



University Information
Technology Services

Digital Faxing

University Information Technology Services

Training, Outreach, Learning Technologies & Video Production

Copyright © 2015 KSU Division of University Information Technology Services

This document may be downloaded, printed, or copied for educational use without further permission of the University Information Technology Services Division (UITs), provided the content is not modified and this statement is not removed. Any use not stated above requires the written consent of the UITs Division. The distribution of a copy of this document via the Internet or other electronic medium without the written permission of the KSU - UITs Division is expressly prohibited.

Published by Kennesaw State University – UITs 2015

The publisher makes no warranties as to the accuracy of the material contained in this document and therefore is not responsible for any damages or liabilities incurred from UITs use.

University Information Technology Services

Digital Faxing

Table of Contents

Introduction	4
Learning Objectives.....	4
Sending Digital Faxes	5
Sending a Digital Fax through Zimbra Email	5
Sending a Digital Fax through OpenScape Xpressions.....	9
Receiving Digital Faxes.....	16
Checking your Digital Faxes through Zimbra	16
Checking your Digital Faxes through OpenScape Xpressions.....	18
Saving your Digital Faxes.....	20
Checking the Status of a Digital Fax.....	25
Additional Help	26

Introduction

Digital faxing is a new feature provided by OpenScape Xpressions that allows you to send and receive faxes through your Zimbra Email, or through the OpenScape Xpressions web assistant. In order to use this service, users will need to request their own digital fax account. Contact the KSU Service desk at 470-578-6999, or via email at service@kennesaw.edu for current pricing and more information.

Learning Objectives

After completing the instructions in this booklet, you will be able to:

- Send and receive digital faxes through OpenScape Xpressions and Zimbra
- Understand how to save your faxes for future reference
- Understand how to check on the status of a sent fax

Sending Digital Faxes

Once you have been signed up for a digital fax account and have been assigned a fax number, you can send faxes through your Zimbra email, or through the OpenScope Xpressions web assistant. Note that digital faxes must originate from the email address associated with the account. Both processes will be detailed below:

Sending a Digital Fax through Zimbra Email

You can use your Zimbra email account to send digital faxes. To send a digital fax through Zimbra:

- 1) Login to your email account at email.kennesaw.edu.
- 2) Once in your email account, click on **New** to begin drafting a new email message (See Figure 1).

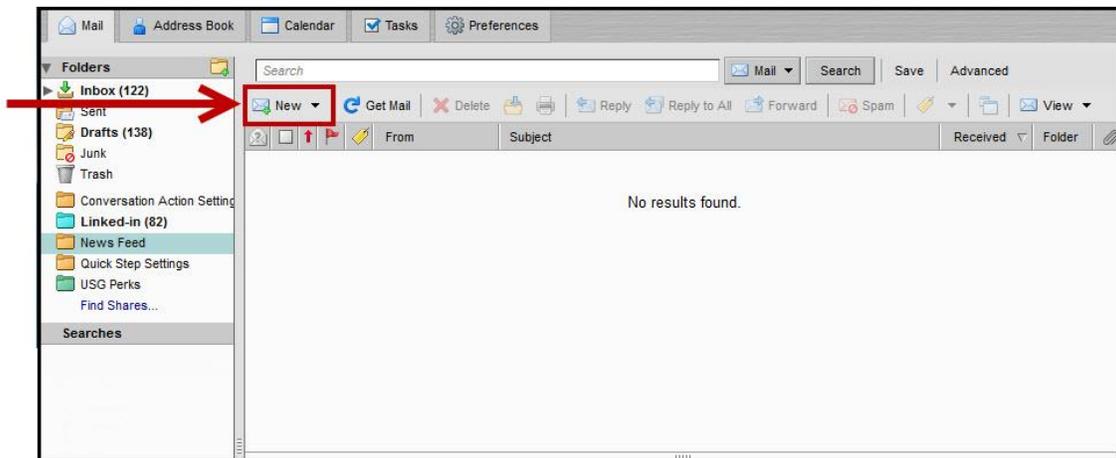


Figure 1 - New Email – Zimbra

- 3) The *Compose Email* window will open. In the *To:* field, type the **11 digit fax number** you wish to fax to, followed by **@ksufax.kennesaw.edu** (See Figure 2).

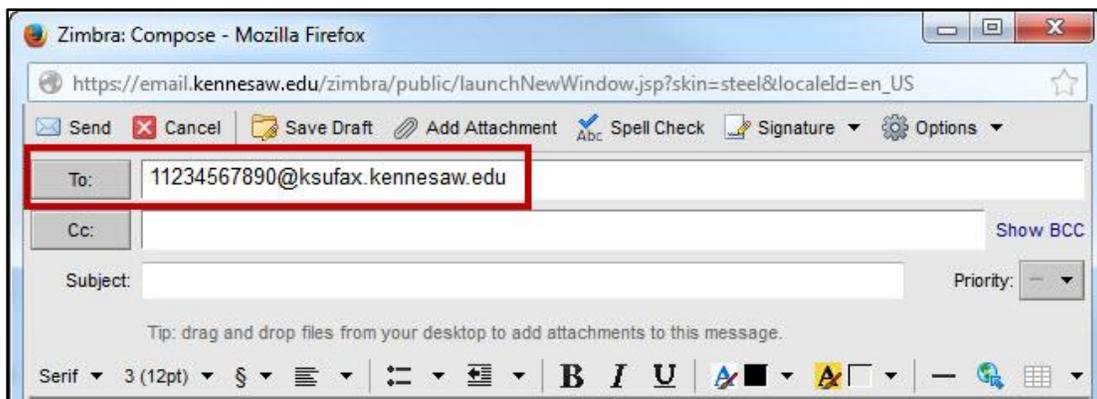


Figure 2 - 11 digit fax#@ksufax.kennesaw.edu

Note: when sending digital faxes through Zimbra, you will always need to enter the 11 digit fax number, followed by @ksufax.kennesaw.edu (e.g. 11234567890@ksufax.kennesaw.edu).

