



# Quick Start Guide

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### Introduction

Welcome to FAXTONE! We are excited to have you onboard and hope that your experience with our service will be both pleasant and productive. The FAXTONE application is designed primarily based on our experience as a user for many years. We welcome **your suggestions or comments to make Faxtone better.**

In order to get help, we recommend that you email [clientsupport@mdofficemail.com](mailto:clientsupport@mdofficemail.com). It is our policy to answer your support queries in less than 24 hours, but we always try to provide support in the first hour. You can also call our support team at (877) 477-8999 x 22 from 08:00 AM to 5:00 PM CST, Mon-Fri. Voice mails left at other times will be returned the next business day.

This Quick Start Guide takes a functional approach describing each component of the FAXTONE system and its use. We hope you find it helpful in learning to use the system as well as for use as a reference over time.

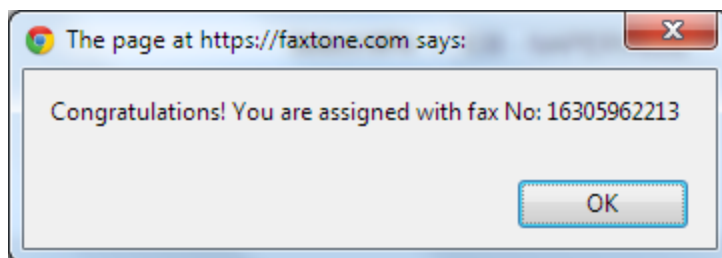
## Faxtone Quick Start Guide

### Getting a fax number assigned

As soon as you log into Faxtone portal for the first time, after successful subscription, you will see this screen:

A screenshot of the Faxtone web portal. At the top left is the Faxtone logo with the tagline "Secure digital faxing". At the top right, it says "Hello! I". Below the logo, a message reads: "Welcome to Faxtone. Please select your Faxno to continue with Faxtone.com". There are three tabs: "Select Local Number", "Select Toll-free Number", and "Enter Ported Fax No". The "Enter Ported Fax No" tab is selected. Below the tabs is a form with the label "Enter Ported Fax Number :" followed by a text input field. A "Submit" button is located below the input field.

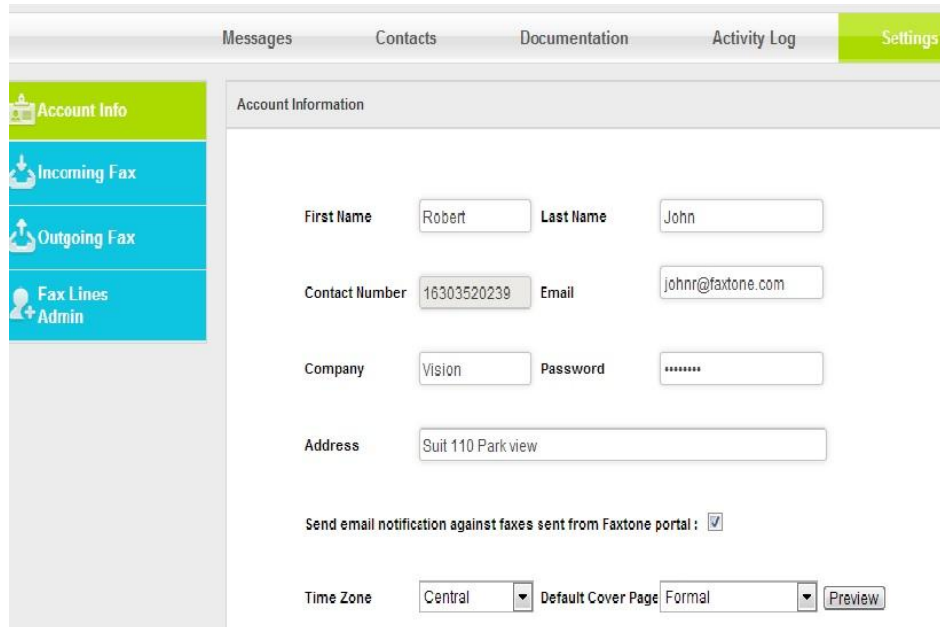
- If you are opting for a local number, click "Select Local Number", select the State, Area and click submit. If you want a toll free number, click on "Select toll-free Number", select the series (866/877/888) and click submit.
- If your subscription is to port your existing fax number, click "Enter Ported Fax No", enter the 11-digit fax number (16307999399) and click submit.
- A confirmation message pops up displaying your fax number.



