How-To Guide

MaxFax is CrossPath Telecom's e-fax solution. This solution will allow you to send faxes electronically via a website or fax driver (if your system supports it).

Website Portal:

The website portal is located at https://app.sfaxme.com/. The site will require a username and password which would be provided by your telecom technician during the initial go live. Once logged in you will be presented with a screen layout resembling an email inbox. We will review each section here.

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Inbox

Compose Fax	Select this option to start sending a fax. *Note: We will review this section in more detail below*
Inbox	Select this option to view all received faxes.
Drafts	Displays all faxes that have been saved to "send later"
Outbox	Displays all faxes in the process of "sending"
Sent	Displays successfully sent faxes
Failed	Displays failed faxes and why they failed
Trash	Displays deleted faxes

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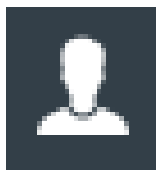
Contacts

Create Contact	Allows you to create a contact that can be used later when sending a fax
All Contacts	Displays all contacts
Shared Contacts	Displays all Shared Contacts
My Contacts	Displays only the user's contacts

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Cover Pages

All Cover Pages	Displays all cover pages
Shared Cover Pages	Displays all shared cover pages
My Cover Pages	Displays only the user's cover pages

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Documents

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Upload Document	Allows you to upload a document to fax in the future (useful for sending documents that do not change)
All Documents	Displays all uploaded documents
Shared Documents	Displays all shared uploaded documents
My Documents	Displays the users uploaded documents

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Settings

My Profile	Allows the user to make changes to their account such as name, phone number, email address, etc...

Composing a fax:

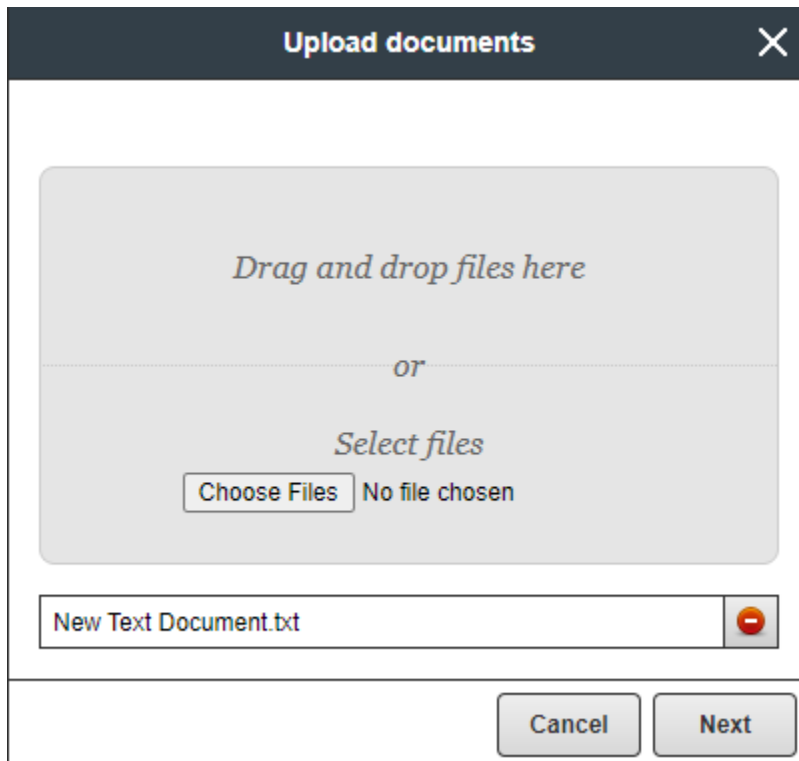To Compose a fax in MaxFax from the website, select the option Compose fax.
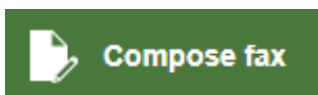
Next, input the number under the "Recipients" section. Once the full number is entered (10 digits are required) an "add" option will appear. Click this option and that will add that number to the list of recipients.

Recipients

9955556168	+ Add
All contacts	

You can repeat this process to add all the required recipients of the fax. You can also select a contact by clicking the check box next to their name.

The next section, "Files", is where you will add the required document(s). The document will need to be in electronic format to add it to the fax. You can then upload the document by selecting the "Upload documents" button. This will open a new window where you can drag and drop the file onto it or select the file via the file explorer option. Once the file is uploaded, click the "Next" button.

Upload documents ✕

Drag and drop files here

or

Select files

Choose Files | No file chosen

New Text Document.txt ⊖

Cancel | Next

The last section is for your cover page. You can choose not to use a cover page by selecting the "All cover pages" drop down and selecting the "No cover page required" option. If you do choose to use a cover page you have three options by default, Modern, Simple, and Traditional. You can see how these options look by heading over to the Cover Pages section and selecting them. There, you will be provided with a preview of each cover page.

Cover page

All cover pages		⌄

Title	Author	Description
Sfax modern cover page	SecureCare	Modern Coverpage
Sfax simple cover page	SecureCare	Simple Coverpage
Sfax traditional cover page	SecureCare	Traditional Coverpage

Subject
Reference
Remarks

Once your cover page is selected you have the option to add notes to the cover page via the "Subject", "Reference", and "Remarks" sections. These notes will be added to their corresponding locations on the cover page you choose.

