 11 digit fax number (ex. 18885551212) followed by @send.alpha-voice.us



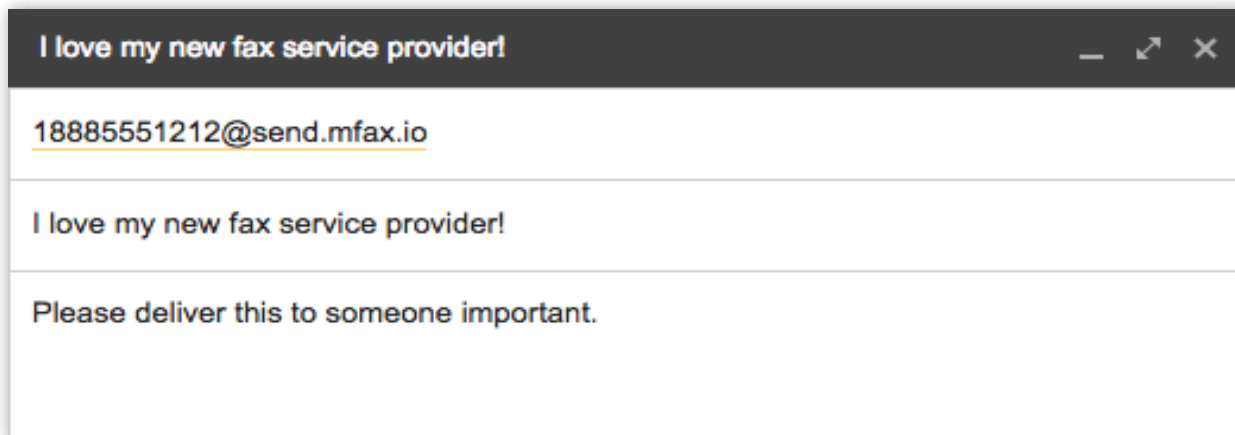
Note: It is important to always use an 11 digit fax number when formatting the email. This means you need to include a "1" for faxing any number in the USA or CANADA. For international faxing, digits will vary but always include the country code. Faxes sent via email are limited to 10 recipients or less. Attempting to send to more than 10 recipients will result in an error.

Populating info onto a cover page:

If you have your cover page setting turned on, mFax will automatically take details from your email and populate it directly onto a cover page. To turn this feature off, click your initials in the bottom left, select "Your Settings" on the left, choose your 'fax' tab, and toggle it off:



If this setting is enabled, the details you enter into your email will populate onto your cover page:



Email subject line will populate RE: field of the cover page (see screenshot below).

Body of email will populate the Comments field of the cover page (see screenshot below).



Attach your document to fax:

When sending a fax from email you can attach multiple documents types (see below). You can attach a single document or multiple documents (varying formats is fine) and they will be rendered, converted to a faxable format, and sent to your destination fax number. Max file size is 25MB. Max amount of file attachments is 25.

Once your documents are attached, simply hit SEND. That's it! We'll take care of the rest.

Allowed Email Attachments:

- Adobe Acrobat Documents (PDF)
- Microsoft Office Files (DOC, DOCX, XLS, XLXS, PPT, PPTX)
- Open Office Files (ODP, ODS, ODT)
- Google Files (GDOC, GSLIDES, GSPREADSHEET)
- Text Files (TXT, RTF)
- Printer Files (PCL, EPS, PS)
- Image Files (TIFF, TIF, GIF, PNG, JPEG, JPG)
- Other Files (FXC, FODT, HTML)

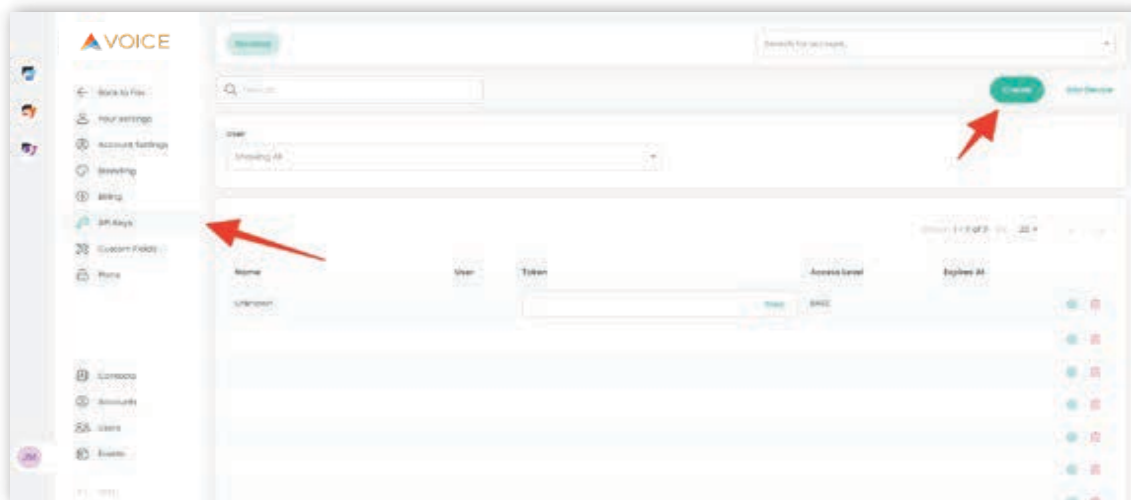
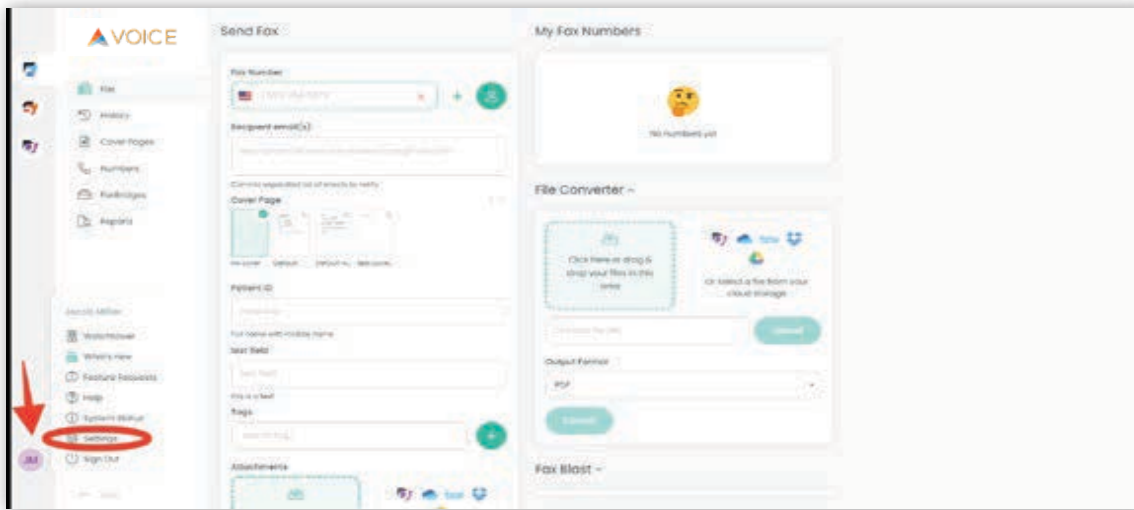
# Print Driver - Getting Started

