

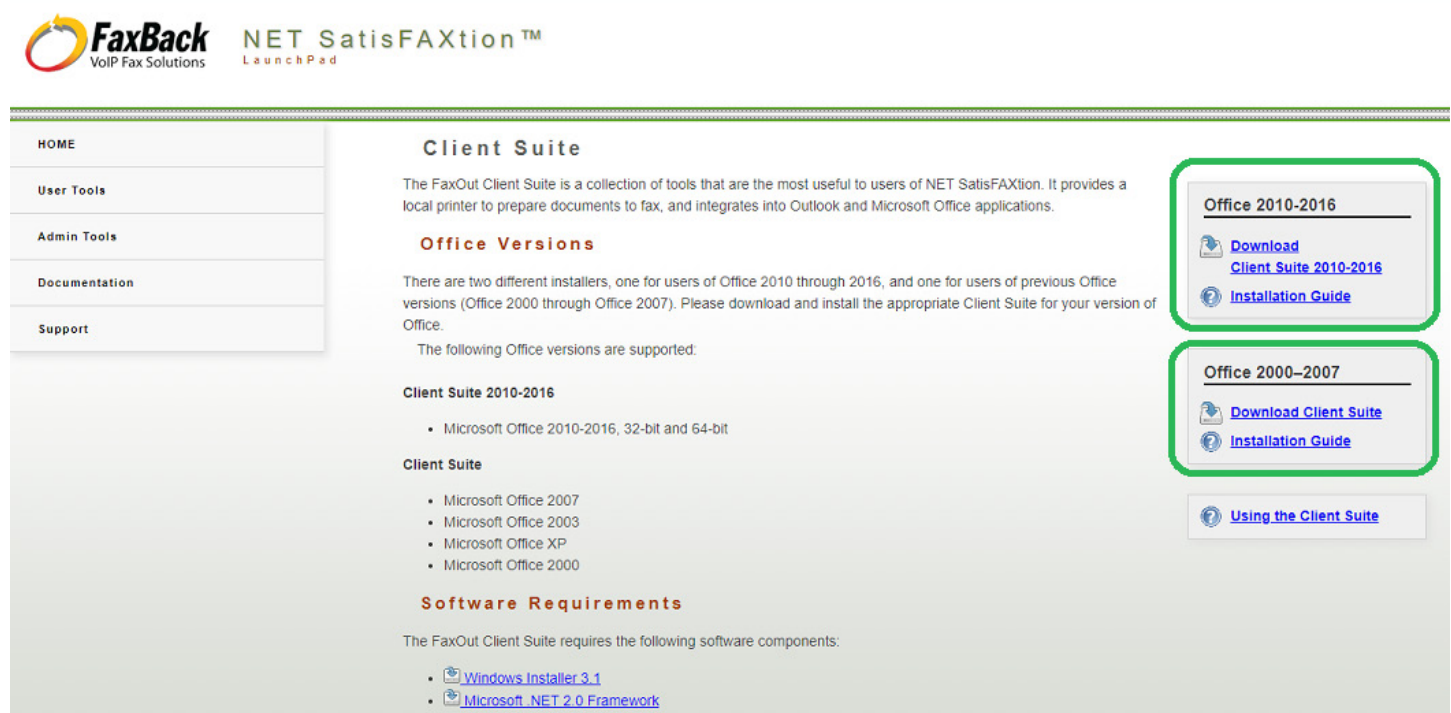
## 2-Way E-Fax Getting Started Guide

The 2-Way E-Fax solution supports both inbound and outbound faxing.

### Installation:

Go to <http://faxback.accessoneinc.net:84/clientsuite.html> to download the FaxOut Client Suite software.

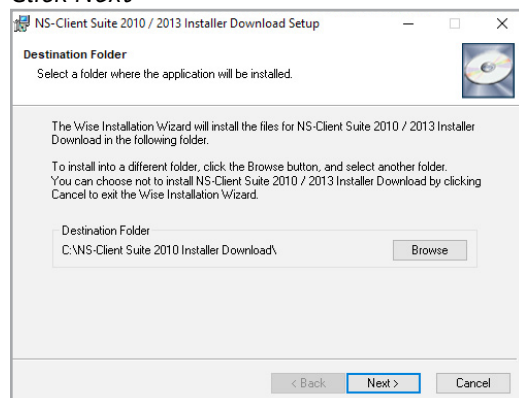
There are two different download options based upon Microsoft's Office versions. Select and download the Client Suite for the Microsoft Office version you are currently running.



