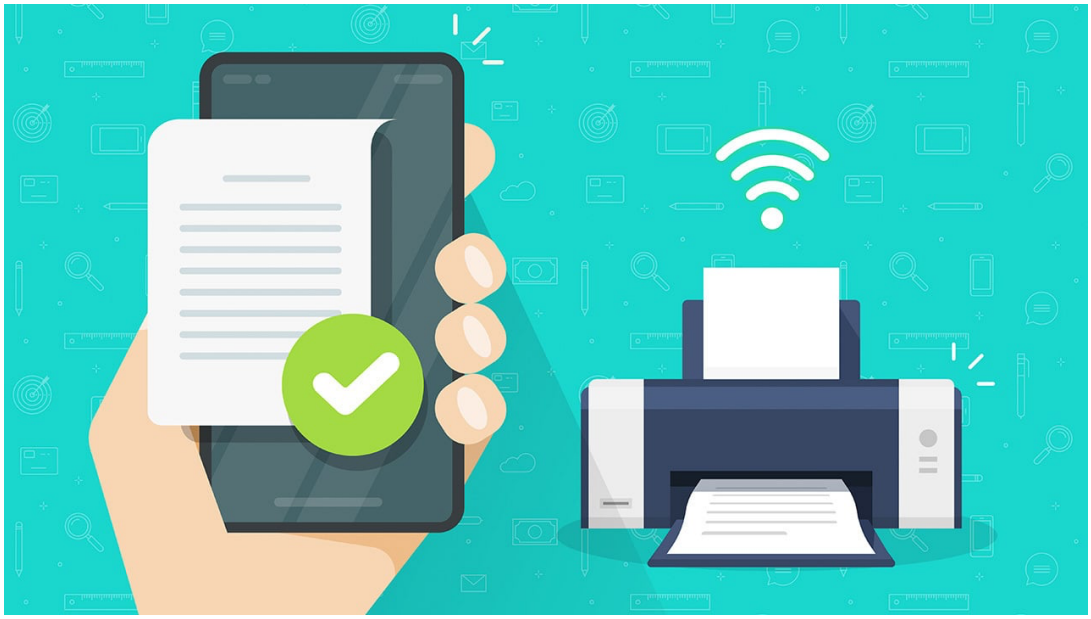

Virtual Fax User Guide

VIRTUAL FAX OVERVIEW – PAGE 2

DEDICATED/INBOUND VIRTUAL FAX – PAGE 3

OUTGOING VIRTUAL FAX – PAGE 4

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Virtual Fax Overview

Virtual Fax (or vFax) is an alternative to a physical fax machine which allows users to receive faxes via email. To receive faxes, a phone number must be directed to the Virtual Fax. Inbound faxes to that number are converted into PDF files which are then delivered to the email addresses specified for that line.

There are two types of Virtual Faxes:

1. **Dedicated/Inbound Virtual Fax**. The phone number is set up to receive faxes only.

2. **Outbound Virtual Fax.** Once it's enabled on an account, users who have an email address on their profile can send faxes as a PDF attachment right from their email accounts.

Dedicated/Inbound Virtual Fax

A dedicated Virtual Fax is completely devoted to receiving faxes which are forwarded as PDFs to the email accounts specified on the box. To receive faxes, a phone number must be directed to the Virtual Fax. Inbound faxes to that number are converted into PDF files and delivered to the email addresses specified for that line.

Example of Incoming Virtual Fax

Below is a screenshot of the information that will be sent to the email attached to your Virtual Fax. The contents of this email will show you where it is from, the time it was sent, and how many pages the fax was.

Outbound Virtual Fax

Outbound Virtual Fax is a simple service that enables users to send faxes right from their email accounts. Once it's enabled, any user who has an email address on their profile can send an email with a PDF attachment to [faxnumber]@fax.penteledata.net and it will be faxed to the recipient.

Emailed faxes are sent from [calleridnumber]@fax.penteledata.net.

Outbound Virtual Fax is entirely separate from Inbound Virtual Fax.

Send an Outbound Fax

Once enabled, any account user who has an email address on their profile can send a fax from their email account.

1. Compose a new email.
2. In the *To* field, enter each recipient's fax number followed by **@fax.penteledata.net** (such as 8015551234@fax.penteledata.net).
    - The fax number must be a full dial string of at least 10 digits.
    - If the account's calling plan allows international calling, faxes can be sent to international numbers.
3. Attach a PDF that is less than 10 MB.
4. Send the email.
5. System receives the email and checks

PDF Conversion

Our system converts the PDF to TIFF format (black and white, 300 DPI, 204x196 resolution) and adds a header to the top of each page before sending it to the recipients. The header includes the following information:

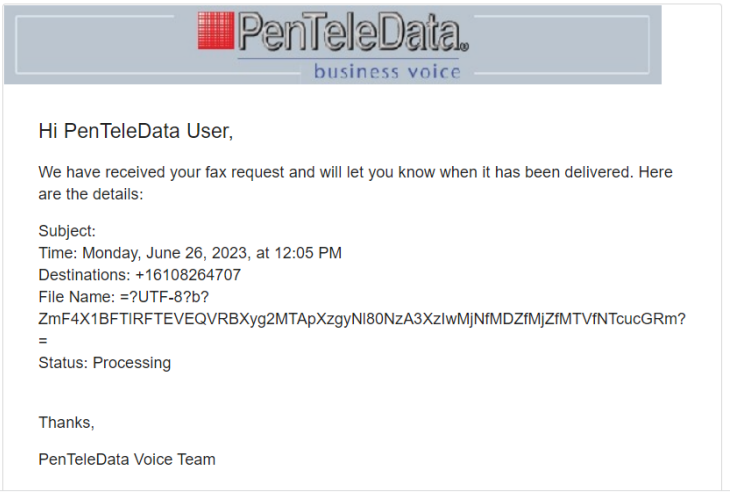
- Date and time it was sent, based on the address attached to the caller ID
- Company name, which is the name of the account on the Alianza platform
- Phone number (caller ID) it was sent from
- Page number

