

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.

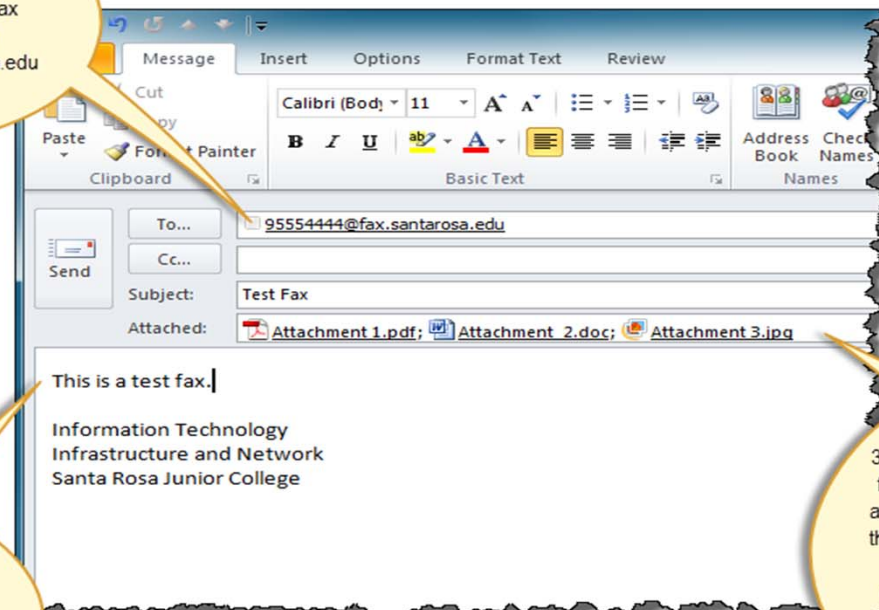
If you need instructions on how to use your departmental Kyocera Scanner/Copier/Printer to scan a hardcopy document into email or a network file share, please see the related documentation.

