



Real Telecommunication Corporation

Realfax Service User Manual Version 5



COMMUNICATE FROM EVERYWHERE TO EVERYWHERE



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The Realfax Service

Realfax service is a fax to email and email to fax service.

Realfax is an integrated service of Real Telecom Service Platform and one of the Real services designed to enable information movement and management from everywhere to everywhere.

Users can receive faxes from any fax machine and also send faxes to any fax machine.

Features and Benefits

- You receive Faxes in one or more email addresses.
- You can have groups of recipients each with one or more recipient.
- You can have more than one Fax number and one for each group if you wish.
- You can send faxes from your Microsoft Outlook.
- You can send email from your Internet browser.
- You can send any file content as a Fax.
- No more out of paper, paper stuck, and empty ink cartridges problems.
- You can receive and send faxes anywhere you are.
- As easy to use as sending and receiving an email.
- No need for a phone line.
- Low cost.
- You can choose fax numbers from anywhere in Canada and the USA.
- You can choose Toll Free fax number that can be reached from Canada and the USA.
- We can port your existing fax number.
- FAX archiving.
- Fax sending prompts as feedback for receiving and processing the sent fax.



Using the Service

Users can send, receive, and access faxes anywhere they are simply by accessing the therealfax.com website and entering their login and password. Each organization can have an Administrator and users. Each user may have own login and password.

Also, users may send faxes from their email client such as Microsoft Outlook.

How Realfax works

Realfax is a virtual fax that uses highly secured infrastructure in Real Telecom data center. It uses the Real Network to securely communicate with all providers in Canada and the USA. The destination and source of faxes can be a fax machine attached to a regular analog phone lines or to a VOIP service capable of handling fax processing. A VOIP fax service is different from a voice only VOIP service.

Sending Faxes

The system converts documents on your disk drive that you wish to send in a format it can use to transmit to a fax machine. Then it sets up a fax sending process and attempts to dial the fax number you identified. The sending process operates as if one fax machines is sending a fax and another is receiving.

Realfax attempts the process three times at different times before it declares a failure. Also it will send a status email messages.

Receiving Faxes

Realfax receives faxes from any fax machine. The faxes sent to your Realfax fax number are received and converted to PDF format before they are sent to your email. Realfax delivers your faxes to the email addresses assigned to the fax number

Archiving

Realfax archives your faxes. You may delete any of the faxes anytime. You can search for the faxes you wish to review and you may download them, view them, or print them.



Sending Faxes

Users may send faxes using email clients such as Outlook or by logging into the fax portal www.therealfax.com.

Regardless of the method of sending a fax is used, you will receive a confirmation for the RealFax confirming sending the fax.