The Alpha Voice Print to Fax driver is a simple Windows application that allows you to send a fax directly from any application that allows you to Print. To get started, you must first download and install the driver. Click [HERE](#) to download the print to fax driver.

Installation instructions:

Installing the print driver is simple and only take a few minutes.

At the end of the installation process you will be prompted to enter an Authorization Key (Token). This token can be created from the web portal in Settings > API Keys (see screenshots below). Click the Create button:



Type a name for the device you've installed the driver on (you can have multiple devices/keys), click the drop down menu and select "Print Driver" and click Create. This will create a new token.

Next, click the Copy button to copy the token to your clipboard.



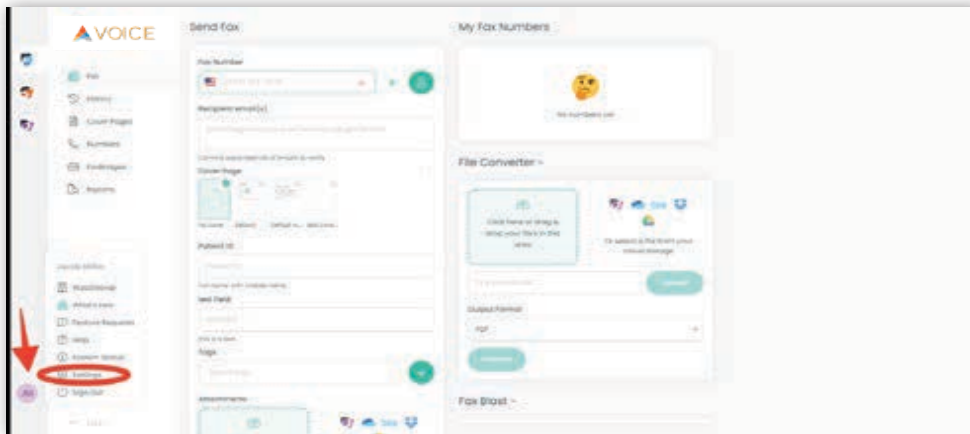
## How to Change or Reset Password

The contacts module can be accessed from the main nav by clicking the contacts icon.

Log in to your account at <https://fax.alpha-voice.us>

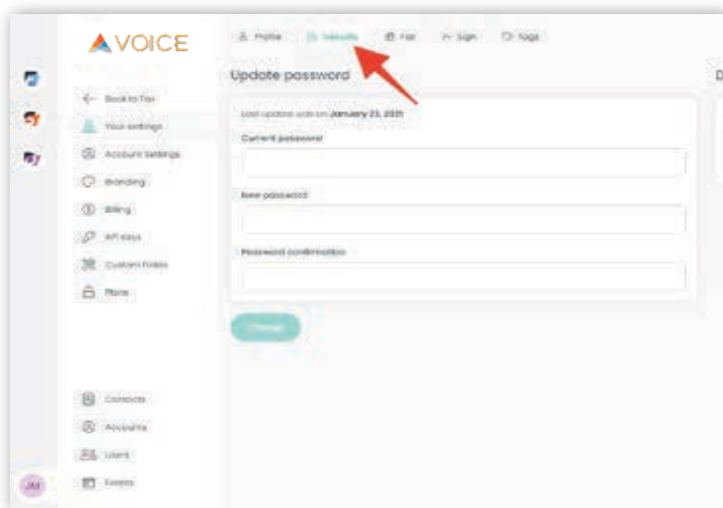
Click your name (user) in the bottom left

Click "settings"



