

# Virtual Fax Integration Guide

Yeastar P-Series Cloud Edition

Version: 1.0

Date: 2025-09-15



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# Virtual Fax Integration Overview

Yeastar P-Series Cloud Edition supports integration with online fax service providers, enabling your team to securely send and receive faxes over the Internet via Linkus Desktop or Web Client, without relying on physical fax machines.

## Requirements

To integrate online faxing capability into Yeastar PBX, ensure both Yeastar PBX and third-party fax platform meet the following requirements.

Platform	Requirements
Yeastar PBX	<ul style="list-style-type: none"><li>• <b>Firmware:</b> Version 84.20.0.74 or later</li><li>• <b>Plan:</b> Enterprise Plan or Ultimate Plan</li></ul>
Third-party Fax Platform	<ul style="list-style-type: none"><li>• Telnyx</li><li>• IZT Cloud</li></ul>

## Integration highlights

### Accessible from Anywhere

Send and receive faxes from anywhere, at any time, as long as there is an Internet connection.

### Secure Storage and Easy Access

All faxing activities are logged, and all the transmitted fax documents are securely stored for quick retrieval.

### Pay-As-You-Go

Eliminate the need for paper, dedicated phone lines, and physical fax machines, reducing the infrastructure and operational costs while paying only for the faxes sent.

### Customizable Cover Pages

Add custom cover pages to display essential fields such as sender information, recipient details, brief message, etc. on outbound faxes.

### Fax to Email

Forward faxes to designated email addresses for quick information sharing, secure backup, etc.

## Workflow to set up online faxing

To enable online faxing on Yeastar P-Series Cloud Edition and allow extension users to send and receive faxes through Linkus, you need to perform the following operations.

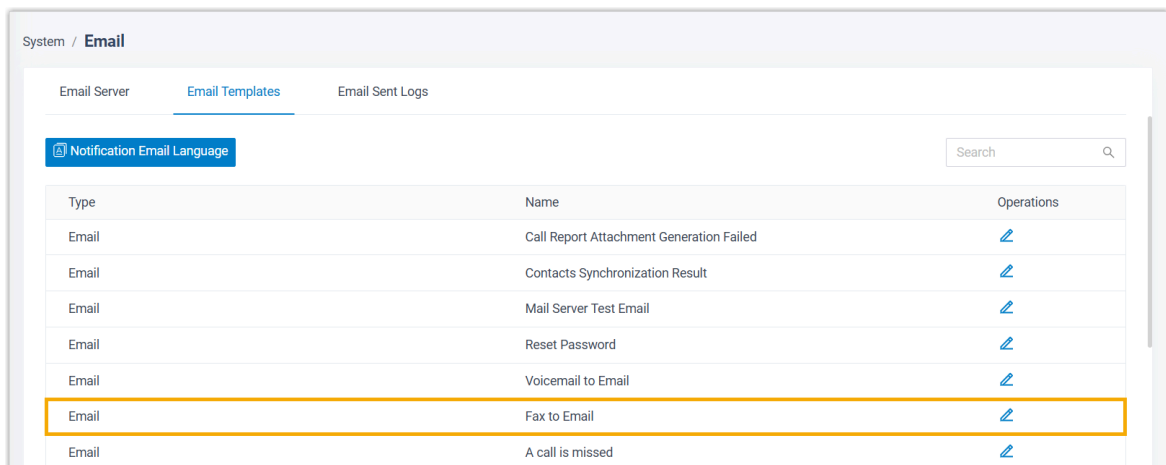
1. Integrate PBX with third-party fax platform(s).
  - [Integrate Yeastar P-Series Cloud Edition with Telnyx Fax](#)
  - [Integrate Yeastar P-Series Cloud Edition with IZT Cloud Fax](#)
2. (Optional) [Add and customize cover page\(s\)](#), which will be available for extension users to use when they send faxes.



### Note:

Extension users who are authorized to send faxes can also customize their own cover page(s) from Linkus Desktop or Web Client.

3. (Optional) Customize the built-in **Fax to Email** template, which will be used when faxes are forwarded to mailboxes.



When done, extension users can send and receive faxes directly from Linkus Desktop or Web Client.

## Fax data auto cleanup

Yeastar P-Series Cloud Edition logs all inbound and outbound fax activities and stores the associated fax files. By default, the system automatically deletes fax data when either of the following thresholds is reached:

- **Fax Files:** The maximum storage reaches **1024MB**.
- **Fax Logs:** Fax logs are retained for up to **7 days**, or the total number of logs reaches **200,000**.

You can adjust the maximum storage size for fax files or the preservation day for fax logs in **System > Storage > Fax Data Auto Cleanup**.

Fax Data Auto Cleanup	
* Max Storage of Fax File (MB)	* Fax Log Preservation Days
<input type="text" value="500"/>	<input type="text" value="7"/>

**Note:**

The maximum number of fax logs is fixed and cannot be modified.

## Related resources

- [Fax User Guide for Linkus Desktop Client](#)
- [Fax User Guide for Linkus Web Client](#)

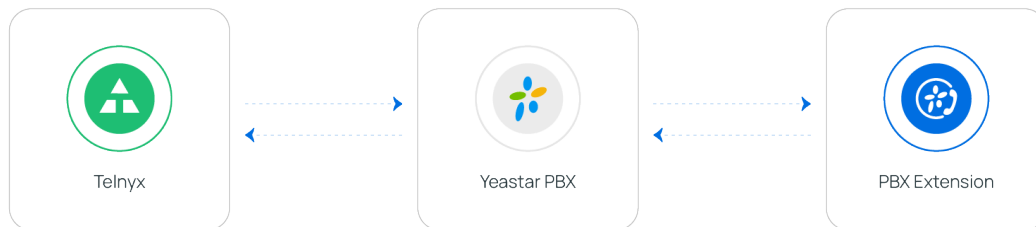
# Fax Integration

## Integrate Yeastar P-Series Cloud Edition with Telnyx Fax

By integrating Yeastar P-Series Cloud Edition with Telnyx Fax, employees within your organization can send and receive faxes instantly and securely over the Internet - directly from their own Linkus Desktop or Web Client.

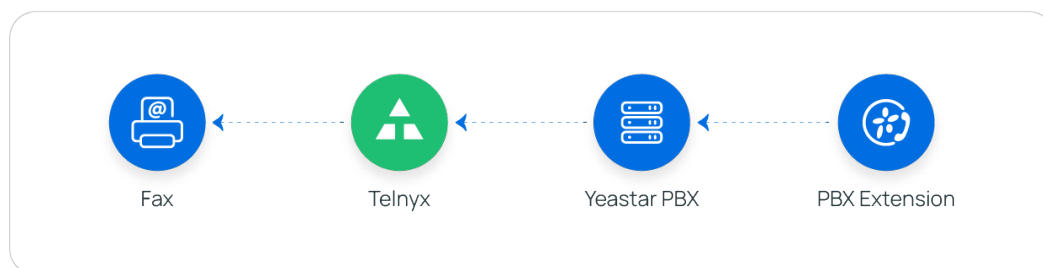
### Introduction

Yeastar P-Series Cloud Edition supports the integration with Telnyx to enable Internet-based faxing, allowing PBX extension users to send and receive faxes through Telnyx's reliable communications network.

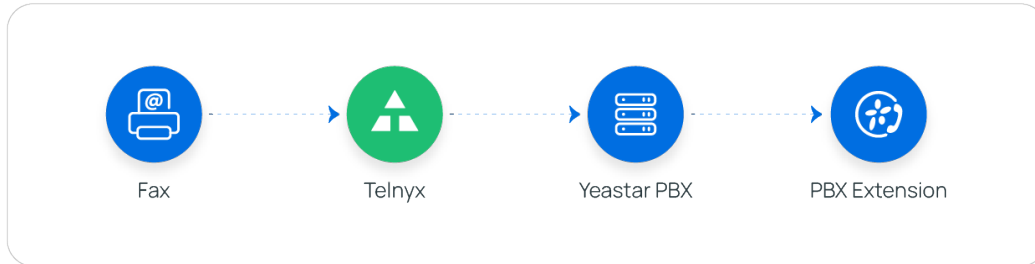


The integration is implemented using **Yeastar PBX Webhook** and **Telnyx Fax API V2**.

- When an extension user sends a fax from Linkus, Yeastar PBX calls Telnyx API to submit the fax for delivery.



- When a fax arrives at Telnyx fax number, Telnyx sends a webhook notification to Yeastar PBX. PBX then retrieves the fax file via API and delivers it to the designated extension users' Linkus.



You can easily set up the integration by following the instructions below:

1. Obtain Webhook URL from Yeastar PBX.
2. Create the necessary resources and obtain the required credentials from Telnyx.
  - An **API Key** to authenticate your account and access Telnyx API endpoints.
  - An **Outbound Voice Profile** to initiate outbound fax traffic.
  - A **Fax-enabled Phone Number** for sending and receiving faxes.
  - A **Fax Application** to manage inbound and outbound fax traffic.
3. Fill in the obtained credentials in Yeastar PBX, then configure fax-related settings.

## Requirements

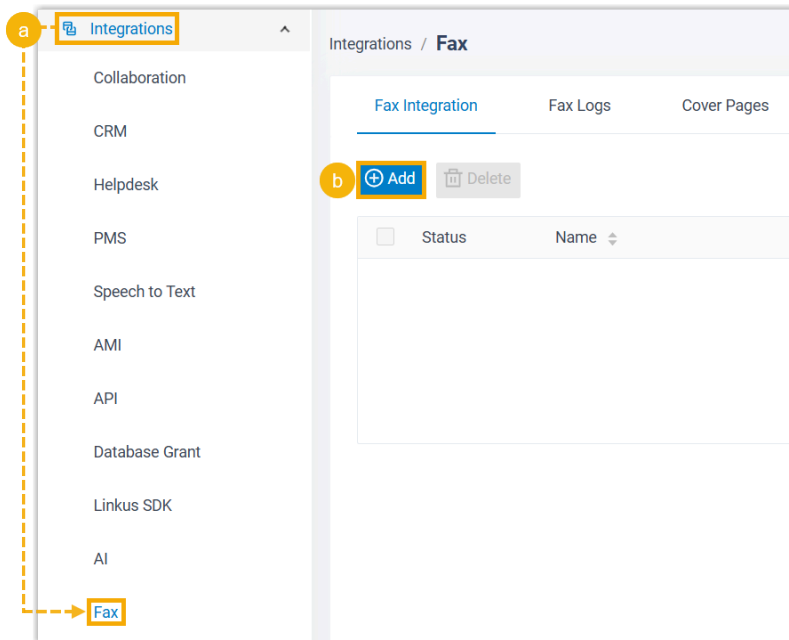
To integrate online faxing capability into Yeastar PBX, ensure Yeastar PBX meets the following requirements.

