

# User's Fax Center

This page contains information on managing fax messages for users.

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## Overview

VoipNow allows users to send and receive fax messages that can be managed from the interface. The **Fax Messages** management page allows you to:



- view the extension's **Received Faxes**
- check the **Sent** faxes
- search for specific fax messages
- download fax files on your computer
- remove fax messages

## Fax center operations

### Check received faxes

The interface displays a list with all the fax messages received by the selected extension and, if the user is part of a group, for all the other user that chose to [share their resources](#) either with **Everyone** or **only with the group(s) the current user is member of**. The new messages are displayed using bold characters.

For each fax message, VoipNow displays the following details:

- **T:** The fax message type  for incoming  for outgoing
- **From:** The CallerID of the fax machine that sent the fax message. Click this ID to download the file on your computer. The downloaded file name has the following format: <resource\_type>\_<extension\_number>\_<id>\_<download\_day\_month\_year>\_<download\_hour-minute>.<file type>. For example, "fax\_0003-002\_4\_10Jul2017\_13-48.pdf".
- **Faxbox:** The number of the extension that received the fax message, for example 0006\*001.
- **Pages:** The number of pages the message was received in.
- **Size:** The fax file size, in KB.
- **Received at:** The date the fax file was received.

### Search for fax messages

If you want to search for specific fax files, you can use one or more of the available filters:

Show faxbox <for extension> Search <CallerID>

Where:

**<for extension>:** Choose the extension whose fax messages you want to see.

- **Personal:** Only the faxes of the current extension are displayed. Default.
- **<extension\_number>:** Depending on how many extensions in the group(s) have enabled the incoming faxes **Sharing Policy**, you can choose from the list the <extension\_number> whose files you want to see. This option is available if the extension is part of a group that has at least another extension which has enabled the incoming faxes **Sharing Policy**. Example: Extension 1 is part of the Phone Terminals group. Extension 2 and Extension 3 are also members of this group. The two extensions have the appropriate policy enabled and they are sharing their received fax messages with the Phone Terminals group. Therefore, Extension 1 will be able to see the incoming faxes both of Extension 2 and Extension 3.
- **All:** Displays both personal fax messages and those of all the extensions in the group(s) that have enabled the incoming faxes **Sharing Policy**.

**<CallerID>:** The CallerID number of the extension you are looking for. The search results include both the incoming and the outgoing fax messages.

### Remove fax messages

To remove a certain fax message:

1. Select the fax from the table and click the [Remove selected](#) link on top of the table.
2. To finalize it, select the **Confirm removal** checkbox and click **OK**. To return to the previous page without removing the fax message, click **Cancel**.

Related topics

[Phone Terminal Fax](#)

[User's Resource Sharing](#)