

# Setting up a Fax Line

## Fax Number

A fax line requires a dedicated number. If you do not have a dedicated number in your account, you will need to either port a number to your NocTel account or purchase a new number.

## Virtual Fax or Traditional Fax Machine?

A fax line in NocTel can be set up as either a virtual fax or by connecting a physical fax machine with a Fax Machine Adaptor (FMA):

- The virtual fax option allows users to send faxes via the NocTel control panel and to receive faxes to an email address.
- Connecting a traditional Fax machine requires an FMA to connect to the machine to NocTel. With an FMA connected machine, faxes can be sent and received via the fax machine with options to have received faxes emailed, and faxing from the NocTel control panel. An FMA can be purchased from NocTel by contacting [support@noctel.com](mailto:support@noctel.com).

## Setting Up a Virtual Fax Extension

1. Login to the NocTel control panel.
2. Click on **Extensions** in the main menu.
3. Click on the "Add a New Extension" link above the extension list.
4. Locate the Virtual Extension section and click the **Add Virtual** button.
5. On the Extension's options page click the **pencil icon** and give the extension a name and number. Click **Save** to save the changes.
6. Locate the *Caller ID widget*. If the widget is not visible click the **Gear icon** at the top right, to unhide management options. Click the **>** icon in the widget and set the Caller ID to match the telephone number you plan to use for the fax extension.
7. Locate the *Inbound Behavior widget* and click the edit link.
8. On the Inbound Behavior edit page, use the first drop-down box in Step #1 to select **Receive a Fax**. Leave the option "For which extensions?" to **This Extension**. Delete the other steps so Step #2 is left as **Select an Action**. Click **Submit** to save the changes.
9. Expand the *Email Notifications widget* by click the **>** icon in the widget. Add email addresses the should receive fax notifications.
  - a. If the notification should include a copy of the fax click the first check box.
  - b. If the fax should be auto-deleted after the notification is sent click the second check box. Make sure you click the first check box if you choose to auto-delete option to ensure you receive a copy of the fax documents. Once deleted they can not be retrieved.

## Setting Up a Fax Extension Using an FMA

1. Login to the NocTel control panel.
2. Click on **Extensions** in the main menu.
3. Click on the "Add a New Extension" link above the extension list.
4. Locate the Fax Machine Adapter section and click the **Add Device** button.
5. On the Extension's options page click the **pencil icon** and give the extension a name and number. Click **Save** to save the changes.
6. Locate the *Caller ID widget*. If the widget is not visible click the **Gear icon** at the top right, to unhide management options. Click the **>** icon in the widget and set the Caller ID to match the telephone number you plan to use for the fax extension.



### Unique Caller ID

Each FMA must have a **unique caller ID number**. The number can not be used as the outbound caller ID for other extensions. We recommend that you use the number that is routed to the FMA for incoming calls as its outbound caller ID.

7. Locate the *Preference for Fax Adaptor widget* and click the **>** icon to expand it. Enter the FMA's **MAC address** in the space provided. The MAC address is a 12-character alphanumeric code on the bottom of the FMA. The MAC must be entered with no spaces or dividing characters (periods, commas, etc.). Click **Associate** to save the MAC address.
8. Expand the *Email Notifications widget* by click the **>** icon in the widget. Add email addresses the should receive fax notifications.
  - a. If the notification should include a copy of the fax click the first check box.
  - b. If the fax should be auto-deleted after the notification is sent click the second check box. Make sure you click the first check box if you choose to auto-delete option to ensure you receive a copy of the fax documents. Once deleted they can not be retrieved.
9. Connect the FMA to power using the adaptor and to an active network using the WAN port. Connect the FMA to the fax machine using the Phone 1 port. The LAN/PC must be left unused. If the device was already connected reboot it. The device status will change to enabled once connected.

## Routing the Fax Number to the Extension

1. Login to the NocTel control panel.
2. Click on **Numbers** in the main menu.
3. Locate the number from the list of numbers and click on it to open the number's option page.
4. On the **Number** tab, use the **Route to Extension** dropdown box to route the number to the correct extension.
5. Click **Submit** to save the change.

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- [Faxing to International Numbers](#)