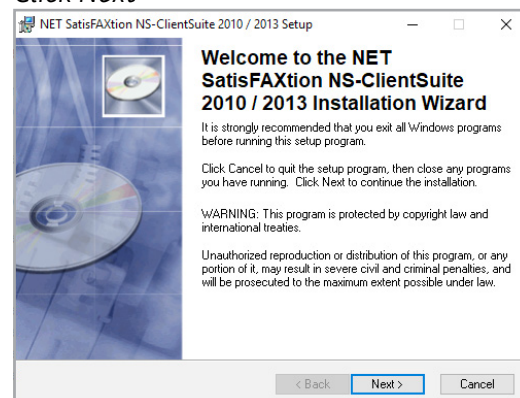
The screenshot shows the 'Client Suite' page on the NET SatisFAXtion website. The page has a sidebar with links: HOME, User Tools, Admin Tools, Documentation, and Support. The main content area is titled 'Client Suite' and describes the FaxOut Client Suite as a collection of tools for users of NET SatisFAXtion. It provides a local printer to prepare documents to fax and integrates into Outlook and Microsoft Office applications. Under 'Office Versions', it states there are two different installers: one for Office 2010 through 2016, and one for previous Office versions (2000 through 2007). It lists supported Office versions: Microsoft Office 2010-2016 (32-bit and 64-bit), Microsoft Office 2007, Microsoft Office 2003, Microsoft Office XP, and Microsoft Office 2000. Under 'Software Requirements', it lists Windows Installer 3.1 and Microsoft .NET 2.0 Framework. On the right side, there are two green-bordered boxes. The top box is for 'Office 2010-2016' and contains links for 'Download Client Suite 2010-2016' and 'Installation Guide'. The bottom box is for 'Office 2000-2007' and contains links for 'Download Client Suite' and 'Installation Guide'. Below these boxes is a link for 'Using the Client Suite'.

Upon launching the downloaded file, you will face a series of prompts. Make sure that Outlook is closed before continuing with the installation, or, you will be prompted to close it later.

