
Cloud FAX Operation Manual

Ver2.0.2 2017/07/25
Ver2.0.1 2016/12/22

Introduction

Screen Setup (User Information settings)

This manual is for Cloud FAX Ver1.1. When using Unique ID, this manual allows users to understand the setup correctly.

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1. Purchase fax unique id

Purchase Unique				
Current Multiple Call Count Limit(SIP Trunk)	44			
Current Multiple Call Count Limit(SIP Trunk2)	37			
Current Fax Channel Limit	99			
Type	Tips	Monthly Cost(Exc. Tax)	Initial Cost(Exc. Tax)	Number
SIP Phone	Use for standard IP Phone	1,900	1,000	0 ▼
1 Cloud FAX	Send/Receive FAX via web/e-mail * Please purchase UID(SIP phone) in case you use FAX with brother MIP-3010/3020(voip router) * KD/ST number are only available for sending/receiving with 020-number(ex. D-fax)	1,900	1,000	0 ▼

1 purchase fax unique id

Please login from circle page to purchase a fax unique id.

When using brother mip---3010 (voip router), purchase an extension device.

2. General settings

▶ Base Setting	
Unique	0000118390
Login Server	002.0000000000
Login ID	0000118390
Extension Number	001
Outgoing Number	0100011800000004
Incoming Number	0100011800000004
Fax Receive Format Setting	<input checked="" type="radio"/> PDF <input type="radio"/> TIFF ?
Fax Send Retry Limit Setting	2 ?
1 Email address for sender	sales@samplecountry.com ?
2 Email address for recipient	sales@samplecountry.com ?
E-mail address (to send Simple login URL)	sales@samplecountry.com <input type="checkbox"/> Change a login URL ?
Include alert_info Header	<input checked="" type="radio"/> Disable <input type="radio"/> Enabled ?

1 E-mail address for sending fax

When sending email via fax, set an e-mail address for the fax transmission.
※ one (1) unique id for one (1) E-mail address setting is required. Sharing of email Address with other unique id is not possible.

2 E-mail address for receiving fax

When receiving email via fax, set an E-mail address for receiving fax.
Notification will be sent to the confirmed email address.

3. Using web (sending and receiving)

The screenshot shows a web interface for sending faxes. On the left is a sidebar menu with categories: Settings, Call History, Voicemail, Contacts, and FAX. Under FAX, 'Fax Send' is highlighted with a red box and a yellow circle containing the number 1. The main content area is titled 'Fax Send' and contains a form. A red box with a yellow circle containing the number 2 highlights the 'Destination numbers(Insert LF for multiple numbers)' input field. Below this is an 'Attach a file' button with a question mark icon and a text box containing 'ファイルを選択 選択されていません'. A red box with a yellow circle containing the number 3 highlights this button and text box. At the bottom right of the form is a 'Submit' button, also highlighted with a red box.

Sending method

- 1 In the fax document, press FAX Send.
- 2 Enter the fax sending destination phone number in “destination phone number”
In specifying multiple numbers, separate by using new row. Enter up to 1000 character
For the destination phone number.
- 3 In “document sending”, select an image file.
Document sending supports pdf, tiff and jpeg. Send fax by pressing "send" button.
Sending will start after a few minutes.

※ the user may send up to 5mb of image file per transmission.

4. Using web (document sending list (send and receive))

1 Registered date and time 2016 Year 11 Month 01 ~ 30 Day

Source/Destination number

Sent/Received Unspecified

2 Status Unspecified

Search

Prev Page Next Page

Sent/Received	Registered date and time	Completion date and time	Source/Destination number	Status	Images	send_method
Received	2016-11-30 16:21:06	2016-11-30 16:22:02	161	Complete		
Received	2016-11-29 19:33:40	2016-11-29 19:35:10	0582010888	Complete		
Received	2016-11-29 15:30:50	2016-11-29 15:32:33	0364270943	Complete		
Received	2016-11-29 09:07:37	2016-11-29 09:08:33	0367460120	Complete		
Received	2016-11-28 11:38:22	2016-11-28 11:39:13	0343349500	Complete		
Received	2016-11-26 19:13:26	2016-11-26 19:13:28	unknown	Failed		

1 Sending (receiving)

Select here when narrowing down sent (received) date and time.

2 Status

Unspecified: documents that are refined searched using date and time of receipt and Caller's phone number.

Waiting for sending: only document sending.

Waiting for resending: document sending only. Retrying document. When the first Sending/receiving failed, the next item will be prioritized.

Transmitting: sending or receiving.

Completed: sending or receiving document completed successfully.