- 4) The body of your email will act as the cover letter for your digital fax. In the *body of your email*, type any information you would like to include as your cover letter (See Figure 3).

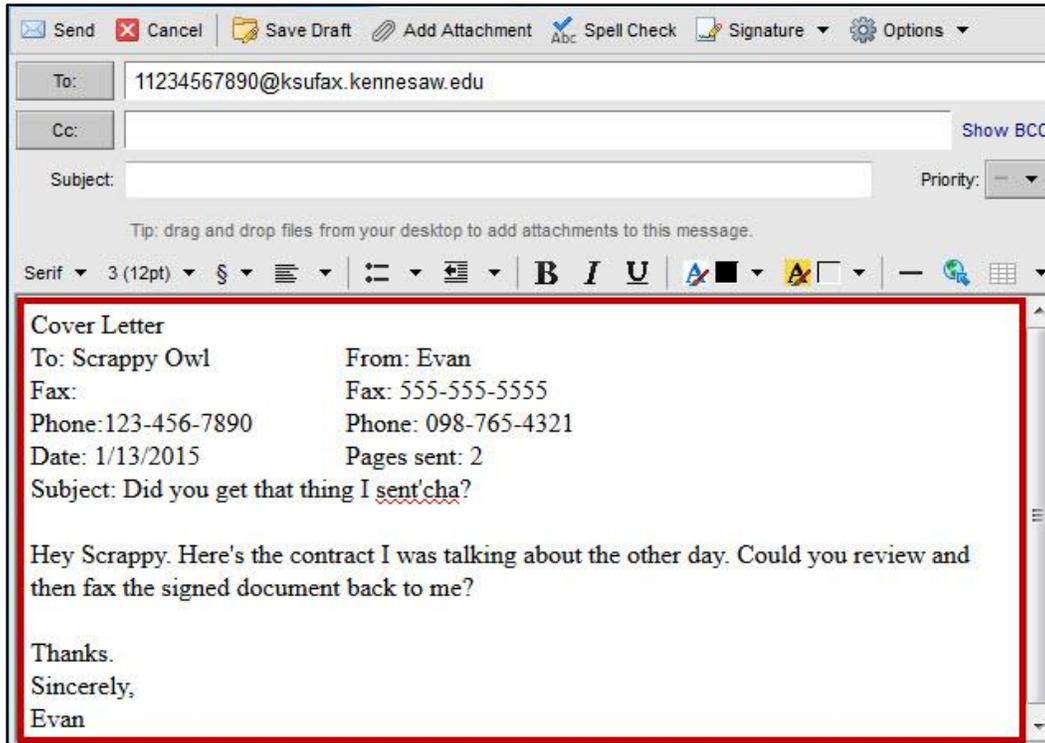


Figure 3 - Cover Letter – Zimbra

- 5) Click the **Add Attachment** button to add documents to be digitally faxed (See Figure 4).

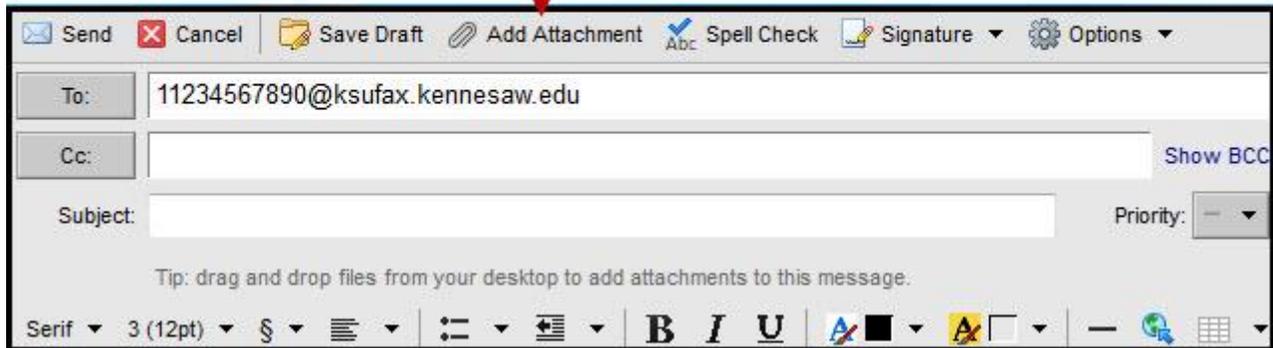


Figure 4 - Add Attachment – Zimbra

6) Click the **Browse...** button (See Figure 5).

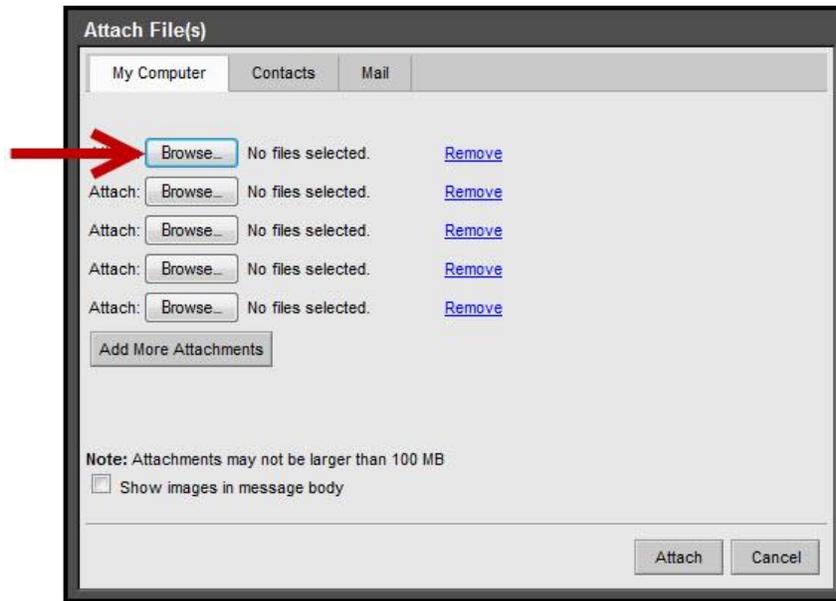


Figure 5 - Attach Files – Zimbra

7) The *File Explorer* will open. Select the documents to be attached to your email and click **Open** (See Figure 6).