Real Telecom Fax Service

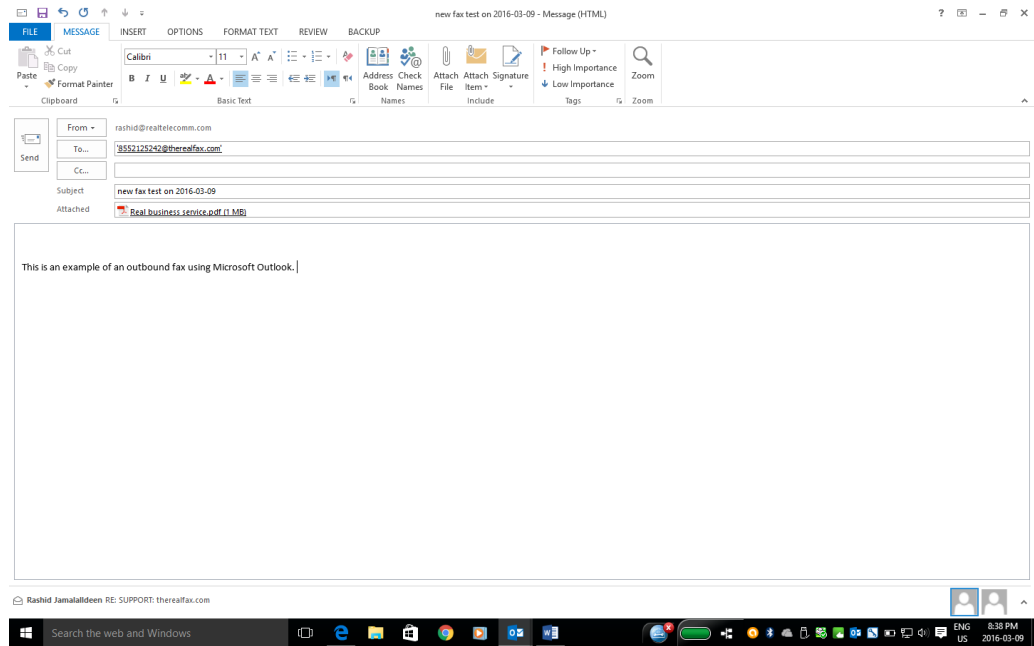
<http://www.realtelecomm.com>

Fax Transmission	
Fax Transmission Information	
Sender:	Rashid Jamalaldeen < rashid@realtelecomm.com >
Subject:	new fax test on 2016-03-09
Submission Date:	Thursday, March 10, 2016 4:24:57 PM (Eastern Standard Time)
Reference ID:	c799e7b6-e923-4a3b-98d3-ac0b24517382
Status:	Sent
Number Called:	9056678938
Recipient Status:	Successfully sent
Transmission Date (if successful):	Thursday, March 10, 2016 4:25:39 PM (Eastern Standard Time)
Transmission dated Thursday, March 10, 2016 4:25:39 PM (Eastern Standard Time)	

The above is the content of the fax confirmation email and it will also have the cover page as part of the confirmation email.

Sending Faxes using Email Client

This is very easy way to send faxes. In your email client such as Outlook, create a new email. Please make sure you are sending an email from an authorized email ID that you have submitted to Real Telecom. The "From" field indicates the email ID you are sending this fax from.



The **To:** field should include the destination fax **number@therealfax.com** as it shows above.

You may CC one or more people as usual. The email IDs in the **CC** field will receive copy of this email.

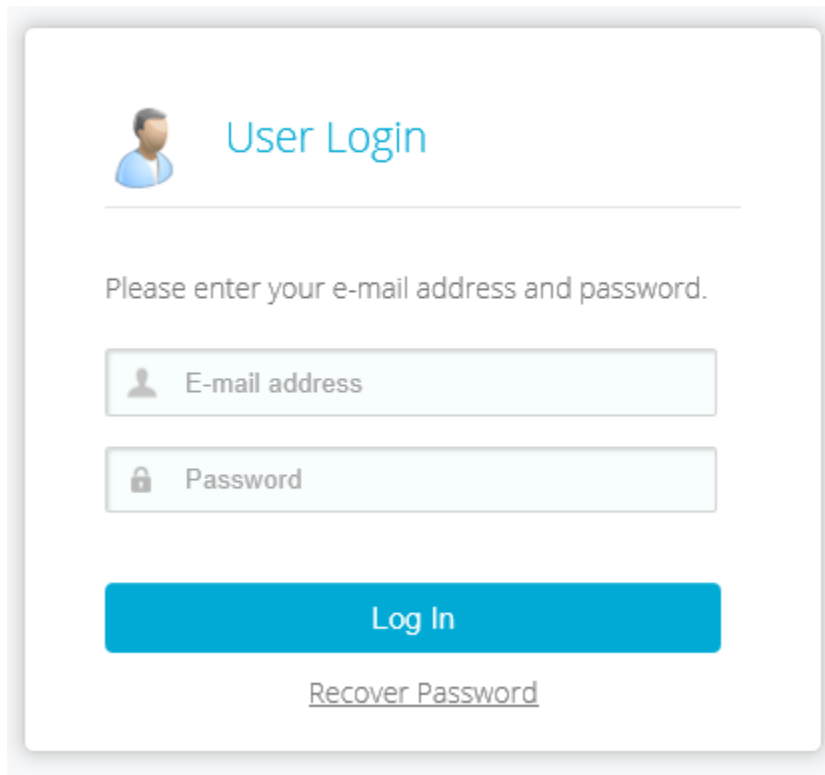
You may enter anything you wish in the Subject field. The only exception is the signature created by outlook.

You may attach one or more files to be sent as a single fax. The first attachment may be your standard fax cover sheet. The attachment file format can be any of MS Word, Excel, PDF, JPG, TIFF, CSV, HTML, and TEXT.

Sending Faxes using the Fax Portal

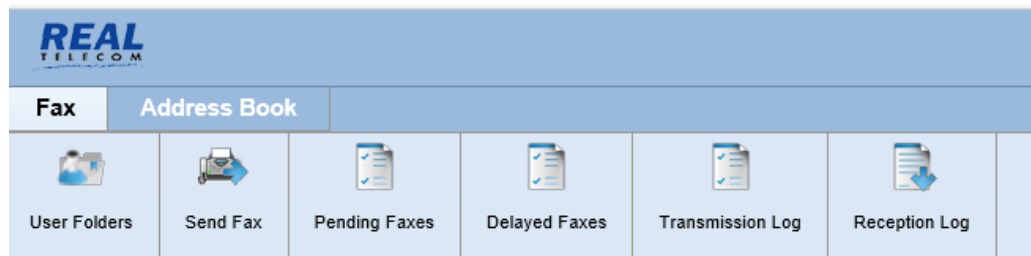
From an Internet browser enter <http://www.therealfax.com> and the login screen will appear.