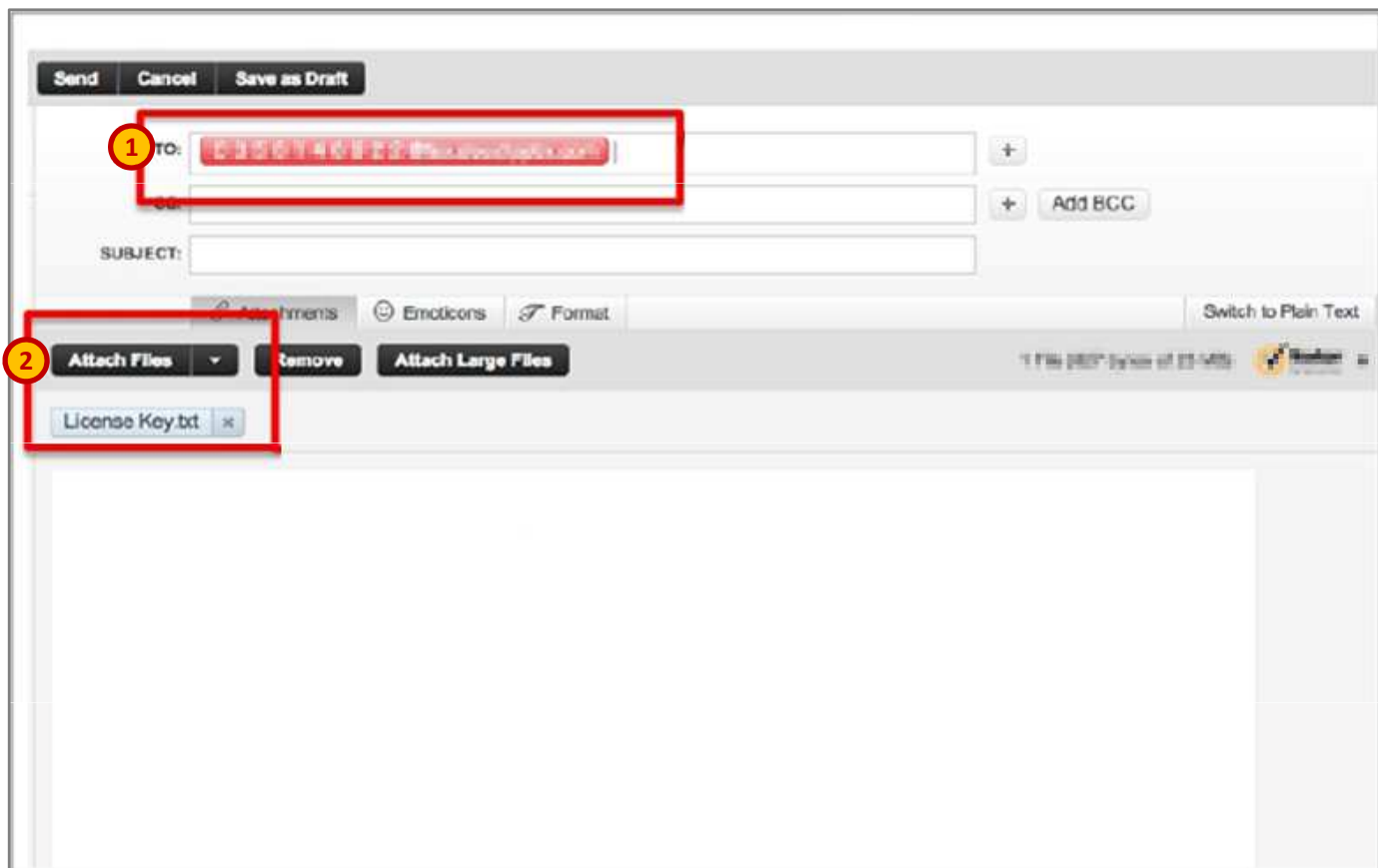
Failed: sending or receiving documents failed. Failed will be displayed after 3 sending Failures.

Line is busy: when at the process of receiving the document.

3 Image

Confirming the sent or received fax image is possible.

5. How to use email (send)



▼ sending method

1 Send mail from e---mail address for fax sending.

In mail recipient, enter the fax destination using this form:

Fax no. + @cldfax.com

Example: 0312345678@cldfax.com

2 Attaching fax image.

Document sending supports pdf, tiff and jpeg. Send fax by pressing "send" button. Sending will start in a few minutes.

- ※ multiple destination is supported in multiple images.
- ※ the user may send up to 5mb of file per transmission.

6. How to use --- mail (receive)



▼ how to receive

When receiving fax, notification mail will be sent to the confirmed email set in the fax.

Caller and callee phone number will also be included in the notification email.

Fax image can be confirmed from the notification email attachment.

Tiff is the only file format supported currently. However, pdf will be supported in the future.

