Santa Rosa Junior College Faxing Instructions

This document will describe how to utilize the SRJC XMediusFax Server and the steps to send a fax from your computer.

These instructions assume that you have the document you wish to fax already located on your computer in a softcopy format.

If you need instructions on how to use your departmental Kyocera Scanner/Copier/Printer to scan a hardcopy document into email or a network file share, please see the related documentation.

When faxing from your computer, you have two options on how to send the fax.

1. **Fax directly from the Microsoft Outlook email client.**

2. **Fax directly from the XMediusFax Server website.**

1. Fax directly from the Microsoft Outlook email client

1. Create a new message. In the "To..." field enter the fax recipient in the form of fax_number@fax.santarosa.edu
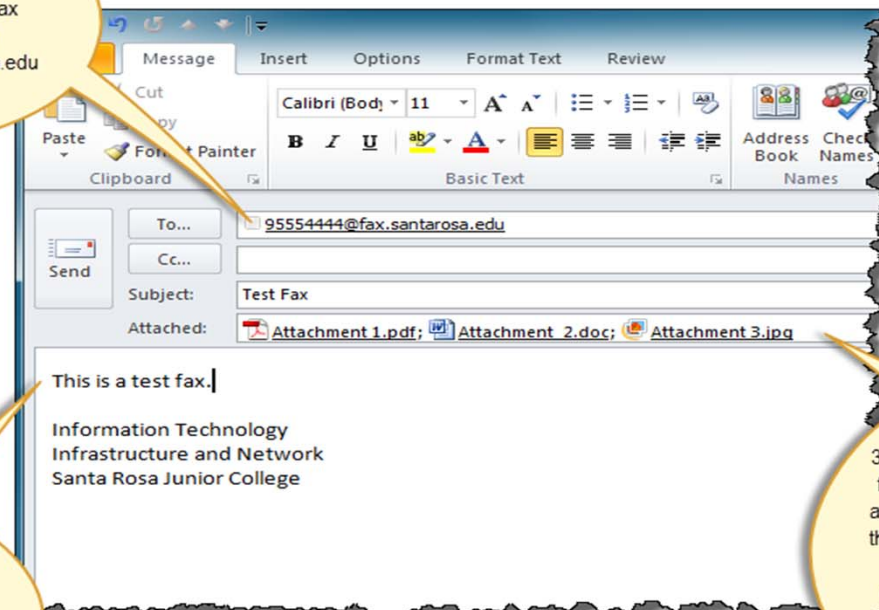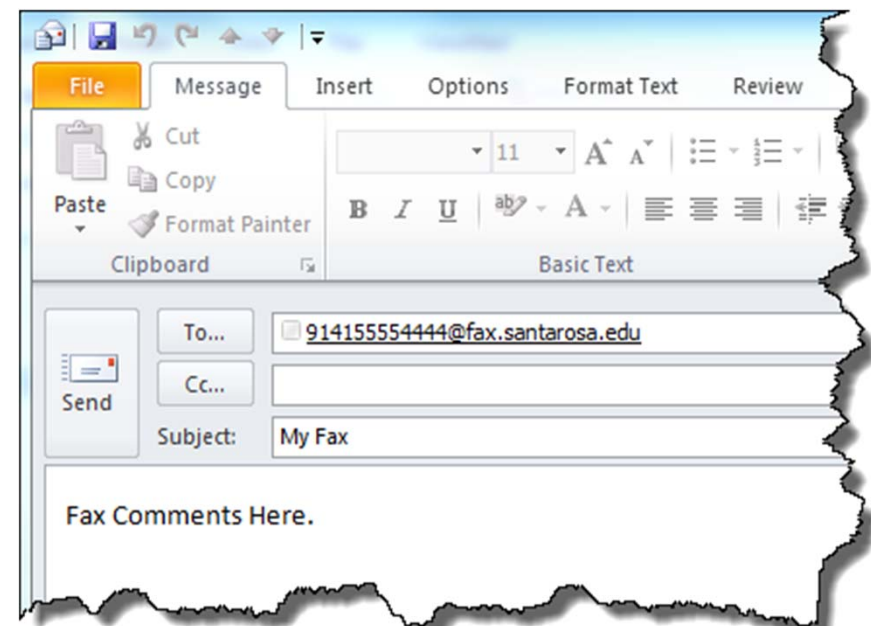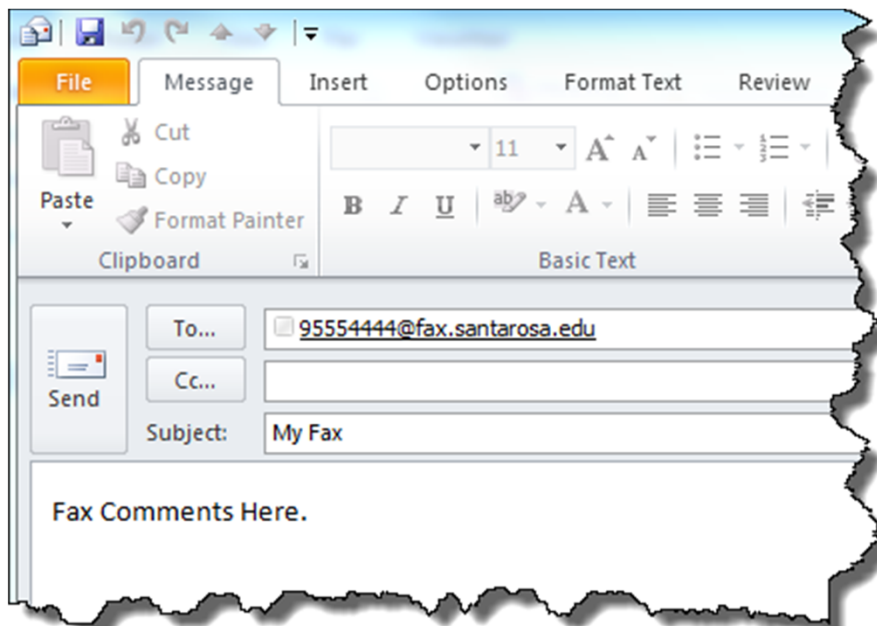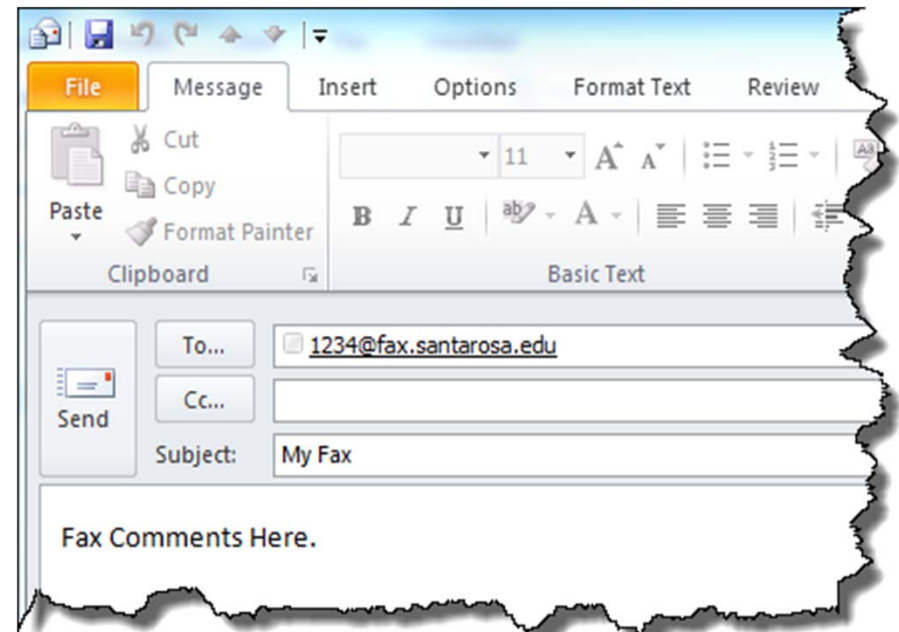
2. Information placed in the "Subject" field and body of the message will be included in the cover sheet.