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

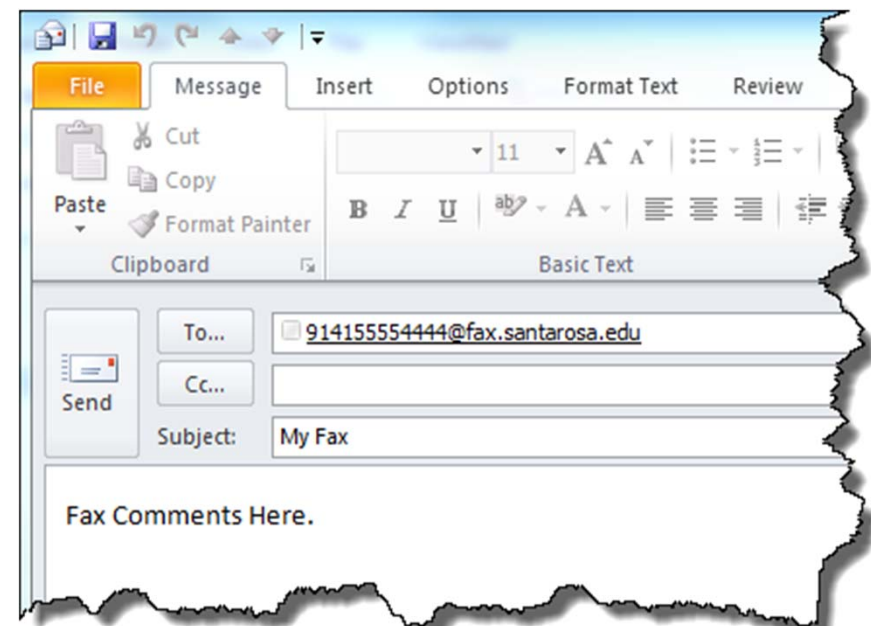
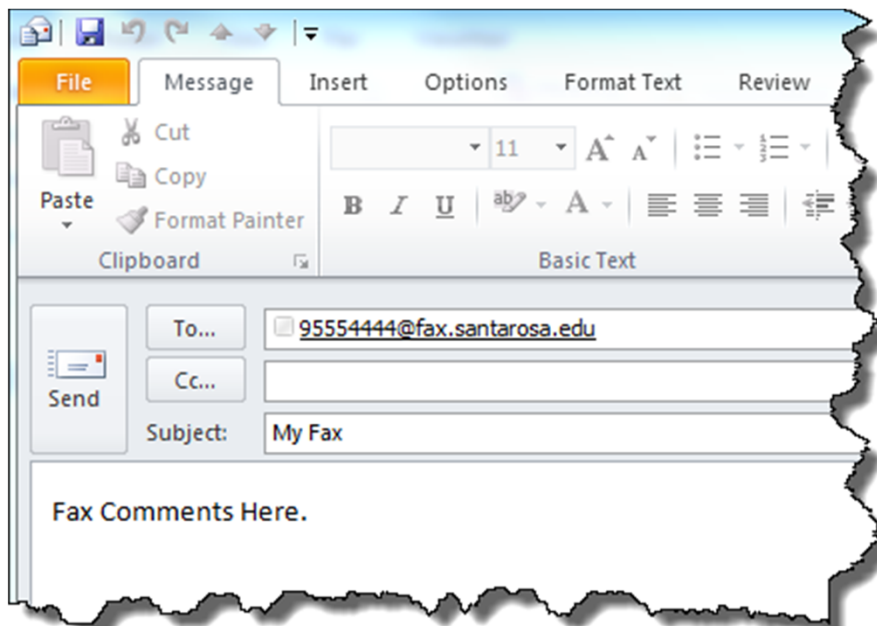
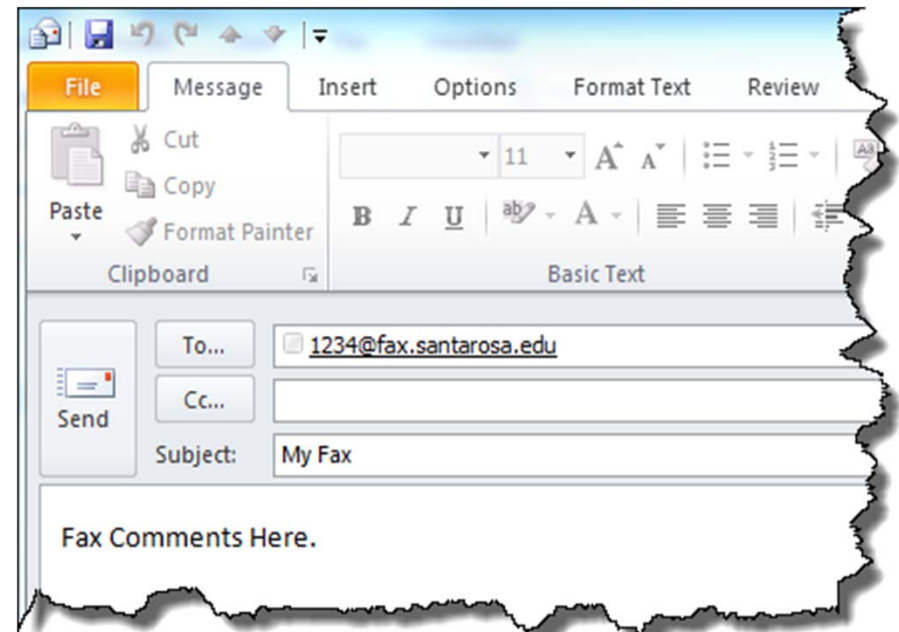


