NEXTIVA vFAX
QUICK START GUIDE

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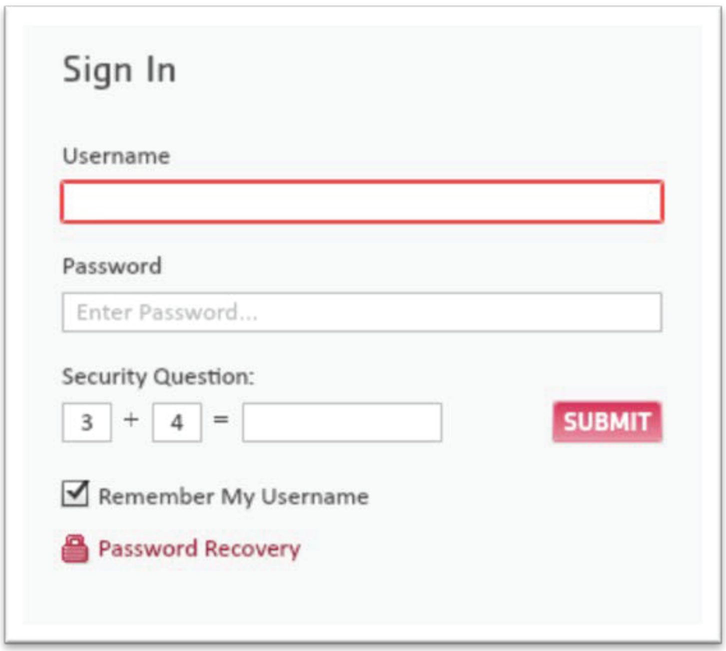
Getting Started with Nextiva vFAX

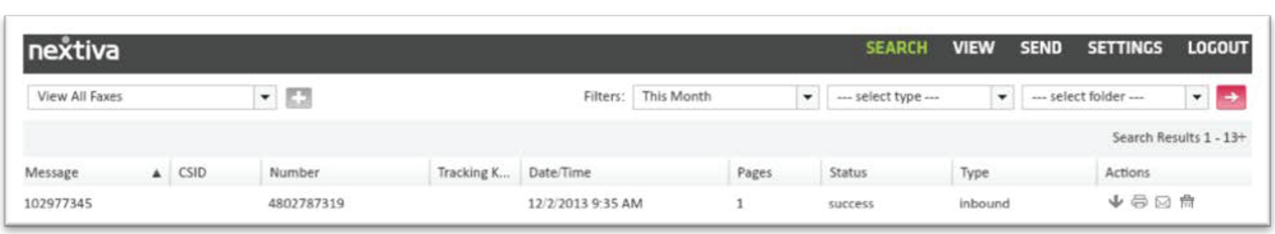
Step 1: Accessing Your Account

After you have purchased Nextiva's Virtual Fax Service, it takes approximately 24 hours to activate. If you don't receive an email, please call us at 1-800-285-7995. After it has fully activated, you will receive your login information for the Virtual Fax Portal at vfax.nextiva.com. You will then be prompted to type in your vFAX credentials, and a security question which is simply a math equation.



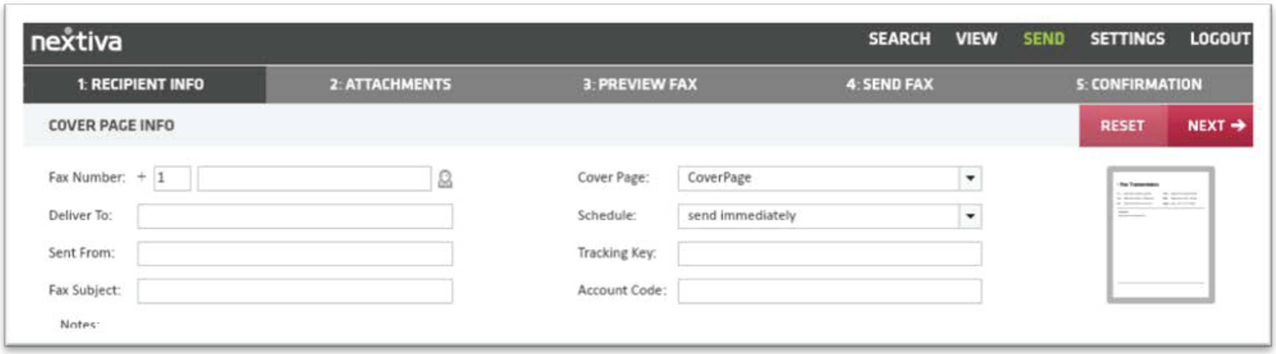
Step 2: Organize Your Portal Screen

Once successfully logged in, you will be presented with the Search screen. On this screen you will see any recent faxes, both sent and received. On this screen you can filter and organize all of your faxes by date, type, and/or folders which you can create within the settings area.