Proceed to the Settings page.....

## Account Settings – Account Info

As displayed below, following are the fields in the Settings window:



First name, last name, contact number, email and other info is automatically filled from your subscription details. However, please edit the following fields as per your choice:

**Company:** This will be displayed in the tagline (topmost line of a fax message) of sent faxes.

**Checking “Send email notifications....”** will enables you to receive email notifications against faxes sent through web portal.

**Time Zone:** Select your time zone. This is also displayed in the tagline.

**Default Cover Page:** This will be the first page of your sent faxes with details of the recipient, your message, etc. Different templates are available for the cover page. Select the one of your choice.

**Default Disclaimer:** Enter the Disclaimer/Confidentiality Note that you want to add to the cover page of all your outgoing faxes.

After making all the desired changes, click the “Update” button and proceed to “Incoming Fax” window.

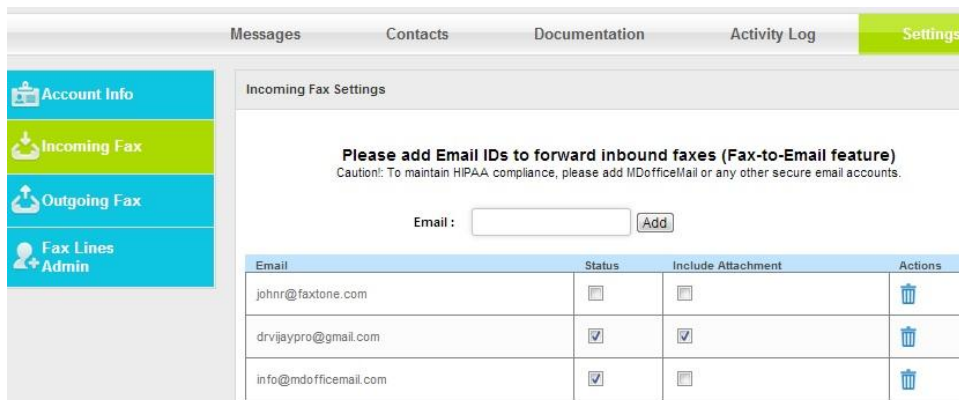
## Account Settings – Incoming Fax

Fax-to-Email is one of the important features of Faxtone. With this feature inbound faxes are forwarded to a desired email address as attachments. You can add as many email addresses as you wish. Received faxes will be forwarded to all the email addresses you have added for no extra charge.

**IMPORTANT NOTE:** To maintain security and HIPAA compliance, make sure that you add secure email accounts hosted by MDOfficeMail or any other secure email service provider.

The email address associated with your account is added by default. This is a secure email.

- a) **To Add a email address:** Enter the email address in the “Email” text box and click “Add”



Email	Status	Include Attachment	Actions
johnr@faxtone.com	<input type="checkbox"/>	<input type="checkbox"/>	
drvjaypro@gmail.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
info@mdofficemail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

- b) To delete a email address, click on the trash box image in the “Actions” column.
- c) **To receive incoming fax as attachment**, check both “Status” as well as “Include Attachment”
- d) To receive only email notification but not attachment, uncheck “Include Attachment”
- e) To deactivate a email address from receiving notification as well as attachments, uncheck both “Status” and “Include Attachment”

