

# Configure Fax Message Feature for Webex Calling Users

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## Introduction

This document describes how to configure Fax messaging for Webex calling users.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Knowledge about configuration in Control hub
- Have a location with Webex Calling service and with the Voiceportal enable.
- Have a user with a calling license enabled and the Voicemail feature turned on.

### Components Used

The information in this document is based on these software and hardware versions:

- Webex calling user
- Control hub
- User portal

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Background Information

Extends the Messaging service to allow users to receive, store, review, and manage Fax messages. Users are

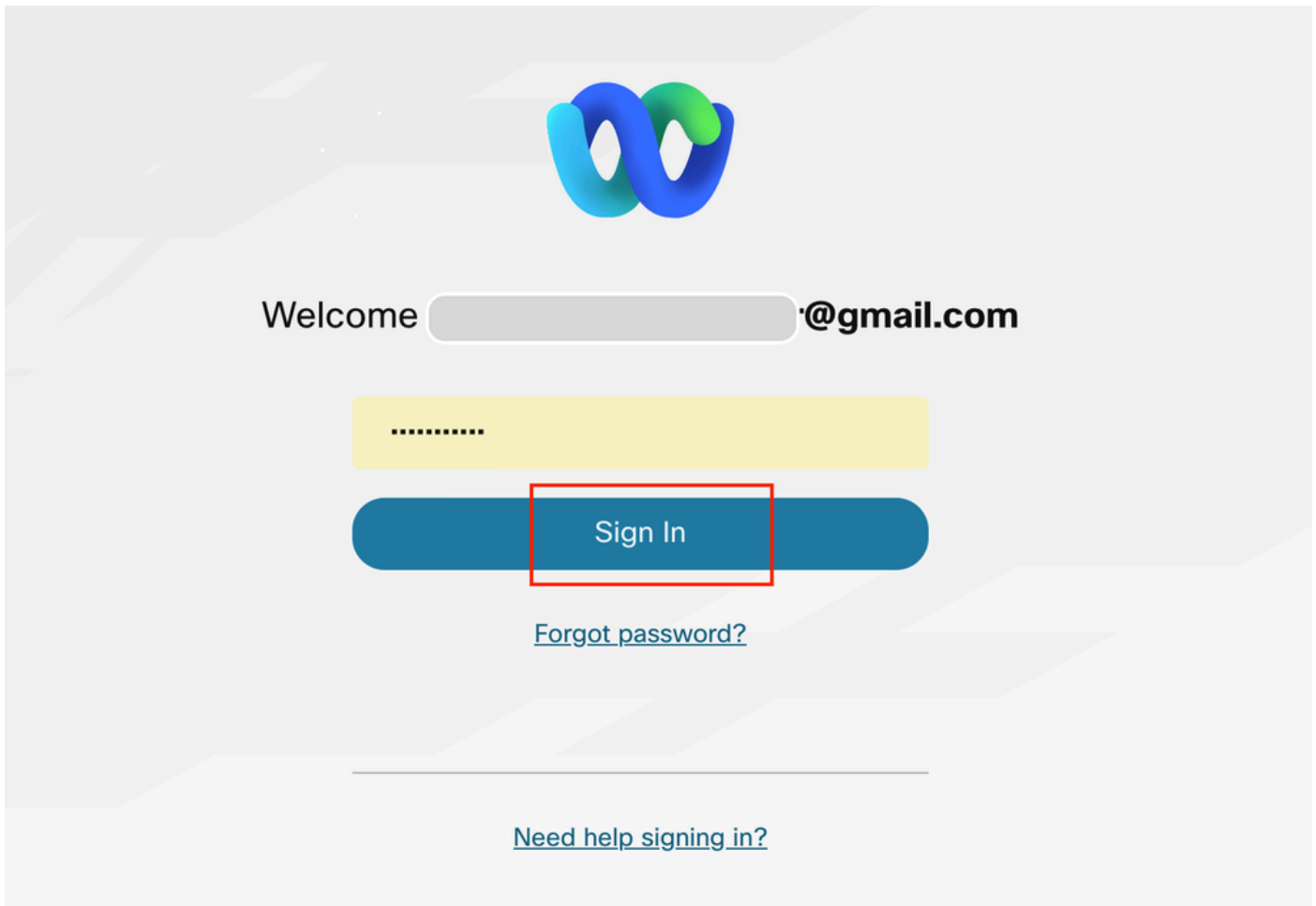
notified of new Fax messages like they are notified of new voice messages. Fax messages can be retrieved by email or retrieved directly on the user portal

## How to Enable Fax Messaging for Webex Calling Users

Webex Calling Users can receive Faxes on a new and unassociated number( different from their number). It is included in their Calling License, you need to enable it in the Voicemail section of the user configuration.