After completing the above steps, in the top left of the window you will have two options, "Save" or "Send". Saving will save all your progress with this fax and move the fax to your "Drafts" folder. Sending the fax will complete the fax and queue it to send.

Sending Faxes from the driver installed MaxFax Program:

The MaxFax service also allows for sending faxes from a fax driver. *You will need administrative rights to your system to install the fax driver.*
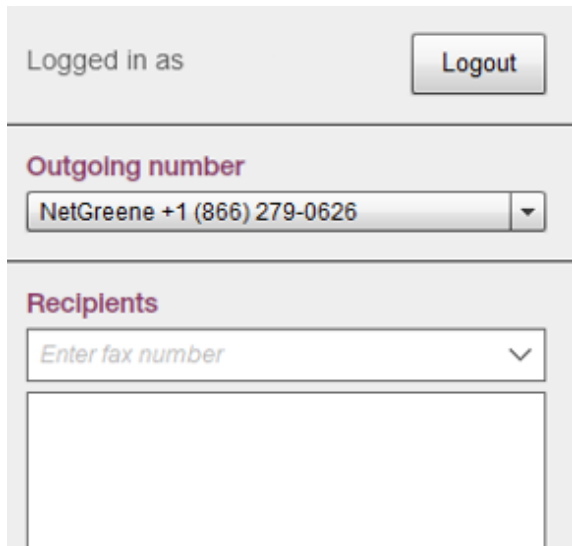

With the fax driver installed, print the document you are needing to fax and select the "Sfax Driver" printer.
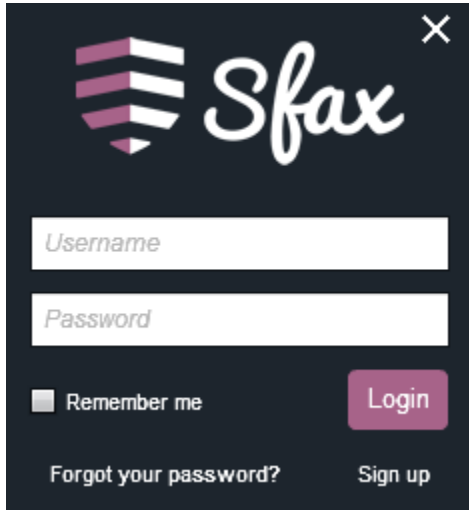
If this is your first time using the fax driver or you did not select the option to save your login, you will see the image above and need to provide your login information.
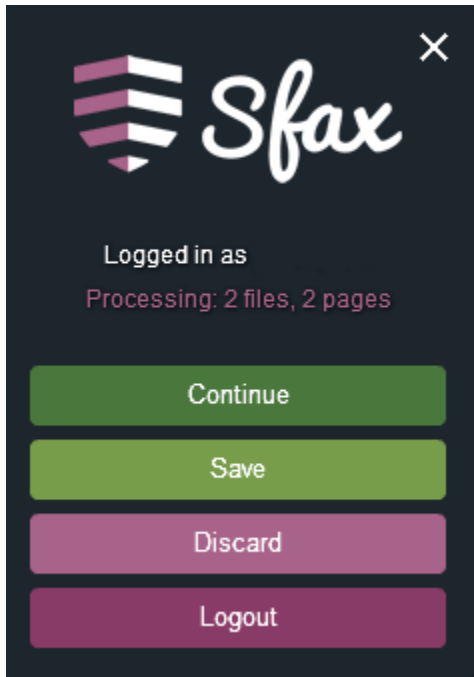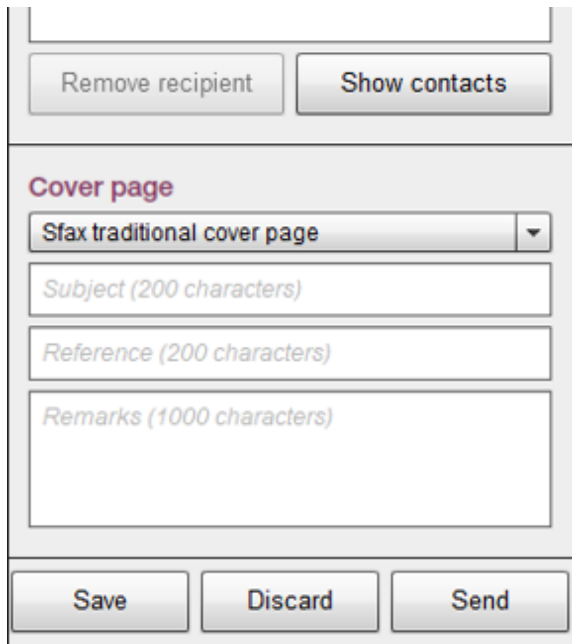
Once logged in, you will be provided with the image above. From here you can continue with faxing the document, save the document to fax it later, or discard it.

Once you have selected to continue you can confirm what telephone number the fax should be leaving from and you can add the number(s) the fax is being sent to. You will also be able to select from your saved contacts which you will see in the next image.

In the above image you can select the cover page you wish to use as well as edit the subject, reference, and remarks for that cover page. Once you are finished, you can save, send, or discard the fax. *Faxes sent from the fax driver will appear in the website portal for tracking and reviewing.*

Thank you for choosing CrossPath Telecom for all of your faxing needs. If you have any questions, you may contact our support team at (855)775-9895 option 2 or support@crosspath.net