3. Attach documents you wish to fax. The order the attachments are listed in Outlook are the order they will be faxed and received by the recipient. Standard document types of PDF, Word, Excel, Image files, etc. can all be faxed as attachments.

# Faxing via Outlook (Email) Client: Dialing Examples

1. When faxing from your email client, you will send the fax in the following format: ***phone_number@fax.santarosa.edu***

2. When faxing to an internal SRJC fax destination, use 4-digit dialing: ***1234@fax.santarosa.edu***

3. When faxing to an external destination, always place a 9 before the phone number. External fax destinations will use 7-digit dialing (Local) or 10-digit dialing (Long Distance)
95554444@fax.santarosa.edu
914155554444@fax.santarosa.edu

4. Reminder: SRJC telephone system rules apply to faxing from the Outlook email client. If you are unsure of the phone number format, you can dial the fax number from your telephone. If you receive a fast busy signal or an operator reorder tone, then your fax number is not formatted properly.

To... 1234@fax.santarosa.edu
Cc...
Subject: My Fax
Fax Comments Here.

To... 95554444@fax.santarosa.edu
Cc...
Subject: My Fax
Fax Comments Here.

To... 914155554444@fax.santarosa.edu
Cc...
Subject: My Fax
Fax Comments Here.

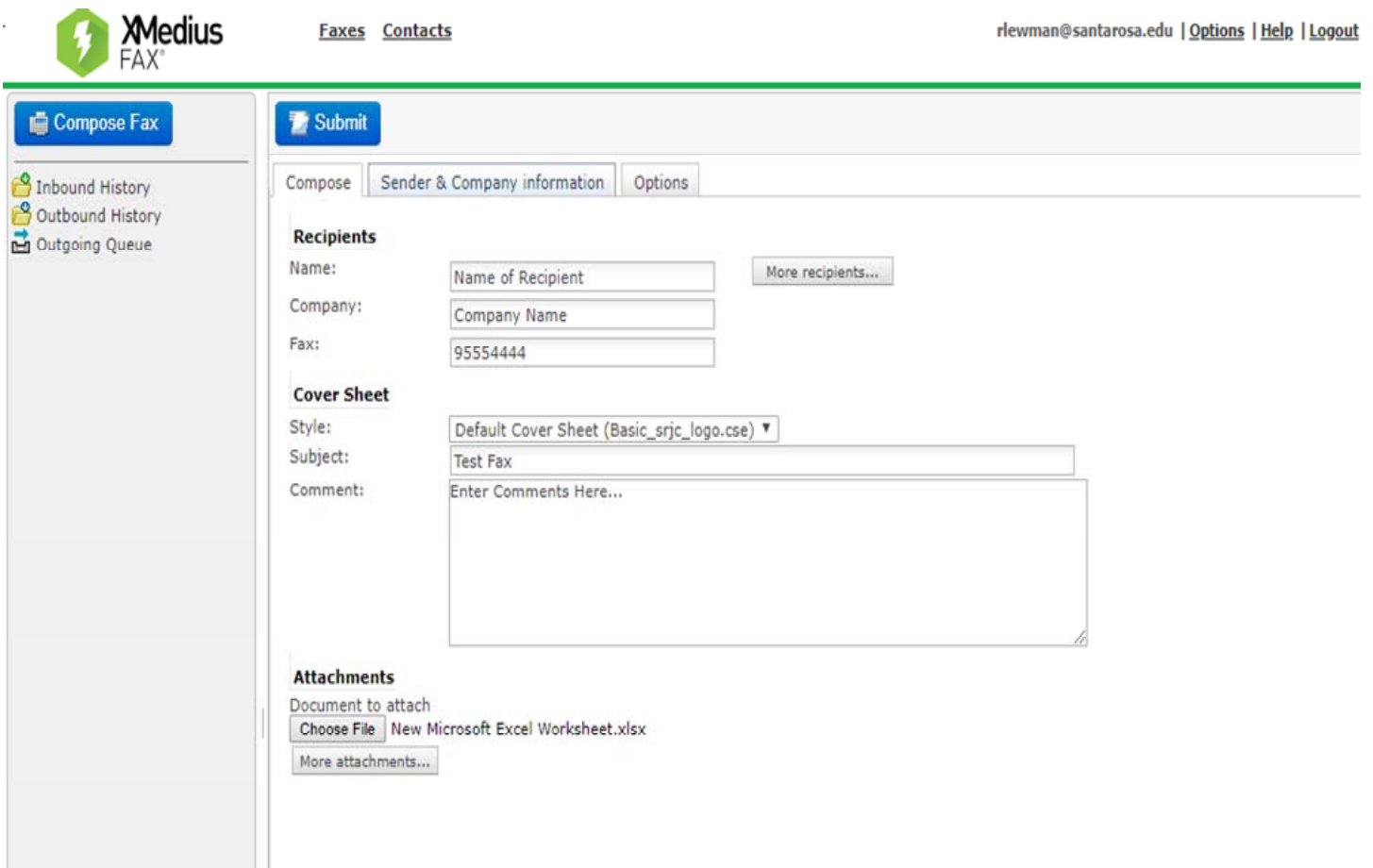## 2. Fax directly from the XMediusFax Server via Web

You can also fax directly from the fax server via a web browser (Internet Explorer, Firefox, Chrome, Safari).

- To access the fax server directly via web browser, open your preferred browser and input the following
  URL: **https://fax.santarosa.edu**

- Enter your Santa Rosa Junior College credentials (username/password).

