



VOICE ELEMENTS FAX SERVICE

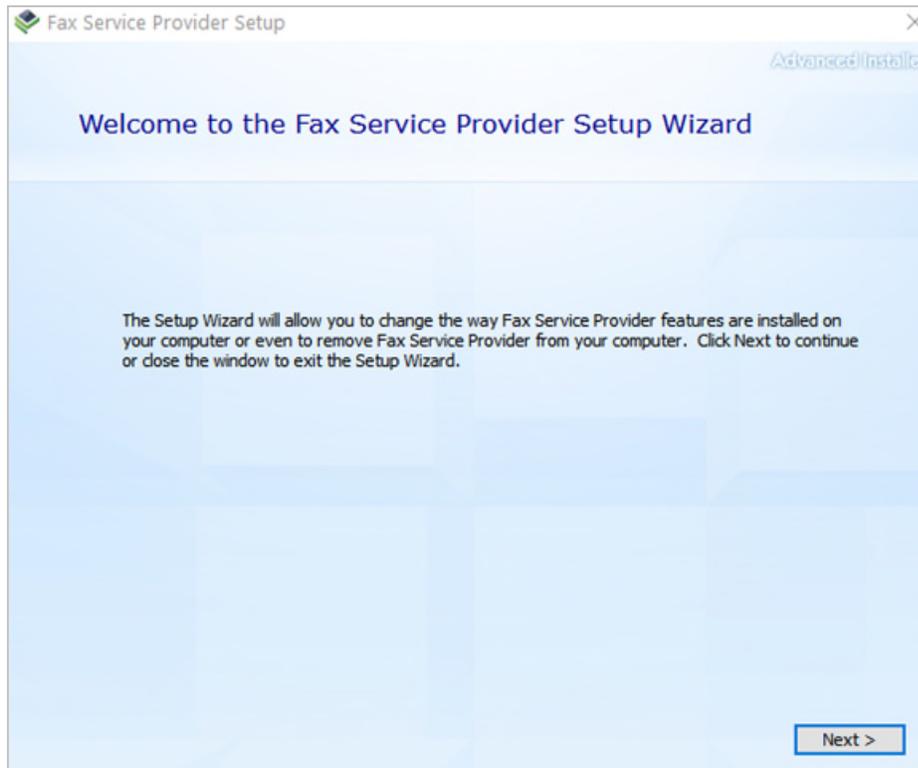
Installation and User's Guide

Before You Begin

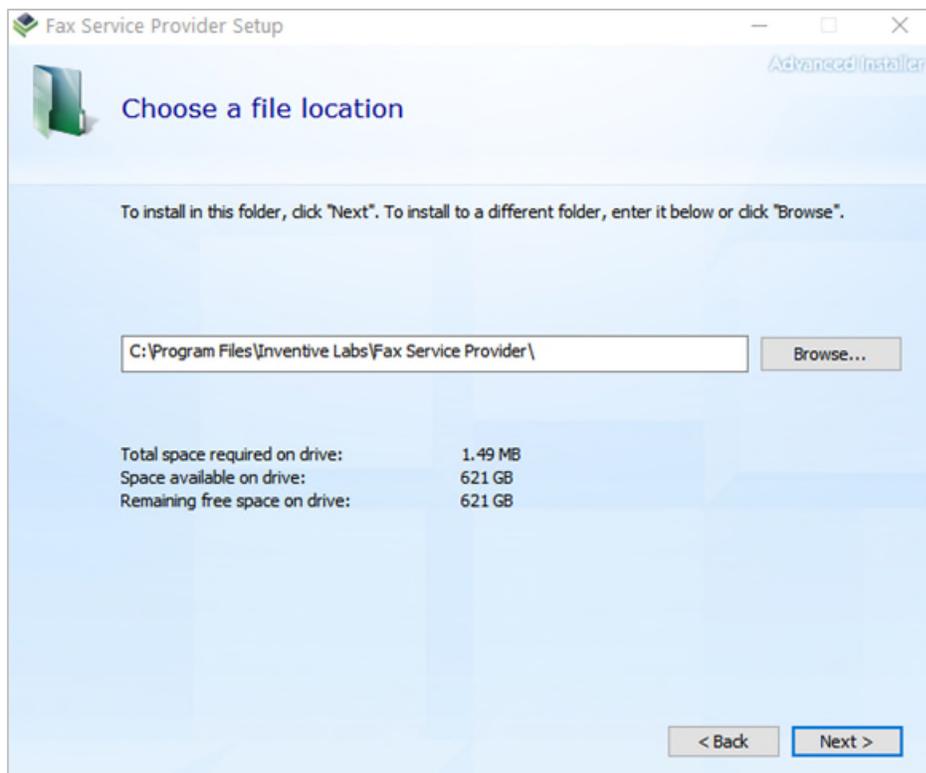
Make sure you have received a username and password for your fax account from a member of our team.