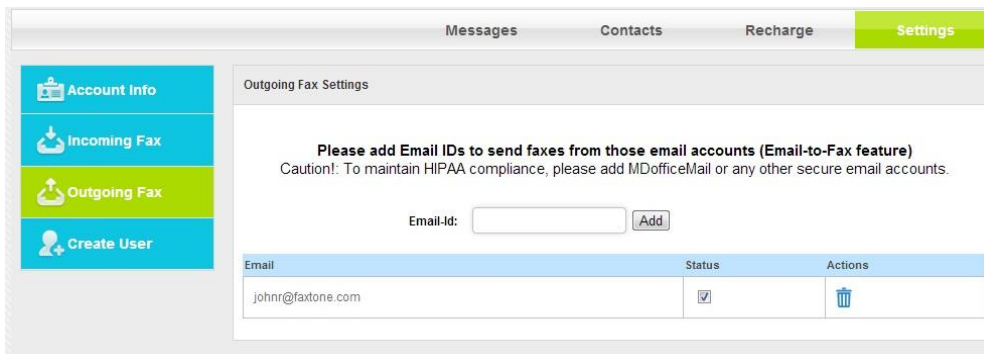
## Account Settings – Outgoing Fax


Email-to-Fax is another great feature of Faxtone. With this feature, you can send faxes directly from the email account that is configured in your Outgoing Fax settings. You can add as many email addresses as you want to be able to send faxes using all those email accounts.

**IMPORTANT NOTE:** To maintain security and HIPAA compliance, make sure that you add secure email accounts hosted by MDOfficeMail or any other secure email service provider.

The email address associated with your account is added by default. This is a secure email.

- a) **To Add a email address:** Enter the email address in the “Email” text box and click “Add”
- b) To deactivate any of the email addresses from sending email-to-fax, uncheck the “Status” box against that email to stop sending outbound faxes.



Email	Status	Actions
johnr@faxtone.com	<input checked="" type="checkbox"/>	

- c) To delete an email address, click on the trash box image in the “Actions” column.

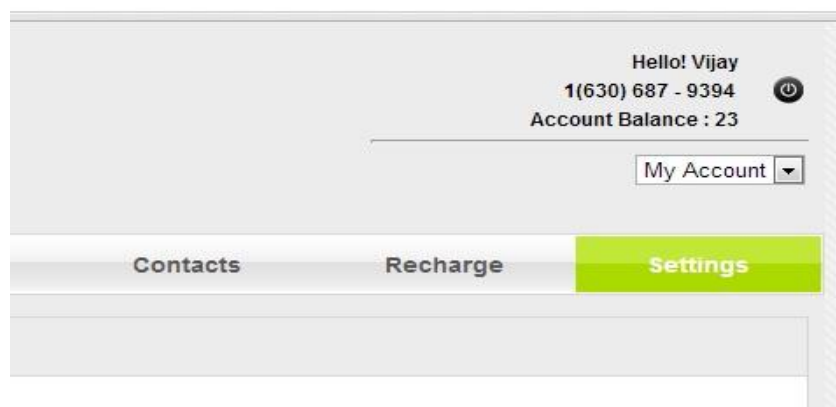
**MOST IMPORTANT:** Please make sure that there are no embedded images (eg: logo in the signature line) in the body of the email that is used for Email-to-Fax service. Emails with embedded images will be rejected by the Faxtone server. This results in failure to transmit fax and failure to generate status email.

### Configuring other fax lines in case of multiple line subscription

If your subscription is for more than one Faxtone fax line, you can configure those addition lines from this window:

- Go to Setting Page on the top menu of the Faxtone portal
  - Click on “Fax Lines Admin”
  - Enter account information of the user including the secure email address, click “Continue”
  - In the subsequent page select the State & area code / toll free series from the options provided and click “Submit”.
  - If your subscription is for porting (moving) your existing number, click “Enter the ported fax number”, enter that fax number and “Submit”
- NOTE: You can configure a secure email account (@faxtone.com) for each additional fax line. See page No. 11 of this document to learn how to configure additional free email accounts.

Administration of the Faxtone account can manage the other fax lines as well as the messages in all the fax lines. This is very easy!