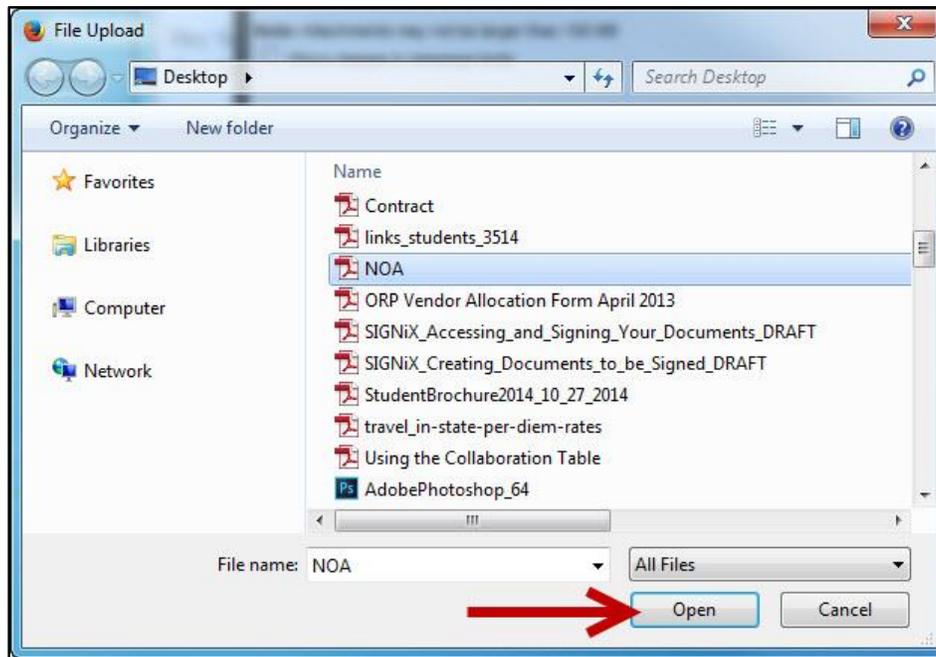


Figure 6 - File Explorer – Zimbra

Note: Digital faxing supports the following file formats: Word, Excel, PDF, BMP, JPEG, TIFF, PNG, TXT.

8) Attach additional files if needed. When finished, click the **Attach** button (See Figure 7).

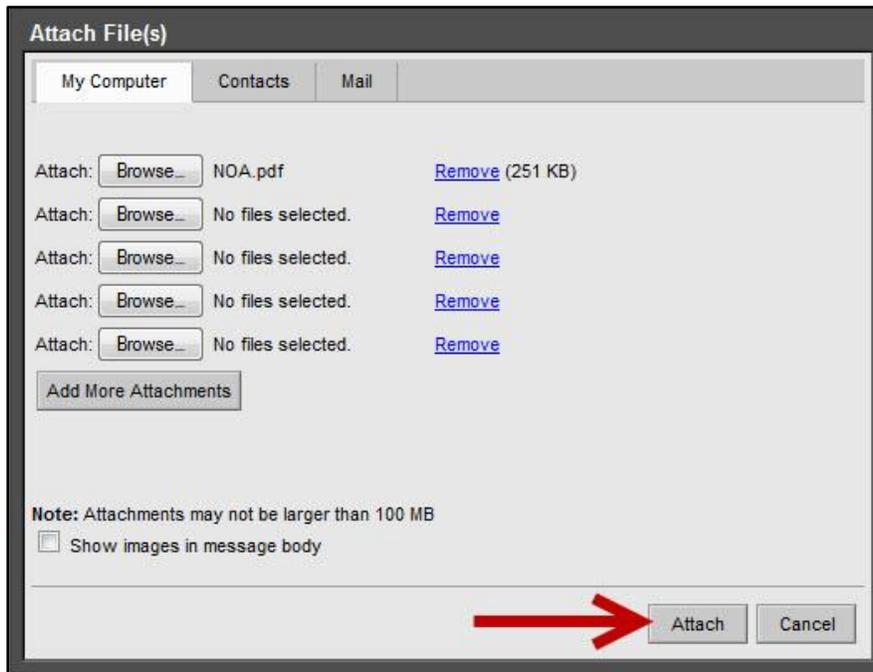


Figure 7 - Attach – Zimbra

9) When ready, click the **Send** button to send your digital fax (See Figure 8).