- **Firmware:** Version 84.20.0.X or later
- **Plan:** Enterprise Plan or Ultimate Plan

## Step 1. Obtain Webhook URL from Yeastar PBX

Obtain a Webhook URL from Yeastar PBX first, which is required when you set up a fax application on Telnyx.

1. Go to the fax integration page.




- a. Log in to PBX web portal, go to **Integrations > Fax**.
  - b. Under **Fax Integration** tab, click **Add**.
2. Obtain the Webhook URL for Telnyx.

 The screenshot shows the 'Authorization' form for integrating Telnyx. It contains the following fields:
 

- Name:** A text input field.
- Service Provider:** A dropdown menu with 'Telnyx' selected. This field is highlighted with a yellow box.
- Application ID:** A text input field.
- Webhook URL:** A text input field containing the URL 'https://docs.example.yeastarcloud.com/api/v1.0/webhook/efax/5e869b8b-...'. This field is highlighted with a yellow box.

 A blue informational banner at the top of the form states: 'Please refer to the [User Guide](#) for information on how to configure the following settings.'

- a. In the **Service Provider** drop-down list, select **Telnyx**.
- b. In the **Webhook URL** field, click  to copy the URL and save it for later use.



## Step 2. Create resources and obtain credentials from Telnyx

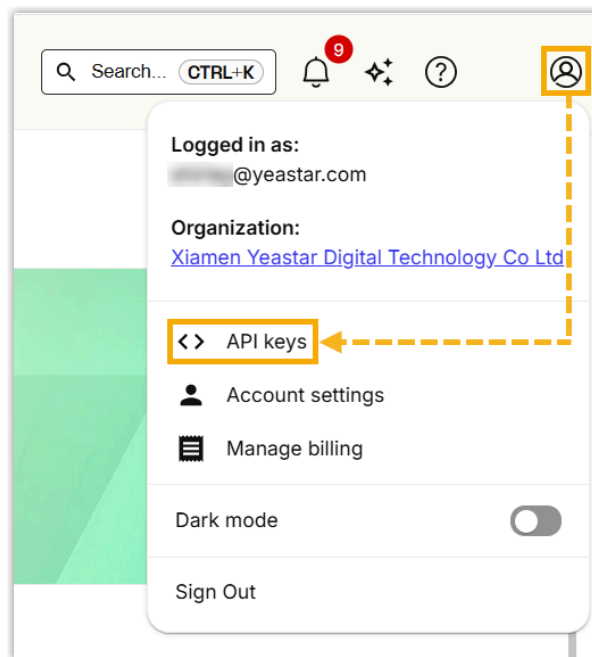
Create the necessary resources and obtain the required credentials from Telnyx, so as to authenticate and authorize interactions between Yeastar PBX and Telnyx.

You need to complete the following settings within Telnyx portal.

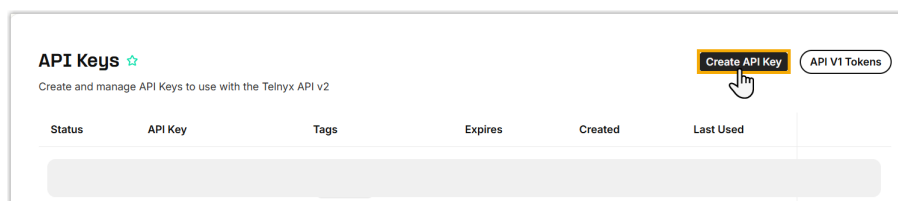
- [1. Create an API key](#)
- [2. Create outbound voice profile](#)
- [3. Buy a phone number](#)
- [4. Create a fax application](#)

### 1. Create an API key

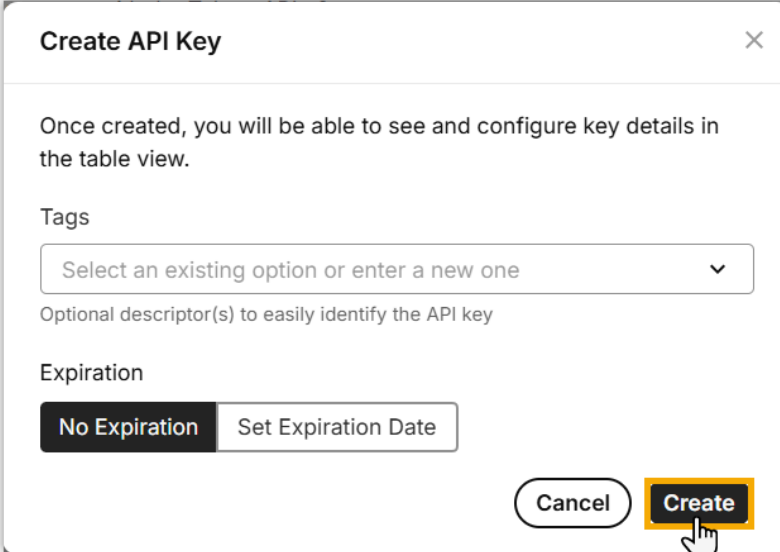
1. Access the creation page of API key.
  - a. Log in to [Telnyx portal](#).
  - b. At the top-right corner, click your account, then select **API keys**.



2. Create an API key.
  - a. At the top-right corner, click **Create API Key**.



- b. In the pop-up window, set tag and expiration date for the API key as needed, then click **Create**.

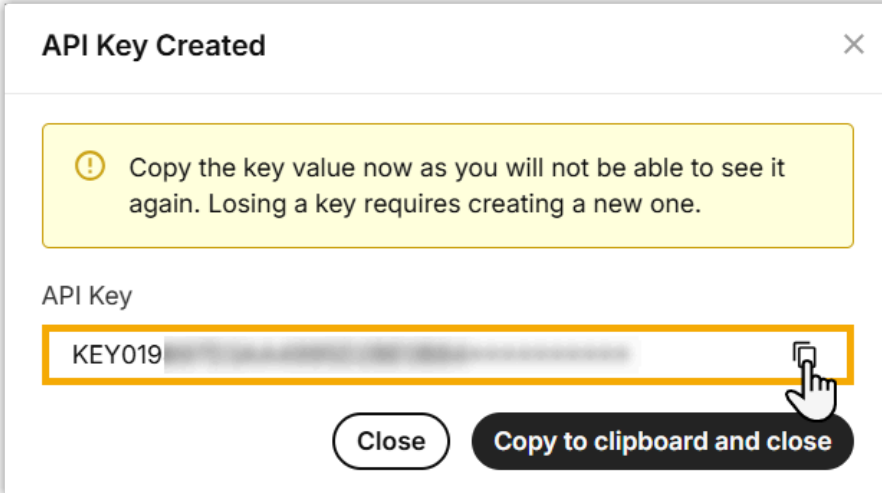


The 'Create API Key' dialog box contains the following elements:

- Title:** Create API Key
- Instructions:** Once created, you will be able to see and configure key details in the table view.
- Tags:** A dropdown menu with the placeholder text 'Select an existing option or enter a new one'.
- Optional descriptor(s):** A text input field to identify the API key.
- Expiration:** Two buttons: 'No Expiration' (highlighted in black) and 'Set Expiration Date'.
- Buttons:** 'Cancel' and 'Create' (highlighted in black with a hand cursor icon).

A new API key is generated and displayed.

- c. Copy the API key and save it for later use, then close the window.

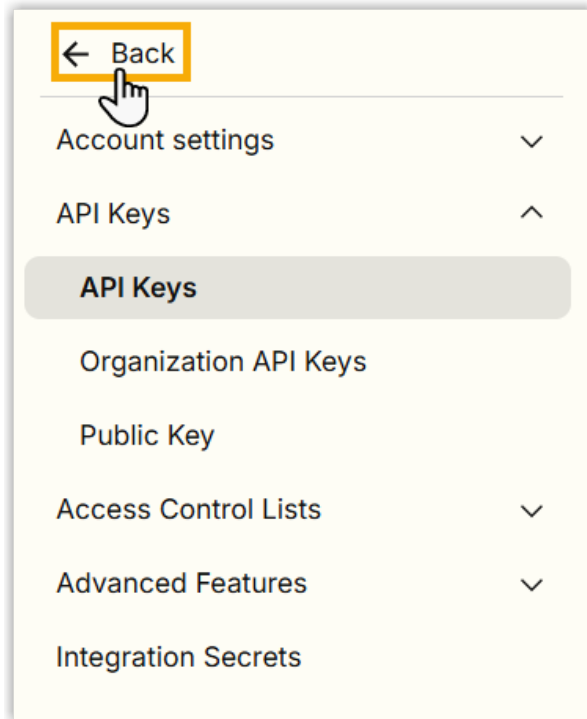


The 'API Key Created' dialog box contains the following elements:

- Title:** API Key Created
- Warning:** A yellow box with an exclamation mark icon and the text: 'Copy the key value now as you will not be able to see it again. Losing a key requires creating a new one.'
- API Key:** A text input field showing 'KEY019' followed by a masked key value. A hand cursor icon is positioned over the field.
- Buttons:** 'Close' and 'Copy to clipboard and close' (highlighted in black).

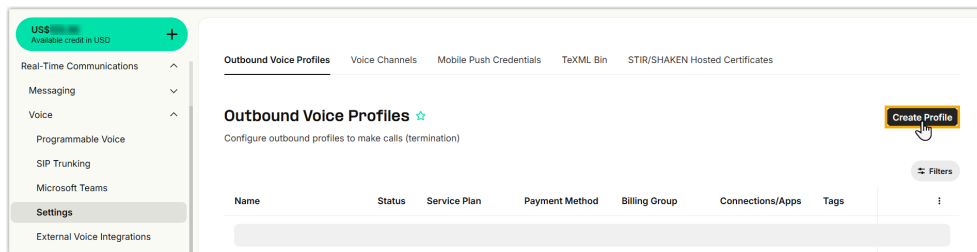
## 2. Create outbound voice profile

1. Access the creation page of outbound voice profile.
  - a. At the top-left corner, click **Back** to return to the home menu.



b. On the left navigation bar, go to **Real-Time Communications > Voice > Settings > Outbound Voice Profiles**.