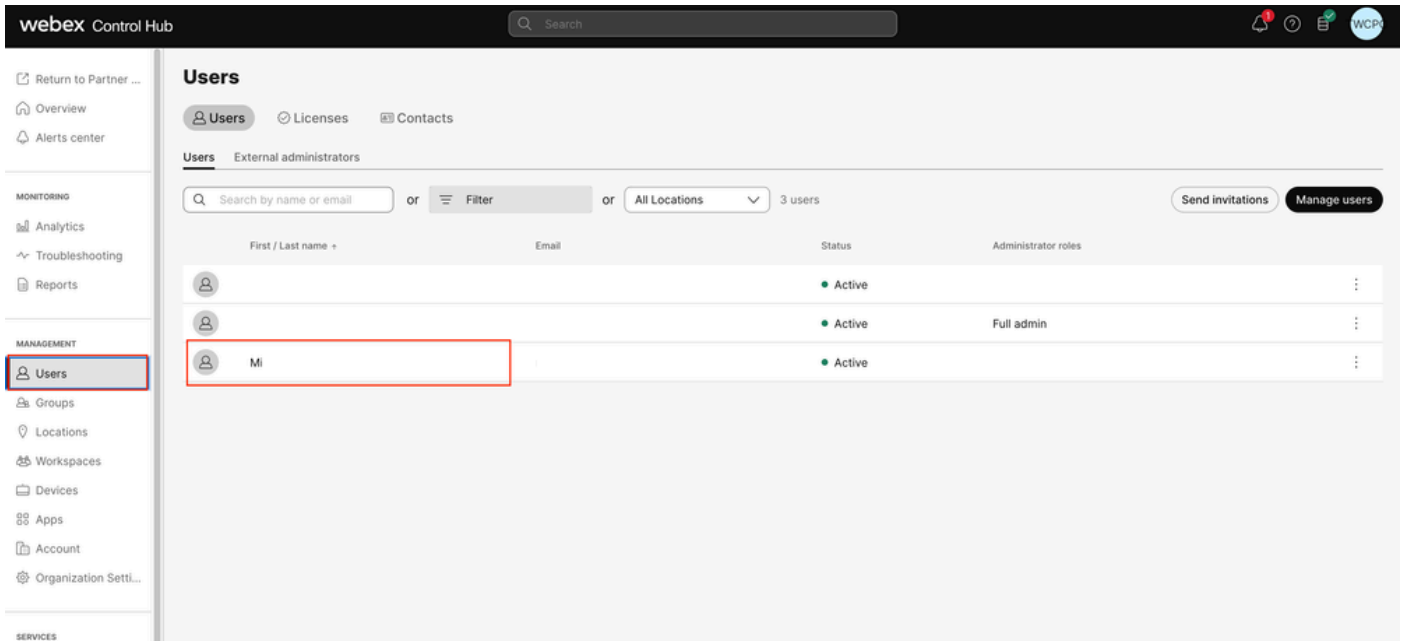
### Through Configuration

**Step 1.** Sign in to [Control Hub](#)



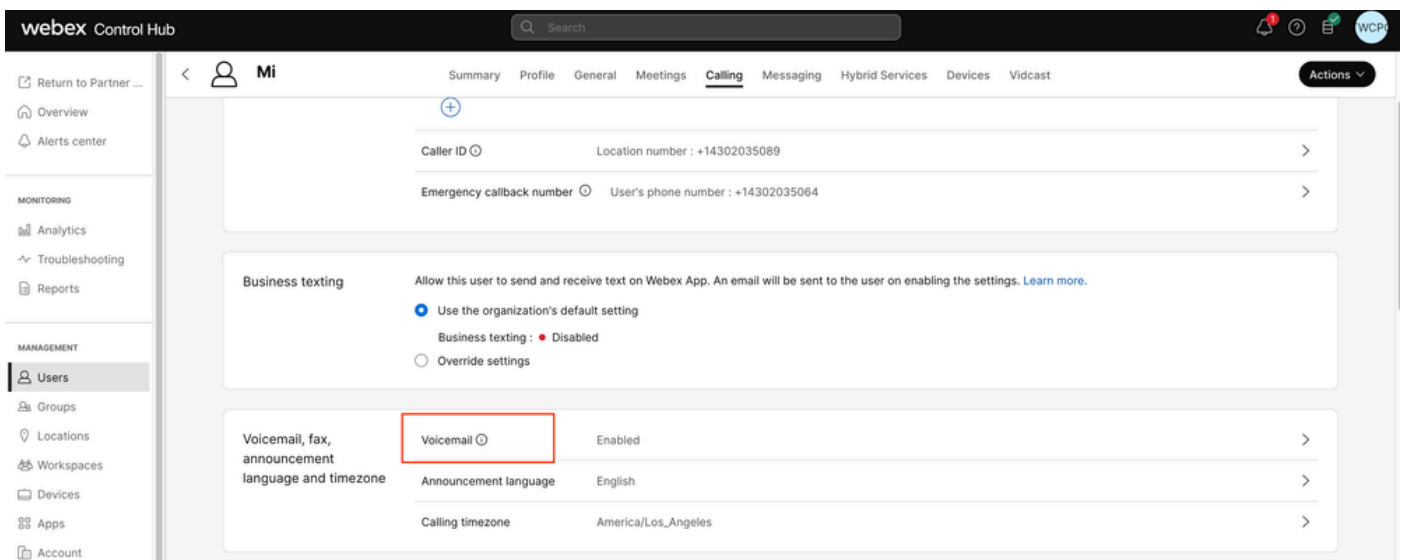
*Control Hub login*

**Step 2.** Click on **Users** and search for the user you want to enable to receive Faxes.



