



WESTCOAST CLOUD VOICE  
powered by Blueface



# SENDING AND RECEIVING FAXES GUIDE

Version 1 – Updated: Monday, March 9th, 2020

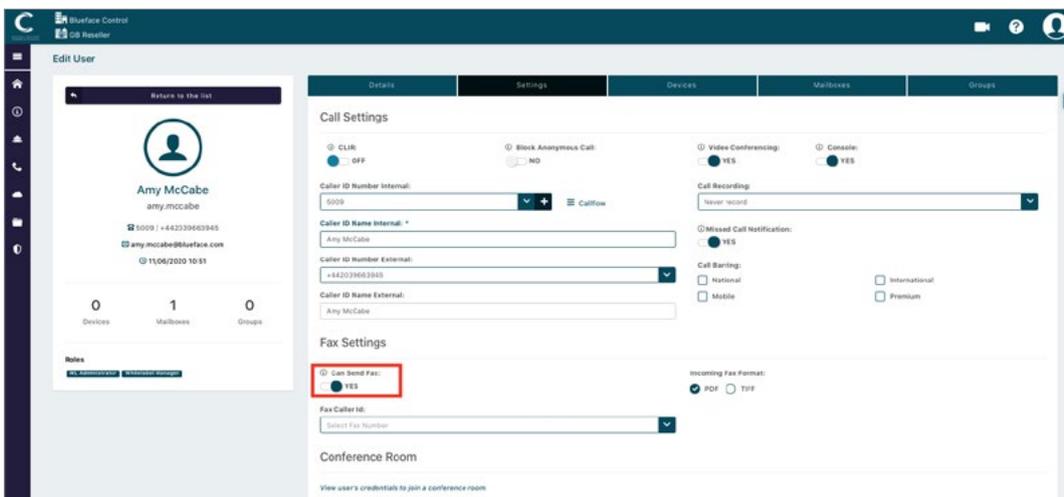
# SENDING AND RECEIVING FAXES

The Westcoast Cloud Voice portal allows designated users to send faxes via email (email to fax). In addition, you can add a fax line to your account and then receive PDF file faxes attached to emails that are automatically sent to a designated email address (fax to email).

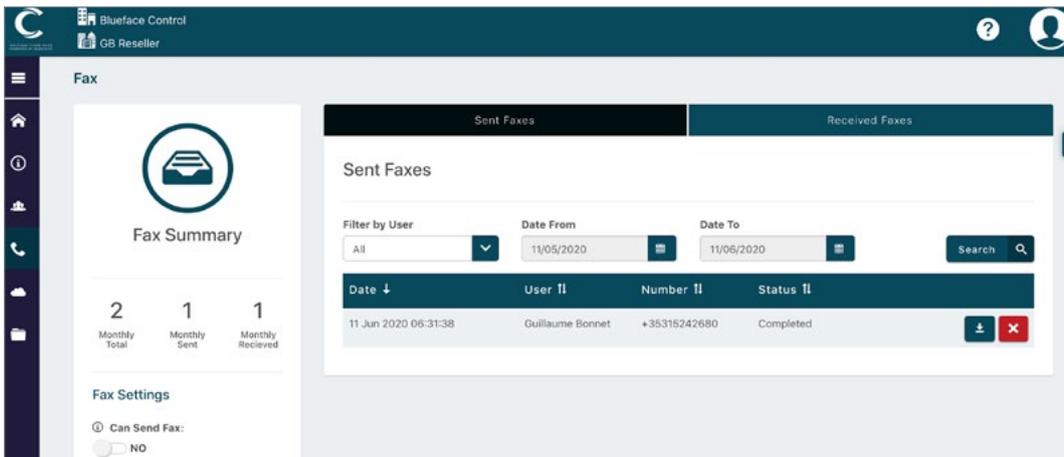
**Please note:** outbound faxes are charged in a similar way to outbound calls; they are charged on a per-minute basis, not on a per-fax or per-page basis.

## SENDING A FAX

Fax is enabled for every user-level account, providing this has not been disabled. This must be done in the **'Settings'** tab of the user's profile section. Fax format (PDF or TIFF) and fax caller ID can be set from here too, as seen below.



Additionally, from the **fax settings** section, user access can be edited and you can also find fax caller ID and fax format settings from here.



- 1 Open the email account linked to your Westcoast Cloud Voice user account
- 2 Compose a new email
- 3 In the **'To'** field on the new email composer window, enter the fax number you want to send your fax to, followed by the domain @fax.westcoastcloudvoice.com, e.g., 015242000@fax.westcoastcloudvoice.com
- 4 Attach the fax document as a .PDF or .TIFF file



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## USEFUL CONTACTS

To set up partner or customer accounts on Westcoast Cloud Voice portal please email:  
**[admin@westcoastcloud.co.uk](mailto:admin@westcoastcloud.co.uk)**

For sales info: **[voice@westcoastcloud.co.uk](mailto:voice@westcoastcloud.co.uk)**,  
or support: **[support@westcoastcloud.co.uk](mailto:support@westcoastcloud.co.uk)**