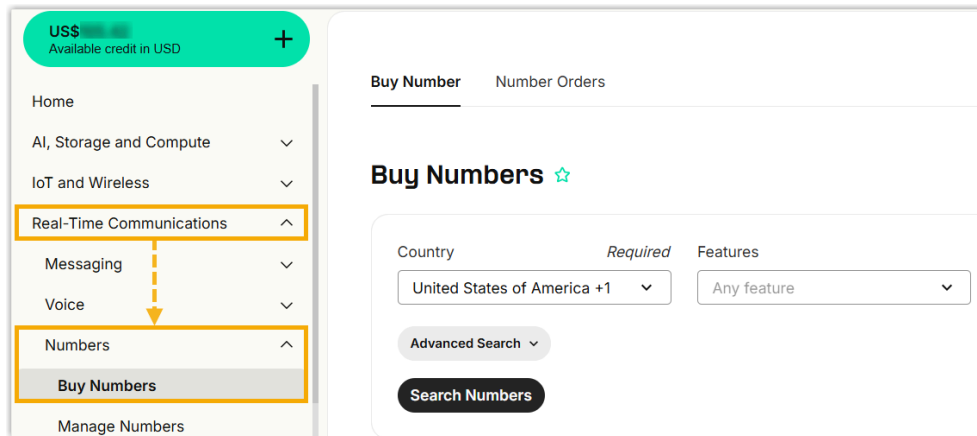
2. At the top-right corner, click **Create Profile**.



3. Customize the profile as needed.

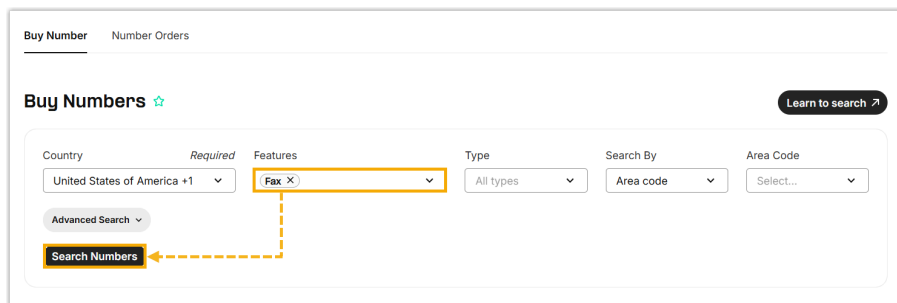
### 3. Buy a phone number

1. On the left navigation bar, go to **Real-Time Communications > Numbers > Buy Numbers**.



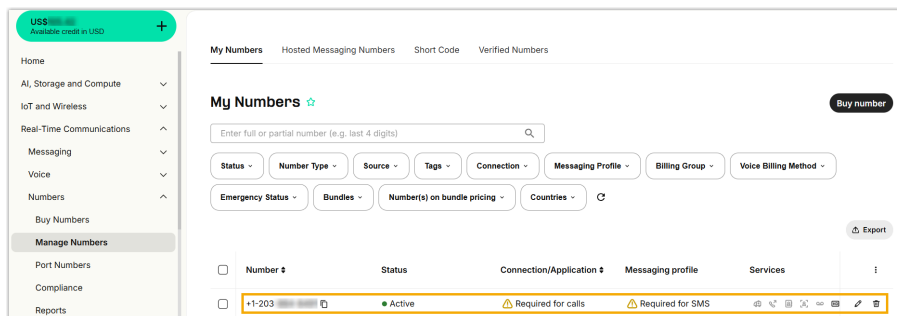
## 2. Search and buy a number with fax capability.

- a. Under the **Buy Number** tab, set **Features** to **Fax** and configure additional filters as needed, then click **Search Numbers** to display available numbers.



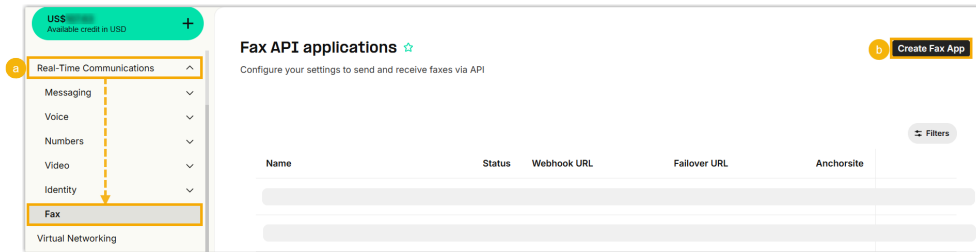
- b. Select the desired number and complete payment.

You will be redirected to the **Manage Numbers** page, where the purchased number is displayed.



## 4. Create a fax application

1. Access the fax creation page.



- a. On the left navigation bar, go to **Real-Time Communications > Fax**.
  - b. At the top-right corner, click **Create Fax App**.
2. For **Details**, configure the following settings, then click **Create**.

← Back to Fax API applications

### Create Fax API applications

#### Details

Application name <sup>?</sup> *Required*

AnchorSite™ <sup>?</sup>

Latency ▼

#### Webhooks

Webhook URL <sup>?</sup> *Required* Webhook Failover URL <sup>?</sup>

Custom webhook timeout (seconds): <sup>?</sup>

#### Advanced settings

☐ Enable RTCP capture <sup>?</sup>

#### Custom Headers

Timezone <sup>?</sup> Customer Name <sup>?</sup>

1. Details

2. Inbound

3. Outbound

4. Numbers

**Create** **Cancel**

Setting	Description
Application name	Enter a name to help you identify the application.
Webhook URL	Paste the <a href="#">Webhook URL</a> obtained from Yeastar PBX.

Setting	Description
Timezone	Specify the time zone used in the fax header timestamps.

3. For **Inbound**, retain the default settings or configure it as needed, then click **Next**.

← Back to Fax API applications

### Create Fax API applications

**Inbound**

Configure global application settings for Inbound Calls

SIP subdomain ⓘ

SIP subdomain receive settings ⓘ From Anyone Only My Connections

Inbound Channel Limit ⓘ

File Type

☒ PDF

☐ TIFF

Email address for inbound faxes ⓘ

1. Details

**2. Inbound**

3. Outbound

4. Numbers

**Next** **Back**

4. For **Outbound**, select [the OVP](#) from the drop-down list of **Outbound Voice Profile** to enable outbound fax traffic, then click **Next**.

← Back to Fax API applications

### Create Fax API applications

**Outbound**

Configure global application settings for Outbound Calls

Outbound Voice Profile ⓘ  X v

Outbound Channel Limit ⓘ

1. Details

2. Inbound

**3. Outbound**

4. Numbers

**Next** **Back**

5. For **Numbers**, click ↺ to assign [the number](#) to the application.

← Back to Fax API applications

### Create Fax API applications

Assign numbers

Number	Status	Type	Tags	Dz
+1-203 [redacted]	Active	local		11
+1-844 [redacted]	Active	toll free		30

Filters

- 1. Details
- 2. Inbound
- 3. Outbound
- 4. Numbers

6. At the bottom-left corner, click **Complete**.

A window pops up, indicating that the fax application is created.

**You've created a new Fax API application** ✕

Your Fax API application allows you to send and receive faxes.

- ✓ Inbound faxes
- ✓ Outbound faxes
- ✓ 1 number(s) assigned

[View my application](#)

7. Obtain the application ID.

a. Click **View my application**.

**You've created a new Fax API application** ✕

Your Fax API application allows you to send and receive faxes.

- ✓ Inbound faxes
- ✓ Outbound faxes
- ✓ 1 number(s) assigned

[View my application](#)

- b. Under the **Details** tab, copy the application ID and save it for later use.

← Back to Fax API applications

### Edit Fax API application

Details   Inbound   Outbound   Numbers

**Details**

Application name <sup>?</sup> *Required*   Application ID

DocsTest   2759

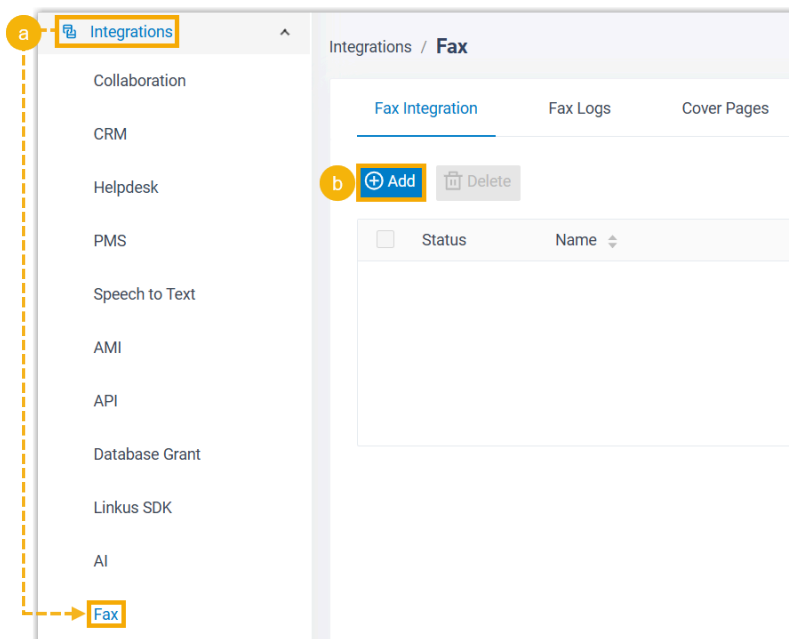
Date Created   Status <sup>?</sup>

Aug 11, 2025   Active

### Step 3. Fill in credentials and configure fax settings on Yeastar PBX

On Yeastar PBX, fill in the credentials obtained from Telnyx, then configure the fax-related settings to complete the fax integration.

1. Go to the fax integration page.



- a. Log in to PBX web portal, go to **Integrations > Fax**.
- b. Under **Fax Integration** tab, click **Add**.
2. In the **Authorization** section, complete the authorization settings.



**Authorization**

\* Name

\* Service Provider

\* API Key

\* Application ID

\* Webhook URL

Setting	Description
Name	Enter a name to help you identify the integration.
Service Provider	Select <b>Telnyx</b> .
API Key	Paste the <a href="#">API key</a> obtained from Telnyx.
Application ID	Paste the <a href="#">application ID</a> obtained from Telnyx.

3. **Optional:** To forward inbound faxes as email attachments to designated addresses, perform the following operations.

**Settings**

☒ Fax to Email

* Email Type	* Extension/Email	Operations
Extension's Email	1000-Leo Ball x 1001-Phillip Huff x 1002-Terrell Smith x	
Specified Email	demo@yeastar.com	

**a** Add

- a. In the **Settings** section, click **Add**.