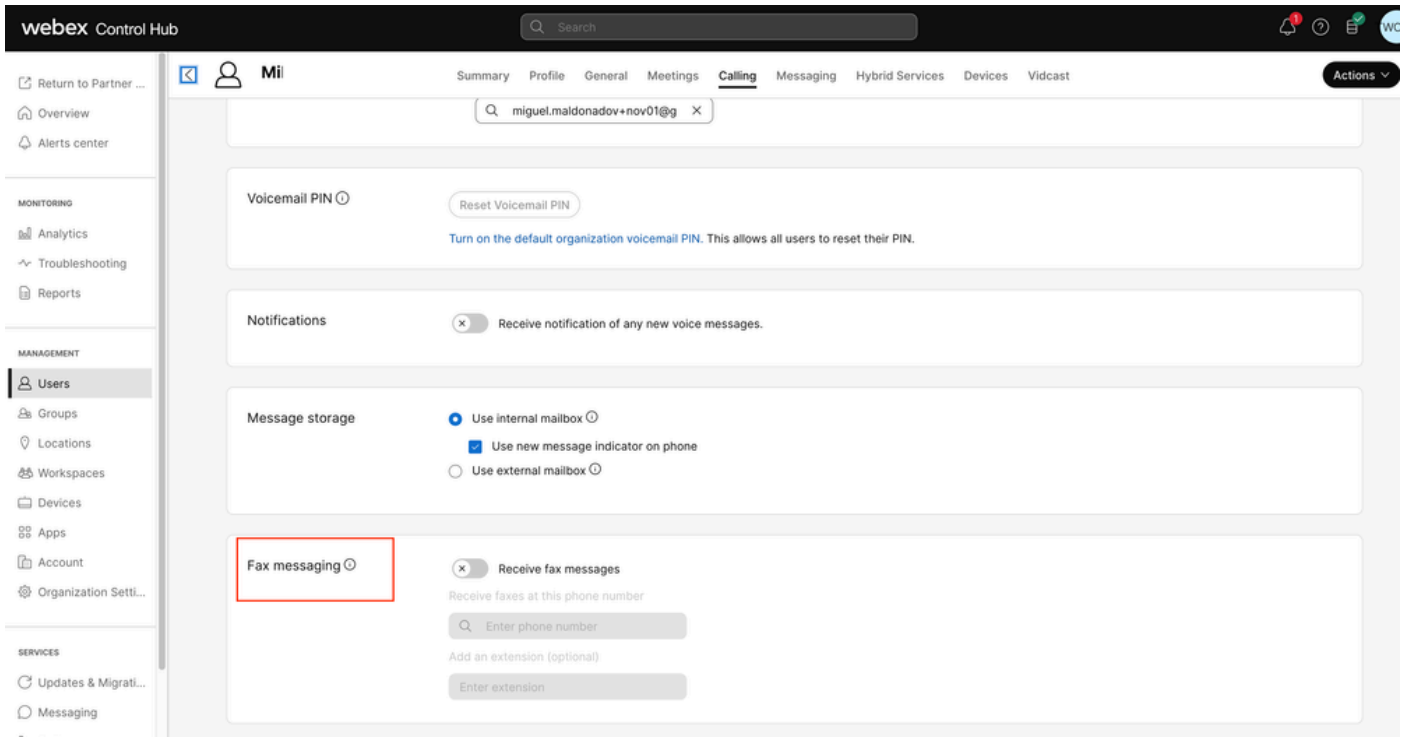
Select user

**Step 3.** Click on the user, go to **Calling**, and click on **Voicemail**.



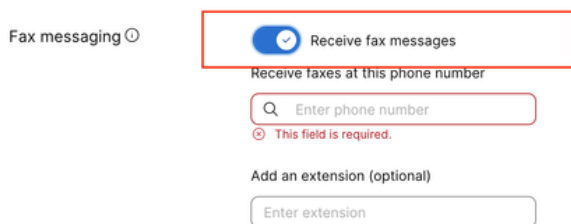
Voicemail

**Step 4.** Scroll to the bottom of the page, where it says **Fax Messaging**.