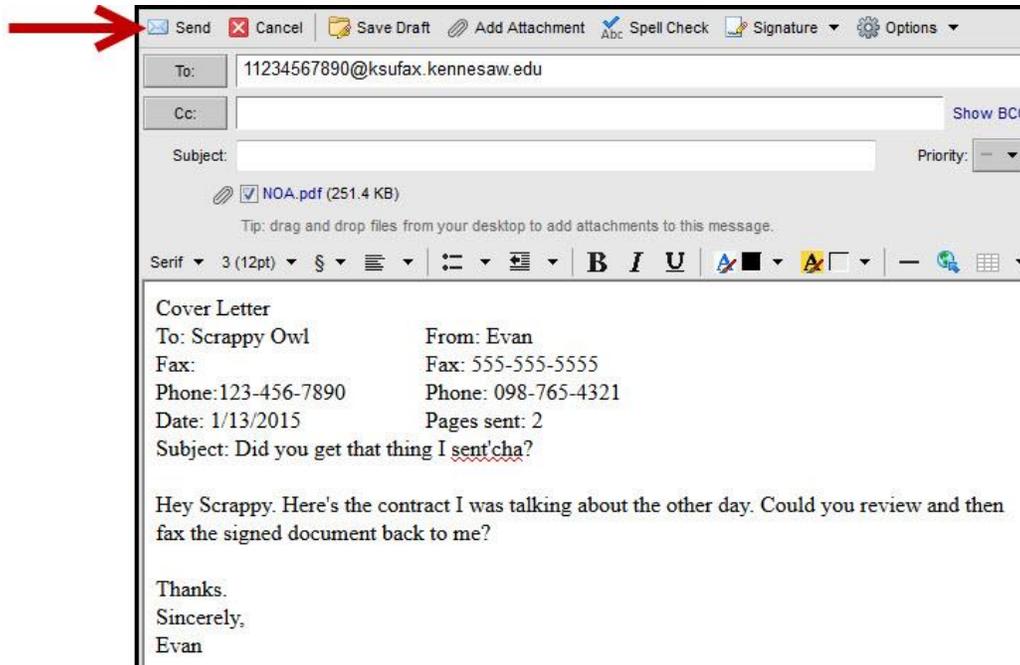


Figure 8 - Send Digital Fax - Zimbra

Your digital fax has been sent. To check the status of sent faxes, please see

10) Checking the Status of a Digital Fax.

Sending a Digital Fax through OpenScape Xpressions

You can send a digital fax using the *OpenScape Xpressions* web assistant. To send a digital fax through the *OpenScape Xpressions* web assistant:

- 1) In your web browser of choice, navigate to voicemail.kennesaw.edu.
- 2) If you are already logged into your phone profile in *OpenScape Xpressions*, click on **Logout** (See Figure 9).

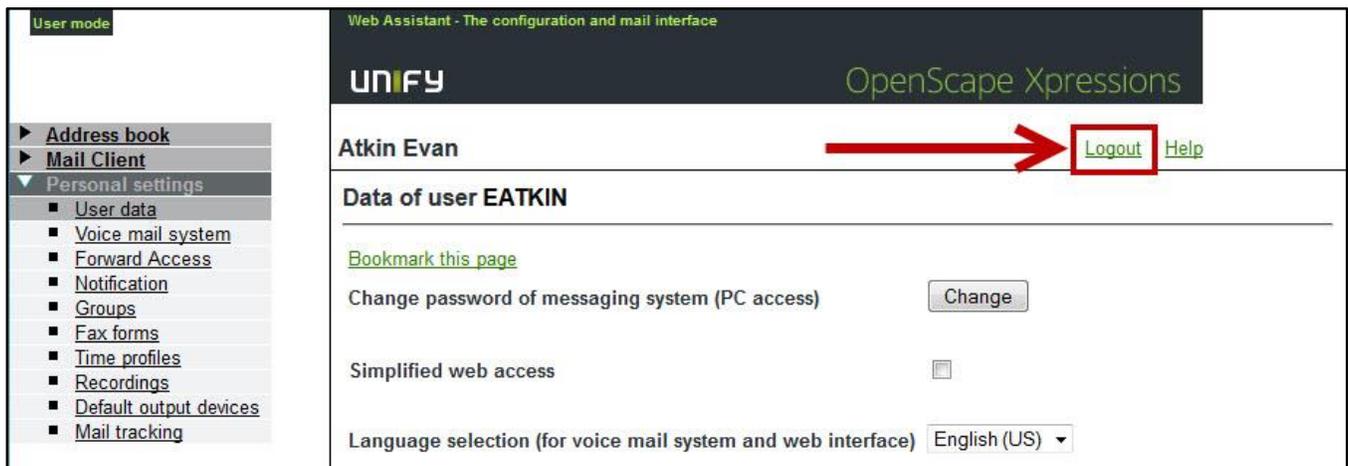


Figure 9 - Logout - OpenScape Xpressions

- 3) The *OpenScape Xpressions* login page will display. In the *User* field, type **fax** followed by **your 11 digit fax number** (e.g. fax11234567890), and in the *Password* field, enter the password provided when your digital faxing account was created (See Figure 10).



Figure 10 - Login Username and Password - OpenScape Xpressions

Note: If you do not have a digital fax account, please contact the KSU Service Desk.

4) Click the **Login** button (See Figure 11).

Login

User (or mailbox/ID number) : fax11234567890

Password (or PIN) : ●●●●●●●●●●

Remember me on this computer.

Login Cancel

Figure 11 - Login - OpenScope Xpressions

5) The OpenScope Xpressions inbox will display. On the left side of the window, click on **Compose message** (See Figure 12).

User mode

Web Assistant - The configuration and mail interface

UNIFY OpenScope Xpressions

Atkin Evan [Logout](#) [Help](#)

[Bookmark this page](#)

Message: 1 - 3 (count: 3) [Save journal settings](#)

Page: 1 (count: 1), 20 Messages/page.

Refresh: off

[Delete](#) [Read](#) [Unread](#) [Flag for follow-up](#) [Clear Flag](#)

<input checked="" type="checkbox"/>	Type From	Subject	Date ↑	Size	Action
<input type="checkbox"/>	19300	OK (3 page(s) received)	1/13/2015 12:17 PM	127 kB	
<input type="checkbox"/>	19300	OK (3 page(s) received)	1/13/2015 11:12 AM	127 kB	
<input type="checkbox"/>	19300	OK (2 page(s) received)	1/12/2015 11:56 AM	57 kB	

[Top](#) [Prev](#) [Next](#) [Bottom](#)

E-mail Fax SMS Voice mail Unread

Figure 12 - Compose Message - OpenScope Xpressions

- 6) The *Compose a new message* window will appear. Click the **dropdown** next to the *Message type:* field and select **Fax** (See Figure 13).

Atkin Evan [Logout](#) [Help](#)

Compose a new message

Multiple recipient addresses must be separated by a semicolon (;).

Message type: Fax

Message type: E-mail

Priority:

private:

Message:

Step 1: No file selected.

Step 2:

Repeat steps 1 & 2 to insert several files.

Figure 13 - Compose New Message - Fax - OpenScape Xpressions

- 7) In the *To:* field, enter the **11 digit fax number** you wish to send to (See Figure 14).

