**Absolute Voice Fax User Portal Settings**

If you are the owner of the fax account, you have the ability to control the settings for the fax account. If you do not have a settings option then you are not the owner of the fax account, contact your system administrator.

**Settings:** Log into your Absolute Voice User Portal and select the Fax button.

A close-up of a phone

Description automatically generated

Next click on Settings



Now you can select the settings for your account. After making your selections, click on save.

A screenshot of a computer

Description automatically generated**Primary User:** The owner of the fax phone number

**Number Sharing:** Allows other users to use this fax number for outbound faxes sent through the portal.

**Enabled Methods:**

Email, allows a fax to be sent from email.

Portal, allows a fax to be sent from the users portal.

ATA, allows an ATA to be connected to a physical fax machine.

**Inbound Fax Handling**:

Email W/Attachment, Sends email to the user with the fax as an attachment.

Email w/o Attachment, sends email to the user without the attachment but with a link to navigate to the portal fax page.

Portal, collects faxing to be viewed in the users portal.

Delivery Notifications and Failure Notifications:

Email, to receive the notification of delivered and /or

failed faxing.

ATA, sends notification to your physical fax machine.

**Considerations with Absolute Voice Fax**

**Multiple emails per account:**

Absolute Voiced Fax will only use the primary email if you have multiple emails assigned to the user.

**Migrate sent/received faxes to a new user**:

You can move or re-purpose the fax account to another user but you're not able to move the sent/received faxes for the DID to the new user.

**Deleting a Fax Account**: Absolute Voice Fax accounts may not be deleted by users. To delete a Absolute Voice Fax account, contact support.

**Fax Call History:**

Sent and Received faxes will not show up in the call history.

**ATA/Email Faxes:**

Faxes sent from an ATA device and via email will not show in the sent folder of the user.

**One-To-One mapping:**

Phone numbers can only be assigned to a single user. Similarly, a user cannot have multiple fax numbers assigned to it.

**File Size Restrictions:**

Faxes are limited to a 100mb file size, anything larger than this will fail to send.