**Note:**

You can add up to **5** email entries.

- b. In the **Email Type** drop-down list, select the type of email address and complete the corresponding settings.
- **Extension's Email:** Send the inbound faxes as email attachments to extension users' mailboxes.  
 If you choose this option, select the desired extensions from the **Extension/Email** drop-down list.


**Note:**

Ensure the selected extensions have valid email addresses configured. Otherwise, users will not receive the emails.

- **Specified Email:** Send the inbound faxes as email attachments to a specified email address.


If you choose this option, enter a custom email address in the **Extension/Email** field.

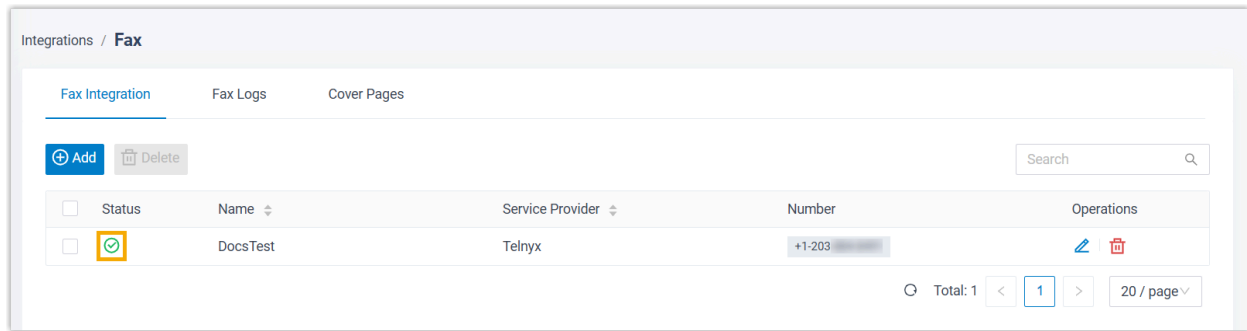
4. Set fax number(s) and specify which extension users are authorized to send and receive faxes.
  - a. In the **Fax Number** section, click **Add**.
  - b. In the pop-up window, configure the following settings, then click **Save**.

Setting	Description
Fax Number	<p>Enter the <a href="#">fax number</a> in E.164 format.  <b>Example:</b> +12498037994</p> <div>  <b>Important:</b>            Remove hyphens – from the fax number, otherwise the fax delivery will fail.         </div>
Fax Reception Destination	<p>Select extensions or extension groups that can receive inbound faxes.</p> <p>The designated users can view inbound faxes from Linkus Desktop or Web Client (Path: <b>Fax Management &gt; Fax</b>).</p>
Extensions Allowed to Send Fax	<p>Select extensions or extension groups that can send faxes.</p> <p>The designated users can send faxes from Linkus Desktop or Web Client (Path: <b>Fax Management &gt; Fax</b>).</p>

- c. To add more fax numbers, repeat steps [a-b](#).
5. Click **Save**.

## Result

The **Status** displays , indicating the integration with Telnyx Fax has been set up successfully.



## What to do next

1. (Optional) Customize cover pages, which will be accessible to extension users when they send faxes.

For more information, see [Add a Fax Cover Page](#).

2. Instruct extension users on how to send faxes and check inbound faxes from their Linkus Desktop or Web Client.

For more information, see the following topics:

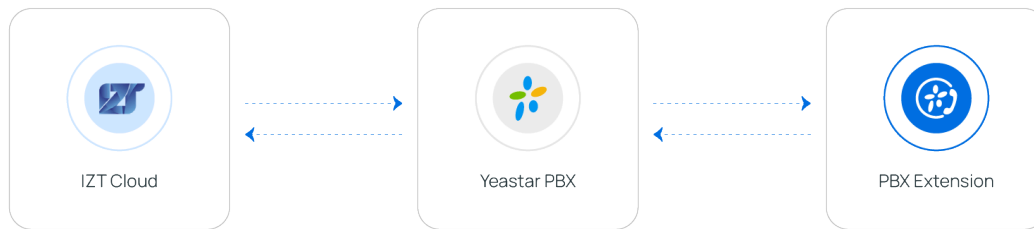
- **Linkus Desktop Client:** [Send Faxes from Linkus Desktop Client](#) and [Check Faxes from Linkus Desktop Client](#).
- **Linkus Web Client:** [Send Faxes from Linkus Web Client](#) and [Check Faxes from Linkus Web Client](#).

## Integrate Yeastar P-Series Cloud Edition with IZT Cloud Fax

By integrating Yeastar P-Series Cloud Edition with IZT Cloud Fax, employees within your organization can send and receive faxes instantly and securely over the Internet - directly from their own Linkus Desktop or Web Client.

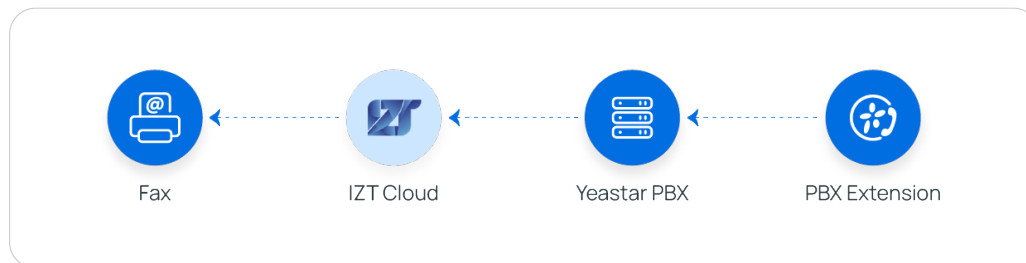
### Introduction

Yeastar P-Series Cloud Edition supports the integration with IZT Cloud to enable Internet-based faxing, allowing PBX extension users to send and receive faxes through IZT Cloud's reliable communications network.

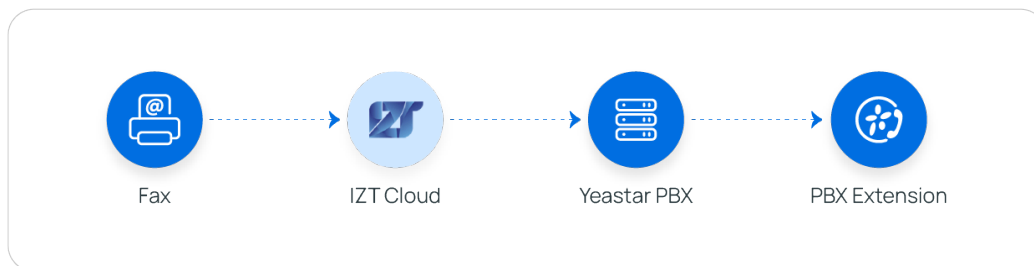


The integration is implemented using **Yeastar PBX Webhook** and **IZT Cloud Fax API**.

- When an extension user sends a fax from Linkus, Yeastar PBX calls IZT Cloud API to submit the fax for delivery.



- When a fax arrives at IZT Cloud fax number, IZT Cloud sends a webhook notification to Yeastar PBX. PBX then retrieves the fax file via API and delivers it to the designated extension users' Linkus.



You can easily set up the integration by following the instructions below:

1. Obtain Webhook URL from Yeastar PBX.
2. Create the necessary resources and obtain the required credentials from IZT Cloud.

- A **Fax-enabled Phone Number** for sending and receiving faxes.
  - An **API Key** to authenticate your account and access IZT Cloud API endpoints.
  - A **Notification Group** for webhook notifications.
3. Fill in the obtained credentials in Yeastar PBX, then configure fax-related settings.

## Requirements

To integrate online faxing capability into Yeastar PBX, ensure Yeastar PBX meets the following requirements.

- **Firmware:** Version 84.20.0.X or later
- **Plan:** Enterprise Plan or Ultimate Plan

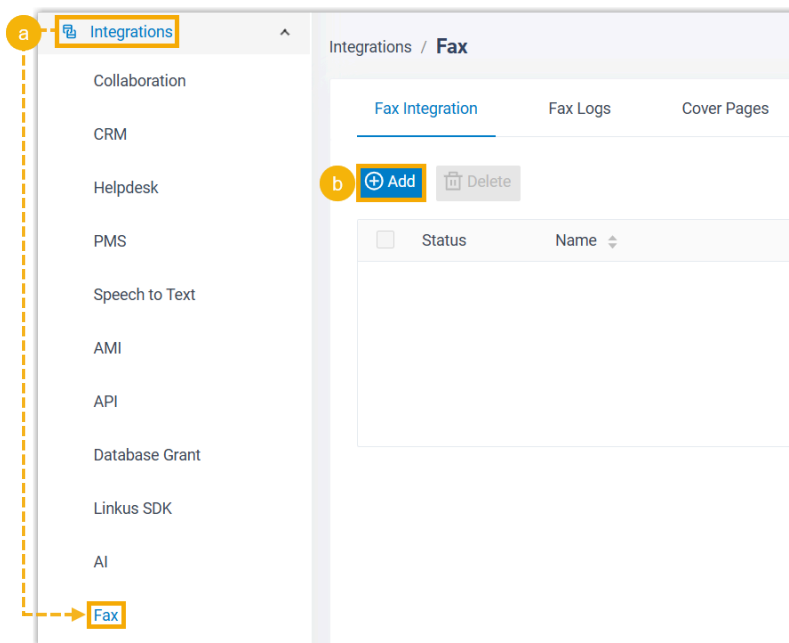
## Prerequisites

Purchase fax number(s) from IZT Cloud.

## Step 1. Obtain Webhook URL from Yeastar PBX

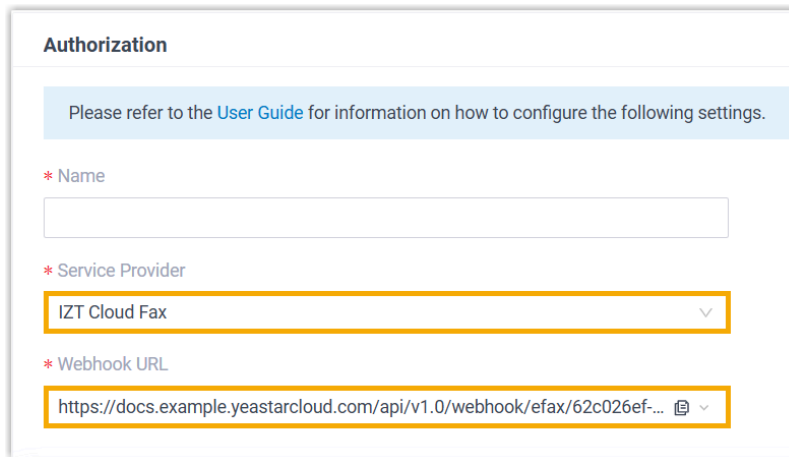
Obtain a Webhook URL from Yeastar PBX first, which is required when you set up a notification group on IZT Cloud.