Please enter the Username and Password sent to you upon registration.



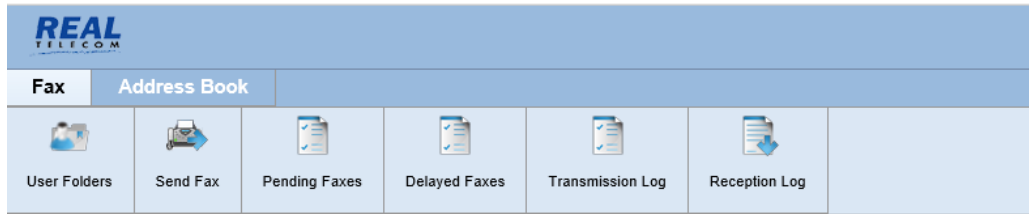
The image shows a 'User Login' form. At the top left is a user icon. To its right is the text 'User Login'. Below this is a horizontal line. Under the line is the instruction 'Please enter your e-mail address and password.' There are two input fields: the first is labeled 'E-mail address' with a person icon, and the second is labeled 'Password' with a lock icon. Below the fields is a large blue button labeled 'Log In'. At the bottom center is a link labeled 'Recover Password'.

Upon successful login the system displays the Fax page is displayed.



The image shows a dashboard for fax management. At the top left is the 'REAL TELECOM' logo. Below the logo are two tabs: 'Fax' and 'Address Book'. Below the tabs is a row of six buttons, each with an icon and a label: 'User Folders' (with a folder icon), 'Send Fax' (with a printer icon), 'Pending Faxes' (with a document icon), 'Delayed Faxes' (with a document icon), 'Transmission Log' (with a document icon), and 'Reception Log' (with a document icon).

Press The User Folders button and the Inbox, Draft, and the Out folder with show.

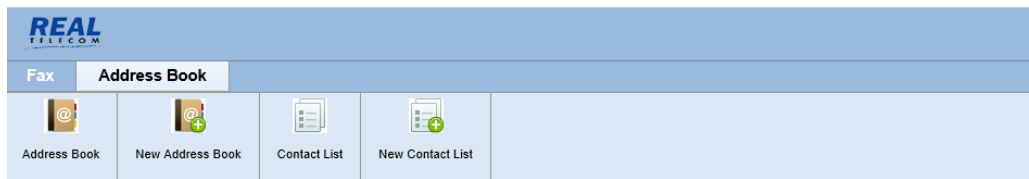


- Fax Inbox
- Drafts
- Out Folder

You may create an Address Book of fax numbers, Send Fax, and view the Fax logs.

Address Book

A user may have one or more Address Books. You need to create an address book by pressing the New Address Book button.



Address Book

Address Book

Address book name

Active

Enter the Address Book Name and press the Active check box to check it then press the Save button.

Now that you created a group and is active you can select the group and create contacts by pressing the New Contact list button.

You can always press the Address Book button to see the available address books.

Sending a Fax

Sending a fax is a matter of populating the destination fax field and choosing the file(s) to attach.

The screenshot shows the 'Send fax' window with the following sections:

- Send fax** (header bar with Delete, Save, Preview, Send buttons and Priority: Normal)
- Recipients** (table with columns: Number, Name, Company, Department, Free Field 1, Free Field 2)
- Message** (Subject field and rich text editor)
- Attachment(s)** (empty section)
- Options** (empty section)

Each fax has 4 sections, Recipients, Message, Attachment, and Options.

Recipients

Recipients are the destination numbers of the fax you are sending. You may have or more recipient.

The screenshot shows the Recipients section with a list of recipients and a table for adding new ones:

Number	Name	Company	Department	Free Field 1	Free Field 2	Edit	Delete
4163916054	Rashid	Real Telecom	Admin				
9056678932	Steve	XTD	Sales				