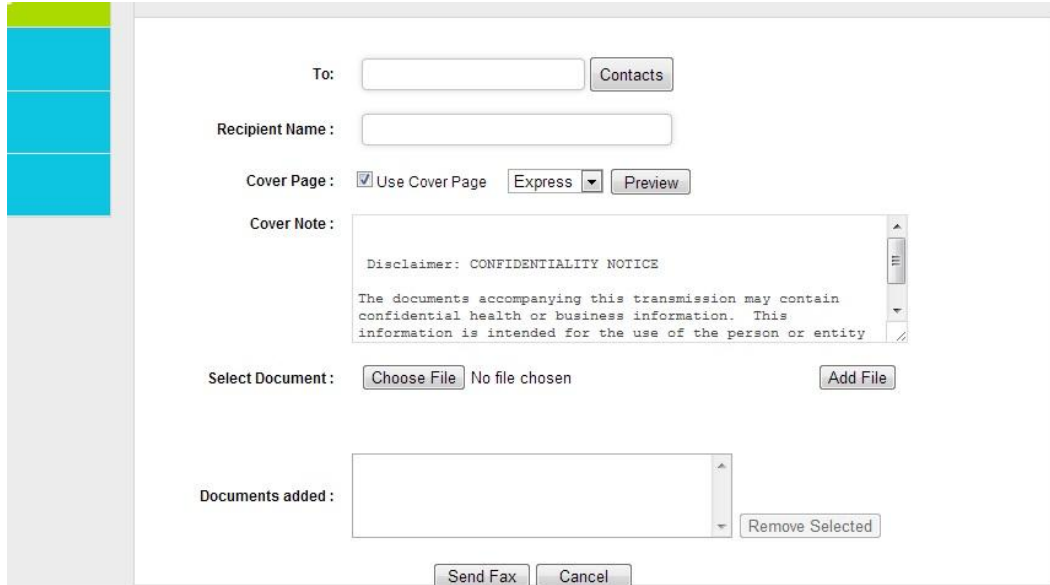


- Click on the drop-down menu on the right upper corner of Faxtone web-portal (“My Account” is displayed by default)
- Select the account that you want to manage
- You can browse and work with different pages of that account

### Composing Faxes from Faxtone Web-portal

Faxes can be sent from Faxtone Web-portal in addition to Email-to-Fax.

- Log into your Faxtone account
- Go to the Messages tab
- Click “Compose”
- Enter the recipient’s fax number (10 or 11 digit US number), or select one from “Contacts”
- Enter recipient’s name
- Select a template for the cover page
- Add comments to be displayed on cover page in addition to the default disclaimer
- Click “Choose file” to select the documents and click “Add file”
- Repeat the process to add multiple documents
- If you want to remove any of the added documents, select that document and click on “Remove selected”
- Click “Send Fax”



The screenshot shows the 'Compose' form in the Faxtone Web-portal. On the left is a vertical sidebar with three colored tabs: yellow, blue, and light blue. The main form area contains the following fields and controls:

- To:** A text input field with a 'Contacts' button to its right.
- Recipient Name:** A text input field.
- Cover Page:** A checkbox labeled 'Use Cover Page' (checked), followed by a dropdown menu set to 'Express' and a 'Preview' button.
- Cover Note:** A text area containing a default disclaimer: 'Disclaimer: CONFIDENTIALITY NOTICE. The documents accompanying this transmission may contain confidential health or business information. This information is intended for the use of the person or entity...'. There are scroll bars on the right.
- Select Document:** A 'Choose File' button, the text 'No file chosen', and an 'Add File' button.
- Documents added:** A list box (currently empty) with a 'Remove Selected' button to its right.
- Bottom:** 'Send Fax' and 'Cancel' buttons.





### **Sending faxes from Email – “Email-to-Fax”**

Sending faxes is very easy and effortless with Faxtone. Send faxes from Webmail, MS Outlook, Apple Mail, or any other email client!

Email-to-Fax feature will be functional only if the email is sent from the authorized email address. (Refer to page 6 of this document to learn how to authorize an email address to use Email-to-Fax facility).

