8x8 Global Cloud
Communications

8x8 Work Internet Fax

User Guide

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8x8 Work fax overview

With 8x8 Work Internet fax, you have instant access to faxes from within 8x8 Work for Desktop; take advantage of your 8x8 Work contact directory to efficiently send and receive faxes with your colleagues, as well as with business contacts from other organizations.

Features

- Send faxes quickly using fax numbers stored in the user profiles of your company contacts, as well as personal contacts that have fax numbers listed.
- View faxes directly from your 8x8 Work extension for a 120-day storage time, or download to store faxes on your computer to keep them beyond the storage limit.
- Set up notifications to let you know when you successfully send or receive a fax.
- When you send or receive a fax, you can choose to receive a copy of the fax via email for additional record-keeping.
- If enabled by your administrator, you can select your fax number from a list of available numbers.

Limitations

- If your organization is an X Series or Virtual Office Editions customer, you can only set up one email address to receive fax notifications instead of the five addresses available to Virtual Office Classic customers.
- While sending a fax, the cover page content can be edited, but the template cannot be edited.

About faxes 📄

With Internet Fax in 8x8 Work for Desktop, your fax service is available 24 hours a day and seven days a week. Send business faxes directly to a company contact's 8x8 Work extension, where the contact can access them from their desktop or mobile app at any time. You are able to send virtually any document on your computer as a fax, and manage past and received faxes from the convenience of your desktop. If you have questions, see our FAQs on faxes via 8x8 Work for Desktop!

> **Note**: The content in this guide refers to version 7.0 of 8x8 Work for Desktop. If you're using a version prior to 7.0, see our content for versions 6.9 and older.

Before getting started, **set up convenient fax notifications**: In your fax settings, you can choose whether to receive email notifications when you send or receive a fax. You can configure these notifications to be text-only, choose to include a link to access faxes, attach the fax itself to the notification, or all three. If you choose to include fax attachments, faxes up to 200 pages in length can be attached.

Features

- **Send faxes**: Attach multiple files in a single fax, to a total of just under 20 MB.
- **Attach business details to a fax**: Include additional information in your fax cover sheet before you send a fax, such as your contact information and business number.
- **Receive and manage faxes**: Access a fax directly from 8x8 Work for up to 60 days, and download an important fax to keep it for longer.

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Limitations

- You may experience issues sending or receiving faxes more than 50 pages in length.

- In your fax settings, you can choose whether to receive email notifications when you send or receive a fax. If you choose to include a link to your voicemails, this link directs you to an online resource, rather than to 8x8 Work for Desktop or 8x8 Work for Mobile.

Set up fax

Internet Fax with 8x8 Work for Desktop allows you to send and receive faxes from the convenience of 8x8 Work. You can customize your fax number, as well as set up email notifications for faxes.

As an X Series or Virtual Office Editions user

If your organization is an X Series or Virtual Office Editions customer, you can access your fax **Settings** ⚙ .

To configure your fax settings:

1. Go to **Settings** ⚙ > **Account settings** to open your account settings in a browser page.

2. Under **Fax notification settings**, open the drop-down to:
   - Enter your email address to receive fax notifications.
   - Enable or disable email notifications when you receive a fax, and select the content of the email:
     - No email notification.
     - Only an attachment containing the fax.
     - A link to a web page where you can access your faxes, and an attachment containing the fax.
     - Only a link to a web page where you can access your faxes.
   - Enable or disable confirmation emails when you send a fax, and select the content of the email:
     - No email notification.
     - Only an attachment containing the fax.
     - A link to a web page where you can access your faxes, and an attachment containing the fax.
     - Only a link to a web page where you can access your faxes.

As a Virtual Office Classic user

If your organization is a Virtual Office Classic customer, you can access some of your older settings under **Settings** ⚙ > **Account settings**.

To configure your fax settings:

1. Go to **Settings** ⚙ **> Account settings** to open your account settings.

2. Under **My Services > Internet Fax**, you can:

   - Select from your available fax numbers, or choose to disable Internet fax.

   - Enable or disable email notifications when you receive a fax, and select the content of the email:

     - A link to a web page where you can access your faxes, and an attachment containing the fax.

     - Only an attachment containing the fax.

     - Only a link to a web page where you can access your faxes.

     - Only a written notification that the fax was received.

     - No email notification.

   - Enable or disable confirmation emails when you send a fax, and select the content of the email:

     - A link to a web page where you can access your faxes, and an attachment containing the fax.

     - Only an attachment containing the fax.

     - Only a link to a web page where you can access your faxes.

     - Only a written notification that the fax was sent.

     - No email notification.

   - Enter the email address(es) to receive email notifications and confirmations.