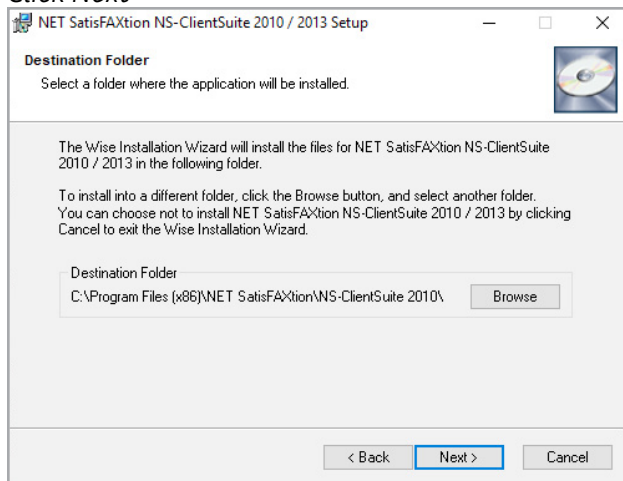
### Click Next



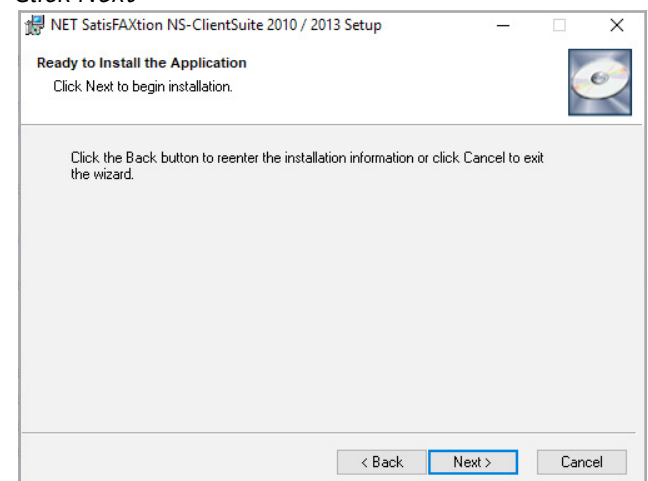
### Click Next



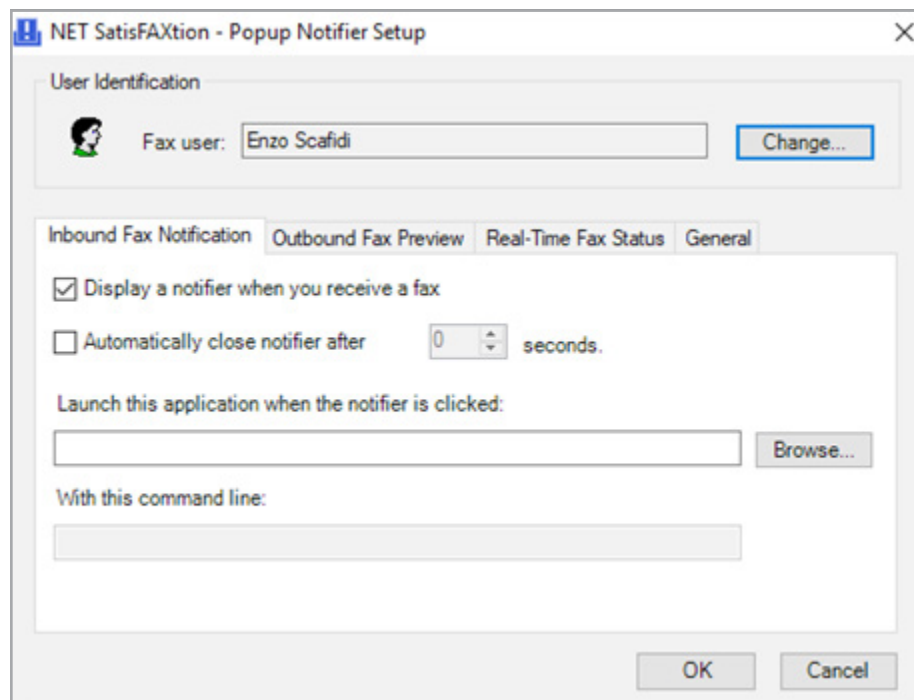
### Click Next



### Click Next



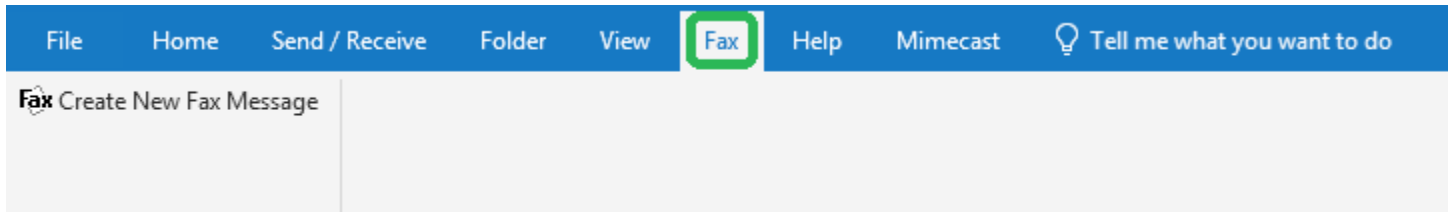
Your Fax User should automatically populate, if it does not, contact your Administrator for support. There are settings that need to be configured under the “Change” button next to the Fax user name.



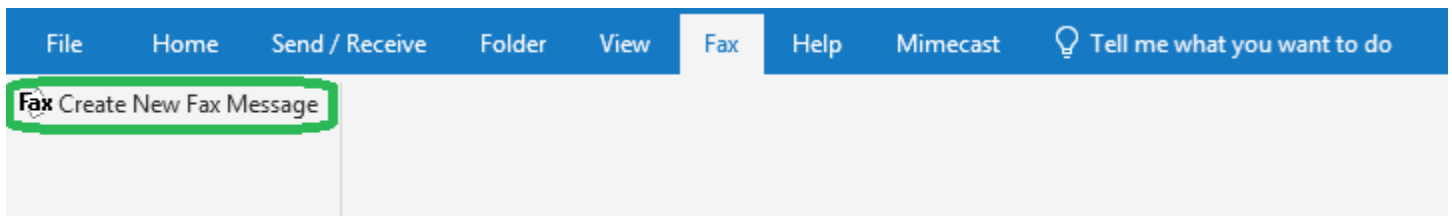
**Login:**

Once installed, log in with the credentials provided by your Administrator.