Click on the "Security" tab at the top

Here, you must enter your current password as well as your desired password



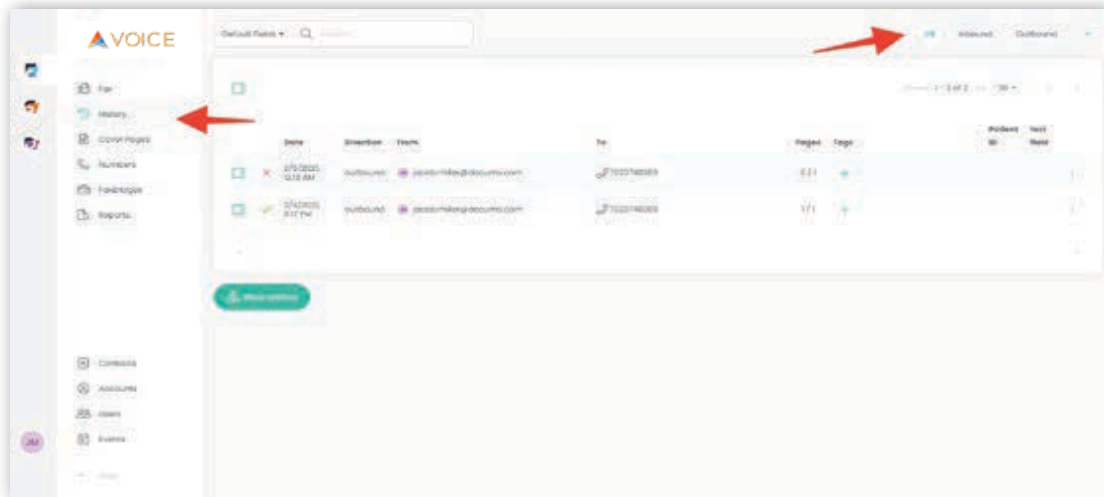
Resetting your password (if forgotten)

If you've forgotten your password, click on the Forgot Password link on the login screen at <https://fax.alpha-voice.us>, enter your email and click SEND button. You will receive an email containing a link to reset your password.



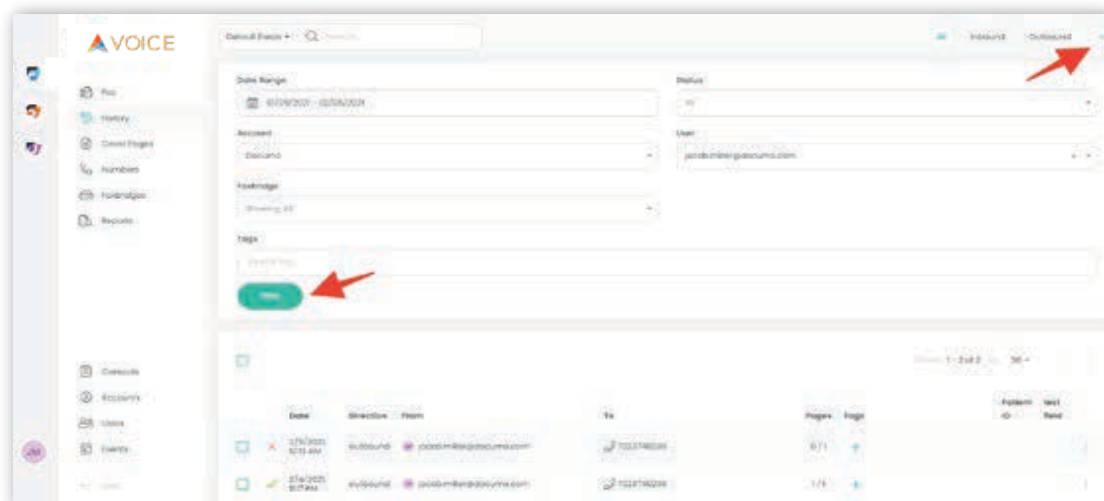
## How to View Fax History or Find a Fax

Log in to your account at <https://fax.alpha-voice.us>  
Click "history" on the left panel



You can choose between viewing All, Inbound or Outbound fax history by selecting the tabs above the grid. Using the search field will automatically narrow results by your query.

Clicking the arrow will drop down the section allowing you even more options to filter by date range, user (if you are an Admin), and status of the fax. Make sure to hit "filter" once you're done to save your changes.



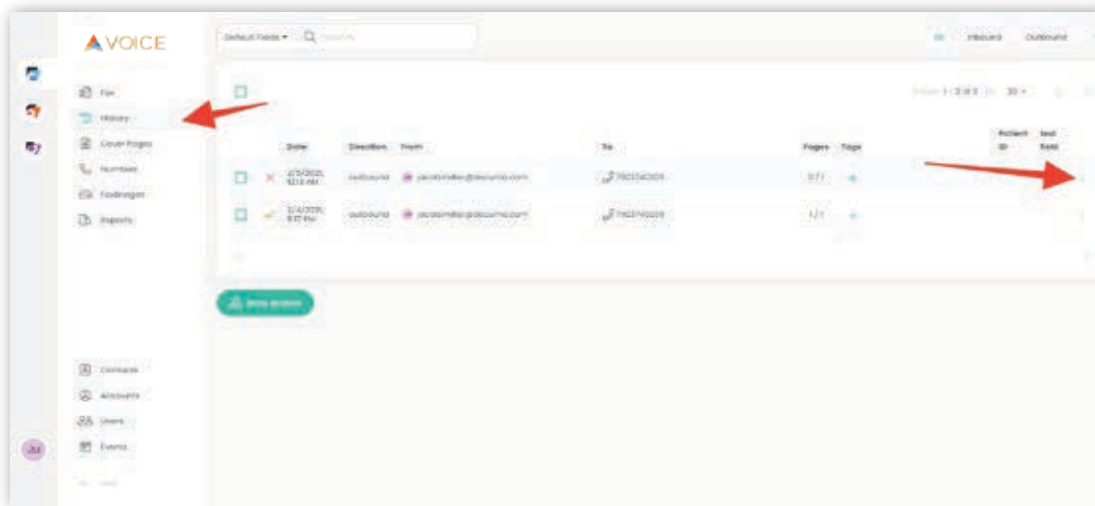
## How to Download/Print a Fax

You have the option at any time to download/print a copy of any sent or received fax from your fax history.