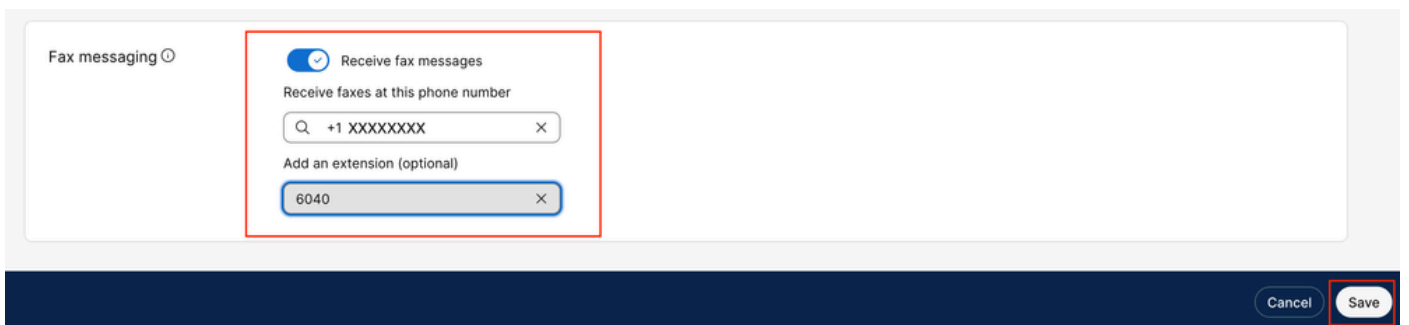
*Fax messaging*

**Step 5.** Toggle the bar to enable **Receive Fax Messages**.



*enable toggle*

**Step 6.** Enter the phone number you want to receive Fax messages on then click on **Save**.