※ when sending fax, specifying multiple destinations can be done at once but simultaneous Sending/receiving is up to the number of fax unique id. Terminal extension is not integrated Within the channel.

※ one (1) unique id is good for one email address only. Email address cannot be shared with Other unique id.

※ sending status is not included in the email. Send the transmission time to pdf.

7. T.37 sending/receiving from compatible devices

T.37 refers to an internet fax emailing system. It functions as a personal computer's fax Software and composite device for business use.

Model	Remarks
Brother MFC-8890dw, MFC-9970cdw , MFC-j6910cdw, MFC-j6710cdw	Supports t.37 function.
Brother fax-7860dw, Brother mfc-7460dn	Executing an update from brother usa's Webpage would allow the internet fax to Work. For detailed method, see brother fas-7860dw, mfc-7460dn' s firmware update Method below.
Other product/s manufactured by brother	Some product works well with this device. However, confirmation of operation in this Company is not executed.
Product/s from other manufacturers	It works basically if t.37 when used. However, There is no guarantee that every t.37 Compatible device will work well with this Product.

Brother fax-7860dw and MFC-7460dn firmware update method

1. Download fax driver and internet fax firmware.

From <http://www.brother-usa.com/mfc/>, go to *support*.

Then, select *downloads*. Select the device model and download.

2. Connect fax to a network.

3. Run the downloaded .exe file and update the fax firmware.

→ **username: admin password: access**

※ When the fax's memory is full or update cannot be done, restart the fax machine.
This will allow the internet fax function to be used.

Method for sending and receiving

[send]

Set the paper to the analog fax machine. Enter the partner's fax number.

Fax no. + @cldfax.com

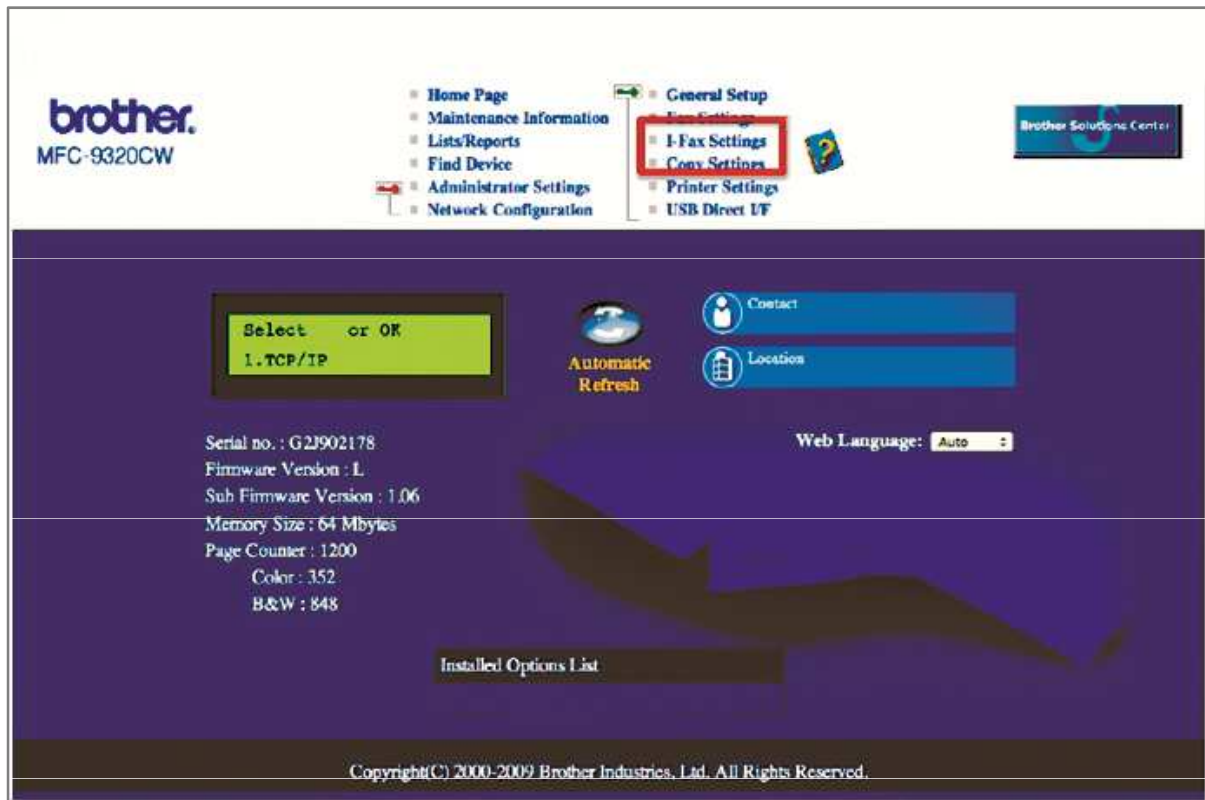
[receive]

When message transmits from a partner's fax machine to an agile fax number, It is possible to receive through the paper from the t.37 function.