- a) In the compose page of your email, type the 10/11 digit US fax number followed by @sendfaxtone.com in the “To” field

Example: If the recipient’s fax number is 1(630)299-7638, “To” field should be:  
16302997638@sendfaxtone.com

- In the “Subject” field – Enter the name of the recipient
  - In the “Body of the message” – Enter your comments and other info
  - Attach documents that you want to fax.
  - Send email.
- b) You will receive a successful submission email as soon as the email is sent from the authorized email address.
    - If the email address is not authorized, the same will be informed to you by a return email.
    - If the fax number is not in the required format, your sent message will get bounced.
  - c) Once the fax is transmitted successfully, the result will be informed to you by an email.
    - If the fax cannot be transmitted for any reason, the same will be informed to you by an email.

Sent faxes can be seen in the “Sent” sub-folder of “Messages” folder in Faxtone web-portal.

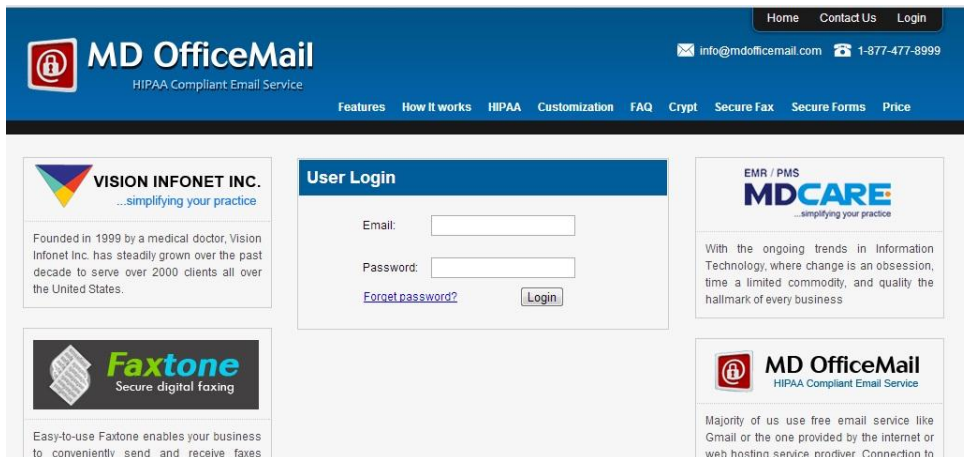
Faxes that are in the process or failed can be seen in the “Out box” sub-folder of “Messages” page of Faxtone web-portal. You can View and/or Resend failed faxes.

## Faxtone Quick Start Guide

### Adding “Fax Transmission Credits” to your account (Recharge)

Faxtone is a pre-paid service. A user needs to purchase Fax Transmission Credits to send and receive faxes.

- 1 credit is required to send or receive 1 page of fax
- Credits can be purchased in the following blocks:
  - 200 credits for \$10 (\$0.05 per page)
  - 500 credits for \$25 (\$0.05 per page)
  - 1111 credits for \$50 (\$0.45 per page)
  - 2500 credits for \$100 (\$0.04 per page)



The screenshot shows the MD OfficeMail website. The header is blue with the MD OfficeMail logo and navigation links: Home, Contact Us, Login. Below the header is a navigation bar with links: Features, How It works, HIPAA, Customization, FAQ, Crypt, Secure Fax, Secure Forms, Price. The main content area has three columns. The left column features the VISION INFONET INC. logo and text: "...simplifying your practice", "Founded in 1999 by a medical doctor, Vision Infonet Inc. has steadily grown over the past decade to serve over 2000 clients all over the United States." The middle column is titled "User Login" and contains fields for Email and Password, a "Forgot password?" link, and a "Login" button. The right column features the MDCARE logo and text: "EMR / PMS", "...simplifying your practice", "With the ongoing trends in Information Technology, where change is an obsession, time a limited commodity, and quality the hallmark of every business". At the bottom of the right column is the MD OfficeMail logo and text: "Majority of us use free email service like Gmail or the one provided by the internet or web hosting service provider. Connection to".