- A benefit of the web interface is that you can select from pre-defined cover pages,   monitor your outgoing
  fax status in real-time as well as viewing your fax history.
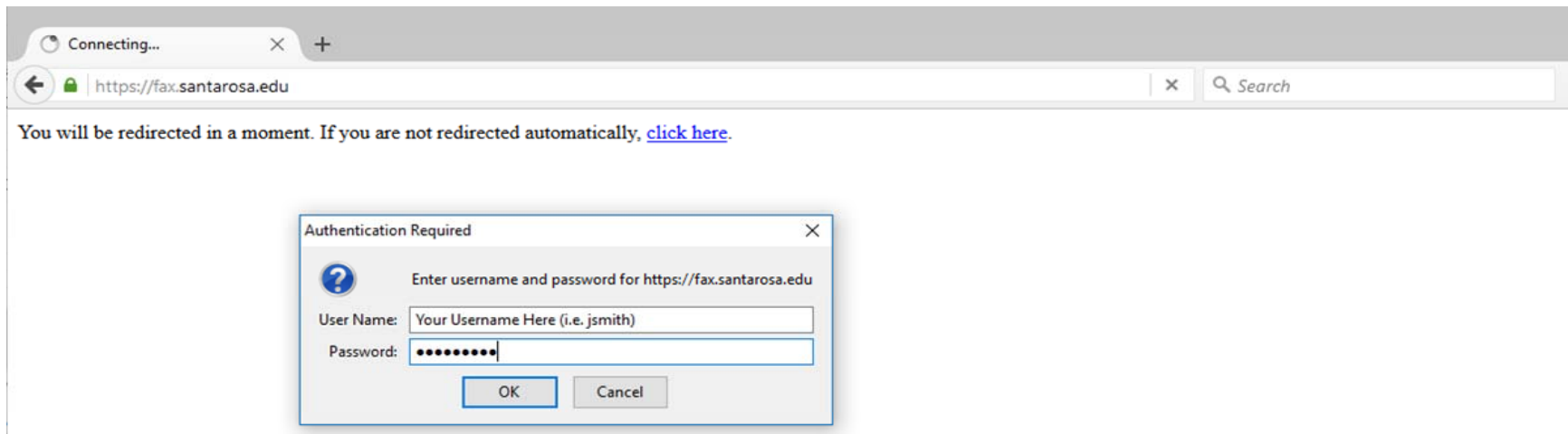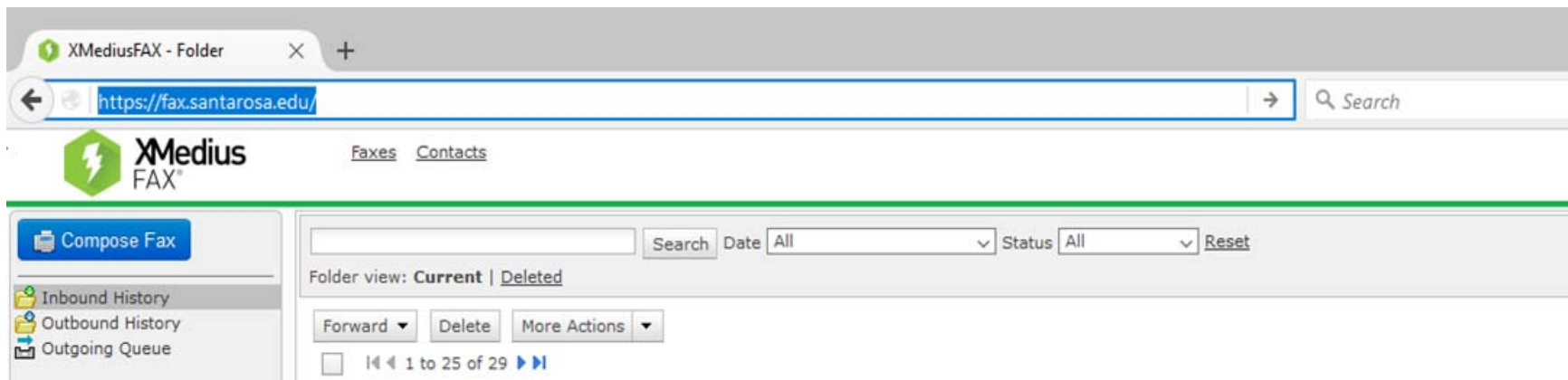
2. Fax directly from the XMediusFax Server via Web, Continued

- To send a fax from the web interface click "Compose"

- Fill out the "Recipients" fields

- The "Fax" field is the fax number you are sending to (destination)

- IMPORTANT: Faxes sent from the web interface utilize standard phone dialing.
  Example:
  Internal dialing: 1234
  Local dialing: 95551234
  Long distance dialing: 917075551234

- Optional: Fill out the "Cover Sheet" section. Select a cover sheet and input a subject and comment.

- Optional: After filling out the information on the "Compose" tab, click the "Sender & Company Information" tab to either use the predefined sender information or use custom information.

- When you are ready to submit your completed fax, click the "Submit" button. Your fax will now be placed in the outgoing queue.

- The "Outgoing Queue" allows you to monitor the status of your faxes. The status will show "Sending" or "Retrying"

- When the fax transmission is complete, the status will change to "Sent"

- If the fax fails, you may select it to find out more information. You may also select the fax for resubmission.