2. Information placed in the "Subject" field and body of the message will be included in the cover sheet.

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

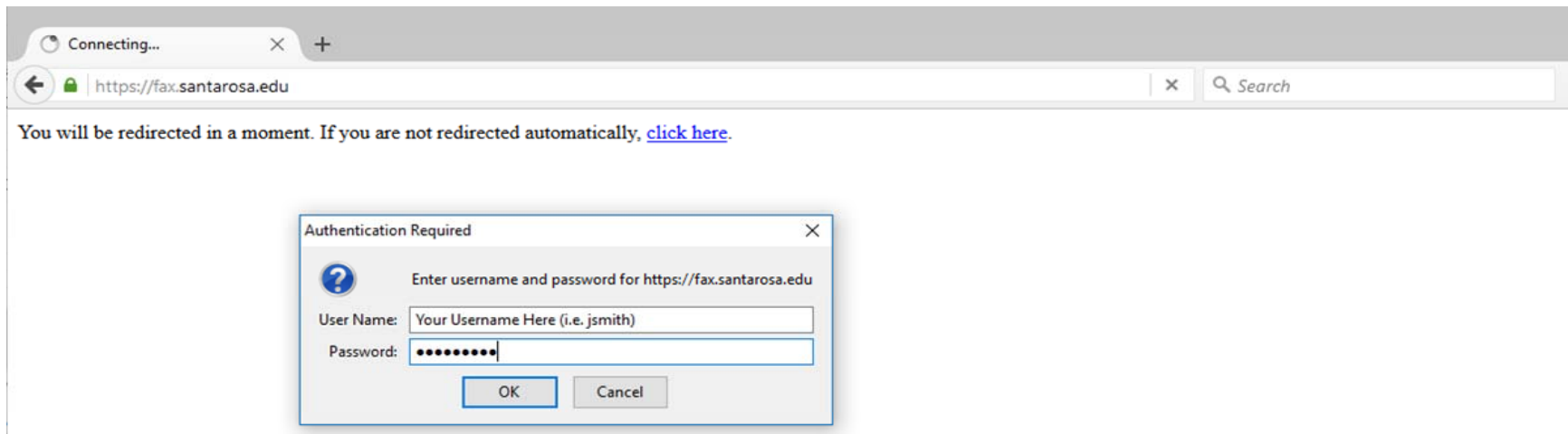
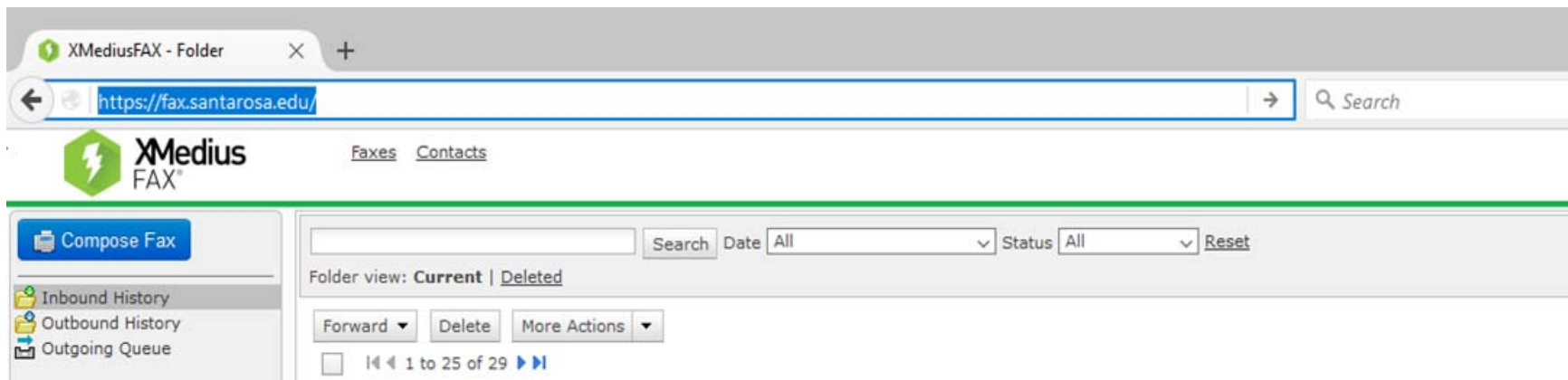
1. When faxing from your email client, you will send the fax in the following format: ***phone_number@fax.santarosa.edu***
2. When faxing to an internal SRJC fax destination, use 4-digit dialing: ***1234@fax.santarosa.edu***
3. When faxing to an external destination, always place a 9 before the phone number. External fax destinations will use 7-digit dialing (Local) or 10-digit dialing (Long Distance)
95554444@fax.santarosa.edu
91415554444@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.