Login to your account at <https://fax.alpha-voice.us>

Click "History" on the left side panel

Click the 3 dots on the row of the fax you want to download/print.



To print, click the View/Print option and then click the Print button after the fax opens. To download, click the Download option and the fax will instantly download as a PDF.

## Sending a Fax From the Secure Web Application

Login to your account at <https://fax.alpha-voice.us>  
Enter your 10 digit fax destination number in the box next to the flag icon



Send fax

Fax Number

Include Cover Page

You can also use the contact button to simply select a recipient from your contact list. In this case you do not need to type out the fax number, the system will automatically send to the fax number associated with the contact.

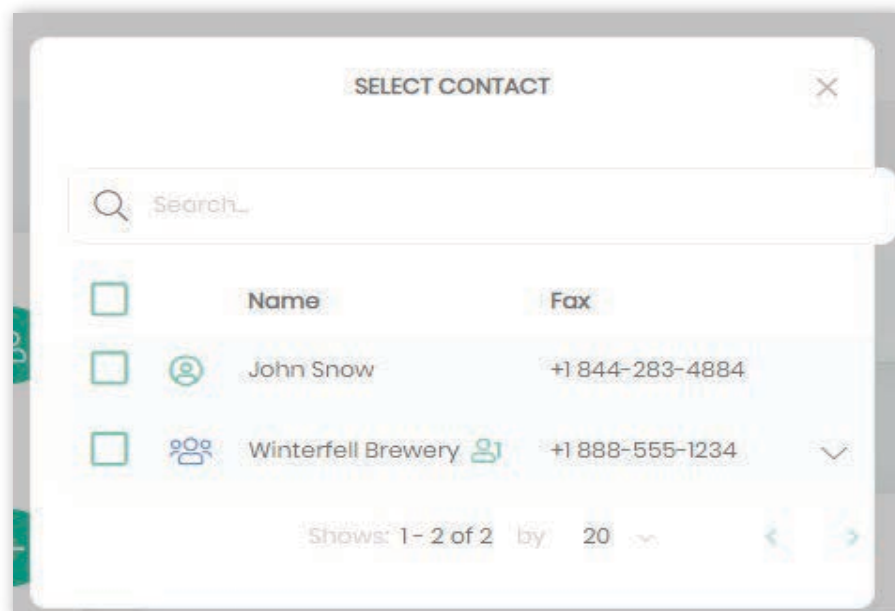


Send fax

Fax Number




Include Cover Page

Here's what your contact list will look like



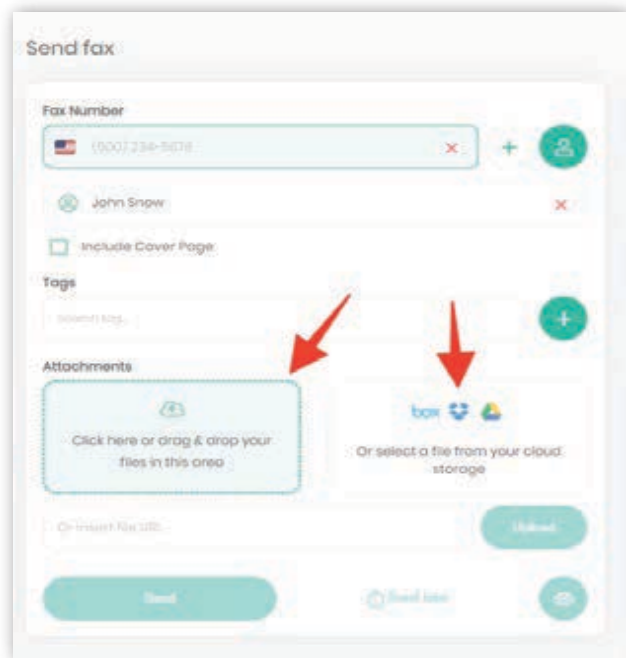
SELECT CONTACT

Search...

<input type="checkbox"/>	Name	Fax
<input type="checkbox"/>	 John Snow	+1 844-283-4884
<input type="checkbox"/>	 Winterfell Brewery 	+1 888-555-1234

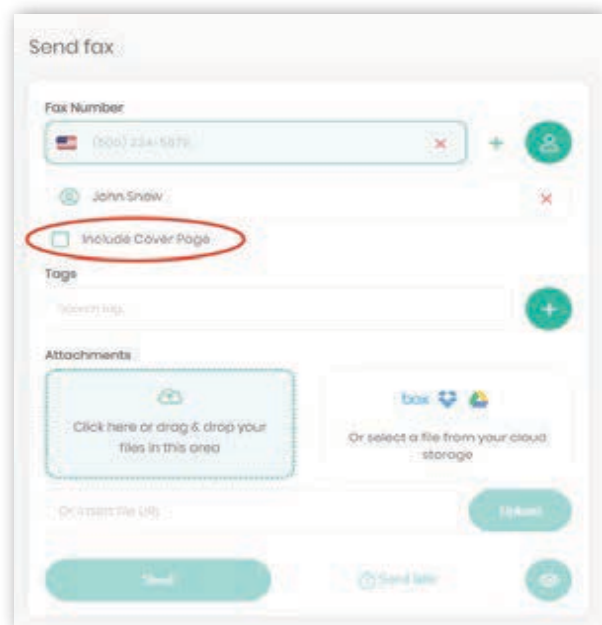
Shows: 1 - 2 of 2 by 20

Next, you may select the file you wish to upload, drag & drop from your computer, or upload a file from your cloud storage