Compose a new message

Multiple recipient addresses must be separated by a semicolon (;).

11234567890

Message type: Fax

Message type: E-mail

Priority: normal

private:

Figure 14 - Compose new message - To - OpenScape Xpressions

- 8) The body of your email will act as the cover letter for your digital fax. In the *Message:* field, type any information you would like to include as your cover letter (See Figure 15).

Compose a new message

Multiple recipient addresses must be separated by a semicolon (;).

To: 11234567890
CC:
Subject:

Message type: Fax
Message type: E-mail
Priority: normal
private:

Message:

```
Cover Letter
To: Scrappy Owl From: Evan
Fax: Fax: 555-555-5555
Phone:123-456-7890 Phone: 098-765-4321
Date: 1/13/2015 Pages sent: 2
Subject: Did you get that thing I sent'cha?

Hey Scrappy. Here's the contract I was talking about the other day. Could you review and then
fax the signed document back to me?

Thanks.
Sincerely,
Evan
```

Attachments

Step 1: No file selected.
Step 2:

Repeat steps 1 & 2 to insert several files.

Figure 15 - Cover Letter - OpenScape Xpressions

- 9) In the *Attachments* section, click the **Browse...** button to add documents to be digitally faxed (See Figure 16).

Message:

```
Cover Letter
To: Scrappy Owl From: Evan
Fax: Fax: 555-555-5555
Phone:123-456-7890 Phone: 098-765-4321
Date: 1/13/2015 Pages sent: 2
Subject: Did you get that thing I sent'cha?

Hey Scrappy. Here's the contract I was talking about the other day. Could you review and then
fax the signed document back to me?

Thanks.
Sincerely,
Evan
```

Attachments

Step 1: No file selected.
Step 2:

Repeat steps 1 & 2 to insert several files.

Figure 16 - Browse for files - OpenScape Xpressions

10) The *File Explorer* will open. Select the documents to be attached to your email and click **Open** (See Figure 17)

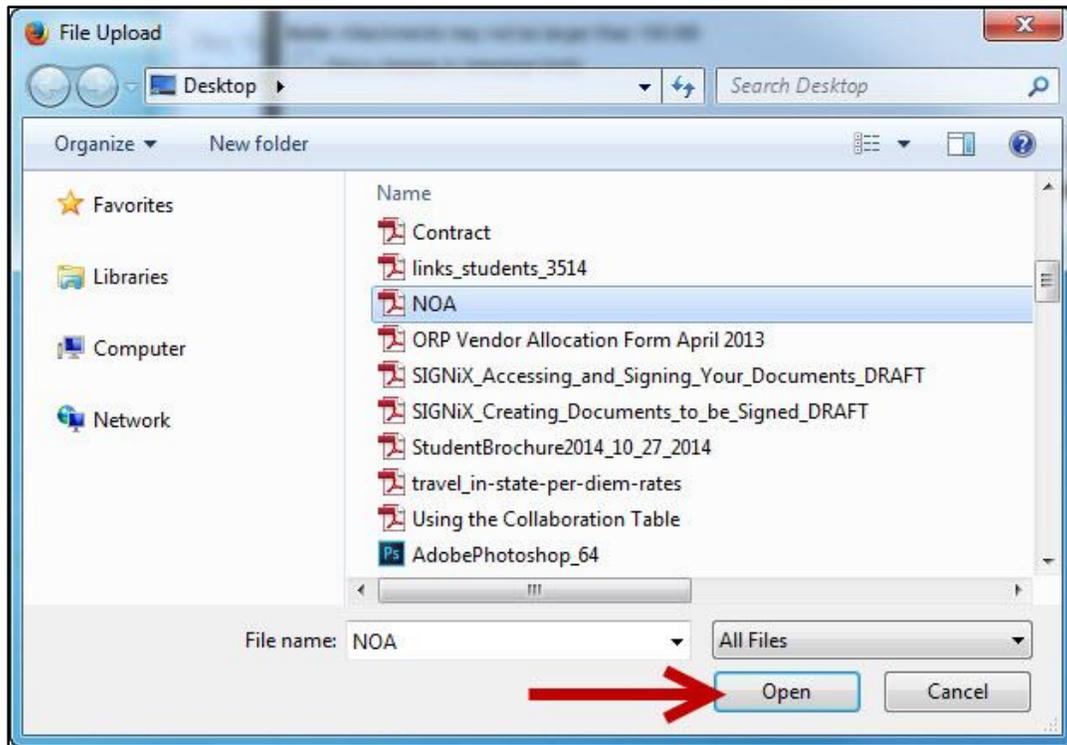


Figure 17 - File Explorer - OpenScope Xpressions

Note: Digital faxing supports the following file formats: Word, Excel, PDF, BMP, JPEG, TIFF, PNG, TXT.

11) Click the **Insert file attachment** button to finish attaching your document(s) to your digital fax (See Figure 18).



Figure 18 - Insert file attachment - OpenScope Xpressions

12) When ready, click a **Send** button to send your digital fax (See Figure 19).

Send

Compose a new message

Multiple recipient addresses must be separated by a semicolon (;).

To: 11234567890
CC:
Subject:

Message type: Fax
Message type: E-mail
Priority: normal
private:

Message:

Cover Letter
To: Scrappy Owl From: Evan
Fax: Fax: 555-555-5555
Phone: 123-456-7890 Phone: 098-765-4321
Date: 1/13/2015 Pages sent: 2
Subject: Did you get that thing I sent'cha?

Hey Scrappy. Here's the contract I was talking about the other day. Could you review and then fax the signed document back to me?

Thanks.
Sincerely,
Evan

Attachments

Step 1: NOA.pdf
Step 2:

Repeat steps 1 & 2 to insert several files.

Send

Figure 19 - Send Digital Fax - OpenScope Xpressions

Your digital fax has been sent. To check the status of sent faxes, please see

13) Checking the Status of a Digital Fax.