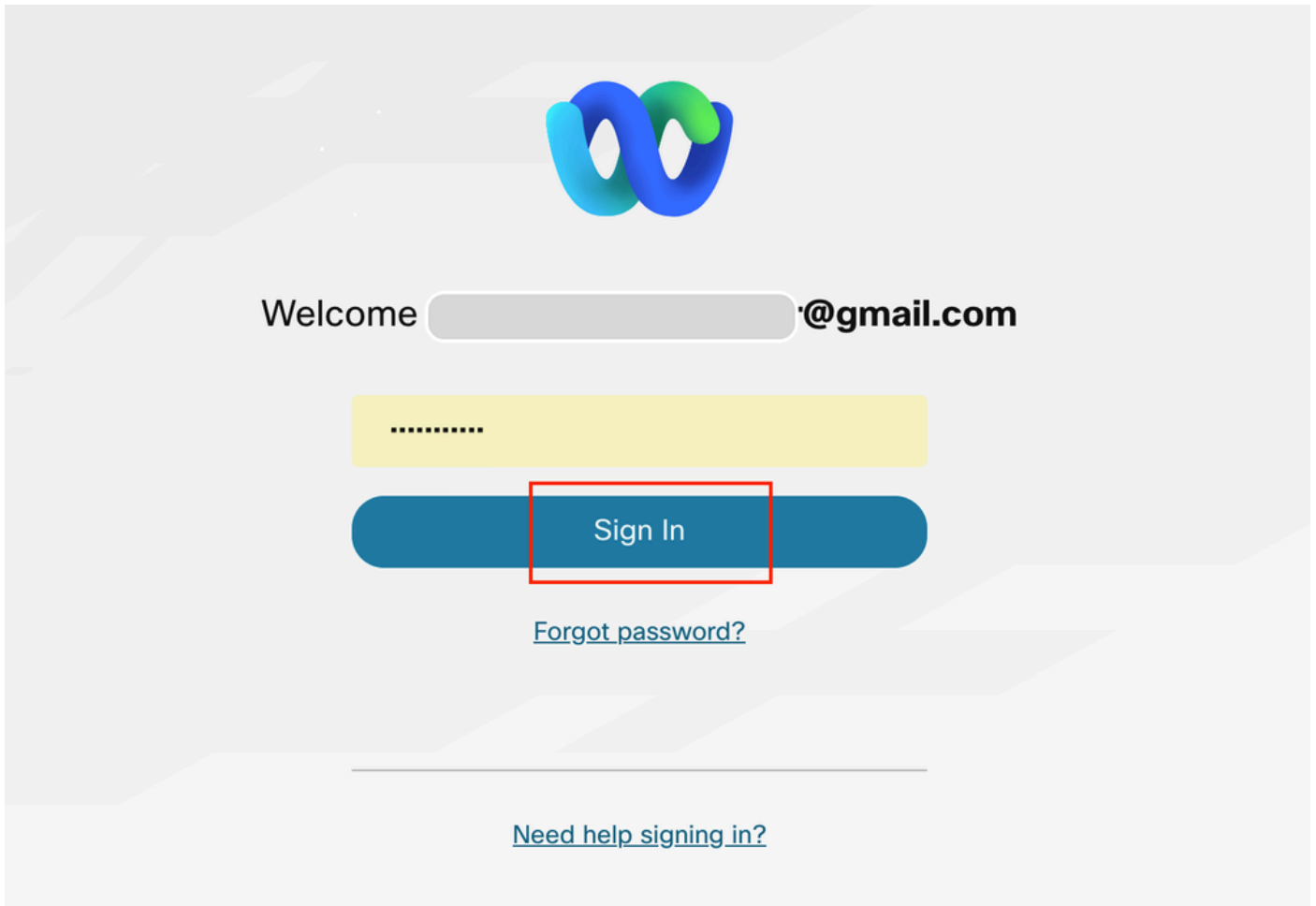


*Set number*

## Retrieve the Fax Messaging

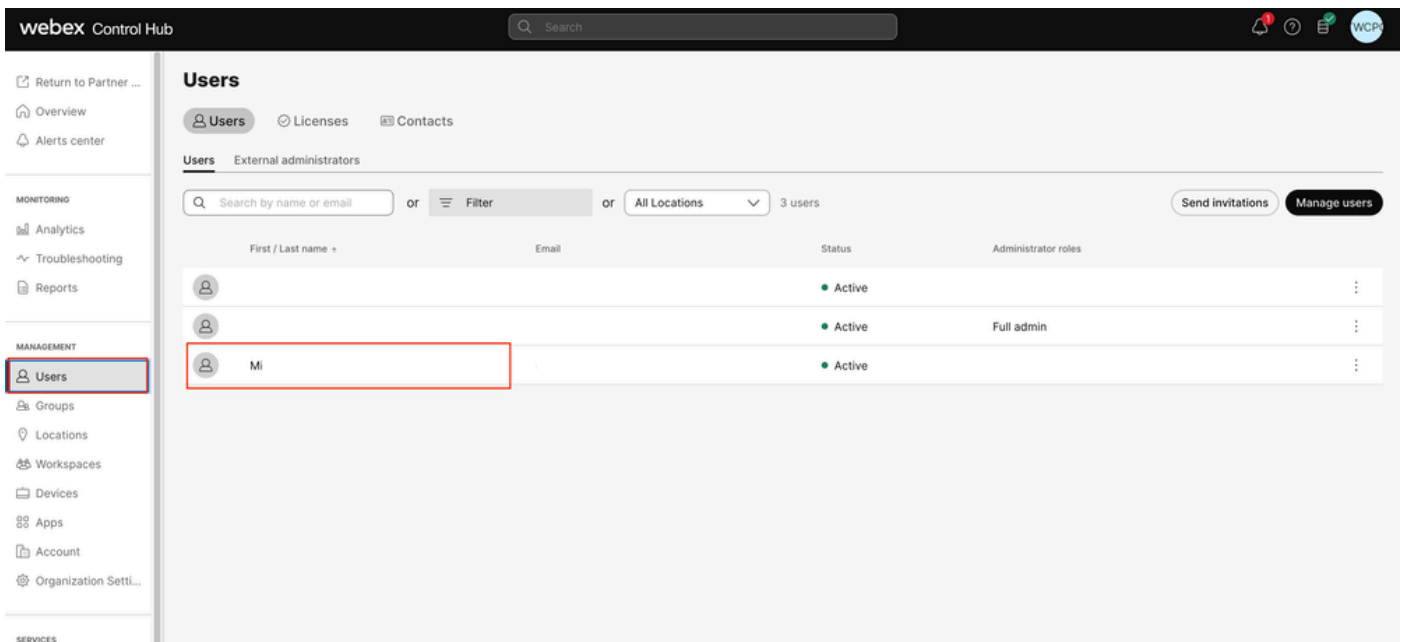
### By Email

**Step 1.** Sign in to [Control Hub](#).



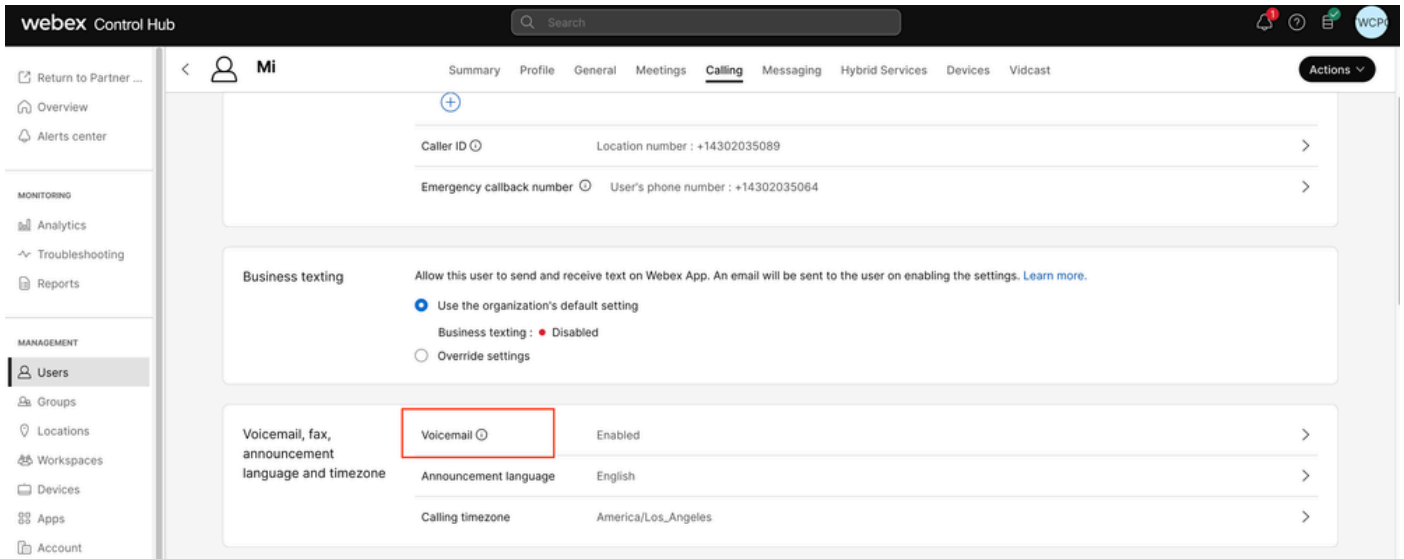
Control Hub login