- To purchase credits, click on “Recharge” tab from your Faxtone portal.
- “Account administration” page of MDOfficeMail gets displayed.
- Enter your Faxtone user name and password
- Click “Refill Fax Transmission Credits”



**MD OfficeMail**  
HIPAA Compliant Email Service

[Manage Free Email Accounts](#) [Manage Account](#) [Manage Billing](#) [Refill Fax Transmission Credits](#)

**Refill Fax Transmission Credits**

☒ Auto refill when credits reached to 50

Select Fax Transmission Credits: Select

☒ Use Credit Card on file (Num) ☐ Use New Credit Card

- Select the number of credits from the dropdown window, select the payment option and click on “Process”. Credits will be automatically added to your Faxtone account.

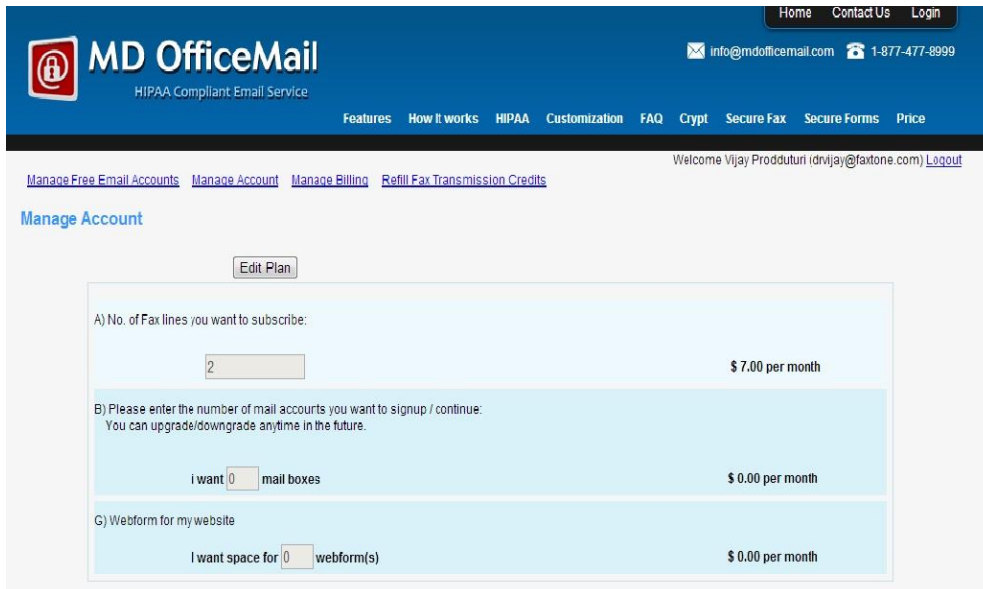
**Auto Refill:** This option is checked by default when you purchase credits for the first time. With this facility credits will be purchased automatically when the balance of credits in your account depletes to 50 or less. You can uncheck this option if required.

Please note that it is important to maintain sufficient number of credits in your account to prevent service interruptions.

### Adding additional fax lines to an account

You can add multiple fax lines to an account so that each of your staff member can have a dedicated fax of their own.

- Go to Account Administration,  
<https://mdofficemail.com/subscriptions/accountadministration.aspx>
- Login with your Faxtone user name and password
- Click “Edit”



Item	Quantity	Price
A) No. of Fax lines you want to subscribe:	2	\$ 7.00 per month
B) Please enter the number of mail accounts you want to signup / continue: You can upgrade/downgrade anytime in the future.	0	\$ 0.00 per month
C) Webform for my website	0	\$ 0.00 per month

- Change the number of fax lines as per your requirement
- Proceed to the payment section and complete your order.

Configuring the new fax lines added to your Faxtone account is explained on page No. 7 of this document.

For each of the fax lines added, you can add a free, secure email account (username@faxtone.com) by clicking “Manage Free Email Accounts” tab in the Account Administration page.

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### Adding additional users to a fax account

You can add unlimited number of sub users to your fax account.