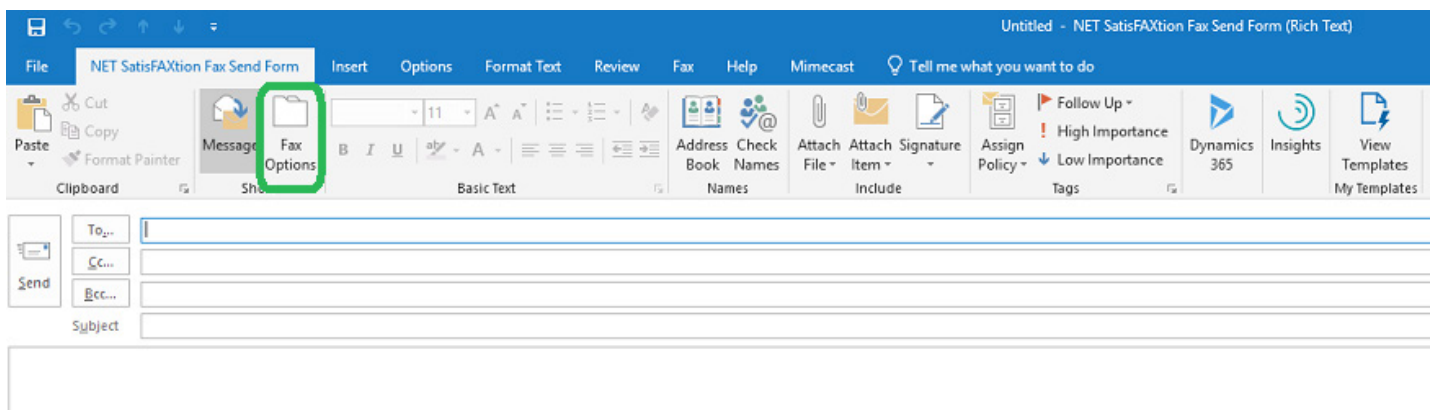
Upon successful login, you will see a Fax tab at the top of Outlook.

**Creating a New Fax Message:**

Click on Create New Fax Message. This will open a New Fax Send Form Message window.



Additional fax configuration options are available by clicking on Fax Options.



Additional fax configuration options:

NET SatisFAXtion Fax Send Form (Rich Text)

File Insert Options Format Text Review Fax Help Mimecast Tell me what you want to do

Tracking

Billing code: [Text Box] Lookup...

From

Name: [Text Box]

Personal fax number: [Text Box]

Voice number: [Text Box]

Company: [Text Box]

Cover

☒ Send cover sheet

[Default Cover Template] [Dropdown]

☐ Use message body as cover sheet

Manage Cover Templates...

Options

☐ Scheduled delivery

July 16, 2019 at 5:28 PM [Dropdown]

☐ Return fax image in notification messages

☐ Don't return a fax delivery notification

☐ Don't preview this fax

Fax resolution: Default [Dropdown]

Fax page length: Default [Dropdown]

Settings profile:

My fax options [Dropdown]

Save... New... Delete... Reload

Once in a New Fax Send Message window, clicking on the Fax tab located across the top of the window allows for recipients to be added to the Fax Message and auto populates the New Message with the information.

NET SatisFAXtion Fax Send Form (Rich Text)

File Insert Options Format Text Review Fax Help Mimecast Tell me what you want to do

Fax

Select Fax Recipients from Address Book

Add Fax Recipients to This Message

Add Fax Recipients To This Message

Fax Recipient

Name: [Text Box]

Company: [Text Box]

Fax Number: [Text Box]

Fax Message

Billing Code: [Text Box] Lookup...

Add

Close

**! Important:** In the To... field of the Fax Message enter [faxback@faxback.accessoneinc.com](mailto:faxback@faxback.accessoneinc.com)  
Add any attachments you want to send as part of the fax message.