Additional Specifications About Virtual Fax

- An outbound fax email must contain only 1 (one) PDF attachment.
- The attachment must be 10 MB or less
- The account can send up to 100 emails (faxes) per 24-hour period.
- A fax can be sent to up to 10 recipients each.
- Faxes sent to destinations not included will be billed at the current toll rates.
- This service is NOT HIPAA compliant. Please do not send health or any other confidential information through this service.

Status Emails

Virtual Fax - Processing



PenTeleData business voice

Hi PenTeleData User,

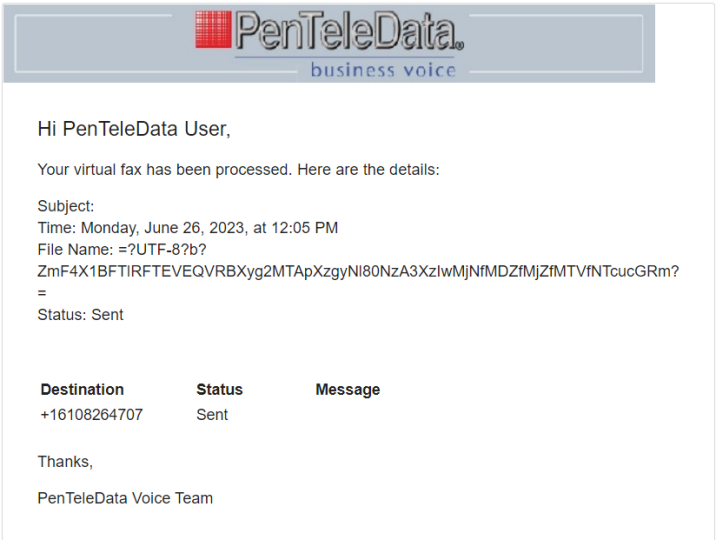
We have received your fax request and will let you know when it has been delivered. Here are the details:

Subject:
Time: Monday, June 26, 2023, at 12:05 PM
Destinations: +16108264707
File Name: =?UTF-8?b?
ZmF4X1BFTlRFTEVEQVRBXyg2MTApXzgyNl80NzA3XzIwMjNfMDZfMjZfMTVfNTcucGRm?
=
Status: Processing

Thanks,

PenTeleData Voice Team

Virtual Fax – Sent



PenTeleData business voice

Hi PenTeleData User,

Your virtual fax has been processed. Here are the details:

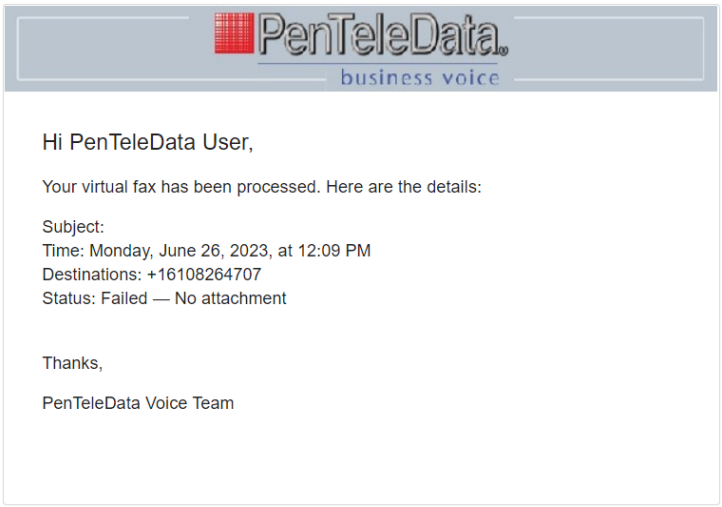
Subject:
Time: Monday, June 26, 2023, at 12:05 PM
File Name: =?UTF-8?b?
ZmF4X1BFTlRFTEVEQVRBXyg2MTApXzgyNl80NzA3XzIwMjNfMDZfMjZfMTVfNTcucGRm?
=
Status: Sent

Destination	Status	Message
+16108264707	Sent	

Thanks,

PenTeleData Voice Team

Virtual Fax – Failed



PenTeleData business voice

Hi PenTeleData User,

Your virtual fax has been processed. Here are the details:

Subject:
Time: Monday, June 26, 2023, at 12:09 PM
Destinations: +16108264707
Status: Failed — No attachment

Thanks,

PenTeleData Voice Team

Troubleshooting

The system will attempt to send the fax for up to 5 minutes per email address. If a fax fails to transmit, it will go to the end of the queue, and the system will attempt to resend it, just like a traditional fax machine does. If the fax cannot be sent within approximately 30 minutes, the sender will receive an email indicating the fax has failed or partially failed (sent to some but not all recipients).

A few potential reasons a fax may fail include:

- Caller ID is not set
- Caller ID phone number was deleted
- Daily email limit reached
- Invalid file type
- Invalid destination
- No attachment
- Multiple attachments
- PDF conversion error
- PDF is password protected
- Sender's email address is not associated with an account user
- Unreachable destinations