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VOICE ELEMENTS FAX SERVICE

Installation and User's Guide

Before You Begin

Make sure you have received a username and password for your fax account from a member of our team.

Download the Installer

- 1. Open a browser and navigate to: <u>https://download.voiceelements.com/faxprintersetup.exe</u>
- 2. Save the installation file to a folder (like Downloads)
- 3. Run the installer. If you are prompted to allow access to the program, respond yes.
- 4. <u>Welcome Screen</u>: When the installer opens, you will see this welcome screen. Click Next.



<u>Choose a File Location</u>: It is best to keep the file stored in the default location, however you may change this to a location of your choice. Click **Next**.

📚 Fax Ser	vice Provider Setup		– 🗆 X
	Choose a file location		Advanced installer
	To install in this folder, dick "Next". To	install to a different folder, enter it belov	r or dick "Browse".
	C:\Program Files\Inventive Labs\Fax	Service Provider\	Browse
	Total space required on drive: Space available on drive: Remaining free space on drive:	1.49 MB 621 GB 621 GB	
		<	Badk Next >

Begin Installation: Click Next to begin the installation.



If you are prompted to allow the program to make changes on your device, respond Yes.

Successfully Installed: After the program installs successfully, you will see this screen.

😻 Fax Service Provider Setup	\times
Fax Service Provider has been successfully installed.	Advenced installer
Run Fax Service Provider Close	

Click Run Fax Service Provider to proceed.

Fax Service Setup

When you run the Fax Service Provider setup program, it opens this configuration screen.

Enter Your Eax			
Enter your Dag	ng Username:		
Enter your Sen	ice Address	aniweb voiceelements com	
Entor your oor	10071001000		
STEP 2			
		Verify Your User Profile Settings	
	💎 The F	ollowing Steps Require Administrative Privileges	
STEP 3			
		Register The Fax Service Provider	
OPTIONAI			
OPTIONAI	-	Un-register The Fax Service Provider	

STEP 1

- Enter the login credentials provided to you by our team.
- Click Login.
- That step should now be marked ***COMPLETE***.

STEP 2

- Click the button Verify Your User Profile Settings. Acknowledge any popup notices.
- That step should now be marked ***COMPLETE***.

ADMINISTRATIVE PRIVILEGES

• **Click the button** between Step 2 and 3. "The Following Steps Require Administrative Privileges". Acknowledge any popup notices.

STEP 3

- Click the button "Register the Fax Service Provider"
- That step should now be marked ***COMPLETE***.

Setup is now complete!

Launch Windows Fax and Scan

To open **Windows Fax and Scan**, search at the Start Menu for keywords like 'fax' or 'wfs'. Click on the app to open the program.

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<u>Pin to Taskbar</u>: After launching the app, you can <u>right click</u> on the icon to display the list of options. Select **Pin to Taskbar**.



Sending a Fax the First Time

First time you use the faxing system, you may get the below pop-up. Simply enter your local area code and hit OK.

Location Information	×		
Before you can make any phone or modem connections, Windows needs the following information about your current location.			
What country/region are you in now?			
United States V			
What area code (or city code) are you in now?			
If you dial a number to access an outside line, what is it?			
The phone system at this location uses: Tone dialing Pulse dialing 			
OK Cancel			

Sending a Fax Directly From Windows Fax and Scan

Open Windows Fax and Scan

Click New Fax in the upper left corner.



Cover Page: Experiment with this to determine if you like how this works for your faxing needs. You can use the Body Text area to create a Cover Page. Cover pages are optional.

To: Enter the phone number without any dashes or parenthesis.

Subject: Enter the subject of your fax.

Body Text: Optional. Anything you type in this area becomes the first page of your fax transmission.

Attachment: Click the Paper Clip icon to navigate to your attachment, or drag and drop your file.

Send: When you are ready, click Send.



Sending a Fax From an Application

Open the document you wish to send. It could be an excel spreadsheet, a pdf file or Word document, etc.

Click on the print button, then choose **"Fax**" in the dropdown list. Then click **Print**.

Here are a few examples of how this might look, but it depends on the office product you are running and your operating system.



The Windows Fax and Scan window will now open.

Fill in the form and click **Send**.

Find the View	Insert Format Tools Help	-		×
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You will receive a small pop-up in the lower right of your screen showing it was successful, or if it failed.

🚽 Windows Fax and Scan		×
Review fax status		
Ready to send a fax		
View details	Disconnect	Cancel

This notice is <u>not</u> a true indicator if the fax was successfully received by your recipient.

An email will be sent to you when the system has completed sending the fax to your recipient. It will notify you if the fax was successful or if it failed.

If it fails, double-check the phone number to make sure it is a valid number and it was entered correctly.

Inbound Faxes

Inbound faxes are routed <u>directly to your email</u> by your Voice Elements Fax Service. You do not receive them via Windows Fax and Scan.

Notes for Windows 11 Users

In some cases, Windows 11 creates problems for Microsoft's Windows Fax and Scan. We have high hopes that Microsoft will fix these issues in a coming release.

When you send a fax, you may get a popup window asking you to select a Printer. This is an error, and you <u>will not</u> be able to send faxes.

If this happens, you need to close Windows Fax and Scan and reopen it in Administrator mode.

To do this, type 'wfs' in the Windows Search bar.

Right-Click on the application name. Select Run as Administrator.

Continue as usual to send your fax.

One drawback to running in Administrator mode is that it will not allow you to drag and drop documents to the Send window. You must use the Paperclip Icon to attach the file(s).

This error does not appear to happen when sending a fax from an application.



Contact Us

Please contact our support team at <u>support@inventivelabs.com</u> if you have any questions or concerns.