Receiving Digital Faxes

When a digital fax is received, it will be placed in your *OpenScape Xpression* inbox. An email notification will also be sent to your Zimbra inbox with a link directing you to it in OpenScape Xpressions. Received digital faxes can only be viewed through the *OpenScape Xpressions* web assistant.

Checking your Digital Faxes through Zimbra

When you receive a digital fax, a notification email will be sent to your Zimbra email with a link to the *OpenScape Xpressions* web assistant.

- 1) Open your Zimbra email and select the **notification email** (it will display a number like 19300 in the *From* field) (See Figure 20).

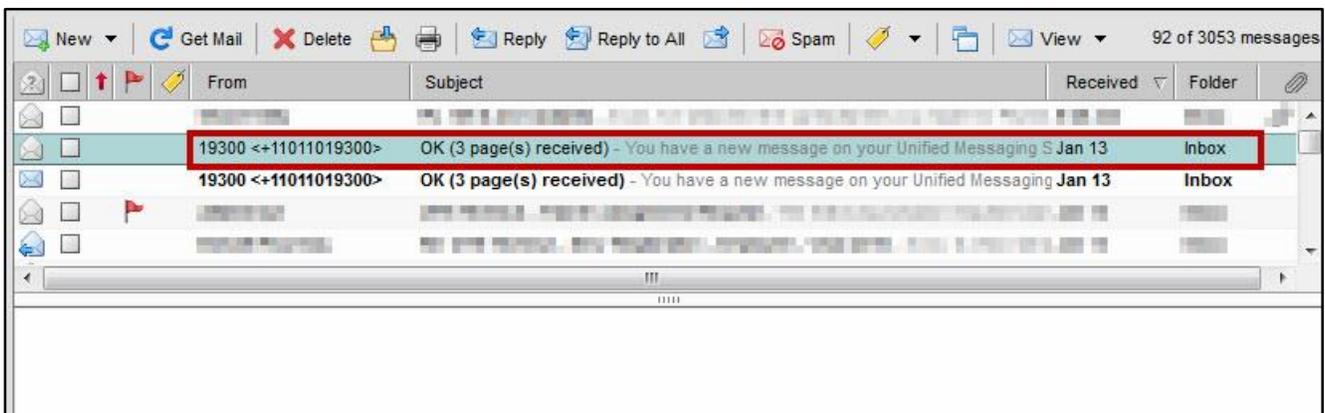


Figure 20 - Digital Fax Notification 1 - Zimbra

- 2) The email message will display. Click on the **link** in the email to be redirected to the *OpenScape Xpressions* web assistant (See Figure 21).

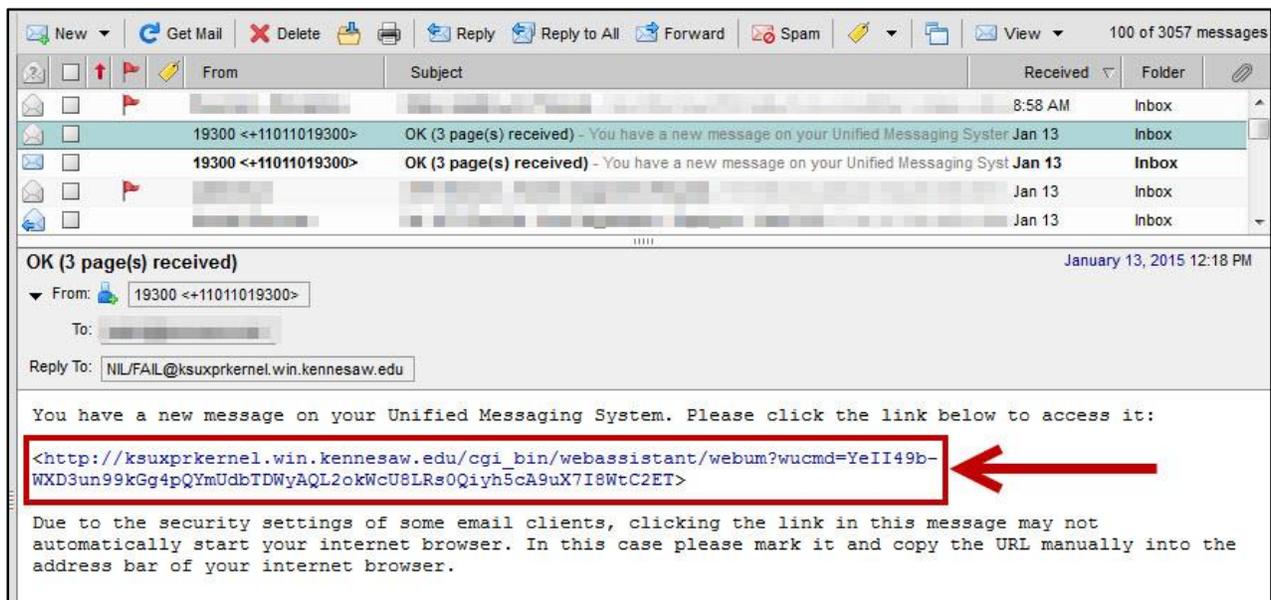


Figure 21 - Digital Fax Notification 2 - Zimbra

- 3) The *OpenScope Xpressions* web assistant will open and display the contents of your digital fax (See Figure 22).



Figure 22 - Digital Fax Displayed in OpenScope Xpressions

Note: All pages that were received in the fax will be included on one page. Scroll down to read your digital fax.

- 4) For additional message actions, click the **Login to execute message actions** button to log in to *OpenScope Xpressions*- (See Figure 23).