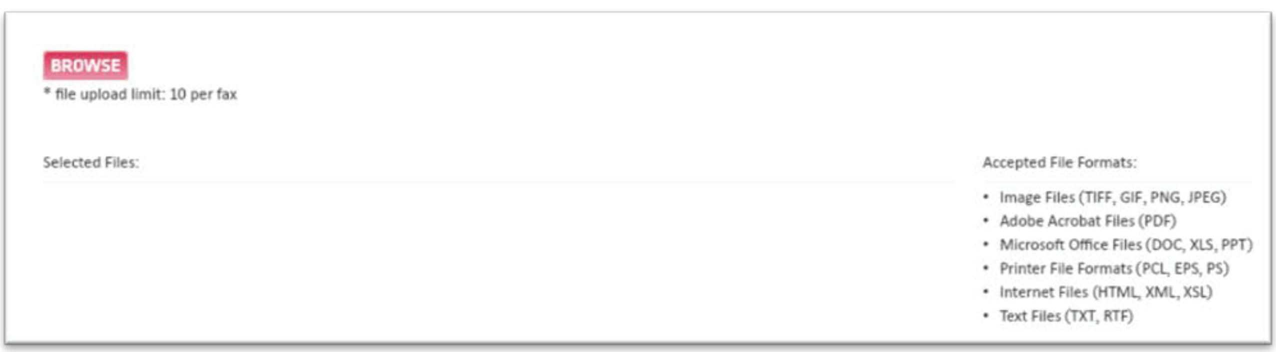
Step 3: Sending Faxes

To send a fax, click "Send" from the menu at the top of the page. Fill in any blank fields; please note the only required field is the fax number. The rest of the fields are completely optional based on how the sender wants the fax to look. Click "Next" once you have filled in the desired fields.



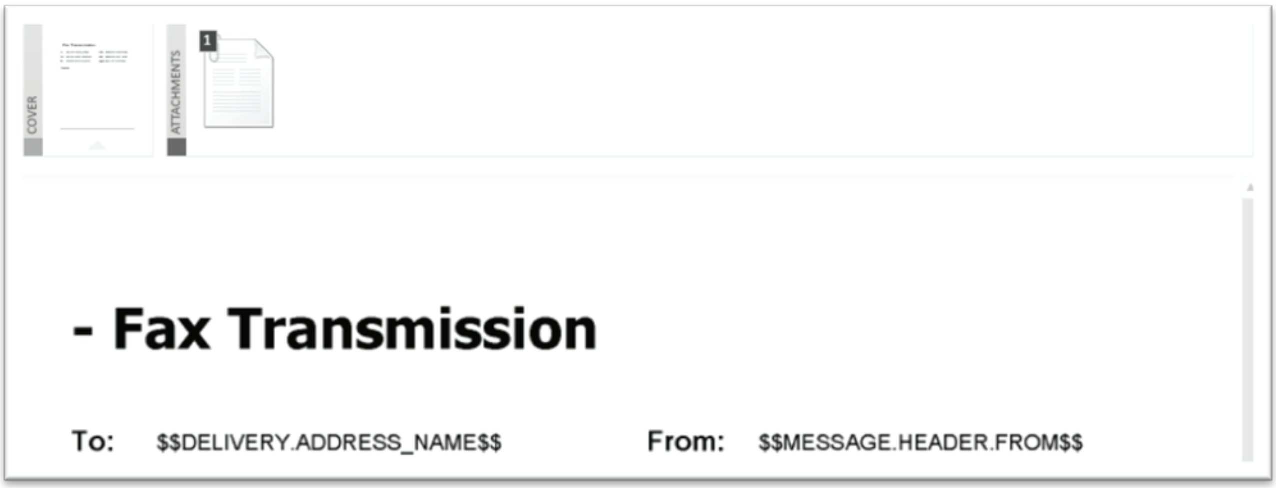
Step 4: Uploading Your Fax Document

On the next screen is where you will choose the file you want to send. As you can see from the "Accepted file list" we do accept most standard media, however the most popular file types are PDF & Doc. as these are typically smaller files. Simply click "Browse", and then select the file you wish to send from your computer. Please note there is a limit of 10 attachments per fax. Although there isn't a page limit, we do recommend limiting faxes to 5MB, 10MB being the Maximum file size.