Download the Installer

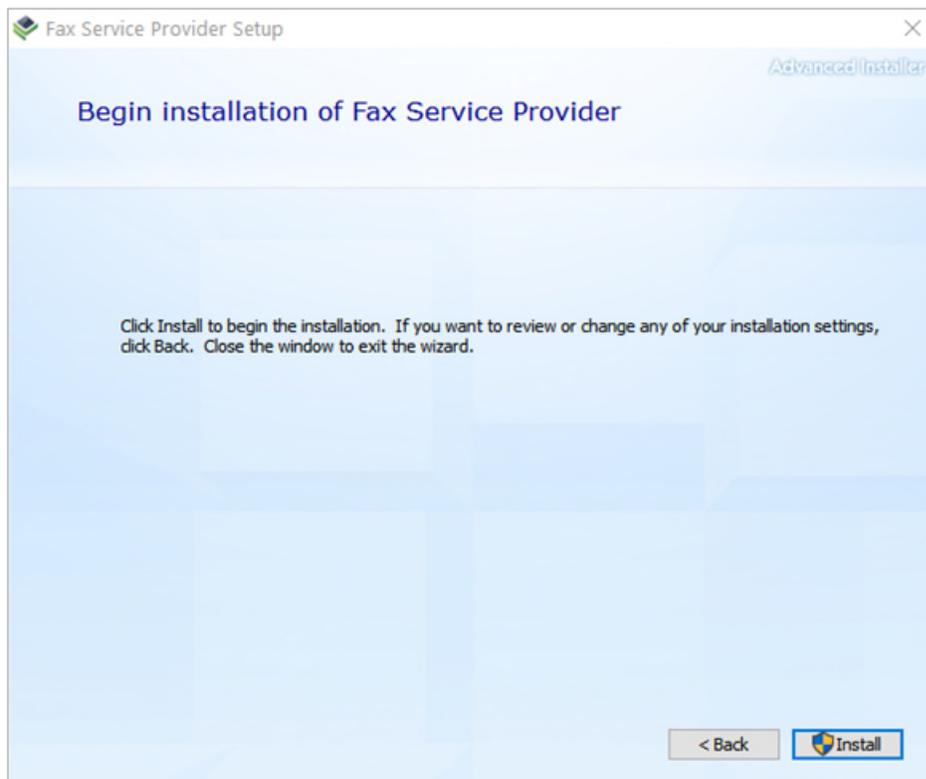
1. Open a browser and navigate to: <https://download.voiceelements.com/faxprintersetup.exe>
2. Save the installation file to a folder (like Downloads)
3. Run the installer. If you are prompted to allow access to the program, respond yes.
4. **Welcome Screen:** When the installer opens, you will see this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



Choose a File Location: 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**.