Send and receive faxes

When you view your list of faxes in 8x8 Work for Desktop, you can see at a glance when the fax was sent or received, how long the fax is, and whether an issue prevented an outgoing fax from being delivered.

Send faxes

You can easily send Internet faxes to other 8x8 users, contacts, and external numbers. In addition, you can edit your settings to be notified via email if your fax was sent successfully or failed.

To send a fax:

1. If the recipient is an 8x8 Work contact, open their contact details, and click their fax number to begin sending a new fax.
   OR

   If the recipient is not an 8x8 Work contact, open your **Fax** 📄 list. From the fax list that opens, click **New** ＋ to begin sending a new fax.

2. In the **New Fax** window that pops up:
   - Enter the fax recipients.
   - Add information to the cover page to accompany the fax.
   - Enter the subject of the fax.
   - Attach the desired files to send.

3. Once you are finished, click **Send** ◁ to send the fax. If you have enabled email notifications for fax, you also receive an email to let you know if the fax was sent successfully or failed.

To customize your fax cover sheet:

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1. While creating a new fax, click **Open** › in the **Cover** field to open the cover page details.

2. In the cover page details, you can:

   ■ Enter the recipient name.

   ■ Write a note to preface the fax.

3. To save changes to the cover page, and go back to creating the fax, click **Save**.

> **Note:** If you want a more heavily customized cover sheet for your faxes, you can instead detach the cover sheet of the fax you are about to send from 8x8 Work, and create an external cover sheet from your preferred word processing application. In the desired application, create a document to serve as your fax cover sheet, customize as needed, and save. You can then attach this document in front of the main content of your fax to have it serve as a cover page.

Receive faxes

With 8x8 Work for Desktop, you can receive faxes right at your desktop and view them at a glance. In addition, you can edit your settings to be notified via email when you receive a fax. Faxes you receive are available for download for 60 days, after which they are no longer accessible.

To view a new fax in 8x8 Work:

1. Open your **Fax** list.

2. From the fax list that opens, click a sent or received fax to expand the application window and view the fax.

To view a new fax via email:

1. Go to **Settings** ⚙ > **Account settings** to open your account settings.

2. Under **My Services**, enable email notifications for incoming faxes. You can set the email to contain:

   ■ A link to a web page where you can access your faxes, and an attachment containing the fax.

   ■ Only an attachment containing the fax.

   ■ Only a link to a web page where you can access your faxes.

   ■ Only a written notification that the fax was received.

3. When you receive a fax in 8x8 Work, you can open the email notification to access the desired content. If you configured your email notifications to include an attachment containing the fax, you can view your fax directly from your inbox.

Manage faxes

For your convenience, you can mark your faxes as read or unread, download and print out your faxes, and delete faxes once you no longer need them.

To mark a fax as read or unread:

1. Open your **Fax** list.

    Unread faxes appear in bold font, and read faxes appear in regular font. Note that outgoing faxes cannot be marked as unread.

2. From the fax list that opens, hover over the desired fax, and hover over the **More** option that pops up to open a menu.

3. From the menu, select **Mark read** or **Mark unread** to change the state of the fax.

To download or print a fax:

1. Open your **Fax** list.

2. From the fax list that opens, hover over the fax to show options for the fax.

3. From the options, select either **Download** or **Print** as needed. If you download, you receive a notification in the corner of your screen once the fax has finished downloading.

To delete a fax:

1. Open your **Fax** list.

2. From the fax list that opens, hover over the desired fax, and click the **Delete** option that pops up to delete the fax.

3. Select additional faxes to hide, if needed, and confirm.

FAQ: faxes

For details on Internet Fax with 8x8 Work for Desktop, refer to our following FAQ items.

I'm not receiving pop-up notifications for my 8x8 Work faxes. How do I receive notifications?

You can enable pop-up notifications for 8x8 Work faxes under the **Fax** section of **Settings** ⚙ **> Notifications**:

Setting	Notifications Affected
Allow desktop notifications	Notifications for all communications in 8x8 Work, except those that are overwritten by your operating system settings. **Notes:** As a Windows 10 or Mac user, you can further configure your 8x8 Work notifications from your computer's system preferences: -If you do not hear sound for 8x8 Work notifications on your computer, you must enable an additional setting to hear notification audio. -If you want to change the length of time for which 8x8 Work notifications appear on your screen, you can customize the notification display duration. -If you want to prevent 8x8 Work notifications from appearing on the lock screen of your computer, you can disable lock screen notifications for the app.
Calls	
Launch external popup for incoming calls	Enable or disable the pop-up notification in the corner of your screen when you have an incoming call. Regardless of whether the pop-up notification is enabled, an in-app banner notification notifies you of incoming calls as well. **Note:** If this setting is disabled, when an incoming call rings, the app does not pop up if it is hidden or minimized; instead, the app icon in the toolbar flashes.
Missed call notification	Visual notifications for incoming calls that timed out and went to voicemail, or were hung up before being answered.