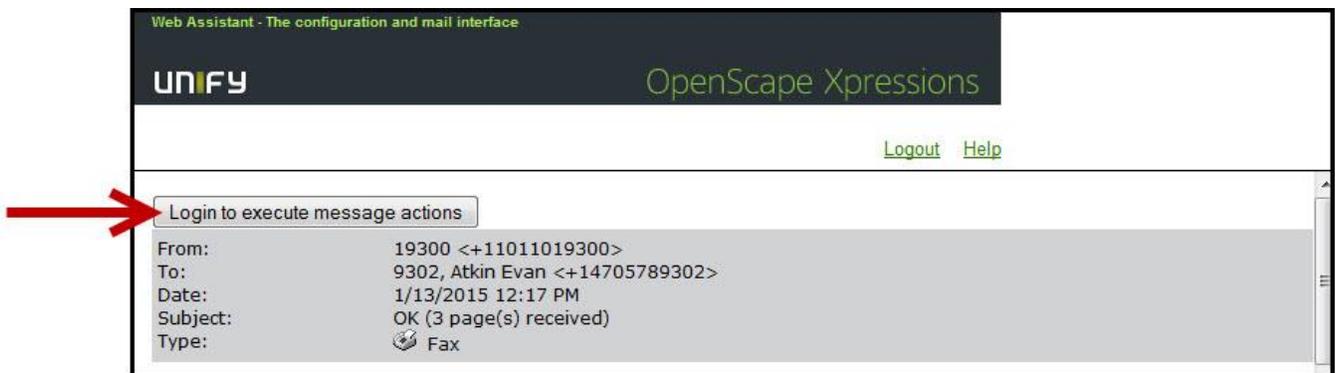


Figure 23 - Login to execute message actions - OpenScope Xpressions

Checking your Digital Faxes through OpenScape Xpressions

The following explains how to check your digital faxes through the *OpenScape Xpressions* web assistant:

- 1) In your web browser of choice, navigate to voicemail.kennesaw.edu.
- 2) If you are already logged into your phone profile in *OpenScape Xpressions*, click on **Logout** (See Figure 24).

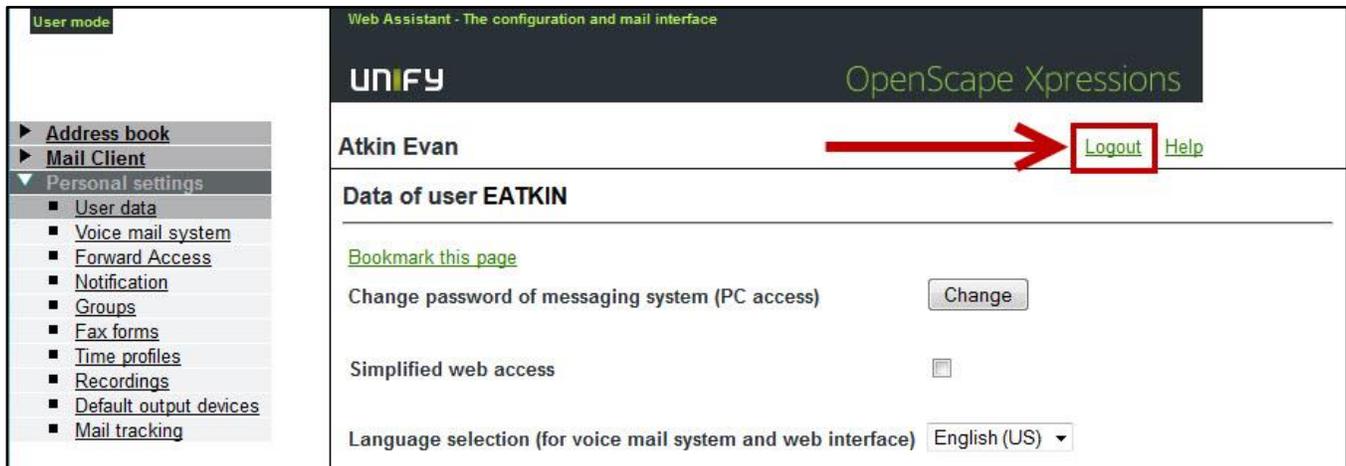


Figure 24 - Logout - OpenScape Xpressions

- 3) The *OpenScape Xpressions* login page will display. In the *User* field, type **fax(your 11 digit fax number)**, and in the *Password* field, enter the password provided when your digital faxing account was created (See Figure 25).

The screenshot shows the login page of OpenScape Xpressions. It has a title 'Login'. There are two input fields: 'User (or mailbox/ID number)' with the value 'fax11234567890' and 'Password (or PIN)' which is masked with dots. Below these fields is a checkbox labeled 'Remember me on this computer.' At the bottom are two buttons: 'Login' and 'Cancel'. A red rectangular box highlights the two input fields.

Figure 25 - Login Username and Password - OpenScape Xpressions

Note: If you do not have a digital fax account, please contact the [KSU Service Desk](#).

4) Click the **Login** button (See Figure 26).

Login

User (or mailbox/ID number) : fax11234567890

Password (or PIN) : ●●●●●●●●

Remember me on this computer.

Login Cancel

Figure 26 - Login - OpenScope Xpressions

5) The OpenScope Xpressions inbox will open and display your received digital faxes. To view a digital fax, click on its **subject text** (See Figure 27).

User mode

Web Assistant - The configuration and mail interface

UNIFY OpenScope Xpressions

Atkin Evan Logout Help

Bookmark this page

Message: 1 - 4 (count: 4) Save journal settings

Page: 1 (count: 1), 20 Messages/page.

Refresh: off

Delete Read Unread Flag for follow-up Clear Flag

Type	From	Subject	Date ↑	Size	Action
		(no subject)	1/14/2015 9:22 AM	261 kB	
	19300	OK (3 page(s) received)	1/13/2015 12:17 PM	127 kB	
	19300	OK (3 page(s) received)	1/13/2015 11:12 AM	127 kB	
	19300	OK (2 page(s) received)	1/12/2015 11:56 AM	57 kB	

Top Prev Next Bottom

E-mail Fax SMS Voice mail Unread

Figure 27 - Inbox - OpenScope Xpressions

Note: Digital faxes will be stored in your OpenScope Xpressions inbox for 90 days.