Prior to sending, your Fax Message will look similar to this:

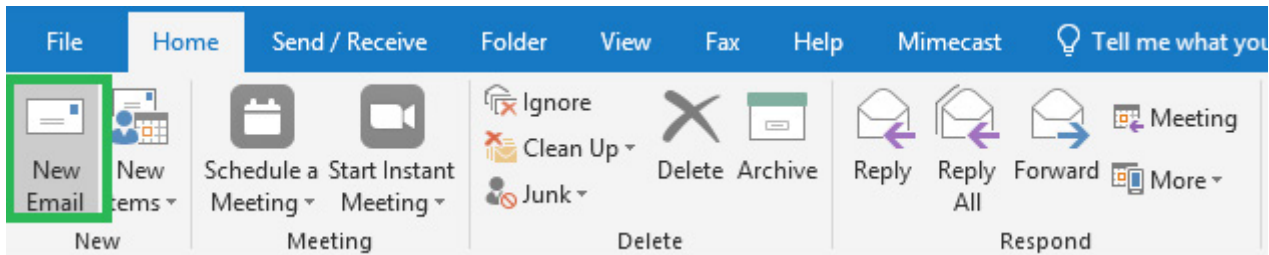
The screenshot shows the 'NET SatisfAXtion Fax Send Form' interface. The 'To...' field is highlighted with a green box and contains the text 'FaxBack'. The 'Subject' field contains 'TEST/fax=Test Recipient 3124411010||'. The 'Send' button is visible on the left side of the form.

When you are finished preparing your Fax Message, click on Send.

The screenshot shows the same 'NET SatisfAXtion Fax Send Form' interface. The 'Send' button is highlighted with a green box. The 'To...' field still contains 'FaxBack' and the 'Subject' field still contains 'TEST/fax=Test Recipient 3124411010||'.

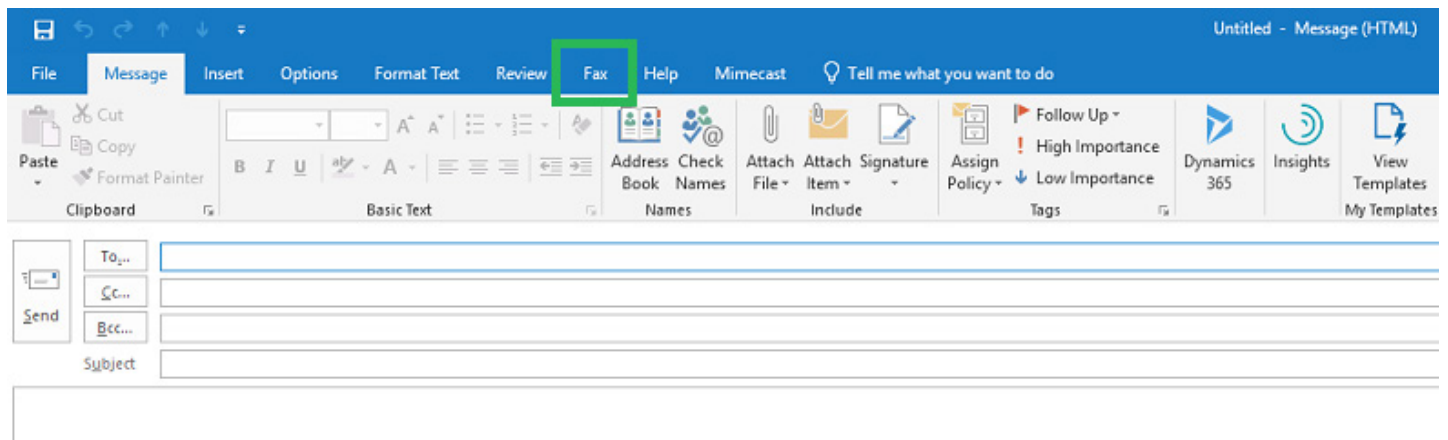
## Alternate Options for Creating a New Fax Message:

Open a New Email window in Outlook



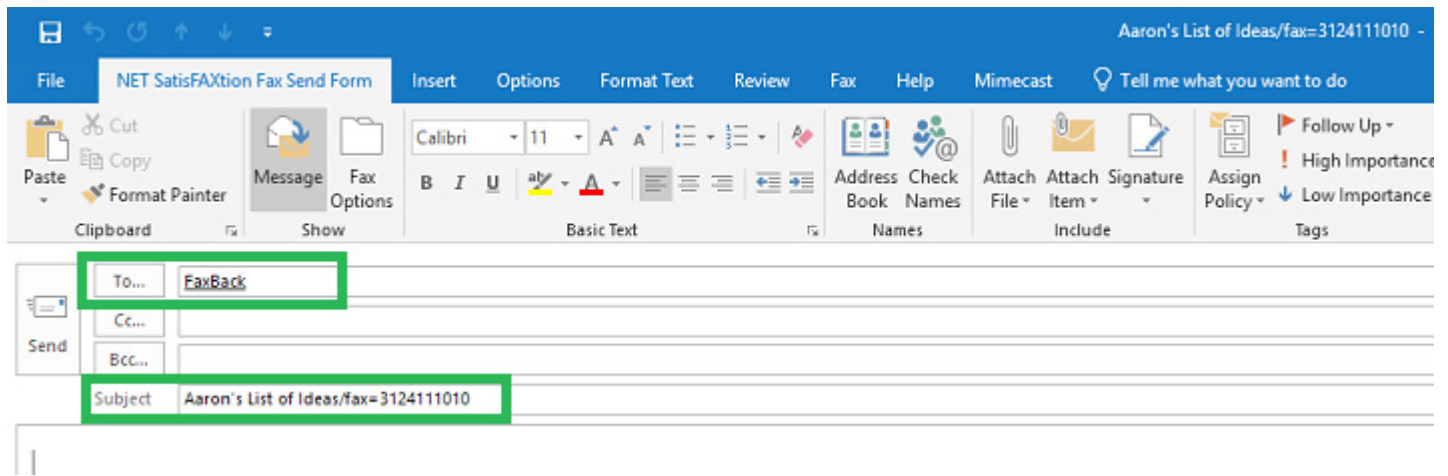
Then, go directly to the Fax tab located across the top of the window.  
Add the recipient information and attachments.

**! Important:** Remember to send To... [faxback@faxback.accessoneinc.com](mailto:faxback@faxback.accessoneinc.com)



Lastly, whether you begin by clicking on Create New Fax Message from the Fax tab or by clicking on New Email in Outlook, you can also send a Fax Message by simply entering [faxback@faxback.accessoneinc.com](mailto:faxback@faxback.accessoneinc.com) in the To... field and [subject/fax=3124111010](#) into the subject field. The subject being whatever you want the subject to be and the fax number to which you are sending to.

For example, if your subject is "Aaron's List of Ideas" and the fax number destination is 312-411-1010, then you will list as follows: [Aaron's List of Ideas/fax=3124111010](#)

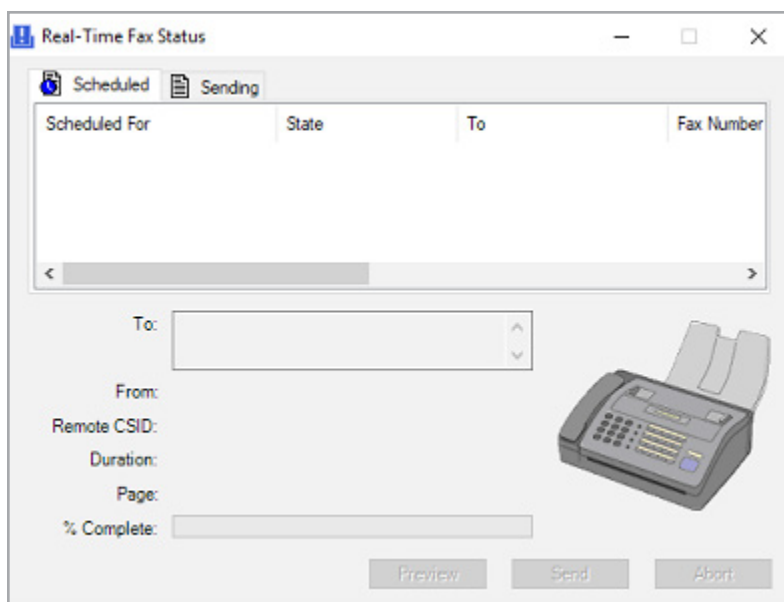


### Viewing Real-Time Fax Status:

In the Windows Task Bar you will see a Fax icon.