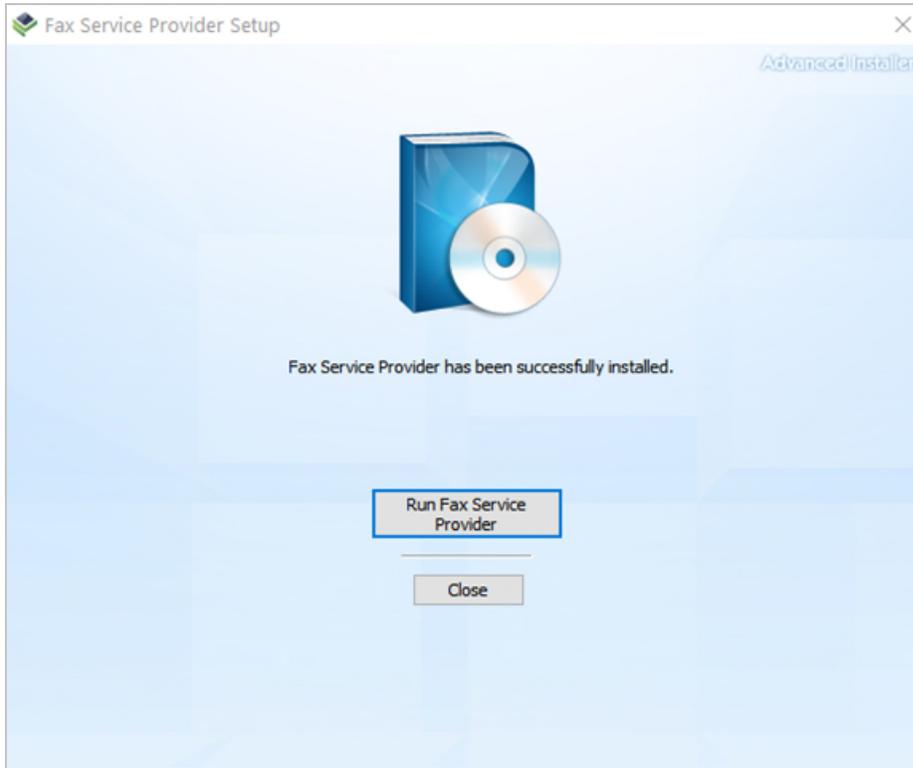


Begin Installation: Click **Next** to begin the installation.



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

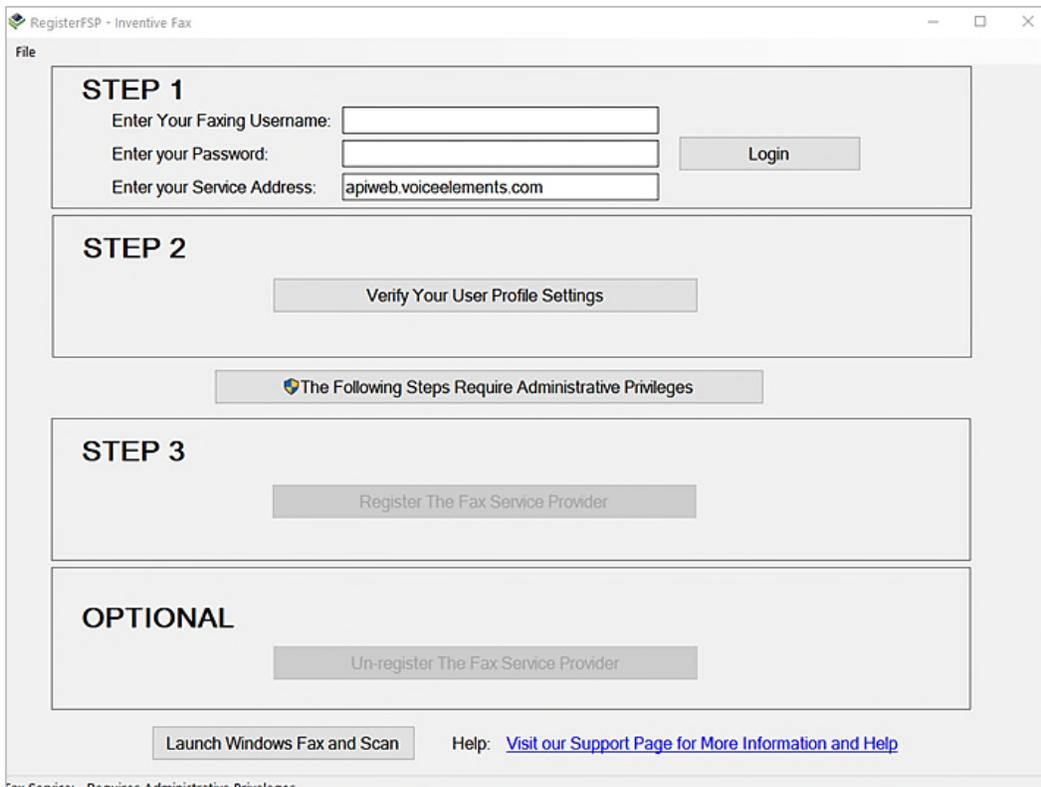
Successfully Installed: After the program installs successfully, you will see this screen.