**Step 2** . Click on **Users** and search for the user you want to enable to receive Faxes.



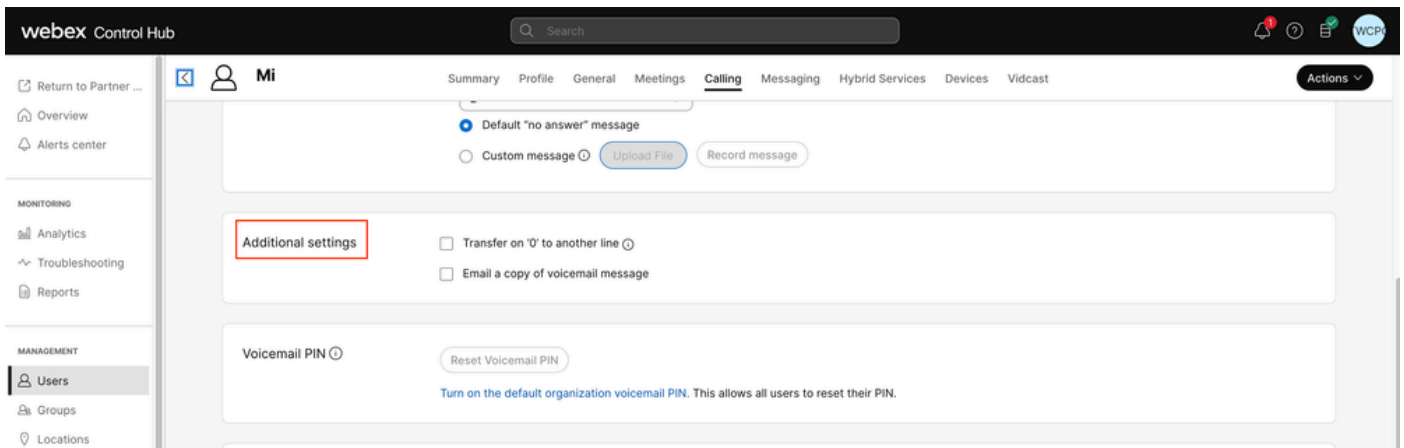
Select user

**Step 3**. Click on the user, go to **Calling**, and click on **Voicemail**.



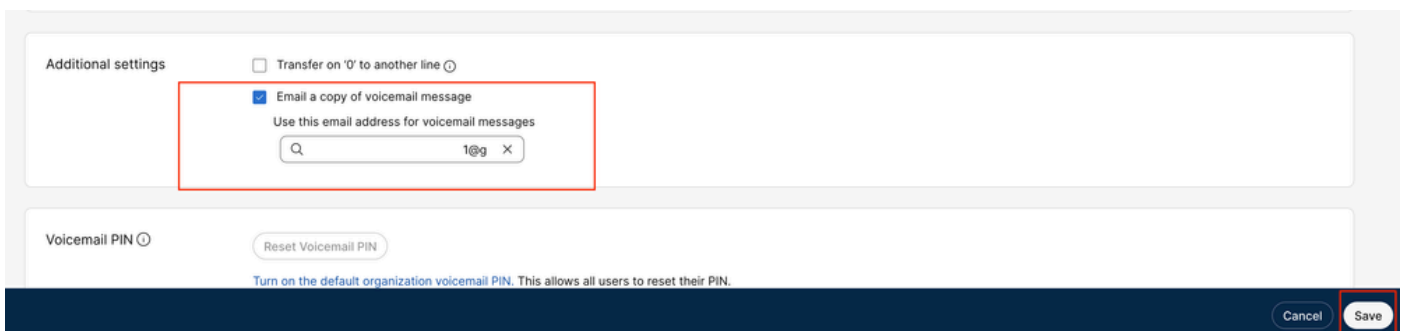