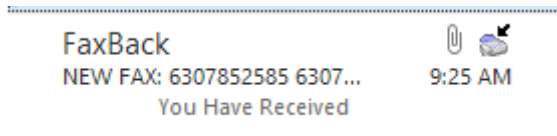


By clicking on this icon, you will be able to view Real-Time Fax Status.

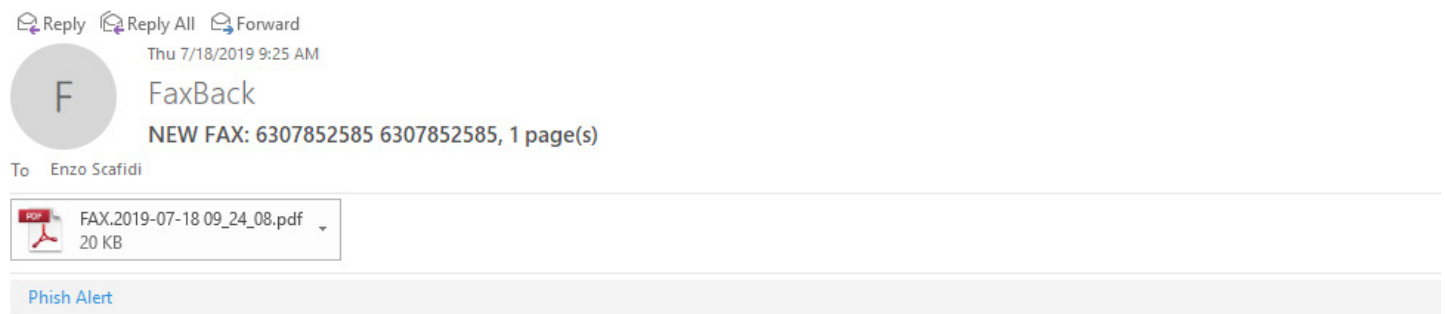


## Receiving and Viewing Inbound Fax Messages:

Inbound faxes will be received as an email, that will look like this:



You'll notice an inbound fax icon in the notification of email received. The body of the message will appear like this:



## You Have Received a Fax!

### Inbound Fax Details

|                 |            |
|-----------------|------------|
| Sent To         | 3128884109 |
| Number of Pages | 1          |
| Sender CSID     | 6307852585 |
| Sender CallerID | 6307852585 |
| Total Seconds   | 49         |

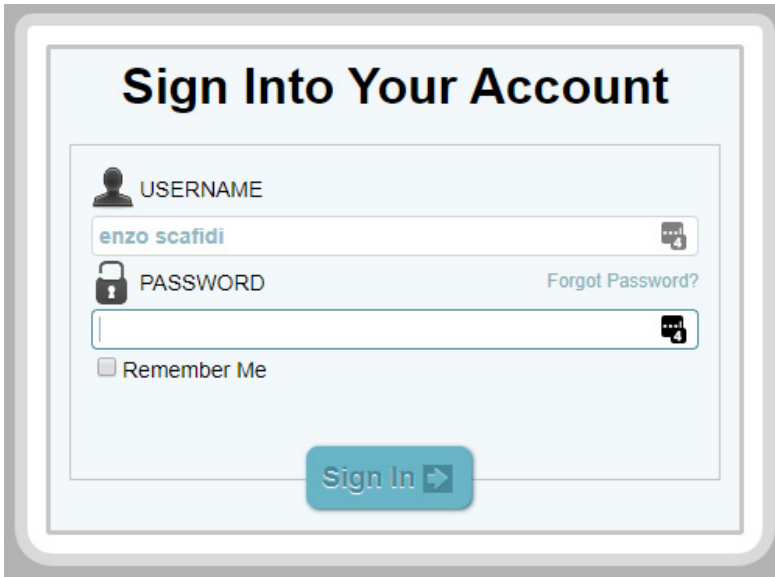
The attachment of the email will include the actual Fax sent by the sender as a .pdf file.