Click **Run Fax Service Provider** to proceed.

Fax Service Setup

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



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.

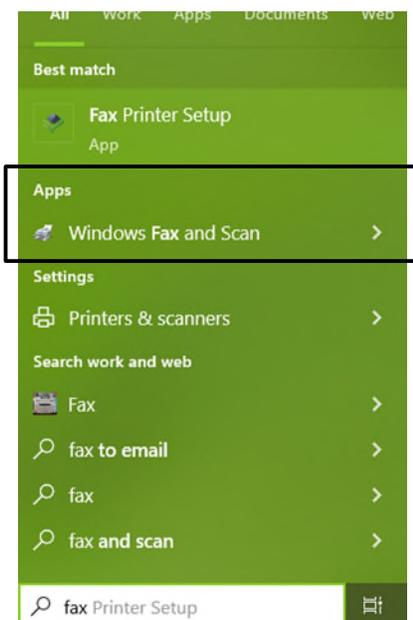
STEP 3

- **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.

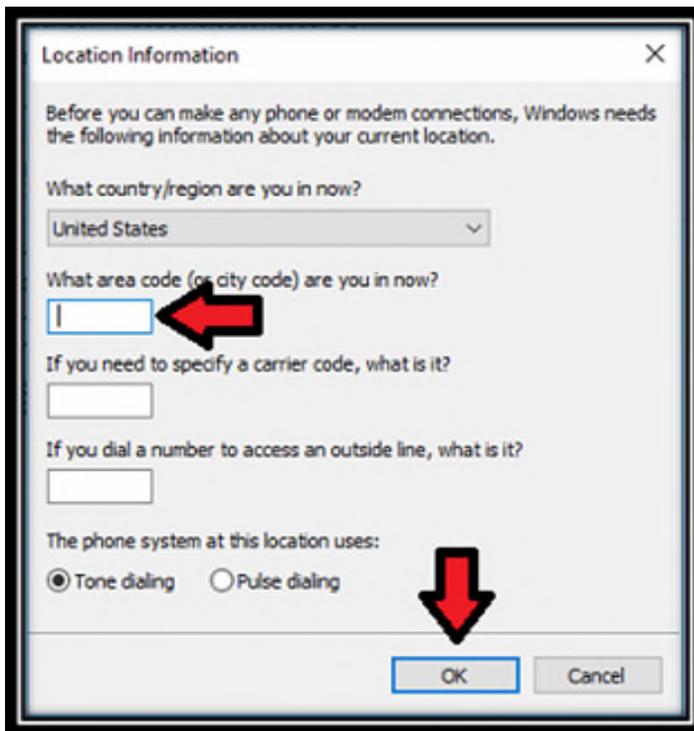


Pin to Taskbar: After launching the app, you can right click on the icon to display the list of options. Select **Pin to Taskbar**.



Sending a Fax the First Time

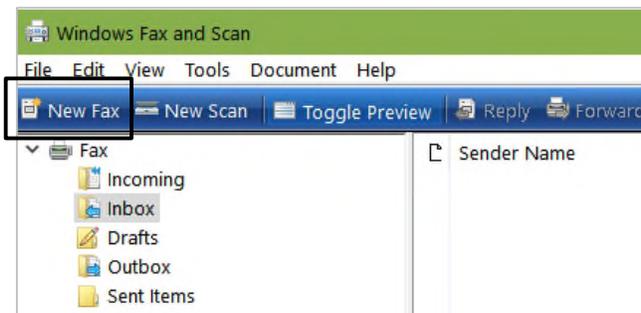
First time you use the faxing system, you may get the below pop-up. Simply enter your local area code and hit OK.



