



WS-DIGITAL FAX

The WorldSmart Digital Fax concept goes way beyond the realm of just sending and receiving fax messages. WS-Digital Fax is a next generation fax service that allows users to send and receive faxes from their personal dashboard and WorldSmart Instant Messenger.

With Digital Fax feature in their service plan, users can view faxes online, manage and archive faxes from their dashboards, and send/receive fax messages via the WorldSmart Email application. Users can send and receive faxes via email in .pdf format.

Digital Fax Add-on

WS-Digital Fax is available as a user level add-on. To enable FAX for users under your account, you need purchase the WS-Digital Fax add-on for each user from the administrator dashboard.

The Digital Fax add-on is available under three different categories as shown in the following tables:

1. WS-DIGITAL FAX

The WS-Digital Fax is a limited version that allows users to send and receive 100 pages of Inbound/Outbound fax messages for free. On exceeding 100 pages, the account will be charged 10 cents for each exceeding page.

By default, the WS-Digital Fax version is included with the following suites for free:

- WS-Communicator
- WS-Call Center
- PowerPak Professional 1
- PowerPak Enterprise 1

To enable this version of Digital Fax for WS-Element and WS-Collaborator users, you need to purchase the add-on for each user for whom you want to enable the service.

2. WS-DIGITAL FAX UNLIMITED

The WS-Digital Fax Unlimited version is specifically designed for WS-Element and WS-Collaborator users. With this version, users can send and receive unlimited Inbound/Outbound fax messages for free.

Please note: *This version is not available for WS-Communicator, WS-Call Center, PowerPak Professional 1, and PowerPak Enterprise 1.*



3. WS-DIGITAL FAX UNLIMITED UPGRADE

The WS-Digital Fax Unlimited upgrade is specifically designed for WS-Communicator, WS-Call Center, PowerPak Professional 1, and PowerPak Enterprise 1. On purchasing this add-on, the default 100 pages limited Fax feature will be upgraded to an unlimited version. Users having this add-on in their service plan can send and receive unlimited Inbound/Outbound fax messages for free.

Please note: This version is not available for WS-Element, WS-Collaborator users.

PURCHASING THE DIGITAL FAX ADD-ON

For WS-Element and WS-Collaborator Users

To purchase the digital Fax add-on for WS-Element and WS-Collaborator users, click the Add-on link under the Users tab against particular user for whom you want to enable the Fax feature:

Please note: WS-Communicator, WS-Call Center, PowerPak professional 1, and PowerPak Enterprise 1 users will have the WS-Digital Fax (Limited) feature by default. For such users, you can directly create the fax profile.

ALL USERS		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	GROUPS	<<Back	
		User ID	Extension	Full Name	Phone Number	Service Plan	Location																							
[Login]	[Edit]	[Add-ons]	[Delete]	ronan@mycompany	1015	Ronan G.	+1 (312) 604-3046	[0]	WS-Collaborator	New York																				
[Login]	[Edit]	[Add-ons]	[Delete]	catherine@mycompany	1000	Catherine Jones	Assign Phone Number		WS-Element	California																				
[Login]	[Edit]	[Add-ons]	[Delete]	gerrard@mycompany	1001	Gerrard M.	Assign Phone Number		WS-Collaborator	California																				
[Login]	[Edit]	[Add-ons]	[Delete]	henry@mycompany	1020	Henry T.	Assign Phone Number		WS-Element	Virginia																				
[Login]	[Edit]	[Add-ons]	[Delete]	nancy@mycompany	1007	Nancy Holmes	+1 (345) 233-2224	[1]	WS-Element	New York																				

This displays the screen shown below:

To manage user level Add-ons, click the appropriate option below.

Username: nancy@mycompany **Service: WS-Element**

Manage Add-ons

Account Code Settings

- Select the **Manage Add-ons** option and click **Next**



This displays the page displayed below:

Assign Add-ons

[Plan Comparision](#) | [Package Comparision](#)

Username: testing
Service: WS-Element
Add-ons:

- MobileCall (\$9.95) [MRC]
- MobileMessage (\$9.95) [MRC]
- WS-Mail (\$9.95) [MRC]
- WS Digital FAX (\$9.95) [MRC]
- WS Digital FAX Unlimited (\$19.95) [MRC]

The following Fax Add-on options available for WS-Element and WS-Collaborator users are:

- WS-Digital Fax
- WS-Digital Fax Unlimited

Note: Users cannot select both the options. They should choose one from the given options.

If the WS-Element or WS-Collaborator user already has the Fax feature enabled purchased, the appropriate option will be checked by default.

- Select the appropriate add-on you would like to assign for the user and click **Save**.

Important: If you wish to change the fax feature from limited to unlimited, or vice-versa, un-check the version that is currently available to the user, and check the one you wish to assign for the user.

This displays the **Add Smart Fax** page as displayed in the following image:

Add Smart FAX

Username: clara
Service: WS-Collaborator

* Fax Number: 17029392242
*First Name: Clara
*Last Name: Hopkins
*Email addr: clarahopkins@mycompany.com



From this page, you can create a Fax profile for the user. The fax profile you add in this screen will be displayed under the **Fax/Conference** tab on the administrator dashboard.

- The user can now start sending and receiving Fax messages through the email address entered in this page.

