



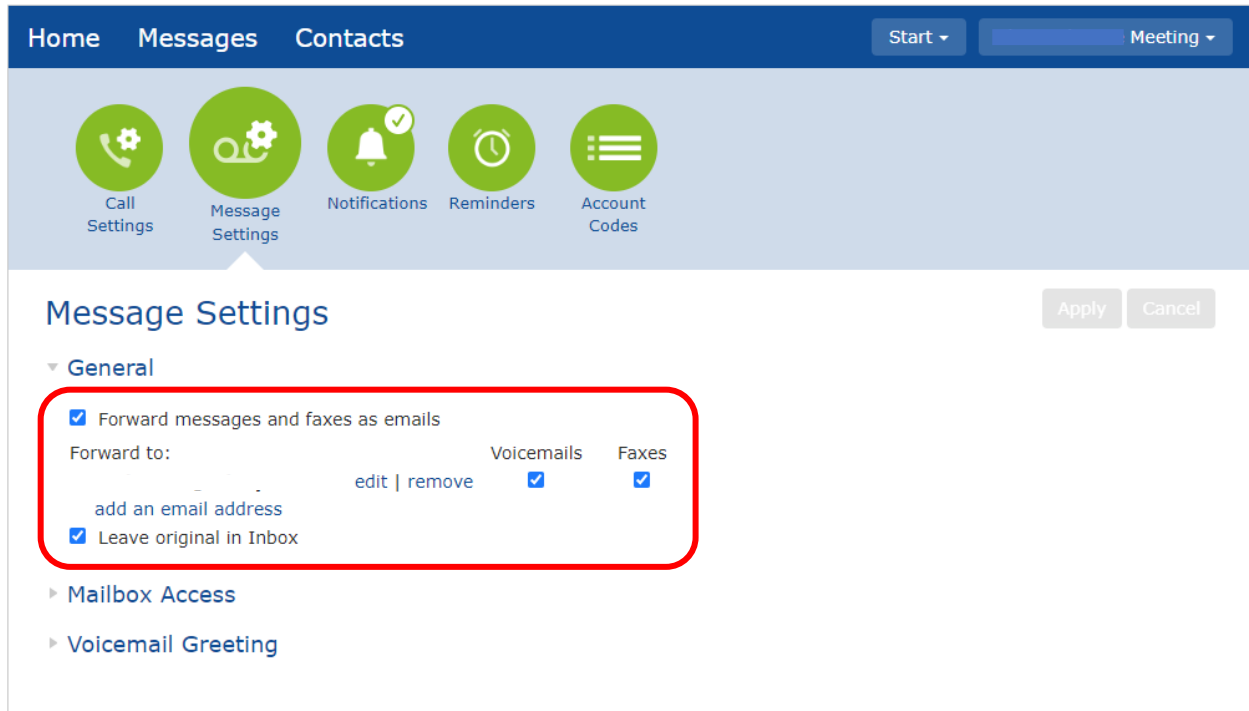
# Inbound IPFax Retrieval Guide



Management of your Telesystem IPFax account is accomplished through the [Telesystem Comm Portal](#). To enable inbound efax forwarding to an email address, please log into the Comm Portal and follow the steps below.

The screenshot shows the Telesystem Green Platform interface. At the top, the 'Home' tab is highlighted with a red box. Below the navigation bar, the 'Phone Status' section is visible. It includes a status dropdown set to 'Available for Calls', a button to 'Apply', and a 'Cancel' button. Under 'Incoming calls will:', the option 'Ring your Account Phone' is selected. A card for 'Account Phone (610)' is shown. Below this, there are radio button options for 'If there is no answer' and 'If your phone is busy'. The 'Your Services' section at the bottom contains five icons: 'Call Settings', 'Message Settings' (circled in red), 'Notifications', 'Reminders', and 'Account Codes'. An 'Advanced Settings' panel is also visible on the right side of the 'Phone Status' section, containing checkboxes for 'Forward Selected', 'Reject Selected', and 'Anonymous Callers'.

1. Log into the Telesystem IPFax Comm Portal (<https://pbx.telesystem.us/commportal/#login.html>)
2. To enable forwarding incoming faxes to an email address, navigate to the *Message Settings* icon in the *Your Services* section in the middle of the Home page and
  - a. Expand the *General* section
  - b. Check the *Forward messages* box
  - c. Add the requested email address in the field



## Two options to receive/view inbound faxes on the Telesystem IPFax application

### View messages within IPFax Comm Portal

1. Log into the Comm Portal
2. Navigate to the *Messages* heading in the top menu
3. Select the *Faxes* tab
4. All new and previously received faxes will be listed
5. New, unread messages will be listed in Bold print
6. Highlight the specific message you want to view to open a pdf format of the fax message
7. Message can be deleted or marked as read after it has been viewed

Home Messages Contacts Start Meeting

Messages Faxes (2 New) Deleted Delete All

(567) 318 7957	Wed 3/8, 10:38 am, 1 Pages	Actions	✕
(720) 739 8223	Wed 3/8, 10:21 am, 2 Pages	<ul style="list-style-type: none"> <li>Mark as read</li> <li>Forward as Email</li> <li>Forward as Fax</li> </ul>	✕

**View messages through email attachment**

1. New fax messages will be received with the following Subject format
  - *Fwd: Fax message from 5673185496 to 4194422254*
2. The fax contents will be attached to the email as a pdf file
3. Messages forwarded to an email address will also be accessible in the Comm Portal

Fwd: Fax message from 5673187957 to 4194427834

5673187957 <non-mail-user@telesystem.us>  
To: [redacted]

fax.pdf  
2 KB

Reply Reply All Forward [Share] [More]

Wed 3/8/2023 10:38 AM

The attached message was recently left in your voicemail account for 4194427834. We are sending you this email because you have asked for your messages to be forwarded to this address.

The original message is still in your account.

If you prefer to have all inbound faxes forwarded to the configured email address only and not stored in the IPFax Comm Portal inbox, uncheck the *Leave original in Inbox* selection on the Message Settings page. If this setting is left checked, users will be required to log into the Comm Portal to manage/delete messages from their inbox.



A screenshot of the Telesystem user interface showing the "Message Settings" page. The page has a dark blue header with "Home", "Messages", and "Contacts" tabs, and "Start" and "Meeting" buttons. Below the header is a navigation bar with icons for "Call Settings", "Message Settings", "Notifications", "Reminders", and "Account Codes". The "Message Settings" section is active, showing a "General" section with a checked box for "Forward messages and faxes as emails". Below this, there are "Forward to:" fields with "Voicemails" and "Faxes" checked. A red box highlights the "Leave original in Inbox" checkbox, which is currently unchecked. There are "Apply" and "Cancel" buttons at the top right of the settings area.