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Setting	Notifications Affected
Missed call sound alert	Sound notifications for incoming calls that timed out and went to voicemail, or were hung up before being answered.
Voicemail notification	Visual notifications for voicemails you receive.
Voicemail sound alert	Sound notifications for voicemails you receive.
Messages	
Chat notification	Visual notifications for IM messages you receive from 8x8 Work contacts.
Chat sound alert	Sound notifications for IM messages you receive from 8x8 Work contacts.
SMS	
SMS notification	Visual notifications for SMS messages you receive from external contacts.
SMS sound alert	Sound notifications for SMS messages you receive from external contacts.
Fax	
Fax notification	Visual notifications for faxes you receive.
Fax sound alert	Sound notifications for faxes you receive.

How do I get prompt notifications outside of 8x8 Work when I receive or successfully send a new fax?

You can configure your settings to notify you via email whenever you receive or successfully send a fax; notifications are sent to the email address associated with your user profile. Depending on whether you are an X Series, Virtual Office Editions, or Virtual Office Classic user, the settings available to you are different.

To set up fax notifications as an X Series or Virtual Office Editions user:

1. Go to **Settings** ⚙ > **Account settings** to open your account settings in a browser page.
2. Under **Fax notification settings**, open the drop-down to:
   - Enter your email address to receive fax notifications.
   - Enable or disable email notifications when you receive a fax, and select the content of the email:
     - No email notification.
     - Only an attachment containing the fax.

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- ○ A link to a web page where you can access your faxes, and an attachment containing the fax.

- ○ Only a link to a web page where you can access your faxes.

- ■ Enable or disable confirmation emails when you send a fax, and select the content of the email:

  - ○ No email notification.

  - ○ Only an attachment containing the fax.

  - ○ A link to a web page where you can access your faxes, and an attachment containing the fax.

  - ○ Only a link to a web page where you can access your faxes.

To set up fax notifications as a Virtual Office Classic user:

1. Go to **Settings** ⚙ > **Account settings** to open your account settings.

2. Under **My Services > Internet Fax**, you can:

   - ■ Select from your available fax numbers, or choose to disable Internet fax.

   - ■ Enable or disable email notifications when you receive a fax, and select the content of the email:

     - ○ A link to a web page where you can access your faxes, and an attachment containing the fax.

     - ○ Only an attachment containing the fax.

     - ○ Only a link to a web page where you can access your faxes.

     - ○ Only a written notification that the fax was received.

     - ○ No email notification.

   - ■ Enable or disable confirmation emails when you send a fax, and select the content of the email:

     - ○ A link to a web page where you can access your faxes, and an attachment containing the fax.

     - ○ Only an attachment containing the fax.

     - ○ Only a link to a web page where you can access your faxes.

     - ○ Only a written notification that the fax was sent.

     - ○ No email notification.

   - ■ Enter the email address(es) to receive email notifications and confirmations.

How do I customize my fax cover sheet?

1. While creating a new fax, click **Open** ❯ in the **Cover** field to open the cover page details.

2. In the cover page details, you can:
    - Enter the recipient name.
    - Write a note to preface the fax.

3. To save changes to the cover page, and go back to creating the fax, click **Save**.

> **Note:** If you want a more heavily customized cover sheet for your faxes, you can instead detach the cover sheet of the fax you are about to send from 8x8 Work, and create an external cover sheet from your preferred word processing application. In the desired application, create a document to serve as your fax cover sheet, customize as needed, and save. You can then attach this document in front of the main content of your fax to have it serve as a cover page.

How long does 8x8 Work for Desktop store my fax messages?

Once you receive a fax, 8x8 Work keeps it available for review for 60 days. After the fax expires, 8x8 Work still displays a record of when the fax was received, who sent it, and how many pages you received. If you want to keep the fax past its deletion date, you can download or print the fax from 8x8 Work for Desktop before it is deleted.

To download or print a fax:

1. Open your **Fax** list.

2. From the fax list that opens, hover over the fax to show options for the fax.

3. From the options, select either **Download** or **Print** as needed. If you download, you receive a notification in the corner of your screen once the fax has finished downloading.

How do I find a contact's fax number?

1. Open **Contacts** .

2. Go to **Favorites**, **Company**, or **My Contacts**.

3. Hover over the desired contact, and click the **More** option that appears to open a drop-down menu.

4. From the drop-down, select **Contact info** to display the contact details. If available, you can find the contact's department and title, their email address, their phone, fax, and extension numbers, and more.
    From the contact details, you can call, message, or fax the contact.