1. Go to the fax integration page.



- a. Log in to PBX web portal, go to **Integrations > Fax**.
- b. Under **Fax Integration** tab, click **Add**.

## 2. Obtain the Webhook URL for IZT Cloud Fax.




**Authorization**

Please refer to the [User Guide](#) for information on how to configure the following settings.

\* Name

\* Service Provider  
 IZT Cloud Fax

\* Webhook URL  
<https://docs.example.yeastarcloud.com/api/v1.0/webhook/efax/62c026ef-...>

- In the **Service Provider** drop-down list, select **IZT Cloud Fax**.
- In the **Webhook URL** field, click  to copy the URL and save it for later use.

## Step 2. Create resources and obtain credentials from IZT Cloud

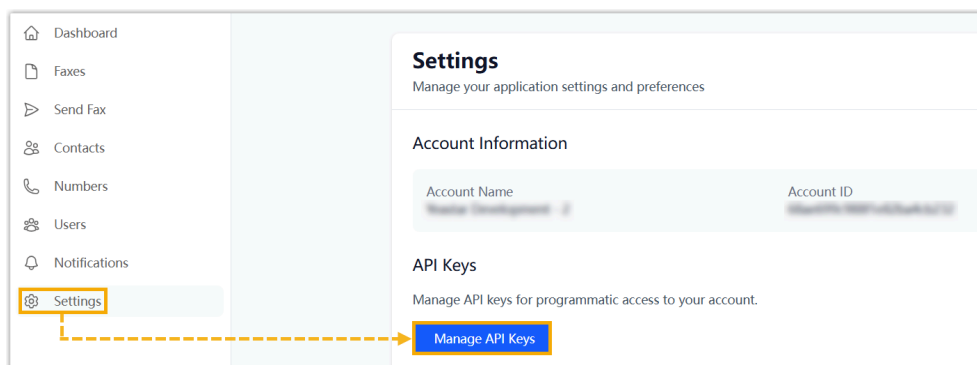
Create the necessary resources and obtain the required credential from IZT Cloud, so as to authenticate and authorize interactions between Yeastar PBX and IZT Cloud.

You need to complete the following settings within IZT Cloud portal.

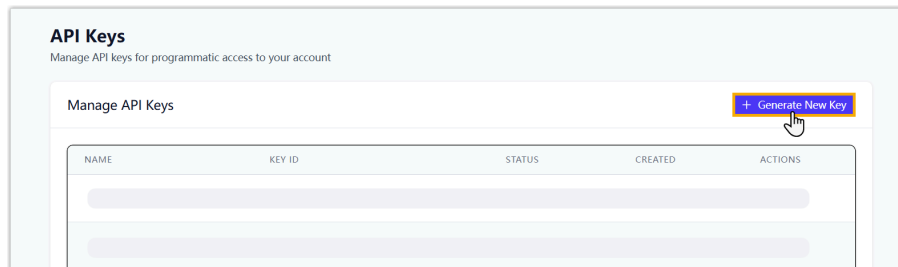
- [1. Create an API key](#)
- [2. Create a notification group](#)
- [3. Associate notification group with fax number](#)

### 1. Create an API key

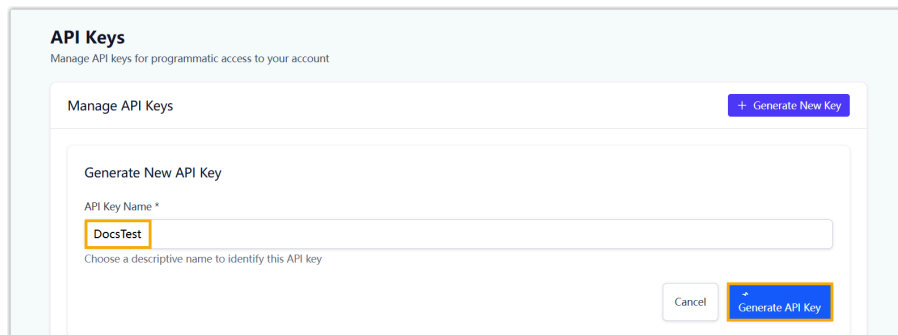
1. Access the creation page of API key.



- a. Log in to [IZT Cloud Fax portal](#).
  - b. Go to **Settings > API Keys**, then click **Manage API Keys**.
2. Create an API key.
- a. At the top-right corner, click **Generate New Key**.

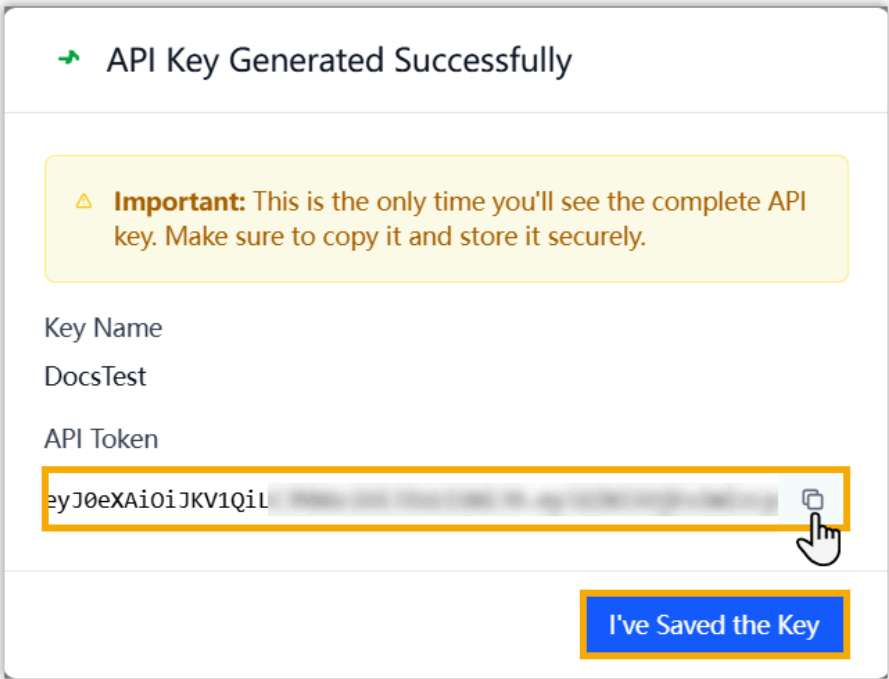


- b. In the **API Key Name** field, enter a name to help you identify the key, then click **Generate API Key**.



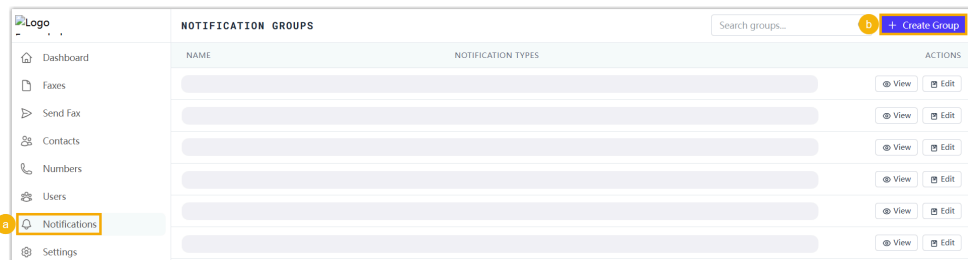
A new API key is generated and displayed.

- c. Copy the API key and save it for later use, then click **I've Saved the Key** to close the window.



## 2. Create a notification group

1. Access the creation page of notification group.



- a. On the left navigation bar, click **Notifications**.
  - b. At the top-right corner, click **Create Group**.
2. Configure the notification group, then click **Create Group**.



< **Create Notification Group**

Create a new notification group to receive fax delivery notifications

Group Name \*

DocsTest

Email Notifications

Enter email address
Add

User Notifications

Select a user
Add


Webhooks
Add Webhook

Webhook 1

Method
URL

POST
https://docs.example.yeastarcloud.com/api/v1.0/webhook/efax/dc7

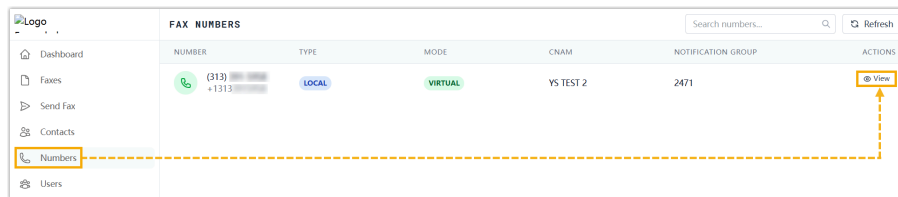
Cancel
Create Group

Setting	Description
Group Name	Enter a name to help you identify the group.
Email Notifications	Keep the default setting or customize it as needed.
User Notifications	Keep the default setting or customize it as needed.
Webhooks	Click <b>Add Webhook</b> , then paste the <a href="#">Webhook URL</a> obtained from Yeastar PBX. <div>  <b>Note:</b> Set the <b>Method</b> to <b>POST</b>. </div>

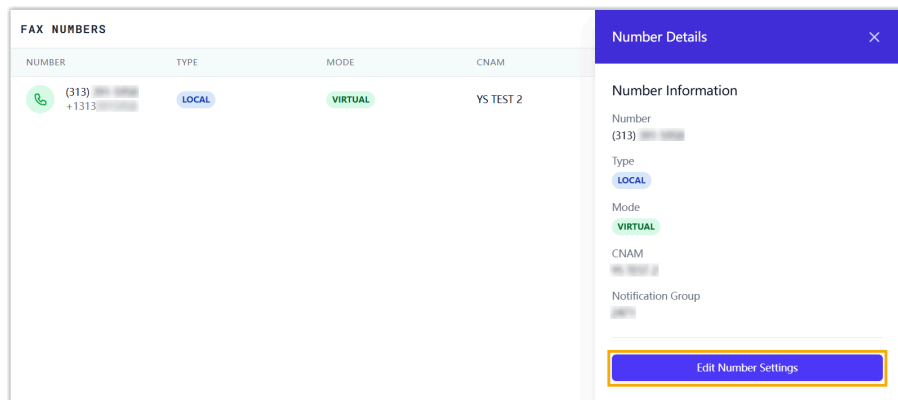
### 3. Associate notification group with fax number

1. Access the configuration page of fax number.

- a. On the left navigation bar, click **Numbers**, then click **View** beside the desired number.