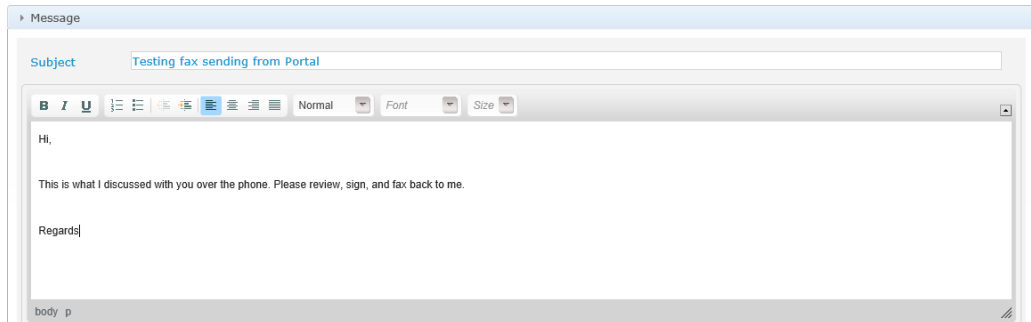
Below the list is a table for adding new recipients:

Number	Name	Company	Department	Free Field 1	Free Field 2
4163916054	Rashid	Real Telecom	Admin	X	


The above is an example. You may choose the destination number from the phonebook or just enter it and press the + button to add to the list of recipients.

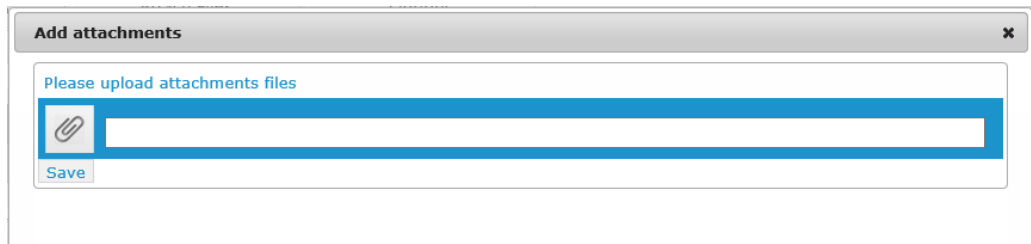
Message

The message section has Subject and body sections. Similar to an email subject and body.



Attachments

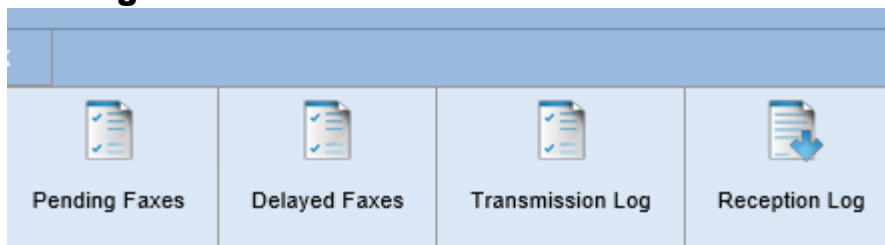
Click on the Attachment bar and click on the clip button .



The Add Attachments screen will appear. Click on the clip button and the folder and files on your computer will appear, select what you wish to attach as the fax content.

.Press the Send Fax button to send the fax.

Fax Logs



Each of these buttons is for its respective fax action log. When pressed it displays records of fax activities occurred.

Fax User Reception Log

03/04/2016 12:27:39 03/05/2016 13:27:39 Refresh

User reception fax filters

Received On	Page Count	Subject	Received From	Calling Number	Called Number	State	PDF
3/5/2016 11:48:10 AM	2			6193301897	8552232509	OK	
3/5/2016 11:36:01 AM	2			6193301897	8552232509	OK	
3/5/2016 11:24:56 AM	2			6193301897	8552232509	OK	



The above is an example for received faxes log. You can select dates and press the Refresh button to display the logs for the selected period.

Private Cover Page

Each organization may have one or more customized cover pages. You may have the logo and whatever else you wish to have on it as either the default cover page or you may have multiple pages and you can indicate which to use for the fax you are sending.

You can design it using Microsoft Word and send it to Real Telecom to create it for you and apply it to your account.

The image shows a screenshot of a RealFax cover page template. At the top left is the REAL TELECOM logo, and at the top right is the RealFax logo. Below the logos, the text reads "Real Telecommunication Corporation" and "RealFax". The main body of the form contains the following fields:

Date:	03/10/2016 04:24 PM		
To:		From:	Rashid Jamalideen
Company:		Company:	
Fax:	0056678938	Department:	
Total Pages:	2	Fax:	
Subject:	new fax test on 2016-03-09		
Comments:			

Below the form, there is a "Comments:" section with the text "Test from Rashid@therealfax new faxcover". At the bottom of the page, there is a footer with the text "Communicate from everywhere to everywhere" and contact information: "360 Albany Court Suite 105, Burlington, Ontario L7R 3J6 | p 416 681 3544 | f 416 681 3535 | www.realtelcom.com".

Real Telecom will send you the template when you request it and you can just modify it as you wish.