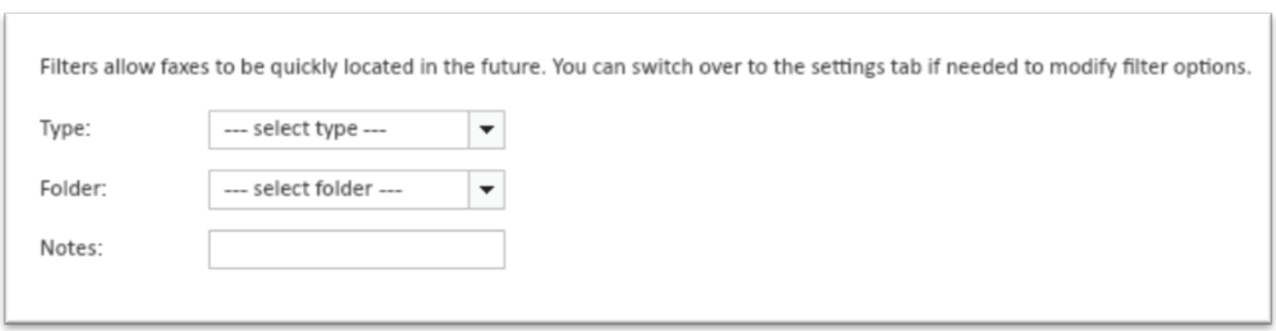
Step 5: Fax Transmission Detail

This screen will give you a preview of the fax that's being sent, along with the header. Don't worry about the code in the fields of the header page, as this is just a preview of the cover page format. Those are filled in based on what you included in Section 1 of the send fax wizard. If you do not fill in those areas, the code will be blank on the recipient's side. Also note that not all of your attachments and settings will be viewable when you click on them to preview.



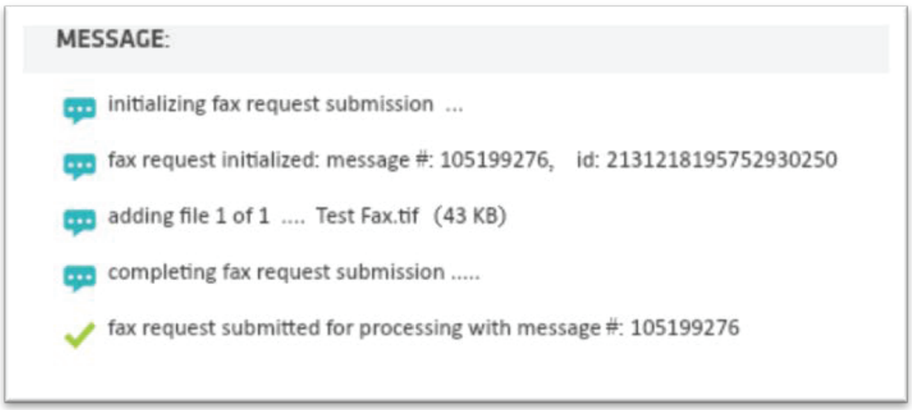
Step 6: Filter Settings

Setting filters helps keep your faxes organized. Once you have setup Folders or Types, you can quickly select them before sending the fax. This will make it easier to find and organize your fax later. The options on this screen are completely optional. If you do not wish to use them, click next to send your fax.



Step 7: Fax Confirmation

The fax confirmation page displays details about the fax transmission. It will let you know that the fax has been processed and is currently trying to transmit to the recipient. From the menu at the top of the page, you can click on the "Search" tab, and view the status of the faxes to make sure they were sent successfully or if there were any errors. Please remember our website doesn't update itself as it is completely flash based, use the red button with the white arrow on the top right of the "Search" screen to refresh the fax log.