- b. On the side panel, click **Edit Number Settings**.



2. In the **Notification Group** drop-down list, select the created group, then click **Save Changes**.

### Edit Number Settings

Update the configuration for (313) 391-5958

Mode

Virtual

CNAM (Caller ID Name)

YS TEST 2

Maximum 15 characters for caller ID display

Notification Group

DocsTest

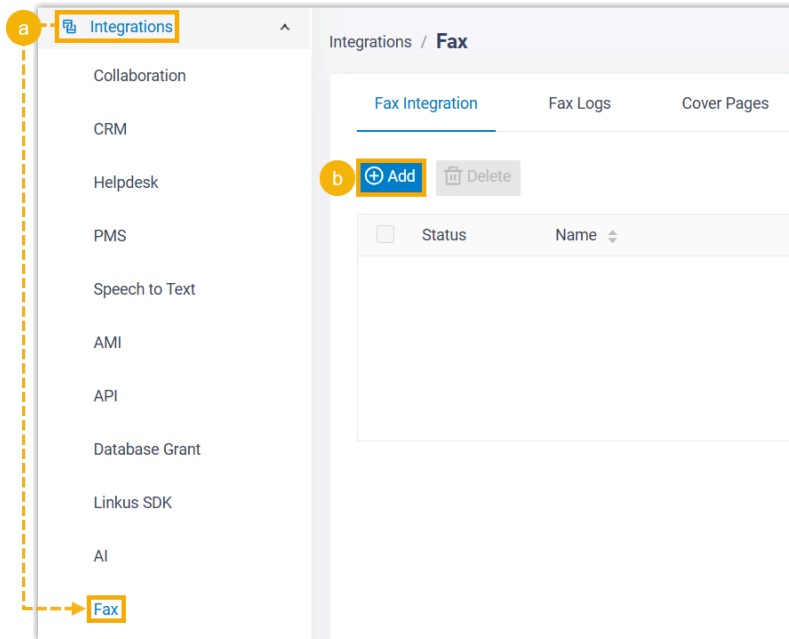
Cancel

**Save Changes**

### Step 3. Fill in credentials and configure fax settings on Yeastar PBX

On Yeastar PBX, fill in the credentials obtained from IZT Cloud, then configure the fax-related settings to complete the fax integration.

1. Go to the fax integration page.



a. Log in to PBX web portal, go to **Integrations > Fax**.

b. Under **Fax Integration** tab, click **Add**.

2. In the **Authorization** section, complete the authorization settings.

**Authorization**

Please refer to the User Guide for information on how to configure the following settings.

\* Name

DocsTest

\* Service Provider

IZT Cloud Fax

\* Webhook URL

https://docs.example.yeastarcloud.com/api/v1.0/webhook/efax/30bfb06f-f... @

\* API Key

.....

Setting	Description
Name	Enter a name to help you identify the integration.
Service Provider	Select <b>IZT Cloud Fax</b> .

Setting	Description
API Key	Paste <a href="#">the API key</a> obtained from IZT Cloud.

3. **Optional:** To forward inbound faxes as email attachments to designated addresses, perform the following operations.

The screenshot shows the 'Settings' page for fax integration. The 'Fax to Email' checkbox is checked. Below it, there are two sections: 'Email Type' and 'Extension/Email'. The 'Email Type' section has a dropdown menu with 'Extension's Email' selected. The 'Extension/Email' section has a dropdown menu with '1000-Leo Ball', '1001-Phillip Huff', and '1002-Terrell Smith' selected. The 'Operations' column has a trash icon. Below these sections, there is a 'Specified Email' field with 'demo@yeastar.com' entered. At the bottom, there is an 'Add' button.

- a. In the **Settings** section, click **Add**.



**Note:**

You can add up to **5** email entries.

- b. In the **Email Type** drop-down list, select the type of email address and complete the corresponding settings.

- **Extension's Email:** Send the inbound faxes as email attachments to extension users' mailboxes.

If you choose this option, select the desired extensions from the **Extension/Email** drop-down list.



**Note:**

Ensure the selected extensions have valid email addresses configured. Otherwise, users will not receive the emails.


- **Specified Email:** Send the inbound faxes as email attachments to a specified email address.

If you choose this option, enter a custom email address in the **Extension/Email** field.

4. Set fax number(s) and specify which extension users are authorized to send and receive faxes.

- a. In the **Fax Number** section, click **Add**.


- b. In the pop-up window, configure the following settings, then click **Save**.

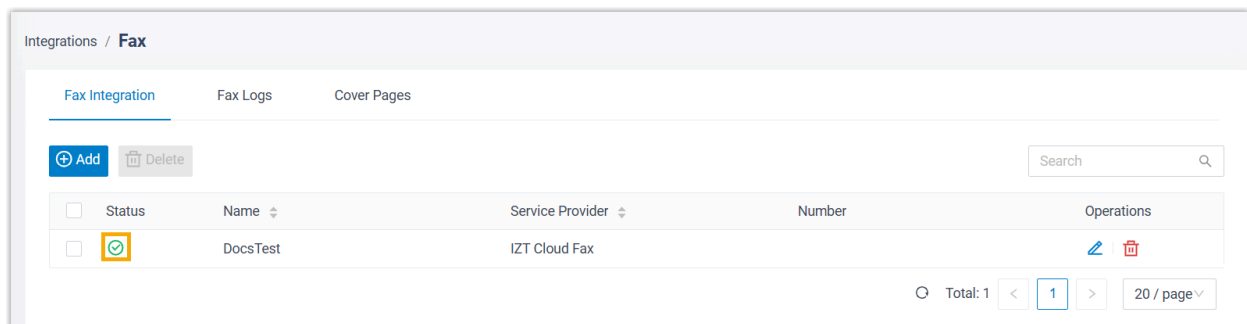
Setting	Description
Fax Number	<p>Enter fax number in E.164 format. <b>Example:</b> +12498037994</p> <div>  <b>Important:</b> Remove hyphens - from the fax number, otherwise the fax delivery will fail. </div>
Fax Reception Destination	<p>Select extensions or extension groups that can receive inbound faxes.</p> <p>The designated users can view inbound faxes from Linkus Desktop or Web Client (Path: <b>Fax Management &gt; Fax</b>).</p>
Extensions Allowed to Send Fax	<p>Select extensions or extension groups that can send faxes.</p> <p>The designated users can send faxes from Linkus Desktop or Web Client (Path: <b>Fax Management &gt; Fax</b>).</p>

c. To add more fax numbers, repeat steps [a-b](#).

5. Click **Save**.

## Result

The **Status** displays , indicating the integration with IZT Cloud Fax has been set up successfully.



## What to do next

1. (Optional) Customize cover pages, which will be accessible to extension users when they send faxes.

For more information, see [Add a Fax Cover Page](#).

2. Instruct extension users on how to send faxes and check inbound faxes from their Linkus Desktop or Web Client.

For more information, see the following topics:

- **Linkus Desktop Client:** [Send Faxes from Linkus Desktop Client](#) and [Check Faxes from Linkus Desktop Client](#).
- **Linkus Web Client:** [Send Faxes from Linkus Web Client](#) and [Check Faxes from Linkus Web Client](#).

# Fax Cover Page

## Add a Fax Cover Page

Fax Cover Page appears as the first page of an outbound fax, typically displaying essential fields such as sender information, recipient details, brief message, etc. This topic describes how administrator can configure a fax cover page from PBX web portal.

### Introduction

Both **administrator** and **extension users** can add cover pages.

- As an **administrator**, you can configure system-wide fax cover pages from PBX web portal. These cover pages will be available to the extension users who are authorized to send outbound faxes.
- For **extension users**, as long as they are authorized to send outbound faxes, they can create extension-specific fax cover pages from their Linkus Desktop or Web Client.

The following instructions describe how administrator can configure a fax cover page from PBX web portal. For more information about how extension users can proceed from their Linkus clients, see [Add a Fax Cover Page from Linkus Desktop Client](#) and [Add a Fax Cover Page from Linkus Web Client](#).

### Limitations

A maximum of **20** system-wide fax cover pages are supported.



#### Note:

Each extension user can customize up to **10** extension-specific fax cover pages.

### Prerequisites

Prepare a cover page file that meets the following requirements:



#### Tip:

You can download and use the [sample.docx](#) file to customize a new cover page, then convert it to PDF for upload.

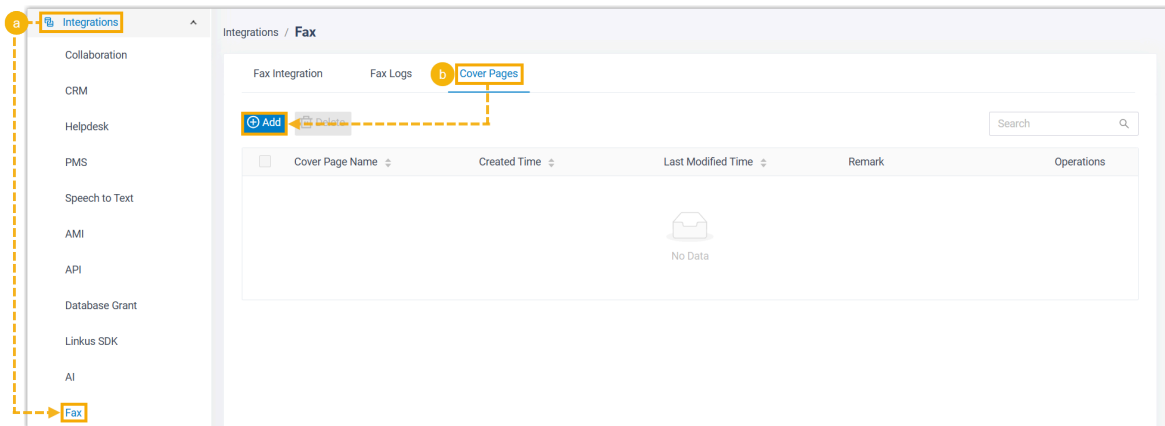
- **File format:** .pdf
- **File size:** Less than 5MB

**Note:**

Encrypted PDF file is NOT supported.

