FusionFAX
Admin User Guide

fusion
c o n n e c t

About FusionFax

FusionFax allows users to manage, send, and receive faxes from an *authorized user's Email address* or through the *FusionFax User Portal*.

There are two separate web logins / two separate portals – one for Admins and one for Users.

This guide covers the functionalities available for ***Administrators via your FusionFAX ADMIN PORTAL***.

Logging In

To log in as an administrator, go to the web site: **http://faxadmin.fusionconnect.com**
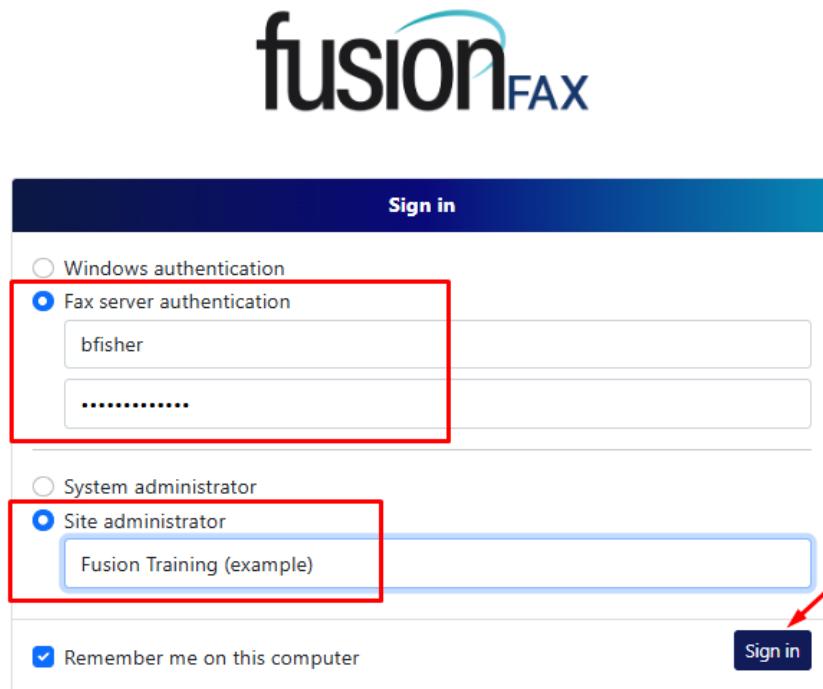
- Choose *"Fax Server Authentication"* and enter your **Administrator Name** *(case sensitive)*
- Enter your Password *(case sensitive)*
- Choose ***Site Administrator***
- Enter your **"Site Name"** ...provided by Fusion Connect *(case sensitive, NO SPACES after your name)*
- Click: **LOGIN**

Note: You must log in as a ***"Site Administrator"***. *If System Administrator is accidentally selected, you will not be able to log in to the portal.*

Once you are logged in, you will be presented with the following screen:

Across the top, there are three sections available to administrators: **Configuration, Monitor,** and **Phone Book**. Each of these sections will be reviewed in separates section below. Functions within the specific modules are listed down the left-hand window.

Internal Users

This section list all user accounts associated with the account. Administrators are able to manage the properties and profile of users.

Functions available to the administrator within this menu are:

- **Add:** Add a new User
- **Remove:** Remove User(s)
- **Switch Profile:** change the profile settings between two users
- **Properties:** Change the properties of a User
- **Change Password:** Change the password of a User

Note: The User ID must be selected before the above options will be available. To Switch Profiles, two User IDs must be selected

Note: Users can be filtered using the filter bar. Wildcards ("*") are required if the match is not exact

Creating a New User

To create a new Fusion Fax user, select ⊕ Add on the top of the page. You will then be presented with the following screen:

User Properties

User	Personal Information

User

☑ Enabled

SMTP Address:

Profile Name: Basic ⌄

NT Account:

Password

🔘 Auto-generate a password
⚪ Use this password

Password:

Confirm Password:

☑ Send the password by email
☑ User must change password at next logon
☐ Password never expires

Time Zone

Time Zone United States (New York) ⌄

OK Cancel

When creating a new user, the administrator is presented following fields

User:

- **SMTP Address:** Enter the User's email address
- **Profile Name:** Disregard
- **NT Account:** Optional Field

Password:

- **Auto-generate a password:** The system will automatically create a new password for the user for their User Portal *(IF they choose to use it)*
- **Use this password:** Allows the administrator to manually enter a password for the User Portal *(IF the User chooses to use it rather than sending a fax via their email address)*
- **Send the password by email:** Emails the password directly to the user. Users will receive an automated email from *support@fusionconnect.com* providing them with their username and password. *Note: Uncheck this box if the User chooses to send faxes via their email address because this password will not be needed.*
- **User must change password at next logon:** The user will be required to change their password the next time they log onto their portal. New passwords created by users must have 8 a minimum characters, including at least 1 upper case letter and 1 number. *NOTE: Uncheck this box if the User chooses to send faxes via their email address because this password will not be needed.*