2. Fax directly from the XMediusFax Server via Web

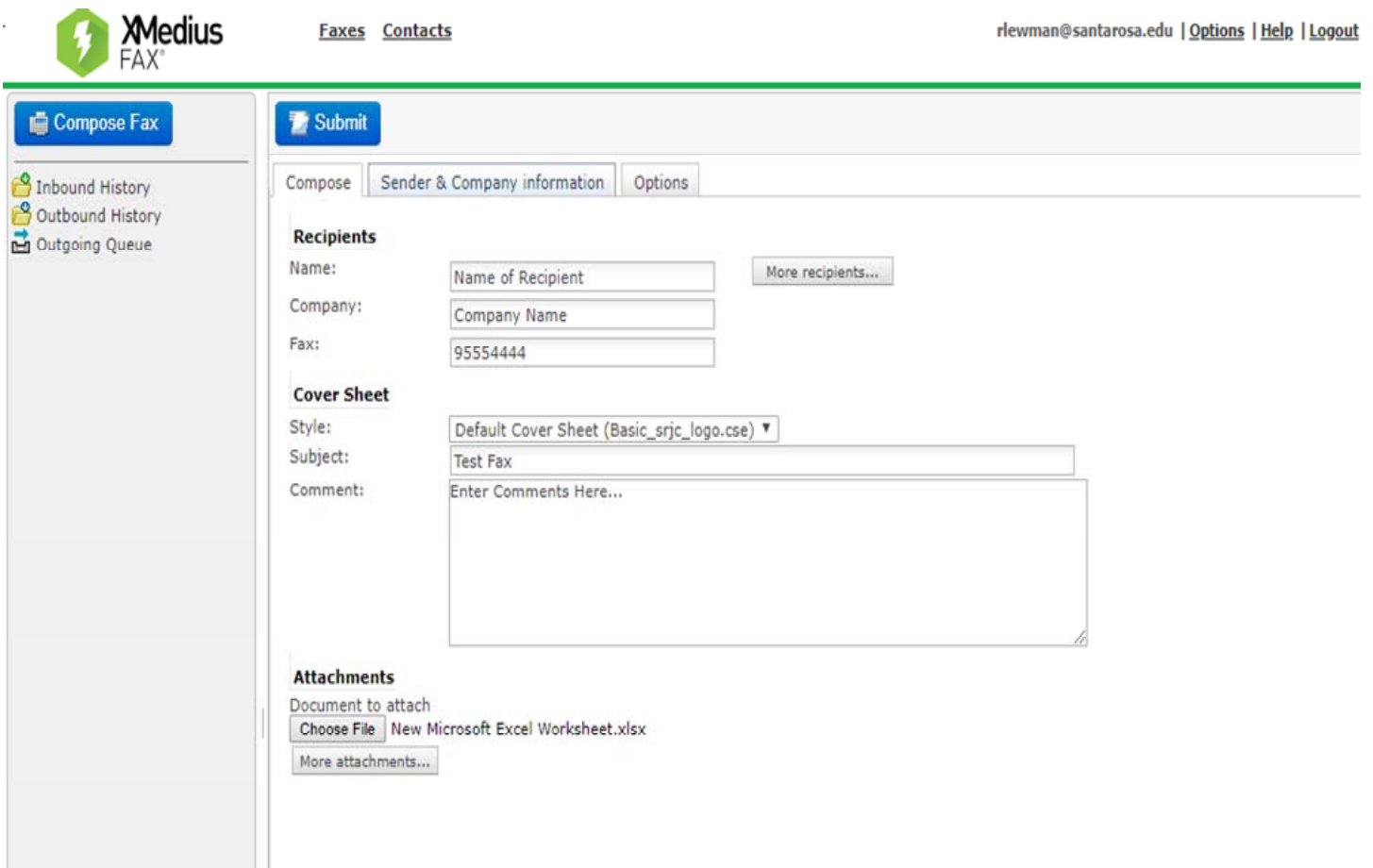
You can also fax directly from the fax server via a web browser (Internet Explorer, Firefox, Chrome, Safari).

- 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.



