

# Ordering MaxFax Services

MaxFax is a hosted Email-to-Fax solution that lets you send and receive faxes using an email account. Faxes are sent and received as attachments to emails.

You can use both regular DID numbers and Toll-Free numbers as MaxFax numbers.

Customers and VARs can order MaxFax services for existing Cloud services or while ordering a new Cloud service. You order MaxFax service from the Altigen Cloud Portal, specifying which service level you want (Basic or Pro) and ordering new DID numbers or porting existing DID numbers.

You must have an Altigen SIP Trunk to use the MaxFax service.

Two levels of service are available. For pricing, refer to the order page in the Cloud Order Portal.

## Basic Plan – Fax via a single email account

- Outgoing faxes must originate from a specific email address (e.g. [faxaccount@altigen.com](mailto:faxaccount@altigen.com))
- Incoming faxes can be received only via the same email address (e.g. [faxaccount@altigen.com](mailto:faxaccount@altigen.com))

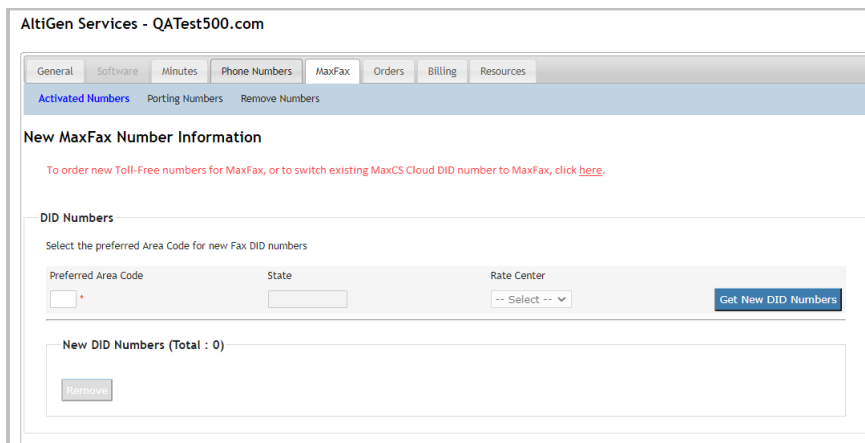
## Pro Plan – Outbound fax from any email in company domain

- Outgoing faxes can originate from any email address on the company domain (e.g. [xxxxxx@altigen.com](mailto:xxxxxx@altigen.com))
- Incoming faxes can only be received by a specified email address (e.g. [faxaccount@altigen.com](mailto:faxaccount@altigen.com))
  - You can set up a distribution group to use as the incoming fax email address, to allow more than one person to receive faxes

## To Order MaxFax Service

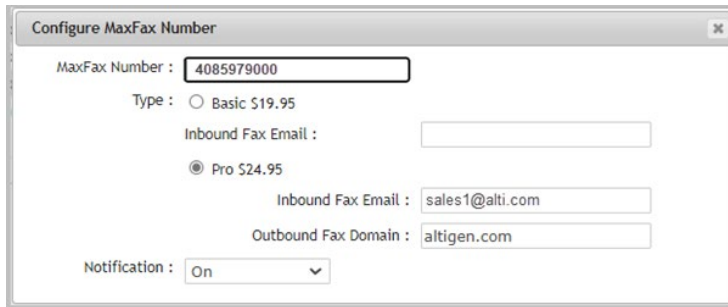
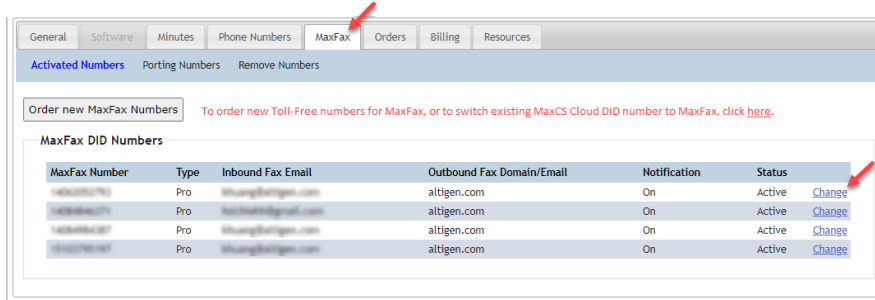
Log into the Altigen Cloud Order Portal and create a new order for MaxFax Service (Choose Standalone Services > SIP Trunk / MaxFax).

During the order process, you can port DID numbers or order new numbers, specify the type of plan you want (Basic or Pro), and choose your notification preference.



The screenshot shows the 'Altigen Services - QATest500.com' interface. At the top, there are navigation tabs: General, Software, Minutes, Phone Numbers, MaxFax, Orders, Billing, and Resources. Below these is a sub-menu with 'Activated Numbers', 'Porting Numbers', and 'Remove Numbers'. The main section is titled 'New MaxFax Number Information' and includes a red link: 'To order new Toll-Free numbers for MaxFax, or to switch existing MaxCS Cloud DID number to MaxFax, click here.' Under the 'DID Numbers' section, there is a prompt: 'Select the preferred Area Code for new Fax DID numbers'. This is followed by three input fields: 'Preferred Area Code' (with a dropdown arrow), 'State' (with a dropdown arrow), and 'Rate Center' (with a dropdown arrow). A blue button labeled 'Get New DID Numbers' is positioned to the right of these fields. Below the input fields, there is a summary line: 'New DID Numbers (Total : 0)' and a grey 'Remove' button.

Once your service has started, you can manage MaxFax options in the Cloud Order Portal on the *MaxFax* tab.



There are two order scenarios that require a different order process:

- Ordering new Toll-Free numbers to use as MaxFax numbers
- Using existing MaxCS Cloud numbers as MaxFax numbers

### Special Case 1: Ordering New Toll-Free Numbers as MaxFax Numbers

1. Order those new Toll-Free numbers for your **existing Cloud service** (*not* as MaxFax numbers). They will be available immediately.
2. Send an email to the Altigen Sales Operations Team ([salesops@altigen.com](mailto:salesops@altigen.com)), requesting to move these new Toll-Free numbers to your MaxFax service. Indicate, for each new Toll-Free number, which service level you want for that number (Basic or Pro).

You will receive a confirmation email when the numbers have been switched for you. At that point, you can log into the Cloud Order Portal and adjust various options for each number.

### Special Case 2: Switching Existing Cloud Service Numbers to MaxFax Numbers

If you have Cloud service with a number that you want to use as your MaxFax service,

1. Do not place an order for MaxFax in the portal. Instead, contact the Altigen Sales Operations Team ([salesops@altigen.com](mailto:salesops@altigen.com)). Indicate each DID that you want to switch to MaxFax. And for each number, indicate which service level you want for that number (Basic or Pro).
2. The Sales Admin will order the service for you.

You will receive a confirmation email when your service has been set up for you. At that point, you can log into the Cloud Order Portal and adjust various options for each number.