## Procedure

1. Access the creation page of fax cover page.



- a. Log in to PBX web portal, go to **Integrations > Fax**.
  - b. Under the **Cover Pages** tab, click **Add**.
2. Complete the following settings.

Setting	Description
Cover Page Name	Enter a name to help you identify the cover page.
Remark	Enter a short description.
Cover Page File	Click <b>Upload</b> to upload a PDF file.

3. Click **Save**.




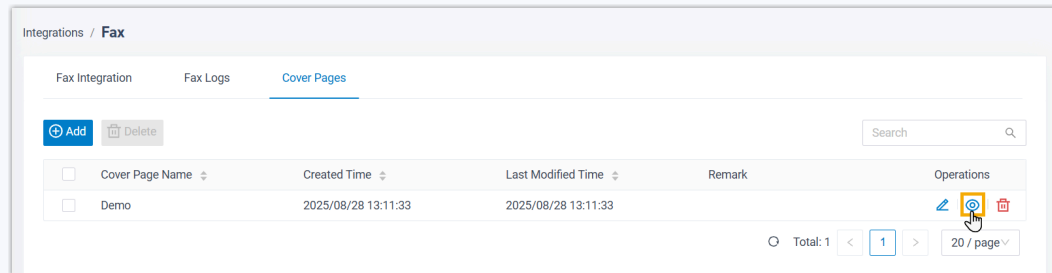
## Result

- The fax cover page is created and displayed in the list.



### Tip:

You can click  to preview the cover page in a new browser tab.



- Extension users authorized to send outbound faxes can view and use the cover page directly from Linkus Desktop or Web Client.

## Delete Fax Cover Pages

For fax cover pages that are not in use, you can delete them at any time.

### Introduction

Both administrator and extension users can delete fax cover pages.

- As an **administrator**, you can remove system-wide cover pages from PBX web portal. Once deleted, these cover pages will no longer be available to extension users.
- For **extension users**, they can delete their own custom cover pages directly from their Linkus Desktop or Web Client.

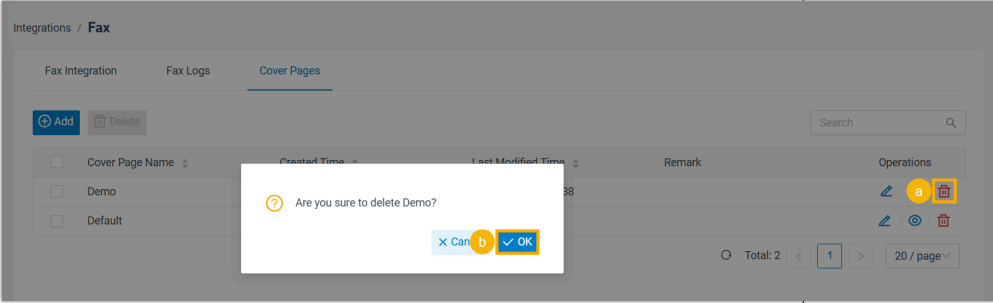

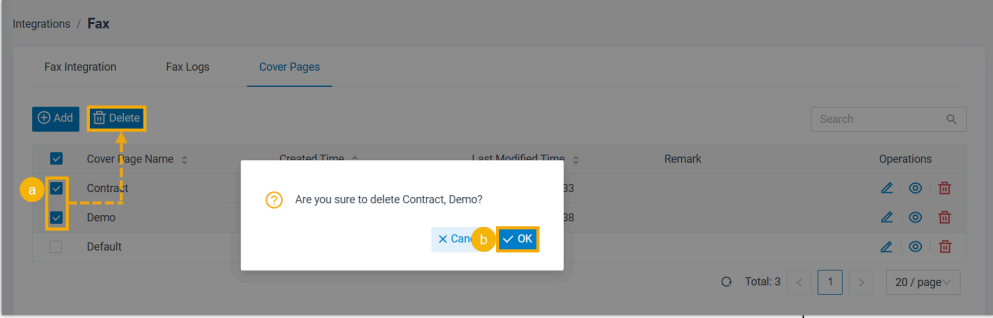
The following instructions describe how administrator can delete fax cover page(s) from PBX web portal. For more information about how extension users can proceed from their Linkus clients, see [Delete Fax Cover Pages from Linkus Desktop Client](#) and [Delete Fax Cover Pages from Linkus Web Client](#).

### Procedure

1. Log in to PBX web portal, go to **Integrations > Fax > Cover Pages**.

All system-wide cover pages are displayed in the list.

## 2. Delete cover pages as needed.

Scenario	Instruction
Delete a cover page	 <p>a. On the right of the desired cover page, click .</p> <p>b. In the pop-up window, click <b>OK</b>.</p>
Delete multiple cover pages	 <p>a. Select the checkboxes of multiple cover pages, click <b>Delete</b>.</p> <p>b. In the pop-up window, click <b>OK</b>.</p>

## Result

The fax cover page(s) are removed from the PBX, and are no longer accessible to extension users.

# Fax Logs


## Check Fax Logs

Fax logs allow you to keep track of all virtual faxes sent and received through Yeastar P-Series Cloud Edition. This topic describes how to access fax logs and view the details.

### Procedure

1. Log in to PBX web portal, go to **Integrations > Fax > Fax Logs**.
2. At the top of the list, set filters to locate the fax logs that you want to view.

Fax Direction	Time	From	To	Status	Sender Extension	Page	File Name	Operations
Send	08/13/2025 10:10:35	+1606	+1844	Failed	1000-Leo Ball	11	ef3af3fa-5567-4f0...	
Send	08/13/2025 10:10:05	+1606	+1844	Succeeded	1000-Leo Ball	9	ef3af3fa-5567-4f0...	
Send	08/12/2025 13:31:54	+1606	+1606	Failed	1001-Terrell Smith	1	8468ad3b-ba40-4...	

Item	Description
Fax Direction	Select <b>Send</b> or <b>Receive</b> to filter sent or received faxes.
Time	Specify a time range to filter faxes sent or received within the period.
From	Enter the sender's fax number in E.164 format.
To	Enter the recipient's fax number in E.164 format. <div> <b>Note:</b> For <b>scheduled</b> outbound faxes with multiple recipients, only the first number displayed in the list will be searched.</div>
Sender Extension	Enter extension number or extension name to filter faxes sent by a specific user.

### Result

The matched fax logs are displayed in the list.

Fax Integration

Fax Logs

Cover Pages

Fax Direction

Time

From

To

Sender Extension

Send

08/13/2025 00:00 ~ 08/13/2025 23:59

+1606

+1844

1000

Download

Delete

<input type="checkbox"/>	Fax Direction	Time	From	To	Status	Sender Extension	Page	File Name	Operations
<input type="checkbox"/>	Send	08/13/2025 10:10:35	+1606	+1844	Failed	1000-Leo Ball	11	ef3af3fa-5567-4f0...	
<input type="checkbox"/>	Send	08/13/2025 10:10:05	+1606	+1844	Succeeded	1000-Leo Ball	9	ef3af3fa-5567-4f0...	
<input type="checkbox"/>	Send	08/13/2025 10:09:40	+1606	+1844	Succeeded	1000-Leo Ball	7	ef3af3fa-5567-4f0...	
<input type="checkbox"/>	Send	08/13/2025 10:08:58	+1606	+1844	Succeeded	1000-Leo Ball	5	ef3af3fa-5567-4f0...	
<input type="checkbox"/>	Send	08/13/2025 10:08:27	+1606	+1844	Succeeded	1000-Leo Ball	3	ef3af3fa-5567-4f0...	
<input type="checkbox"/>	Send	08/13/2025 10:10:59	+1606	+1844	Scheduled	1000-Leo Ball	13	ef3af3fa-5567-4f0...	

Total: 6

< 1 >

20 / page

## Related information

[Download Fax Data](#)

[Delete Faxes](#)

# Download Fax Data

You can download both fax logs and their associated fax files, or download individual fax file as needed.

## Download fax logs and the associated fax files

1. Log in to PBX web portal, go to **Integrations > Fax > Fax Logs**.
2. **Optional:** At the top of the list, set filters to locate the fax logs that you want to download.

Fax Integration

Fax Logs

Cover Pages

Fax Direction

Time

From

To

Sender Extension

Start date

~


End date

Download

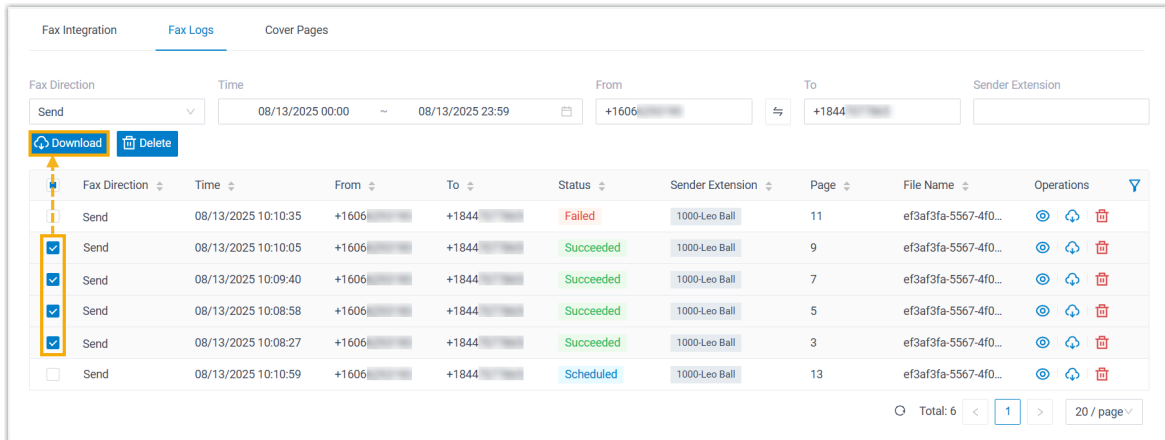
Delete

<input type="checkbox"/>	Fax Direction	Time	From	To	Status	Sender Extension	Page	File Name	Operations
<input type="checkbox"/>	Send	08/13/2025 10:10:35	+1606	+1844	Failed	1000-Leo Ball	11	ef3af3fa-5567-4f0...	
<input type="checkbox"/>	Send	08/13/2025 10:10:05	+1606	+1844	Succeeded	1000-Leo Ball	9	ef3af3fa-5567-4f0...	
<input type="checkbox"/>	Send	08/12/2025 13:31:54	+1606	+1606	Failed	1001-Terrell Smith	1	8468ad3b-ba40-4...	