The screenshot displays the XMedius FAX web interface. At the top left is the XMedius FAX logo. To its right are links for [Faxes](#) and [Contacts](#). On the far right, the user's email rlewman@santarosa.edu is shown, along with links for [Options](#), [Help](#), and [Logout](#).

The main interface is divided into two sections. The left sidebar contains a 'Compose Fax' button and a list of navigation links: 'Inbound History', 'Outbound History', and 'Outgoing Queue'. The right section features a 'Submit' button and three tabs: 'Compose', 'Sender & Company information', and 'Options'. The 'Compose' tab is currently active.

Under the 'Compose' tab, there are three main sections:

- Recipients:** This section contains three input fields: 'Name' (with placeholder text 'Name of Recipient'), 'Company' (with placeholder text 'Company Name'), and 'Fax' (with placeholder text '95554444'). A 'More recipients...' button is located to the right of the 'Name' field.
- Cover Sheet:** This section includes a 'Style' dropdown menu (currently set to 'Default Cover Sheet (Basic_srjc_logo.cse)'), a 'Subject' text field (with placeholder text 'Test Fax'), and a 'Comment' text area (with placeholder text 'Enter Comments Here...').
- Attachments:** This section has a 'Document to attach' label, a 'Choose File' button, and a text field showing the filename 'New Microsoft Excel Worksheet.xlsx'. A 'More attachments...' button is located below the text field.

2. Fax directly from the XMediusFax Server via Web, Continued

- 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.

The screenshot shows the XMediusFax web interface. The top navigation bar includes the XMediusFax logo, links for 'Faxes' and 'Contacts', and user information 'rlwman@santarosa.edu | Options | Help | Logout'. The left sidebar contains links for 'Compose Fax', 'Inbound History', 'Outbound History', and 'Outgoing Queue'. The main content area is titled 'Submit' and has three tabs: 'Compose', 'Sender & Company information', and 'Options'. The 'Compose' tab is active, showing two radio buttons: 'Use default sender and company information' (selected) and 'Use custom sender and company information'. Below this are sections for 'Personal Information' (Salutation, First Name: John, Last Name: Smith, Job Title, E-mail: jsmith@santarosa.edu, Mobile, Pager), 'Billing Information' (Billing code, Sub Billing Code), and 'Company Information' (Company: SRJC, Address: 1501 Mendocino Ave., City: Santa Rosa, State: CA, Country: United States, Zip Code: 95401, Phone: 707-555-1234, Fax: 707-555-1235). A 'Restore defaults' button is at the bottom.

The screenshot shows the XMediusFax web interface with the 'Outgoing Queue' selected in the sidebar. The top navigation bar is the same. The main content area shows a search bar with 'Date' and 'Priority' filters, and a 'Reset' button. Below the search bar are buttons for 'Retry now' and 'Cancel'. A table displays the status of outgoing faxes. The first row shows a 'Sending' status for a 'Test Fax' to '95274912' with '0/1 page' and a time of '11:04 am'. A 'C' button is visible on the right.

Status	To	Page	Time
Sending	95274912	0/1 page	11:04 am

The screenshot shows the XMediusFax web interface with the 'Outgoing Queue' selected in the sidebar. The top navigation bar is the same. The main content area shows a search bar with 'Date' and 'Status' filters, and a 'Reset' button. Below the search bar are buttons for 'Resubmit', 'Delete', and 'More Actions'. A table displays the status of outgoing faxes. The first row shows a 'Sent' status for a 'test' fax to '4798' with '1 page' and a date of 'Apr 3'. The second row shows a 'Sent' status for a 'Test' fax to '917075274499' with '1 page' and a date of 'Jan 31'. The third row shows a 'Sent' status for a 'test' fax to '4652' with '1 page' and a date of 'Dec 7 2017'. The fourth row shows a 'Sent' status for a 'test' fax to '4652' with '1 page' and a date of 'Dec 7 2017'. A 'C' button is visible on the right.

Status	To	Page	Date
Sent	test To: 4798	1 page	Apr 3
Sent	Test To: 917075274499	1 page	Jan 31
Sent	test To: 4652	1 page	Dec 7 2017
Sent	test To: 4652	1 page	Dec 7 2017