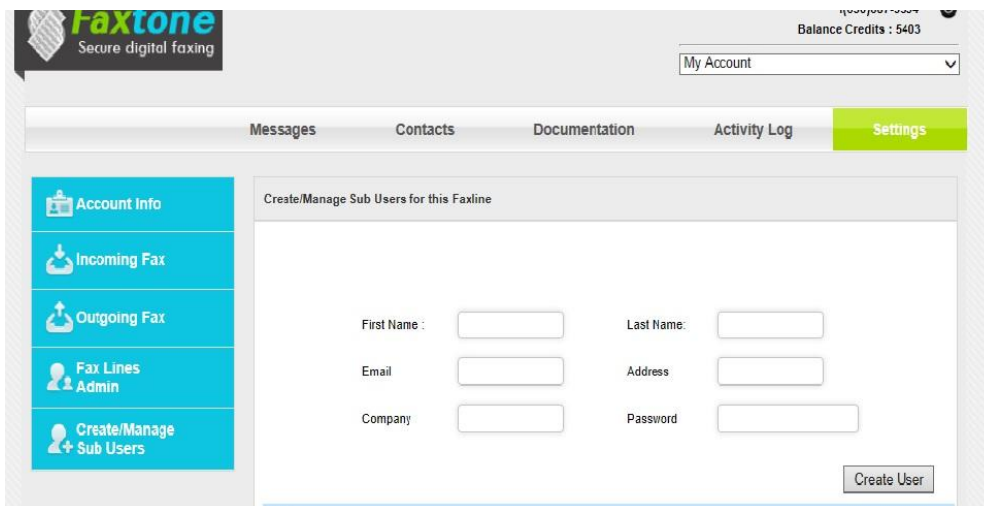
Each sub user can log into Faxtone portal with their user name and password to:

- a) Send Faxes using Faxtone Compose page.
- b) View all Incoming faxes to that fax number
- c) View faxes successfully sent in the “Sent” folder (only faxes sent by that user through Faxtone portal are displayed)
- d) View failed faxes in the “Outbox” folder (only faxes sent by that user through Faxtone portal are displayed)

To create sub-users,

1. Please log into Faxtone portal with your Admin user name and password
2. To to “Settings” and click “Create/manage Sub-users”
3. Enter details of the sub-user and click “Create User”

Now the sub-user can log into Faxtone portal using the email id and password.

The screenshot shows the Faxtone portal interface. At the top, there's a header with the Faxtone logo and 'Secure digital faxing'. On the right, it says 'Balance Credits : 5403' and has a dropdown menu for 'My Account'. Below the header is a navigation bar with tabs: Messages, Contacts, Documentation, Activity Log, and Settings (which is highlighted in green). On the left side, there's a sidebar with icons and labels: Account Info, Incoming Fax, Outgoing Fax, Fax Lines Admin, and Create/Manage Sub Users (which is highlighted in blue). The main content area is titled 'Create/Manage Sub Users for this Faxline'. It contains a form with the following fields: First Name, Last Name, Email, Address, Company, and Password. There is a 'Create User' button at the bottom right of the form.

#### Note:

Sub-user can't use Email-to-Fax and Fax-to-Email feature. To enable this feature to sub-user, please add the email id of the sub-user as explained in page 5 & 6 of this guide.



### Adding fax numbers to your Contacts list

You can add unlimited number fax numbers to your contacts list in the Faxtone portal. You select a saved fax number while composing a fax from Faxtone web-portal.

### Multiple free email accounts for multiple fax lines subscription.

If you have subscribed for multiple fax lines with free email account, you can obtain additional free email account for each of the additional fax lines.

- a) At the time of subscription you will be able to configure only one free email account ([your.name@faxtone.com](mailto:your.name@faxtone.com)) To configure additional email accounts:
  - i) Log into Account Administration/Billing  
( <https://mdofficemail.com/subscriptions/accountadministration.aspx> )
  - ii) Click "Manage Free Email Accounts" tab
  - iii) Configure additional free email accounts
- b) You can assign each of these email accounts to each of the fax lines for Email-to-Fax and Fax-to-Email service.