Item	Description
Fax Direction	Select <b>Send</b> or <b>Receive</b> to filter sent or received faxes.

Item	Description
Time	Specify a time range to filter faxes sent or received within the period.
From	Enter the sender's fax number in E.164 format.
To	Enter the recipient's fax number in E.164 format.  <div>  <b>Note:</b>            For <b>scheduled</b> outbound faxes with multiple recipients, only the first number displayed in the list will be searched.         </div>
Sender Extension	Enter extension number or extension name to filter faxes sent by a specific user.

3. Select the checkboxes of the fax logs that you want to download, then click **Download**.



The screenshot shows the 'Fax Logs' section of a web portal. At the top, there are tabs for 'Fax Integration', 'Fax Logs' (selected), and 'Cover Pages'. Below the tabs are filter fields: 'Fax Direction' (set to 'Send'), 'Time' (08/13/2025 00:00 to 23:59), 'From' (+1606...), 'To' (+1844...), and 'Sender Extension'. A 'Download' button with a download icon is highlighted with a yellow box and an arrow. Below the filters is a table of fax logs with columns: Fax Direction, Time, From, To, Status, Sender Extension, Page, File Name, and Operations. The table contains six rows. The first row is 'Failed'. The next four rows are 'Succeeded' and have their checkboxes selected. The last row is 'Scheduled' and has its checkbox unselected. The 'Operations' column contains icons for viewing, refreshing, and deleting each log entry. At the bottom right, it says 'Total: 6' and '1 / 20 / page'.

Fax Direction	Time	From	To	Status	Sender Extension	Page	File Name	Operations
Send	08/13/2025 10:10:35	+1606...	+1844...	Failed	1000-Leo Ball	11	ef3af3fa-5567-4f0...	View Refresh Delete
<input checked="" type="checkbox"/> Send	08/13/2025 10:10:05	+1606...	+1844...	Succeeded	1000-Leo Ball	9	ef3af3fa-5567-4f0...	View Refresh Delete
<input checked="" type="checkbox"/> Send	08/13/2025 10:09:40	+1606...	+1844...	Succeeded	1000-Leo Ball	7	ef3af3fa-5567-4f0...	View Refresh Delete
<input checked="" type="checkbox"/> Send	08/13/2025 10:08:58	+1606...	+1844...	Succeeded	1000-Leo Ball	5	ef3af3fa-5567-4f0...	View Refresh Delete
<input checked="" type="checkbox"/> Send	08/13/2025 10:08:27	+1606...	+1844...	Succeeded	1000-Leo Ball	3	ef3af3fa-5567-4f0...	View Refresh Delete
<input type="checkbox"/> Send	08/13/2025 10:10:59	+1606...	+1844...	Scheduled	1000-Leo Ball	13	ef3af3fa-5567-4f0...	View Refresh Delete

The fax data is downloaded as a **.zip** file, which includes a **.csv** file with log details and one or more **.pdf** files for the fax documents.

## Download individual fax files

1. Log in to PBX web portal, go to **Integrations > Fax > Fax Logs**.
2. **Optional:** At the top of the list, set filters to locate the log associated with the fax file that you want to download.

Fax Integration

Fax Logs

Cover Pages

Fax Direction

Time

From

To

Sender Extension

▼

Start date

~

End date


📅


🔍

📄 Download

🗑️ Delete

<input type="checkbox"/>	Fax Direction	Time	From	To	Status	Sender Extension	Page	File Name	Operations
<input type="checkbox"/>	Send	08/13/2025 10:10:35	+1606-████████	+1844-████████	Failed	1000-Leo Ball	11	ef3af3fa-5567-4f0...	🔍 🔄 🗑️
<input type="checkbox"/>	Send	08/13/2025 10:10:05	+1606-████████	+1844-████████	Succeeded	1000-Leo Ball	9	ef3af3fa-5567-4f0...	🔍 🔄 🗑️
<input type="checkbox"/>	Send	08/12/2025 13:31:54	+1606-████████	+1606-████████	Failed	1001-Terrell Smith	1	8468ad3b-ba40-4...	🔍 🔄 🗑️

Item	Description
Fax Direction	Select <b>Send</b> or <b>Receive</b> to filter sent or received faxes.
Time	Specify a time range to filter faxes sent or received within the period.
From	Enter the sender's fax number in E.164 format.
To	Enter the recipient's fax number in E.164 format.  <div>  <b>Note:</b>  For <b>scheduled</b> outbound faxes with multiple recipients, only the first number displayed in the list will be searched. </div>
Sender Extension	Enter extension number or extension name to filter faxes sent by a specific user.

3. Click  beside a desired fax log.

Fax Integration

Fax Logs

Cover Pages

Fax Direction

Time

From

To

Sender Extension

Send

08/13/2025 00:00 ~ 08/13/2025 23:59

+1606

+1844

1000

Download

Delete

<input type="checkbox"/>	Fax Direction	Time	From	To	Status	Sender Extension	Page	File Name	Operations
<input type="checkbox"/>	Send	08/13/2025 10:10:35	+1606	+1844	Failed	1000-Leo Ball	11	ef3af3fa-5567-4f0...	<div><div><div></div></div><div><div></div></div><div><div></div></div></div>
<input type="checkbox"/>	Send	08/13/2025 10:10:05	+1606	+1844	Succeeded	1000-Leo Ball	9	ef3af3fa-5567-4f0...	<div><div><div></div></div><div><div></div></div><div><div></div></div></div>
<input type="checkbox"/>	Send	08/13/2025 10:09:40	+1606	+1844	Succeeded	1000-Leo Ball	7	ef3af3fa-5567-4f0...	<div><div><div></div></div><div><div></div></div><div><div></div></div></div>
<input type="checkbox"/>	Send	08/13/2025 10:08:58	+1606	+1844	Succeeded	1000-Leo Ball	5	ef3af3fa-5567-4f0...	<div><div><div></div></div><div><div></div></div><div><div></div></div></div>
<input type="checkbox"/>	Send	08/13/2025 10:08:27	+1606	+1844	Succeeded	1000-Leo Ball	3	ef3af3fa-5567-4f0...	<div><div><div></div></div><div><div></div></div><div><div></div></div></div>
<input type="checkbox"/>	Send	08/13/2025 10:10:59	+1606	+1844	Scheduled	1000-Leo Ball	13	ef3af3fa-5567-4f0...	<div><div><div></div></div><div><div></div></div><div><div></div></div></div>

Total: 6

< 1 >

20 / page

The fax file is downloaded as a .pdf file.

# Delete Faxes

All the inbound and outbound faxes through Yeastar P-Series Cloud Edition are organized in one location for central management. If you don't need specific faxes, you can delete them as needed.

## Introduction

Both **administrator** and **extension users** can delete faxes.

- As an **administrator**, you can delete faxes from PBX web portal.

Once deleted, the fax logs and associated fax files will no longer be accessible to extension users.

- For **extension users**, as long as they are authorized to send or receive faxes, they can delete faxes from Linkus Desktop or Web Client.

This deletion only removes the record from Linkus, the fax files still exist in the system.

The following instructions describe how administrator can delete faxes from PBX web portal. For more information about how extension users can proceed from their Linkus clients, see [Delete Faxes from Linkus Desktop Client](#) and [Delete Faxes from Linkus Web Client](#).

## Procedure

1. Log in to PBX web portal, go to **Integrations > Fax > Fax Logs**.
2. **Optional:** At the top of the list, set filters to locate the faxes that you want to delete.

Fax Integration

Fax Logs

Cover Pages

Fax Direction

Time

From

To

Sender Extension

▼

Start date

~

End date

📅


↔

📄 Download

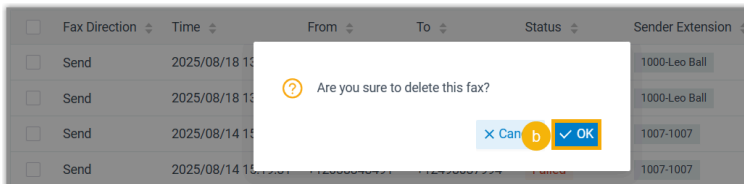

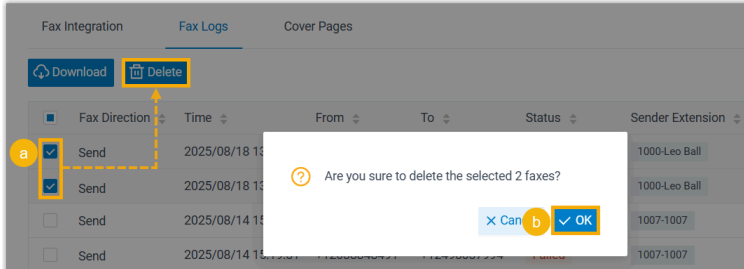
🗑️ Delete

<input type="checkbox"/>	Fax Direction	Time	From	To	Status	Sender Extension	Page	File Name	Operations
<input type="checkbox"/>	Send	08/13/2025 10:10:35	+1606-████████	+1844-████████	Failed	1000-Leo Ball	11	ef3af3fa-5567-4f0...	🔍 🔄 🗑️
<input type="checkbox"/>	Send	08/13/2025 10:10:05	+1606-████████	+1844-████████	Succeeded	1000-Leo Ball	9	ef3af3fa-5567-4f0...	🔍 🔄 🗑️
<input type="checkbox"/>	Send	08/12/2025 13:31:54	+1606-████████	+1606-████████	Failed	1001-Terrell Smith	1	8468ad3b-ba40-4...	🔍 🔄 🗑️

Item	Description
Fax Direction	Select <b>Send</b> or <b>Receive</b> to filter sent or received faxes.
Time	Specify a time range to filter faxes sent or received within the period.

Item	Description
From	Enter the sender's fax number in E.164 format.
To	Enter the recipient's fax number in E.164 format.  <div>  <b>Note:</b>  For <b>scheduled</b> outbound faxes with multiple recipients, only the first number displayed in the list will be searched. </div>
Sender Extension	Enter extension number or extension name to filter faxes sent by a specific user.

### 3. Delete faxes as needed.

Scenario	Description
Delete a fax	 <p>a. On the right of the desired fax log, click .</p> <p>b. In the pop-up window, click <b>OK</b>.</p>
Delete multiple faxes	 <p>a. Select the checkboxes of the desired fax logs, click <b>Delete</b>.</p> <p>b. In the pop-up window, click <b>OK</b>.</p>

## Result

The fax logs and the associated fax files are removed from PBX and extension users' Linkus clients.