

Incoming Fax Messages

Max UC Quick Start Guide

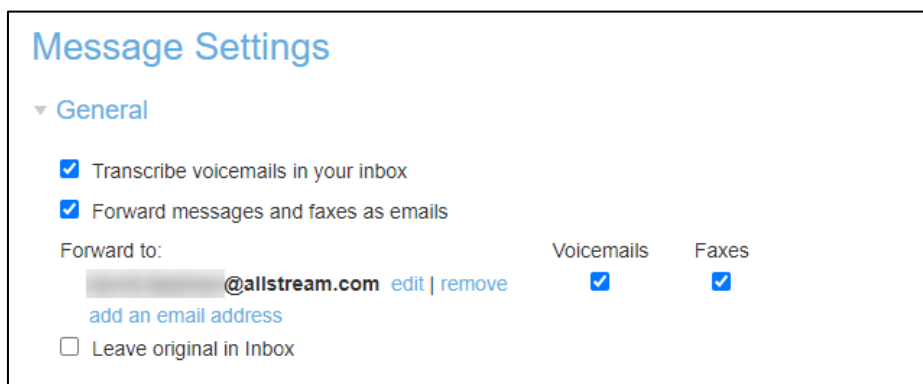
Max UC Premium line voicemail services allow you to also receive fax messages. While not a full-scale electronic fax service, this feature provides a convenient way to receive faxes quickly.

Note: You must know when an incoming call is a fax message and allow the call to go to voicemail.

Fax Messaging Configuration

To configure fax messaging for your voicemail service:

1. Access the **Message Settings** in the CommPortal.



The screenshot shows the 'Message Settings' page in the CommPortal. Under the 'General' section, the following options are visible:

- Transcribe voicemails in your inbox
- Forward messages and faxes as emails
- Forward to: [redacted]@allstream.com [edit](#) | [remove](#)
- [add an email address](#)
- Leave original in Inbox

On the right side of the settings, there are two columns: 'Voicemails' and 'Faxes'. Both have a checked checkbox.

CommPortal Message Settings

2. Make sure the **Forward messages and faxes as emails** and **Faxes** boxes are checked.

Receiving Fax Messages

When expecting a fax call, allow the call to go to voicemail. The incoming fax is then converted to a PDF file and sent as an attachment to the email address specified in your CommPortal **Message Settings**.