Time Zone

- **Time Zone:** Allows the administrator to specify the time zone of the user

Personal Information Tab:

Personal information allows the administrator to enter information about the user. This information will be used when the User sends a fax via the USER Portal -or via their Email Address. **This information will be displayed when they send a fax hence, will be used and listed on their Fax Cover Page.**

Once the information have been entered, select **OK.**

Incoming Routing Table

The incoming routing table determines where new faxes will be sent (via EMAIL), when they arrive.

When selecting this tab, you will see your FAX number(s) associated with your FusionFax account. To change the properties of a number's routing, select either the Destination Email Address or your DNIS Fax number:

To **add another Destination Email Address**, select **Add**. Enter the email information in the **Filter** Field and select **"Add to List"**. *NOTE: You must enter the entire email address of the User.*

To **Remove** a User, select the User and then select **Remove**. Once your users have been selected, to save your changes, **click OK**…
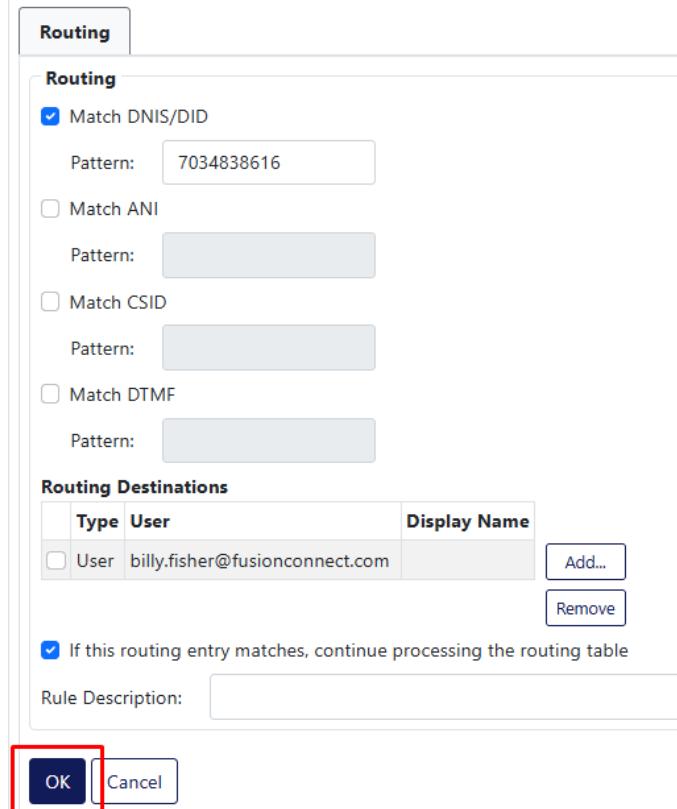
Phone Number Restrictions

This section allows administrators to set restrictions on fax usage (i.e. No international, etc.), hence allows you to block numbers you wish not to fax you.

- Create a Folder by clicking ADD. You can call the Folder SPAM FAXES, etc
- Once the Folder is created, click it and add number(s) to your Portal that you wish to block, meaning forbid them from faxing you.

To add a blocked number:

- Click ADD

- Add a **10-Digit number into the "Number Pattern" field and** **click OK**:

Number Entry Properties

Criteria

Criteria

Number Pattern: 7045551212

Condition: At least ⌄

Number of digits: 1

OK   Back
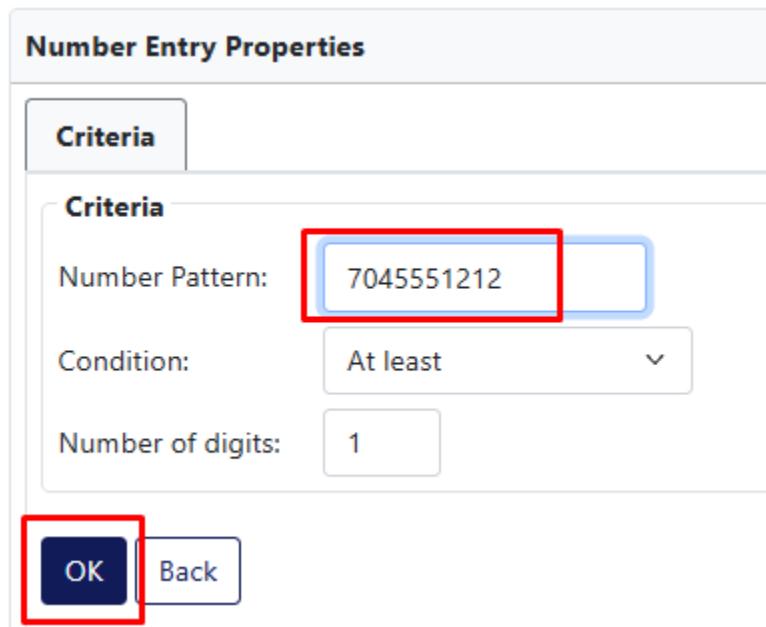
- Under your *Number Restriction Group* window, **click OK** *again* to save your changes:

Number Restriction Group

Group Name

Group Name: SPAM FAXES

Number Restrictions

● Forbid these numbers
○ Allow only these numbers

Numbers

	Number Pattern	Digits	Condition	
☐	7044512222	1	At least	Add
☐	7039991212	1	At least	Remove
☐	7065551212	1	At least	Properties
☐	7045551212	1	At least	

OK   Cancel
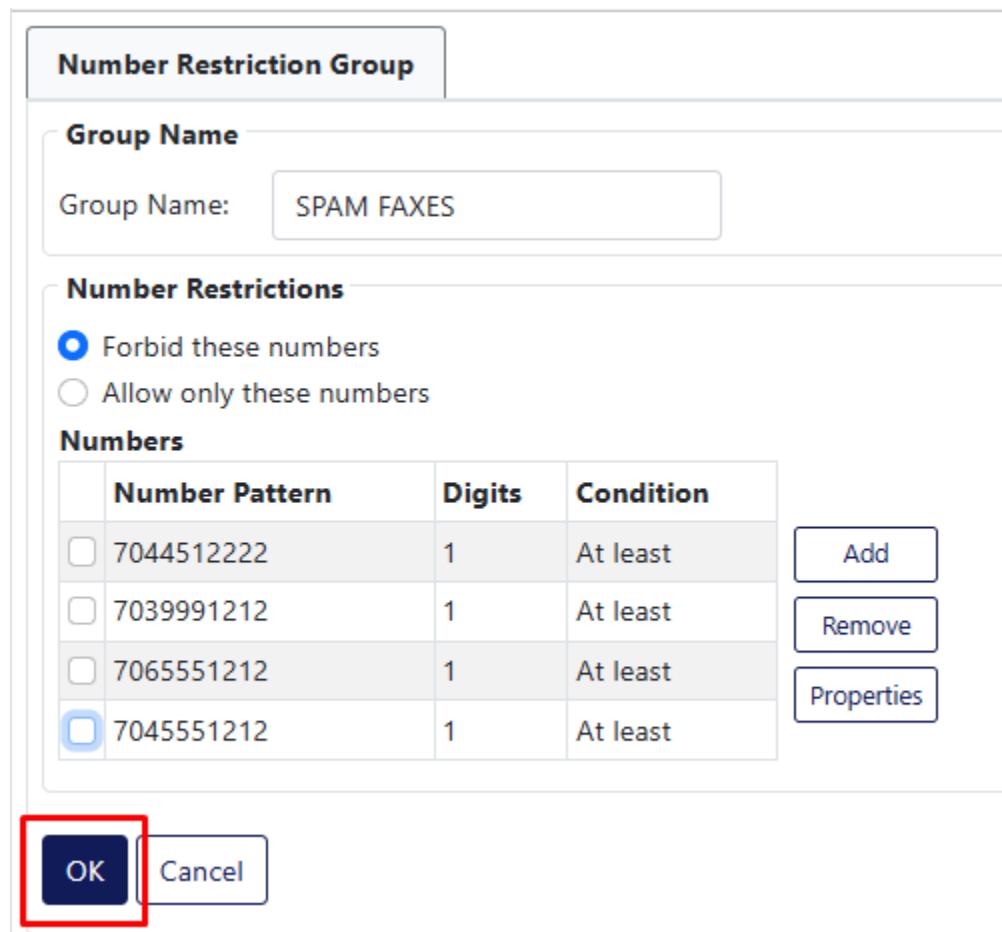
Monitor

Inbound History

The Inbound History folder provides an overview of all inbound faxes received. Individual faxes can be selected to view details, including:

- **Fax Properties**
- **Routed To**
- **Event Log**

Outbound History

The Inbound History folder provides an overview of all inbound faxes received. Individual faxes can be selected to view details, including:

- **Fax Properties**
- **Feedback Sent To**
- **Event Log**

Outgoing Queue

This section shows faxes are currently being transmitted *(note: ONLY if they're being sent by Users via the User Portal).*