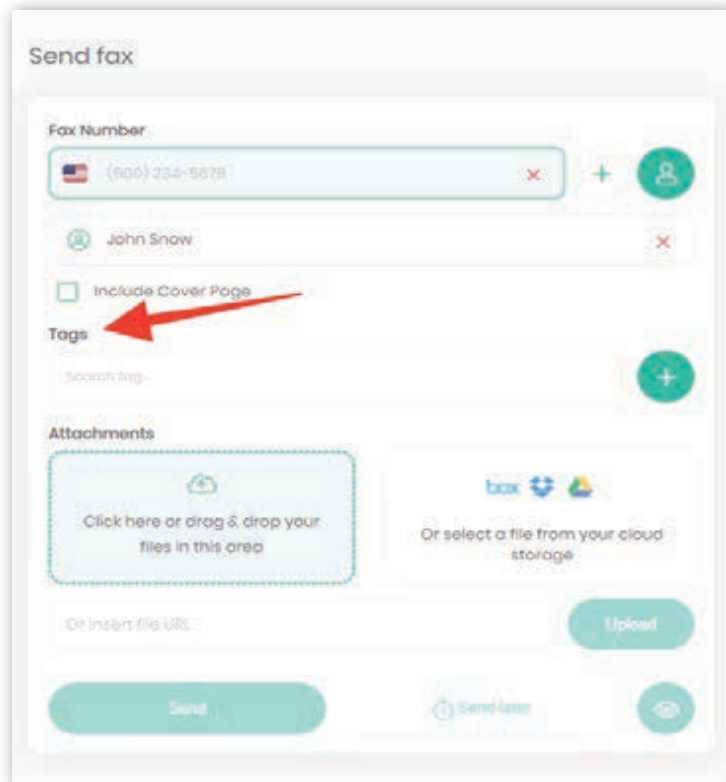
The screenshot shows the 'Send fax' interface. At the top, there is a 'Fax Number' field with '(500) 234-5678' and a contact icon. Below that is the name 'John Snow'. There is a checkbox for 'Include Cover Page'. The 'Attachments' section has two options: 'Click here or drag & drop your files in this area' and 'Or select a file from your cloud storage'. Two red arrows point to these two options. At the bottom, there is a 'Send' button and a 'Send later' button.

If you'd like to include a cover page simply check the box that says "include cover page"



This screenshot is identical to the one above, but the 'Include Cover Page' checkbox is highlighted with a red oval. The rest of the interface, including the fax number, name, and attachment options, remains the same.

If you wish to add a tag to the fax (this will show up in your fax history) simply click in the tag search bar and search or add tags here.



The image shows a 'Send fax' interface. At the top, there is a 'Fax Number' field containing '(800) 234-5678' with a red 'x' icon to its right. Below this is a contact selection field showing 'John Snow' with a red 'x' icon. A checkbox labeled 'Include Cover Page' is present. The 'Tags' section has a search bar with the text 'Search tag...' and a green '+' icon to its right. A red arrow points to the search bar. Below the tags section is an 'Attachments' area with a dashed box containing the text 'Click here or drag & drop your files in this area'. To the right of this is a box with the text 'Or select a file from your cloud storage' and icons for 'box', 'dropbox', and 'onedrive'. Below these is a field for 'Or insert file URL:' and an 'Upload' button. At the bottom, there is a large green 'Send' button and a 'Send later' button with a clock icon.

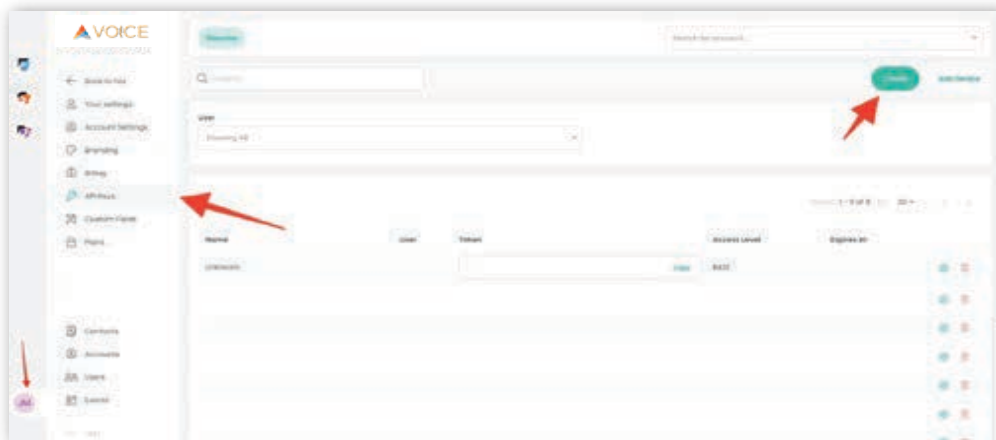
Click the SEND button. That's it! You will see a pop-up notification confirming your fax was sent. You can always check the status of a fax on your Fax History page.

