



FaxFreedom User Guide v4.3

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Welcome to FaxFreedom!

Thank you for choosing FaxFreedom from FreedomVoice.

This User Guide contains five quick “how-to” steps to help you better understand your service and walk you through using the WebLink Internet Control Panel to send and receive faxes.

If you have any questions, or simply need some help getting started, we encourage you to contact our friendly Customer Care team and check out our other online resources:

FreedomVoice Customer Care

1-800-477-1477 ext. 2

Monday – Friday, 6:00 AM to 6:00 PM EST

Saturday, 6:30 AM to 3:30 PM EST

customercare@freedomvoice.com

The FreedomVoice Blog

We’ve created a community for industry news, discussion, business tips, and entertaining content targeted toward small businesses using FreedomVoice.

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Step 1: How to Log In to WebLink

Your [WebLink Internet Control Panel](#) allows you to manage your FaxFreedom service online. Through this interface you can send faxes, check for new incoming fax messages, and update your account preferences or billing information.

When you first signed up for FaxFreedom, an email was sent to the address provided with your WebLink login information. This secure login has two parts, your FaxFreedom phone number and a unique PIN number, or “Master Password”. When you’re ready to log in with this information, visit weblink.freedomvoice.com.

See below if you need to change your PIN or if you have lost it.

How to Change Your WebLink PIN / Password

Log in to WebLink at weblink.freedomvoice.com with your current password. Click on the Settings tab at the top of the screen, then mouse over the System Settings menu on the left of the screen and click Edit Master Password. Enter your old and new passwords, then click on Save.

Retrieving a Lost Password

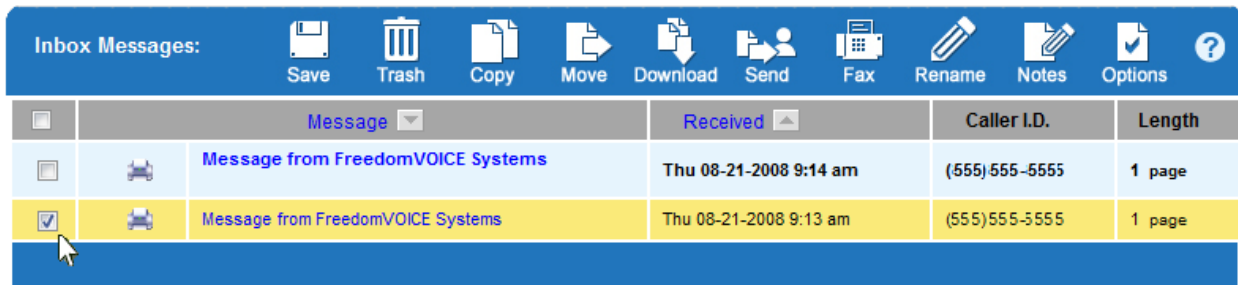
If you have forgotten your WebLink account password, we require that you contact Customer Care at 1-800-477-1477 ext. 2. This is done to ensure that your settings and billing information remain secure.

Step 2: How to Check Your Faxes Online

In Step 1, you logged into your WebLink Internet Control Panel by going to weblink.freedomvoice.com. Once logged in, you can check your messages by clicking on the Mailbox tab in the upper-left corner:



On the Mailbox page, you will see an “Inbox” of received faxes. Clicking on the title of a fax in the “Message” column to see to bring up a full view. You can also use the icons at the top of your Inbox to Save, Trash, Download, Rename, or Add Notes to a fax.



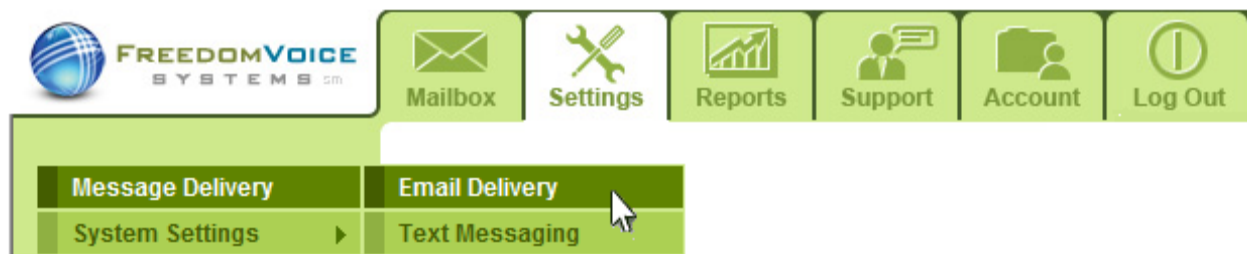
If you need to adjust the displayed time zone under the “Received” column (default is Pacific Standard Time) or change the number of fax messages displayed per page on your Inbox, you may do so by clicking on the “Options” icon:



Step 3: How to Get Your Faxes Via Email

In Step 2, you learned how to check your fax messages online via your WebLink Internet Control Panel. You can also have your incoming faxes automatically forwarded to your email as a PDF or TIFF file attachment.

To set your email address for fax message delivery, log into your WebLink Internet Control Panel by going to weblink.freedomvoice.com. Once logged in, click the Settings tab at the top of the screen, then mouse over the Message Delivery menu on the left of the screen and click Email Delivery:



You can add, remove, or change email addresses from this screen. You can also toggle file attachment format, update your time zone, and more. When you're done making changes, be sure to click "Save" at the bottom of the screen.

Get a Text Message Alert for Incoming Faxes

To get a text message whenever you receive an incoming fax, log into your WebLink Internet Control Panel, click the Settings tab at the top of the screen, then mouse over the Message Delivery menu on the left of the screen and click Text Messaging. Click on "Add Number" and enter your phone number and carrier in the fields provided. Click on "Save" when finished.

Step 4: How to Send a Fax

To send a fax, log into your WebLink Internet Control Panel by going to weblink.freedomvoice.com. Once logged in, click the Mailbox tab at the top of the screen, then click on the Fax icon at the top of your Inbox:



This will take you to a screen with five fields to input fax numbers and a field to browse your computer and select the file you wish to fax. Supported file types are also listed. Before sending a fax, you may add a cover page by clicking on “Add Cover Page”. When you’re ready to send your fax, click on “Send Fax”.

Check Your Sent Faxes

To check the status of your outbound faxes, log into your WebLink Internet Control Panel, click the Mailbox tab at the top of the screen, then click the Sent folder from the left side of the Mailbox screen. Your Sent folder will automatically refresh approximately every 30 seconds. From your Sent folder, much like your Inbox folder, you can Save, Trash, Download, Rename, or Add Notes to a sent fax.

Step 5: How to Print-to-Fax

For your convenience, FaxFreedom also has an available print-to-fax driver for Windows that allows you to select FaxFreedom as a printer option from within a document for speedy faxing. Please note that the FaxFreedom Printer Driver is not compatible with Macintosh computers.

Downloading the FaxFreedom Printer Driver

To add FaxFreedom as a print driver for print-to-fax, log into your WebLink Internet Control Panel, click the Support tab at the top of the screen, then click on Downloads from the left side of the Support screen. Click on FaxFreedom Print Driver Download to download the driver. You will need to run the file to install this driver.

Using the FaxFreedom Printer Driver

To send a fax with the FaxFreedom Printer Driver, simply open the document you wish to fax and follow whatever steps you normally would to print. If you have properly installed the driver, you will see FaxFreedom as an available printer option.

When you select FaxFreedom as your printer and press OK, a browser will open and prompt you to log in to your WebLink Internet Control Panel. Once logged in, your document will already be loaded. Simply enter the numbers to which you want to fax, and press "Send Fax".