## Faxing by Web Portal:

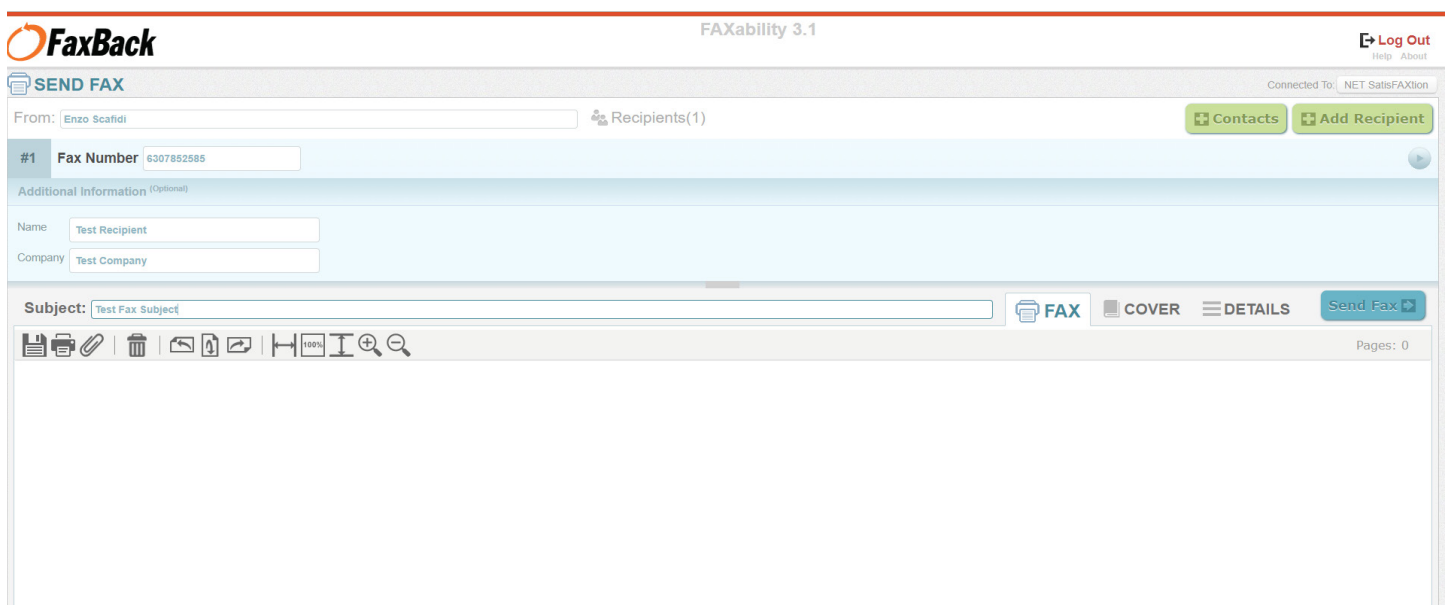
Faxes may be sent via a Web Portal by visiting <http://faxback.accessoneinc.net:94/Faxability/App.html>

Upon visiting this site, you will be asked to login with your provided credentials.



The image shows a login form titled "Sign Into Your Account". It features a "USERNAME" field with the text "enzo scafidi" and a "PASSWORD" field. A "Remember Me" checkbox is located below the password field. A "Forgot Password?" link is positioned to the right of the password field. A "Sign In" button with a right-pointing arrow is at the bottom of the form.

Once logged in, make sure to fill out the Fax Number field and then any other optional fields such as Name, Company, Subject and any attachments that will be in the body of the fax.



The image displays the FaxBack web portal interface. At the top, the "FaxBack" logo is on the left, "FAXability 3.1" is in the center, and a "Log Out" link is on the right. Below the header, there is a "SEND FAX" section. The "From:" field is set to "Enzo Scafidi". The "Recipients(1)" section shows a list with a "Fax Number" of "6307852585". Below this, the "Additional Information (Optional)" section includes fields for "Name" (Test Recipient) and "Company" (Test Company). The "Subject:" field is set to "Test Fax Subject". At the bottom, there is a "Send Fax" button and a "Pages: 0" indicator.

After filling in all of the necessary criteria, please press Send Fax to send the fax.