*Voicemail*

#### Step 4. Scroll to Additional Settings



*Carbon copy*

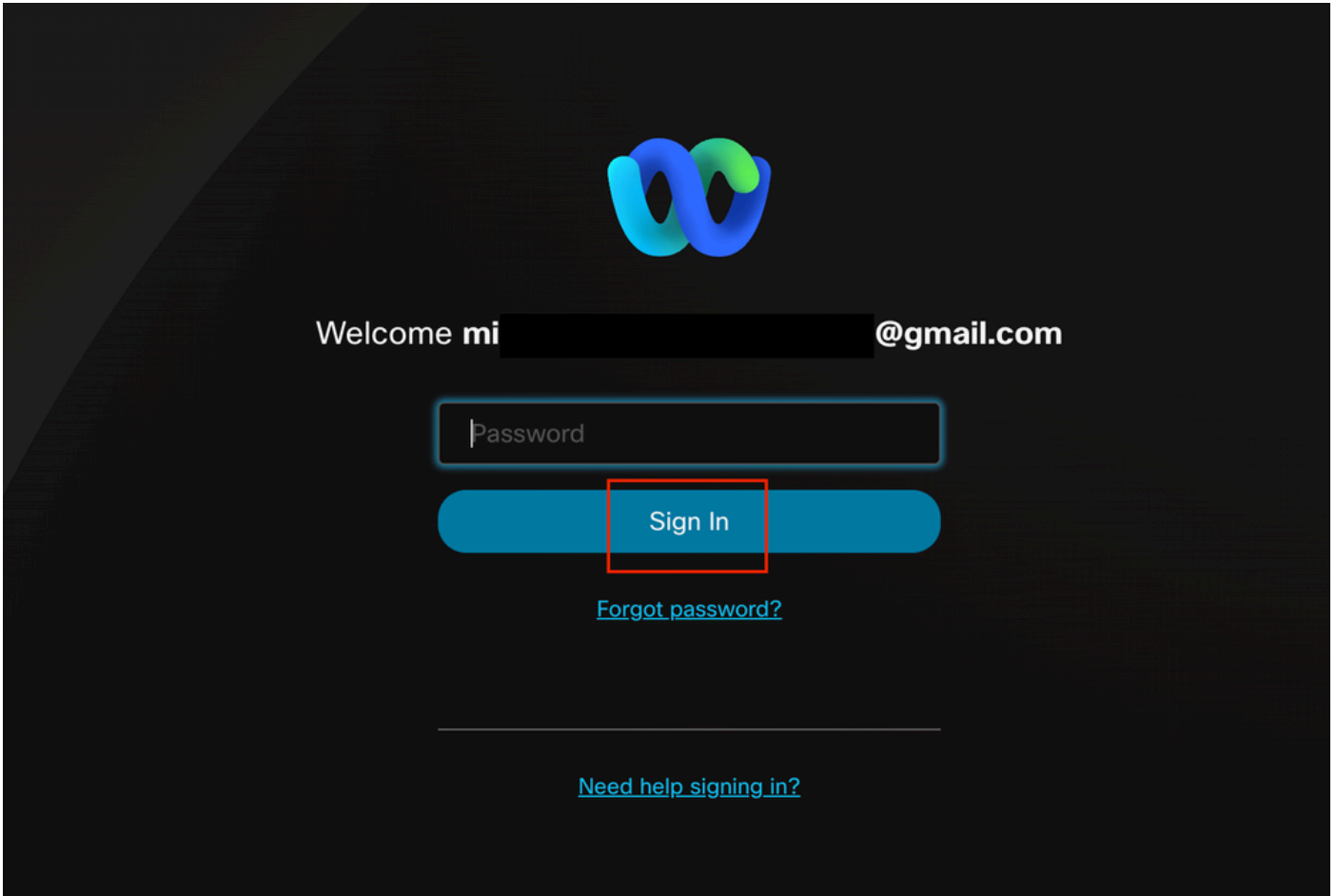
#### Step 5. Mark **Email a copy of voicemail message** and set the email where receive the Faxes, then click on save