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.

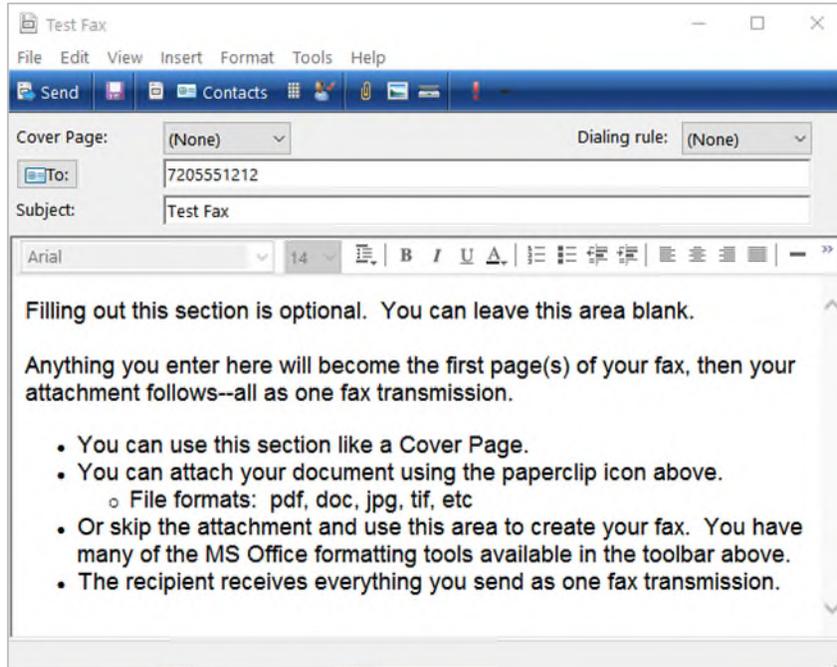
To: Enter the phone number without any dashes or parenthesis.

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.