## File Formats That Can Be Faxed

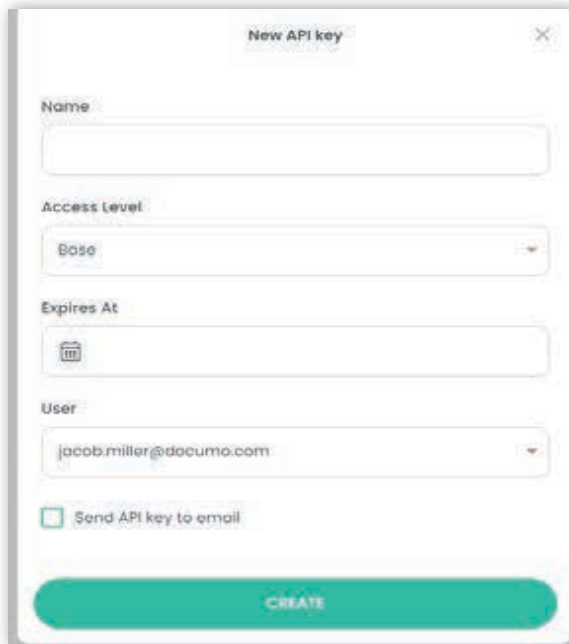
Adobe Acrobat Documents (PDF)  
Microsoft Office Files (DOC, DOCX, XLS, XLXS, PPT, PPTX)  
Open Office Files (ODP, ODS, ODT)  
Google Files (GDOC, GSLIDES, GSPREADSHEET)  
Text Files (TXT, RTF)  
Printer Files (PCL, EPS, PS)  
Image Files (TIFF, TIF, GIF, PNG, JPEG, JPG)  
Other Files (FXC, FODT, HTML)

## How to Enable API and Retrieve API Key

The API will be enabled by default for all plans which include API access (ie Business Plan and above). To start using the Voice API, you must first generate an API key by logging into the web app and navigating to the API keys tab.



Select your initials on the bottom left. To create a new API Key, simply navigate to "API Keys" on the left panel. Click the "Create" button. Select the access level, and click the "Create" button. You'll see on the screen that you can also add a name and expiration date for the key when creating. You can also choose which user the API key is created for selecting the users email from the user field.



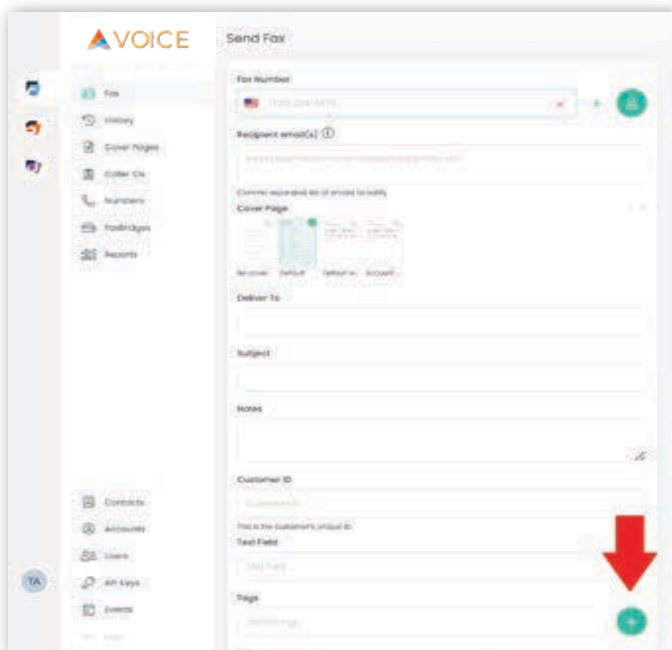
The screenshot shows a 'New API key' form with the following fields and options:

- Name:** An empty text input field.
- Access Level:** A dropdown menu currently set to 'Basic'.
- Expires At:** A date picker icon.
- User:** A dropdown menu currently set to 'jacob.miller@documo.com'.
- Send API key to email**
- CREATE** button at the bottom.

Note: It is important to keep your secret API key secure as it contains your user-level access to the Alpha Voice Fax system.

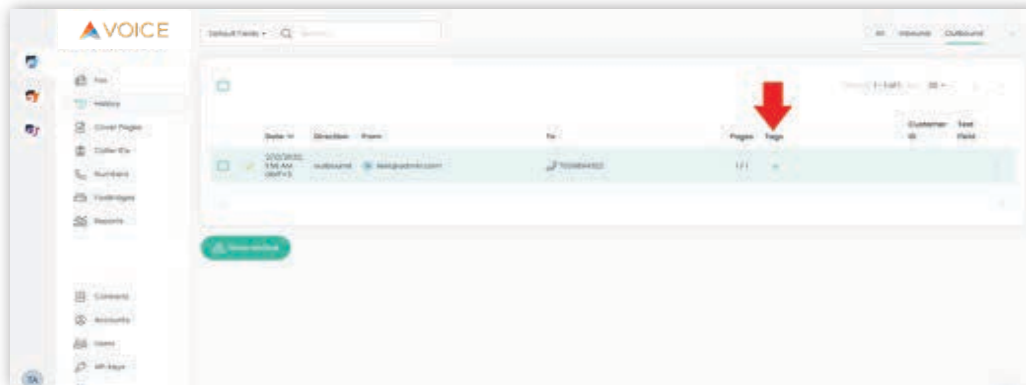
## Getting Started With Tags

Tags allow you to mark faxes as well as fax numbers to help easily identify and search for specific groups of faxes. You can filter in your history's filter settings for a specific tag to easily search for a group of faxes. You can also add or create a tag right from the send fax screen like shown in the screen shot below. You can create a tag by selecting the plus on the right hand side. You can add a tag before sending the fax by clicking in the tags field and selecting the tags you'd like to add.



