

How to Send and Receive Faxes

ImpactConnect Hosted Fax is Lingo's hosted fax solution. Your solution includes a nationwide local number, local number portability, a fax tone, fax notifications and more. The following instruction explains how to send outbound faxes and how to receive inbound faxes, enabling internal and external fax communication.



Send a Fax

1. Log into your email account that you provided us when you first signed up for your ImpactConnect Hosted Fax service. This would be the email address that your welcome email was sent to.
2. Create a new email message.
3. In the "To" field, type the 10-digit number that you are faxing to followed by @fax.impacttelecom.com. For example, if you are faxing to 5552221212, then you would type 5552221212@fax.impacttelecom.com
4. The content of the email will be the fax's cover page. Enter the appropriate information.
5. Attach the document(s) to send via your ImpactConnect Hosted Fax service. The attached documents will be sent following the cover page. Files can only be sent in the following formats:
 - ✓ Microsoft Word
 - ✓ PDF
6. Click **Send**. You will receive a confirmation email that your fax was successfully sent or an error message if the fax failed to send.



Receive a Fax

1. All incoming faxes sent to your ImpactConnect Hosted Fax number will be delivered to the email address that you provided us when you first signed up for your ImpactConnect Hosted Fax service.
2. A fax notification will be sent to your email with the received fax attached as a PDF file. Open the email and the attached PDF file to view your fax.
3. You can also view your incoming faxes via the ImpactConnect Hosted Fax portal (<http://fax.impacttelecom.com>). Your ImpactConnect Hosted Fax portal credentials were included in your ImpactConnect Hosted Fax welcome email.

For further support and inquiries, please contact Customer Support.

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