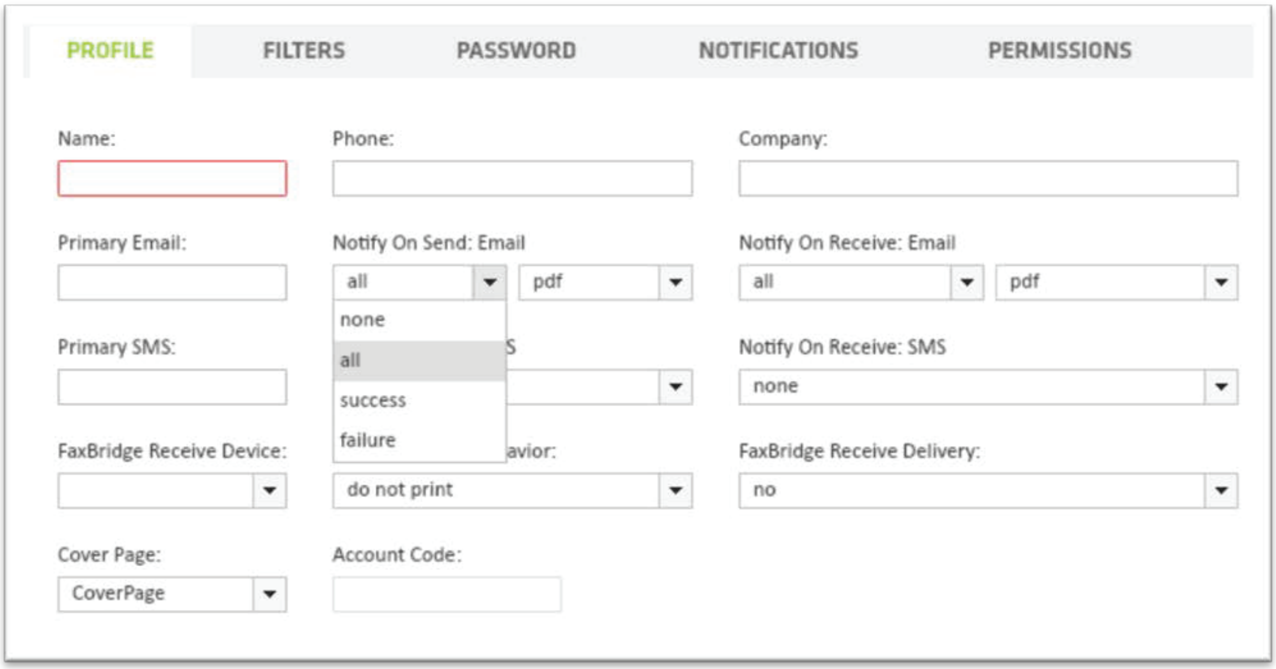
Account Settings

The settings page is where you can drill down and get the exact type of notifications and organization that you want with your Nextiva vFAX account.

The Profile Tab:

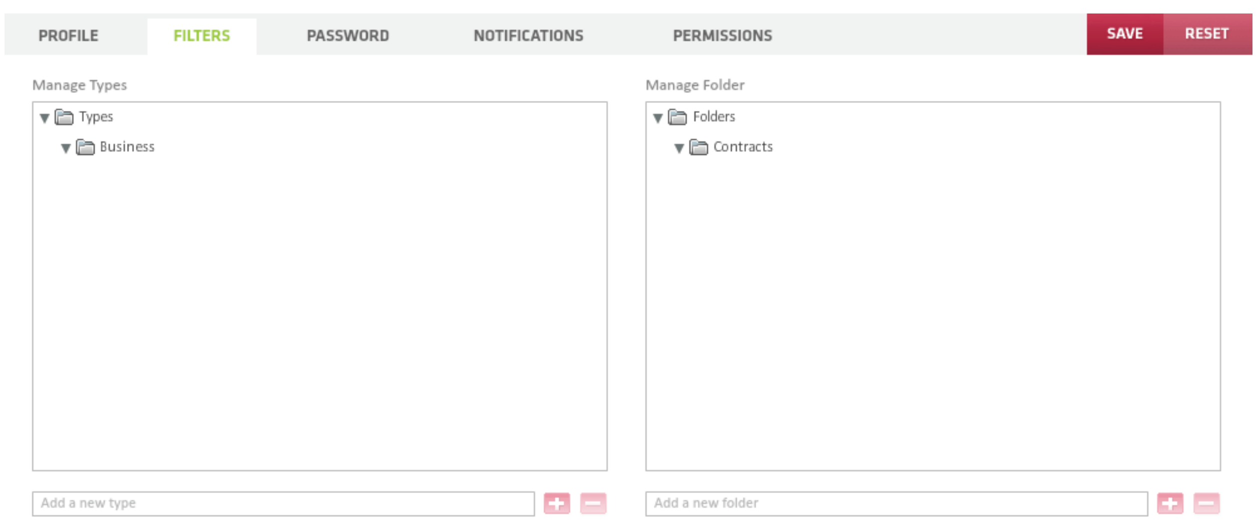
This is where you enter your name, phone, company and primary email address that you want to send faxes from and receive fax notifications to. This is also where you can choose how you want to be notified, such as on all faxes, only on successful or only on failed fax transmissions. You can do these notifications for both sent and received faxes. You can also add your cellphone number so that you can be notified of faxes while you're out in the field. Your SMS address is provided to you by you cell phone provider, please contact your cell provider or search the web to find your SMS address. Here are some common ones:

ATT: phonenumber@txt.att.net
T-Mobile: phonenumber@tmomail.net
Sprint: phonenumber@messaging.sprintpcs.com
Verizon: phonenumber@vtext.com



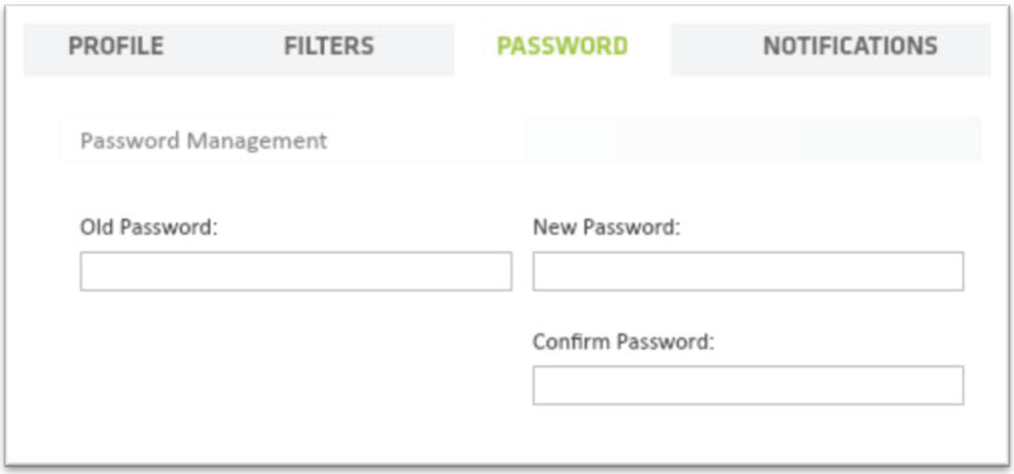
The Filters Tab:

The Filter tab is where you can create the organizational rules for easy archiving. You can create “type” rules such as “Personal” and “Business” and folders that can further those organizational types, such as “contracts” or “follow up”.



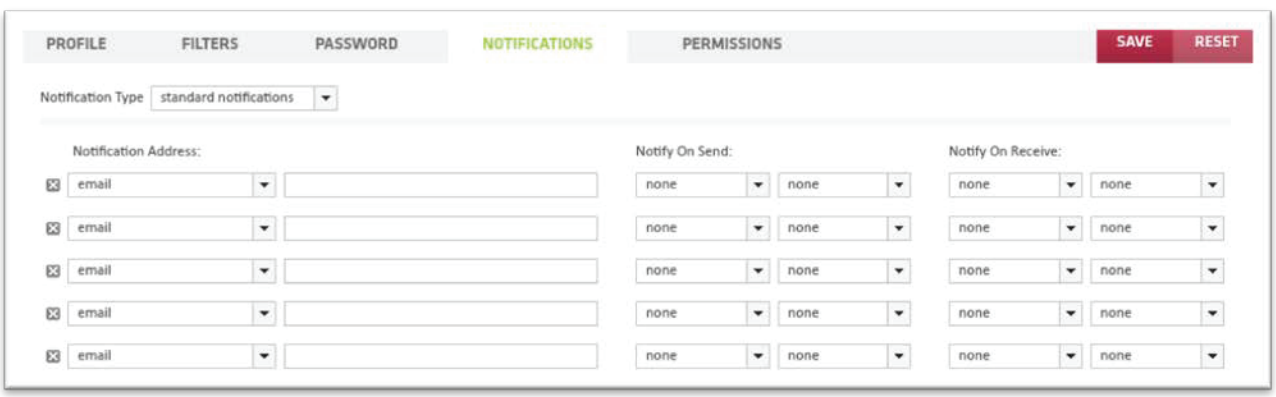
The Password Tab:

Change your password by clicking "Password". Please disregard the integration code. Also note this does not change your billing log in info.



The Notifications Tab:

Under notifications you can specify additional SMS (text/cell phone) or e-mail addresses if you want multiple people to receive the notifications.



Questions? Call (800) 285-7995 to speak with a Nextiva vFAX specialist or you can email vfax@nextiva.com