The screenshot shows the 'Send Fax' interface with a sidebar on the left containing navigation options like 'Fax', 'History', 'Cover Pages', 'Call Log', 'Numbers', 'Numbers', 'Records', 'Contacts', 'Accounts', 'Users', 'API Keys', and 'Events'. The main form includes fields for 'Fax Number', 'Recipient email(s)', 'Cover Page', 'Deliver to', 'Subject', 'BOM', 'Customer ID', and 'Text Field'. A red arrow points to a green plus icon in the 'Text Field' area, which is used for adding tags.

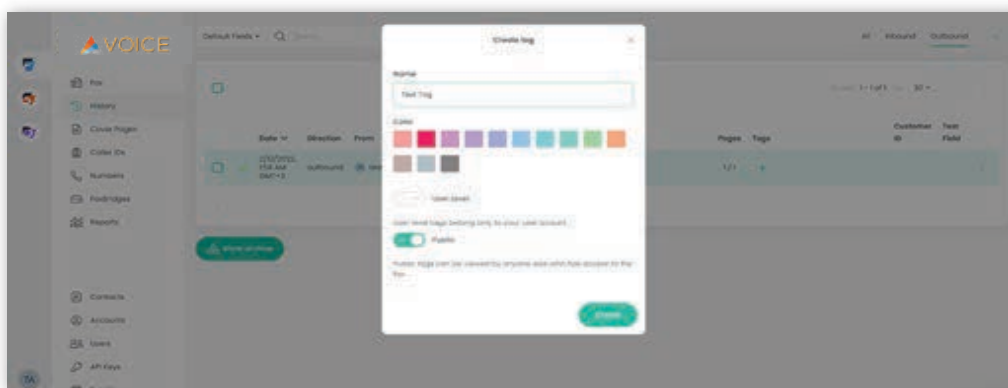
You can also tag faxes by navigating to your history tab on the portal and you will see a tags column shown in the screenshot below. Click the '+' symbol.



Once you have clicked on '+', you will have the option to create a tag by clicking the plus to right like shown in the screenshot below.

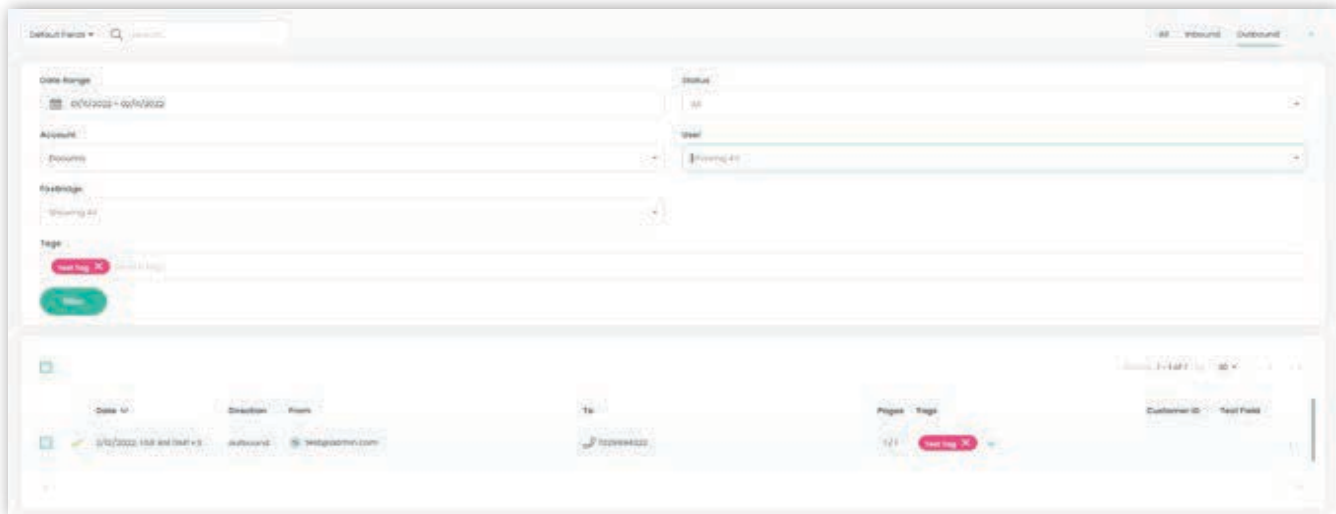


The screenshot below shows the create a tag screen, from this screen you will simply just need to name the tag, select a color for the tag, and if you would like it to be available to the whole account or just your user. You will also have the option to make it a user or account level tag.

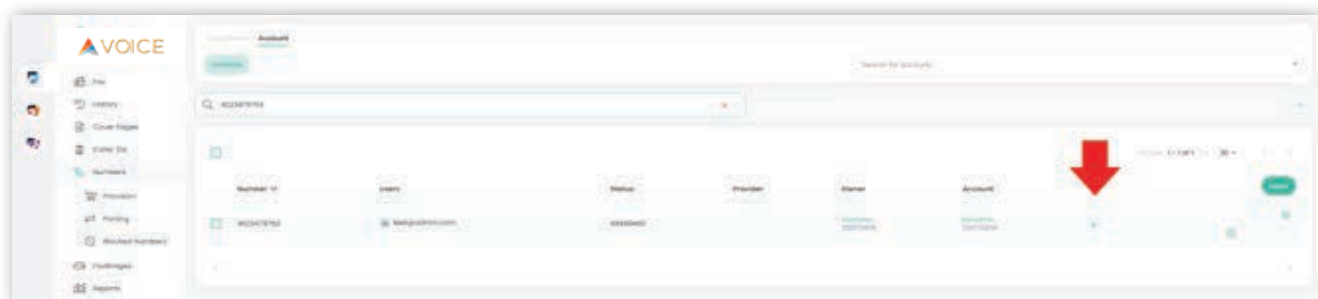




Once that tag is created you will now just simply need to select the plus on the fax you would like to tag and select your tag to add that tag to that fax and you will now be able to filter your history by that tag to find any fax that has been labeled with that tag. Below is a screenshot of how you can filter your history to search for a specific tag in your history.