*email copy*

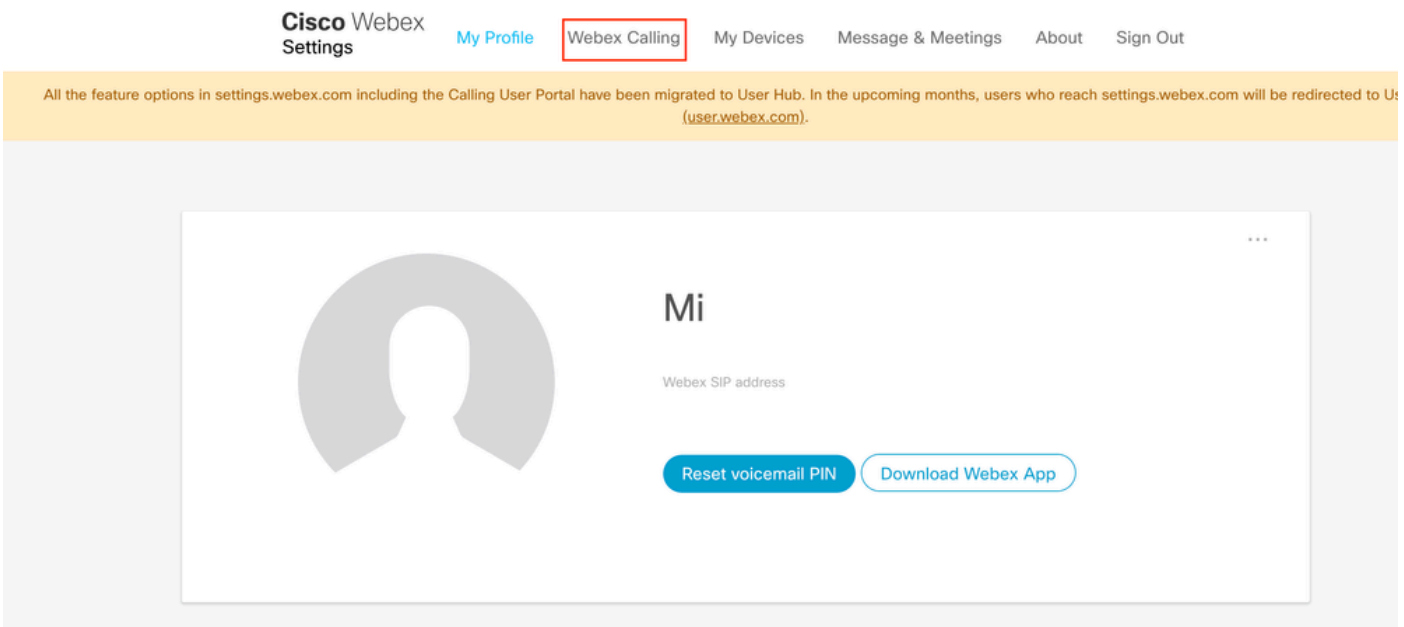
### Through the User Portal

**Step 1. Sign in** to the [User Portal](#) (with the user account).



user portal sign in

**Step 2. Navigate to Webex calling.**



user portal

**Step 3. Click on Voicemail.**

# Cisco Webex

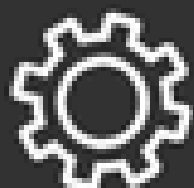
## Calling



Voicemail



Call History



Call Settings