

The logo for Telephonica eFax. It features the word "TELEPHONICA" in blue, with the "O" replaced by the orange signal icon. Below it, the word "eFax" is written in a larger, bold, blue, sans-serif font.

Quick User Manual

Sending, receiving, and tracking faxes from your portal

Technical Support

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Version 1.0 — 2026
Audience: eFax Users

1. Getting Started

The Telephonica eFax service lets you send, receive, and track faxes directly from your web portal — no fax machine or phone line required. This guide walks you through everything you need to send your first fax and manage incoming ones.

1.1 Opening eFax from the Dashboard

When you log in to your Telephonica portal, the main Dashboard appears. To launch the fax application:

1. Locate the Fax Server icon on the Dashboard.
2. Click the icon to open the eFax application.
3. You are taken to the Fax Servers page, where you can send and review all of your faxes.

What you can do in eFax

- Send a new fax (with an optional cover sheet)
- View faxes you have received (Inbox)
- Review faxes you have sent (Sent)
- Check a detailed activity history (Log)
- Track faxes currently being sent (Queue)

1.2 The Fax Servers Page

The Fax Servers page lists all the fax extensions configured for your account. The most important column is the Tools menu — it contains every action you can take for a fax extension.

The Tools Menu

Tool	What It Does
New	Compose and send a brand-new fax.
Inbox	View faxes you have received.
Sent	View a record of faxes you have successfully sent.
Log	View a detailed history of your fax activity and server events.
Queue	Check the status of outgoing faxes that are processing or waiting to be sent.

2. Sending a New Fax

When you click New from the Fax Servers page, the New Fax screen opens. Here you upload the documents to send and, optionally, generate a formatted cover sheet.

2.1 Step-by-Step

1. From the Fax Servers page, click New in the Tools menu.
2. Enter the destination **Fax Number** (required). To send to several recipients at once, click the **[+]** button and add more numbers.
3. Click **Choose Files** to browse your computer and attach the document(s) you want to fax.
4. (Optional) Fill in the **Subject** and/or **Message** fields to automatically generate a cover sheet.
5. (Optional) Set the **Resolution** and **Page Size** under Transmission Settings.
6. Click **PREVIEW** to check how the fax will look, then click **SEND** to transmit.

Accepted file formats

The system only accepts PDF, TIF, and DOC file formats.
If you attach the wrong file, click the **[CLEAR]** button to remove it and start over.

2.2 Form Fields & Options

Field / Button	What It Does
Fax Number (Required)	The destination fax number. Click [+] to send the same fax to multiple recipients at once.
Fax File(s)	Click Choose Files to upload your document(s). Accepts PDF, TIF, or DOC.
[CLEAR]	Removes an attached file if you selected the wrong one.

2.3 Cover Sheet Details (Optional)

If you enter text in the Subject and/or Message fields, eFax automatically generates a cover sheet. You can customize it with the following fields:

Field / Button	What It Does
Header	Text displayed beneath the logo at the top of the cover sheet.
From	The sender's name (e.g. "Wealth and Risk Management").
To	The intended recipient's name.
Subject	A brief title for the fax.
Message	The main body text or notes for the cover sheet.
Footer	A standard confidentiality disclaimer is provided by default, but you can edit it if needed.

2.4 Transmission Settings

Field / Button	What It Does
Resolution	Image quality: Normal, Fine, or Superfine. Fine is the standard default.
Page Size	Paper size of your document: Letter, Legal, or A4. Letter is the standard default.

2.5 Action Buttons

At the top-right of the New Fax screen you have three primary actions:

Button	What It Does
[BACK]	Cancels your current draft and returns to the previous menu.
[PREVIEW]	Generates a preview of your outgoing fax (and cover sheet, if used) before you send.
[SEND]	Submits the document and fax number to the system for immediate transmission.

3. Receiving & Reviewing Faxes

3.1 Checking the Inbox (Received Faxes)

Use the Inbox tool to view and download faxes that have been sent to you.

- **View faxes:** Received faxes are listed chronologically. Check the Caller ID Name & Number to see who sent it.
- **Download / read:** Click View to open the document in your browser, or click PDF to download a copy to your computer.
- **Cleanup:** Tick the checkboxes next to old faxes and click Delete to remove them from your inbox.

3.2 Checking Sent Faxes

Use the Sent tool to view the historical record of faxes you have successfully transmitted.

- **Verify recipients:** Check the Destination and Recipient columns to confirm who received the fax.
- **Download / read:** Click View to open the sent document in your browser, or click PDF to download a copy for your records.
- **Cleanup:** Use the left-hand checkboxes to select old records and click Delete to clear them from your history.

Tip

Both the Inbox and Sent views give you two ways to open a fax: View shows it instantly in your browser, while PDF saves a permanent copy to your device. Use PDF when you need to keep or forward the document.

4. Tracking & Troubleshooting

4.1 Checking the Fax Log

Use the Log tool for technical troubleshooting. This ledger records all inbound and outbound attempts, including failures.

- **Check success:** Look at the Success column. A 1 means the fax succeeded; a 0 means it failed.
- **Read errors:** Look at the Code & Result column for a plain-text description of what happened (e.g. "OK" or "The call dropped prematurely").

4.2 Checking the Queue

Use the Queue tool to track outgoing faxes that are currently processing, actively dialing, or waiting for a retry.

- **Track status:** Check the Status column to see what the system is doing right now.
- **Monitor retries:** If a fax hits a busy signal, check the Retry Date and Retry Count columns to see when the system will try again.

Queue Status Meanings

Status	Meaning
Waiting	The fax is queued and waiting for its turn to send.
Sending	The fax is actively transmitting right now.
Trying	The system is dialing the destination fax number.
Sent	The fax was delivered successfully.
Busy	The destination line was busy; the system will retry automatically.
Failed	The fax could not be delivered. Check the Log for the reason.

If a fax fails

1. Open the Log and check the Code & Result column for the error description.
2. Confirm the destination fax number is correct and is a real fax line.
3. Re-send the fax. If it keeps failing, contact Telephonica Support with the date and time of the attempt.

Quick Reference

Common Tasks

Task	How
Send a fax	Fax Servers → New → enter number, attach file → PREVIEW → SEND.
Send to many people	On the New Fax screen, click [+] beside Fax Number and add each recipient.
Add a cover sheet	Fill in the Subject and/or Message fields — a cover sheet is generated automatically.
Read a received fax	Inbox → click View (browser) or PDF (download).
Confirm a fax was sent	Sent → check Destination / Recipient, click View or PDF.
See why a fax failed	Log → check the Success column (0 = failed) and the Code & Result column.
Track a sending fax	Queue → check the Status column (Waiting, Sending, Sent, Busy, Failed).
Delete old faxes	Inbox or Sent → tick the checkboxes → click Delete.

Good to Know

Item	Detail
Accepted formats	PDF, TIF, and DOC files only.
Default resolution	Fine (choose Normal or Superfine if needed).
Default page size	Letter (choose Legal or A4 if needed).
Cover sheet footer	A confidentiality disclaimer is included by default and can be edited.
Automatic retries	Busy destinations are retried automatically — watch the Queue.

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