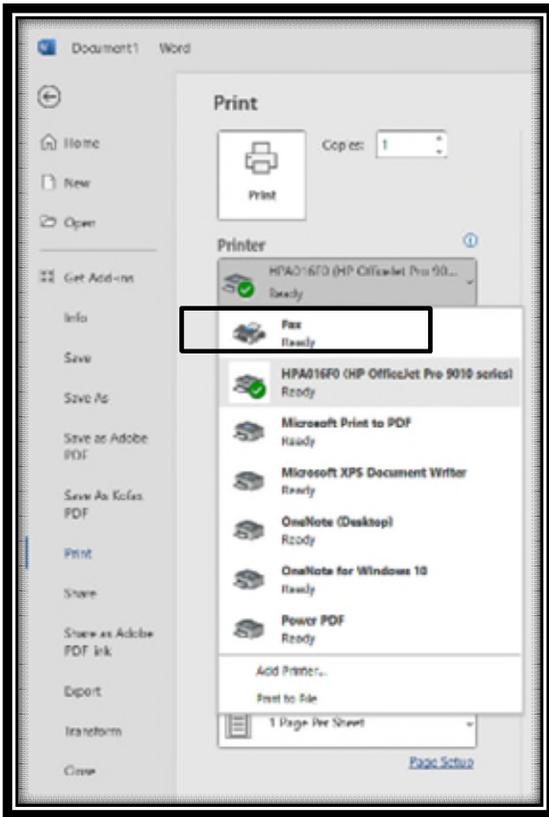


Sending a Fax From an Application

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

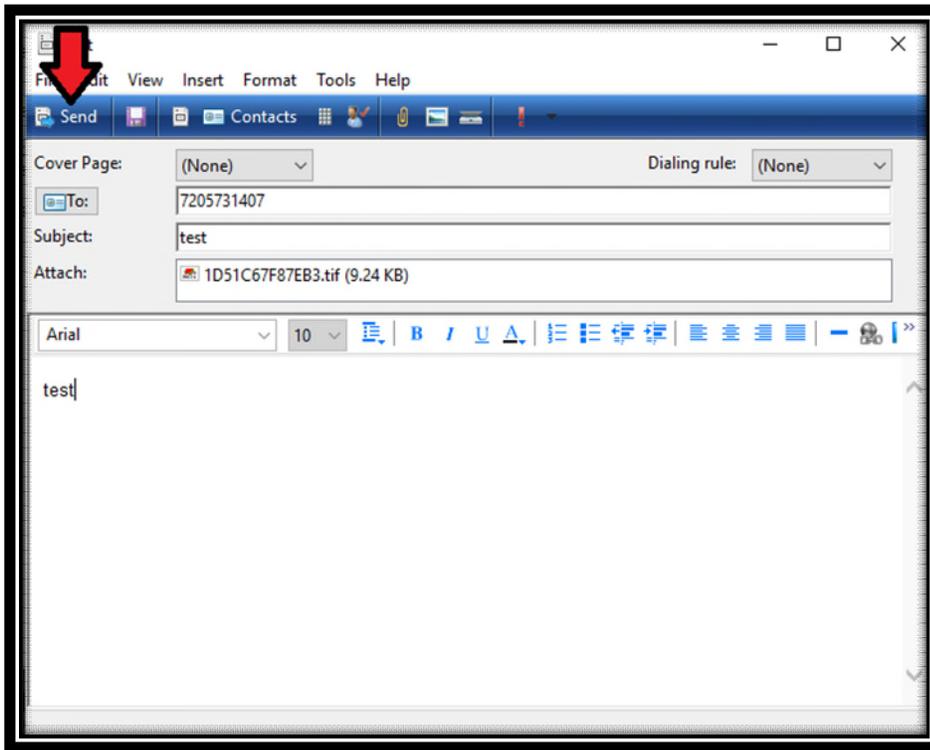
Click on the print button, then choose "**Fax**" in the dropdown list. Then click **Print**.

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

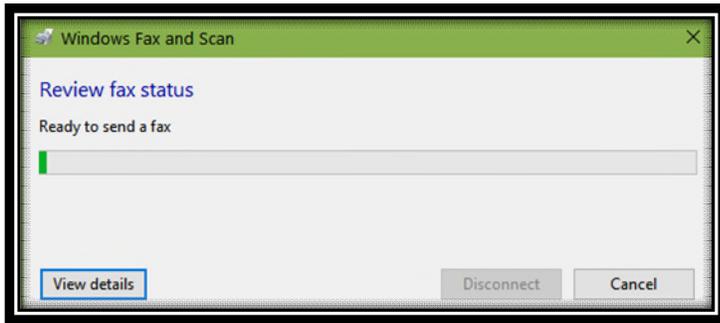


The **Windows Fax and Scan** window will now open.

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



You will receive a small pop-up in the lower right of your screen showing it was successful, or if it failed.



This notice is not 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 **directly to your email** 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 **will not** be able to send faxes.

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

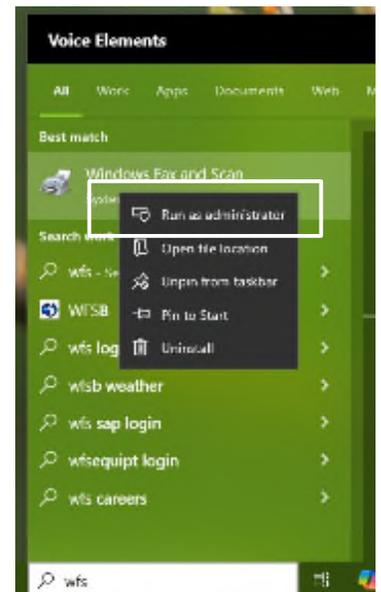
To do this, type 'wfs' in the Windows Search bar.

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 support@inventivelabs.com if you have any questions or concerns.