Upgrade WS-Digital Feature

WS-Communicator, WS-Call Center, PowerPak Professional 1, or PowerPak Enterprise 1 users have the 100-pages limited fax feature (WS-Digital Fax) included in their service by default. To upgrade their fax feature to an unlimited version, you need to purchase the WS-Digital Fax Unlimited Upgrade for specific users.

To upgrade the fax feature to an unlimited version, click the **Add-on** link against the specific user under the **Users** tab:

ALL USERS		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	GROUPS	<<Back	
		User ID	Extension	Full Name	Phone Number	Service Plan	Location																							
[Login]	[Edit]	[Add-ons]	[Delete]	ronan@mycompany	1015	Ronan G.	+1 (312) 604-3046	[0]	WS-Communicator	New York																				
[Login]	[Edit]	[Add-ons]	[Delete]	catherine@mycompany	1000	Catherine Jones	Assign Phone Number		WS-Call Center	California																				
[Login]	[Edit]	[Add-ons]	[Delete]	gerrard@mycompany	1001	Gerrard M.	Assign Phone Number		PowerPak Professional-1	California																				
[Login]	[Edit]	[Add-ons]	[Delete]	henry@mycompany	1020	Henry T.	Assign Phone Number		PowerPak Enterprise-1	Virginia																				
[Login]	[Edit]	[Add-ons]	[Delete]	nancy@mycompany	1007	Nancy Holmes	+1 (345) 233-2224	[1]	WS-Collaborator	New York																				

This displays the screen as displayed below:

To manage user level Add-ons, click the appropriate option below.

Username: catherine@mycompany Service: WS-Communicator

Manage Add-ons

Conference

WS Digital Fax

Operator Console

Account Code Settings

- Select against the Manage Add-ons and click **Next**



This displays the page shown below:

Assign Add-ons

[Plan Comparision](#)

Username: clara@crimsontech
Service: WS-Communicator
Add-ons:

- SmartACD (\$59.95) [MRC]
- Smart Fax (\$0.0) [MRC]
- WorldSmart CCA (\$60.9) [NRC]
- MobileCall (\$9.95) [MRC]
- MobileMessage (\$9.95) [MRC]
- WS Digital FAX Unlimited upgrade (\$9.95) [MRC]

- Select the WS-Digital Fax Unlimited Upgrade option and click Save.

CREATE A FAX PROFILE

To create FAX profile for users who have the digital fax feature included in their suites, click the **Add-on** link against the specific user.

ALL USERS		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	GROUPS	<<Back
		User ID	Extension	Full Name	Phone Number	Service Plan	Location																						
[Login]	[Edit]	[Add-ons]	[Delete]	ronan@mycompany	1015	Ronan G.	+1 (312) 604-3046	[0]	WS-Communicator	New York																			
[Login]	[Edit]	[Add-ons]	[Delete]	catherine@mycompany	1000	Catherine Jones	Assign Phone Number	WS-Call Center	California																				
[Login]	[Edit]	[Add-ons]	[Delete]	gerrard@mycompany	1001	Gerrard M.	Assign Phone Number	PowerPak Professional-1	California																				
[Login]	[Edit]	[Add-ons]	[Delete]	henry@mycompany	1020	Henry I.	Assign Phone Number	PowerPak Enterprise-1	Virginia																				
[Login]	[Edit]	[Add-ons]	[Delete]	nancy@mycompany	1007	Nancy Holmes	+1 (345) 233-2224	[1]	WS-Collaborator	New York																			

This displays the page as shown below:

To manage user level Add-ons, click the appropriate option below.

Username: collabo@vartrackit **Service:** WS-Collaborator

Manage Add-ons
 Conference
 WS Digital Fax
 Operator Console

[Next](#)

- Select the **WS Digital Fax** option and click **Next**

This displays the **Add Smart Fax** page as displayed in the following image:

Add Smart FAX

Username: ronan

Service: WS-Communicator

* Fax Number:

*First Name:

*Last Name:

*Email addr:

[Save](#)



From this page, you can create or edit the Fax profile of the user. The fax profile you have added will be displayed under the Fax/Conference tab on the administrator dashboard.

Important: Users will use the email address entered in this page to send and receive their fax messages. Please ensure that the email address entered in this page is valid.

EDIT/DELETE FAX PROFILE

All fax profiles that you have added are displayed under the Fax/Conference tab. To edit or delete a fax profile, click the **Fax / Conference** tab on the administrator's dashboard.

This displays a page similar to the following image:

WS Digital Fax Details						
User ID	WS Digital Fax Numbers	First Name	Last Name	Email Address	Edit/Save	Delete/Cancel
stuart@mycompany	+1 (775) 229-4020	Stuart	James	stuart@mycompany.com		
jessica@mycompany	+1 (415) 962-9559	Jessica	Wayne	jessica@mycompany.com		
redcliff@mycompany	+1 (408) 702-2259	Bryan	Redcliff	redcliff@mycompany.com		

- To edit the first name, last name, or the email address of a user, click the **Edit** icon for the particular user
- To delete the fax profile of a particular user, click the **Delete** icon for the specific user

Please note: Deleting the fax profile for a user does not automatically delete the Digital Fax add-on assigned to the user. Your account will still be billed for the add-on, unless you un-assign the fax add-on for the user.

Un-assign Digital Fax Add-on

To un-assign the digital fax add-on for a user:

- Click **Users > Add-ons** against the particular user
- Select the **Manage Add-ons** option
- Un-check the Digital Fax add-on assigned to the user