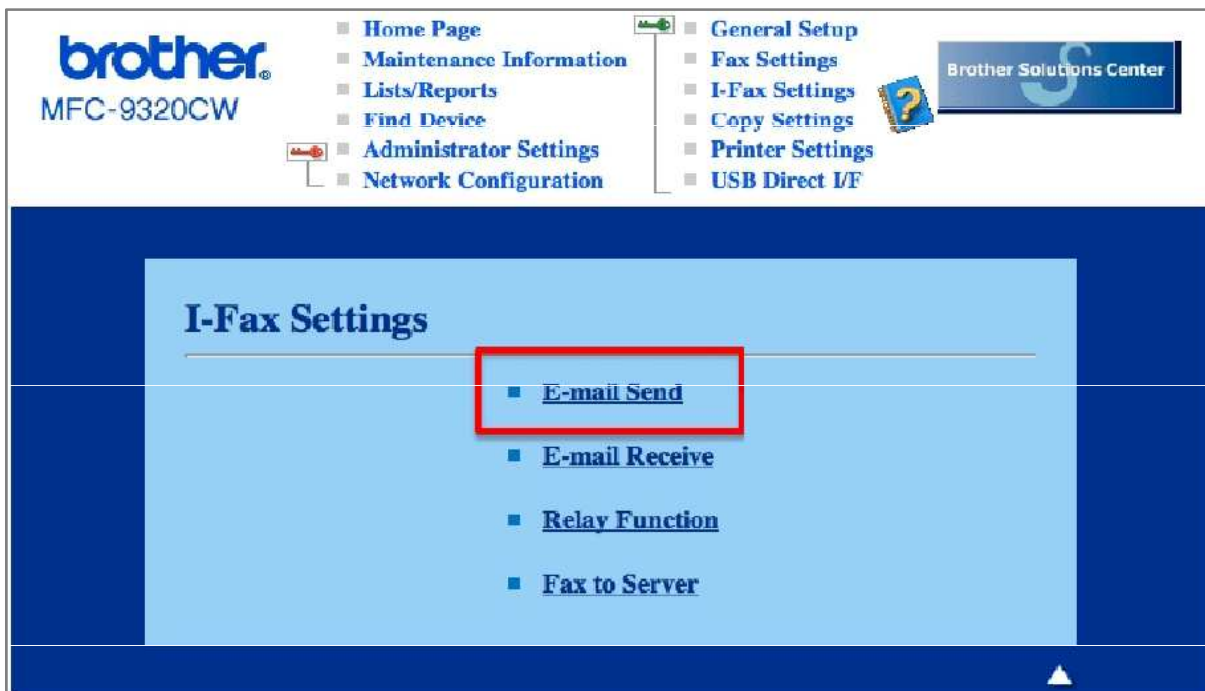
8. T.37: sending/receive from compatible devices

- Example: fax model name; brother mfc-9320cw
- Use a non-ssl email account. (refrain from using gmail, yahoo! And hotmail accounts.)

1 From the settings page, go to internet fax settings.



2 Enter the internet fax settings.



9. Brother settings

① Go to pop3/smtp.

※ turn the automatic reception on.

I-Fax Settings

E-mail Send | E-mail Receive
Relay Function | Fax to Server

E-mail Send

Subject of Sent Mail: Internet Fax Job

Scan to E-mail Document: Image data has been attached.

Limit Size of Sent Mail: Off On

Request Delivery Notification (Send): Off On

Configure POP3/SMTP

Cancel Submit

9. Brother settings

Network Configuration

TCP/IP NetBIOS Protocol

Configure POP3/SMTP

Status: Enable

SMTP Server Address:

SMTP Port:

SMTP Server Authentication Method: none SMTP-AUTH POP before SMTP

SMTP-AUTH Account Name:

SMTP-AUTH Account Password:

Enter password:

Retype password:

Printer E-mail Address:

POP3 Server Address:

POP3 Port:

Mailbox Name:

Mailbox Password:

Enter password:

Retype password:

Using APOP

Segmented Message Timeout: min

1 Set

Outgoing mail server (smtp)	Ex: smtp.●●●.co.jp
Smtip port	Ex: 587
Smtip-auth account name	Email address the user wishes to use
Smtip-auth account password	Email address password
E-mail address of the printer	Email address the user wishes to use
Incoming mail server (pop3)	Ex: pop3.●●●.co.jp
Pop3 port	Ex: 110
Account name (user name)	Email address the user wishes to use
Password	E-mail address password