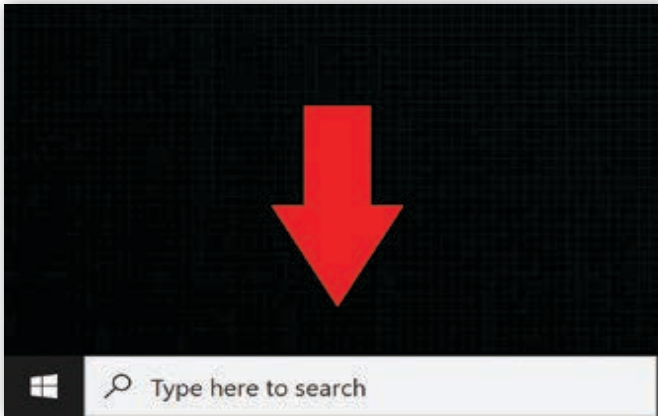


You can also add tags to numbers on your account. You can add tags to a number by navigating to your numbers tab and selecting the plus like shown in the screenshot below on the number you'd like to add a tag for. You will be able to add a current tag to your number or select the green plus on the right hand side to create a new tag. Once you have added a tag to a number, all inbound faxes received to that number will have your tag added to that fax.

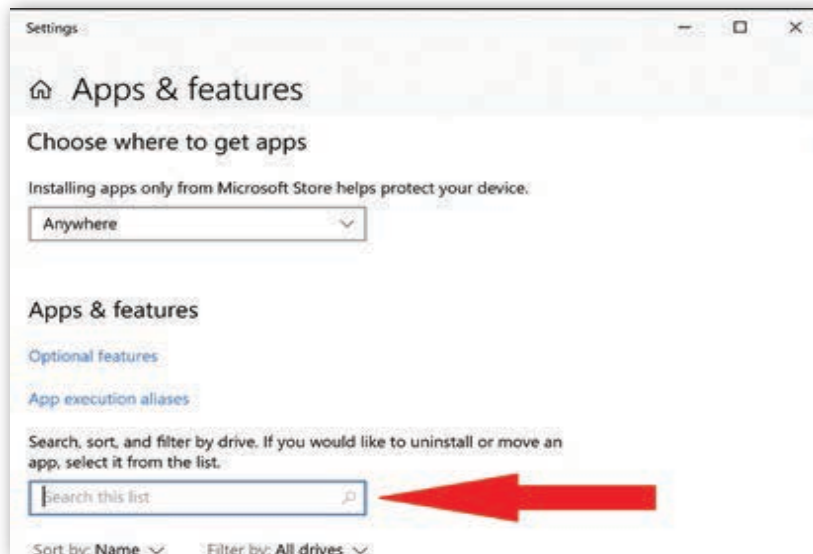


## How to Uninstall The Print Driver

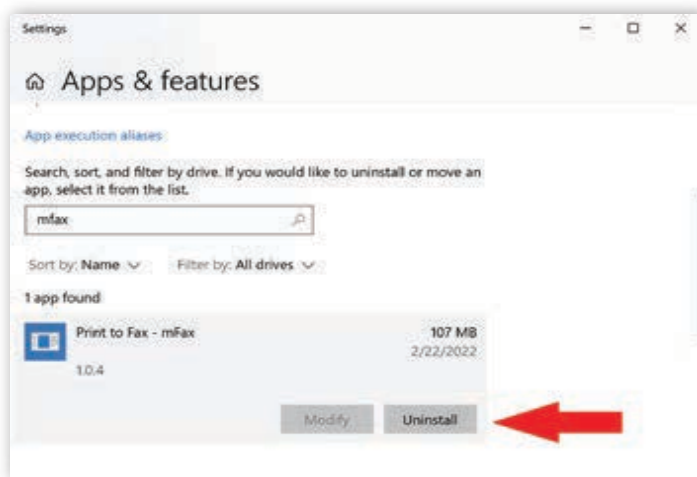
You will want to start by searching "Add or Remove Programs" in your windows search bar. The screenshot below shows you were you can enter this information.



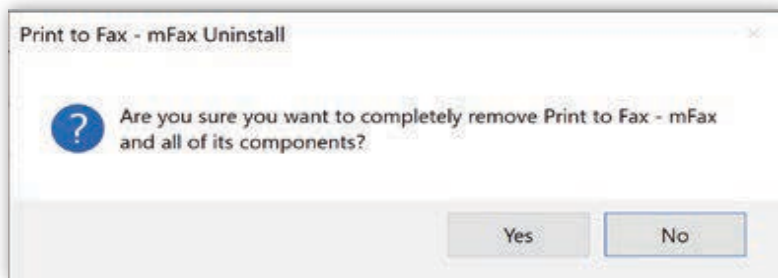
Once you have selected "Add or Remove Programs" It will open a screen that looks like the screenshot below. You will want to use the highlighted search bar to search "mFax" or "Print To Fax" and the driver should appear below that search bar.



Once you have found the driver, click on the driver and it will allow you select uninstall like shown in the screenshot below. Select uninstall and your machine will begin the process of uninstalling the driver.



You will be prompted to make sure you want to uninstall the driver, you will want to accept this prompt. The screenshot below will show you what that prompt will look like and please select yes when doing this.



This will prompt your machine to complete the uninstall of the driver. Once complete you have uninstalled the fax driver and it is no longer on your machine!