- 6) The digital fax will open and its contents will be displayed as one full document (scroll down to view multiple pages) (See Figure 28).

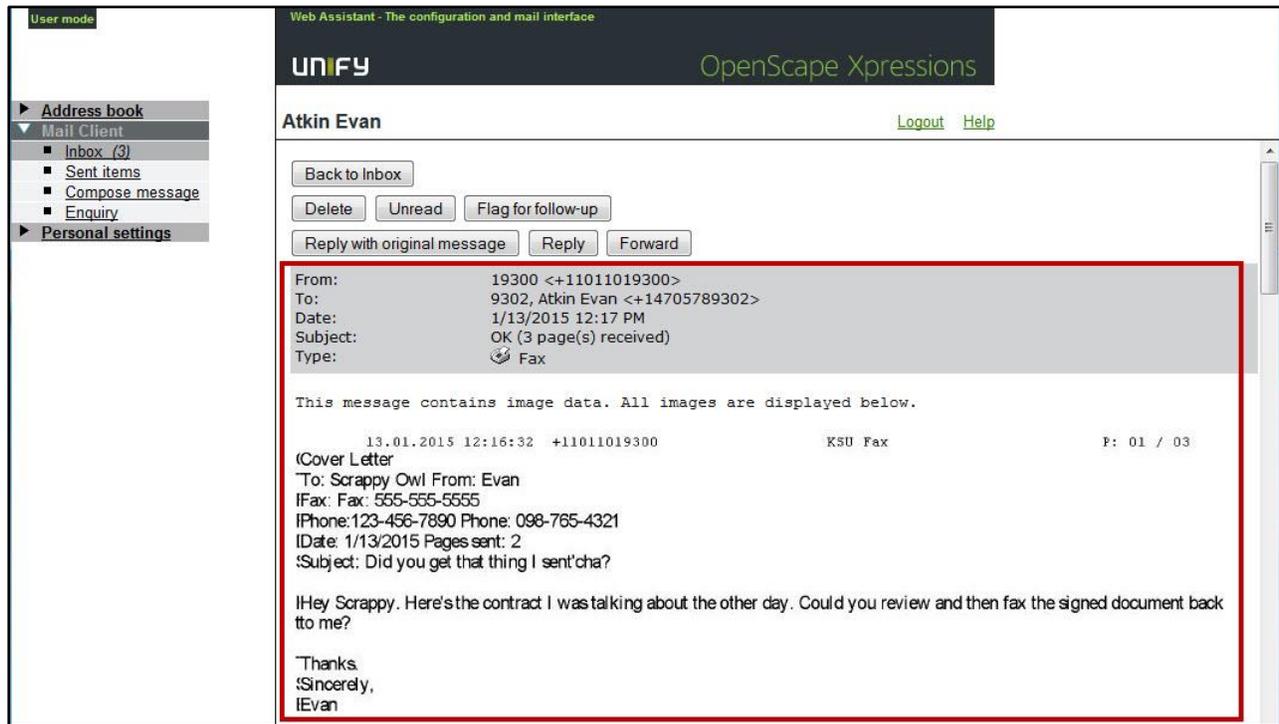


Figure 28 - Digital Fax Displayed in OpenScope Xpressions

Saving your Digital Faxes

You can save a copy of a received digital fax to your computer as a PDF. Digital faxes can only be saved while viewing them via the *OpenScope Xpressions* inbox. Received digital faxes will be stored in the OpenScope Xpressions inbox for up to 90 days.

After logging in to *OpenScope Xpressions* (See steps 1 – 4 of Checking your Digital Faxes through OpenScope Xpressions on how to log in):

- 1) From your *OpenScope Xpressions* inbox, click on the **subject text** of a fax to open (See Figure 29).

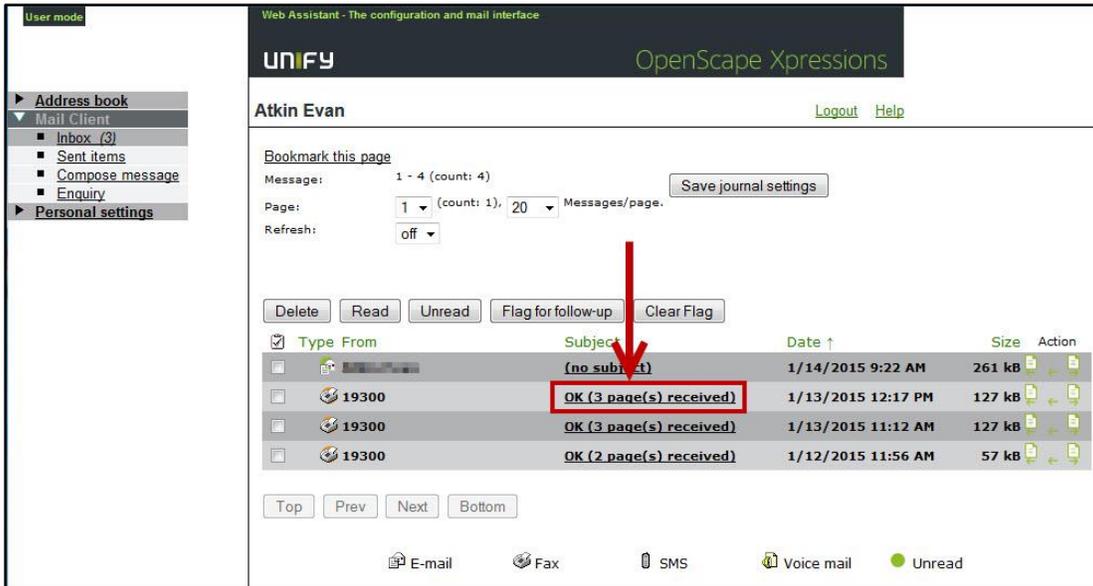


Figure 29 - Inbox - OpenScope Xpressions

- 2) The digital fax will open. **Scroll down** to the last page of the fax and click on **Print all pages of the fax** (See Figure 30).

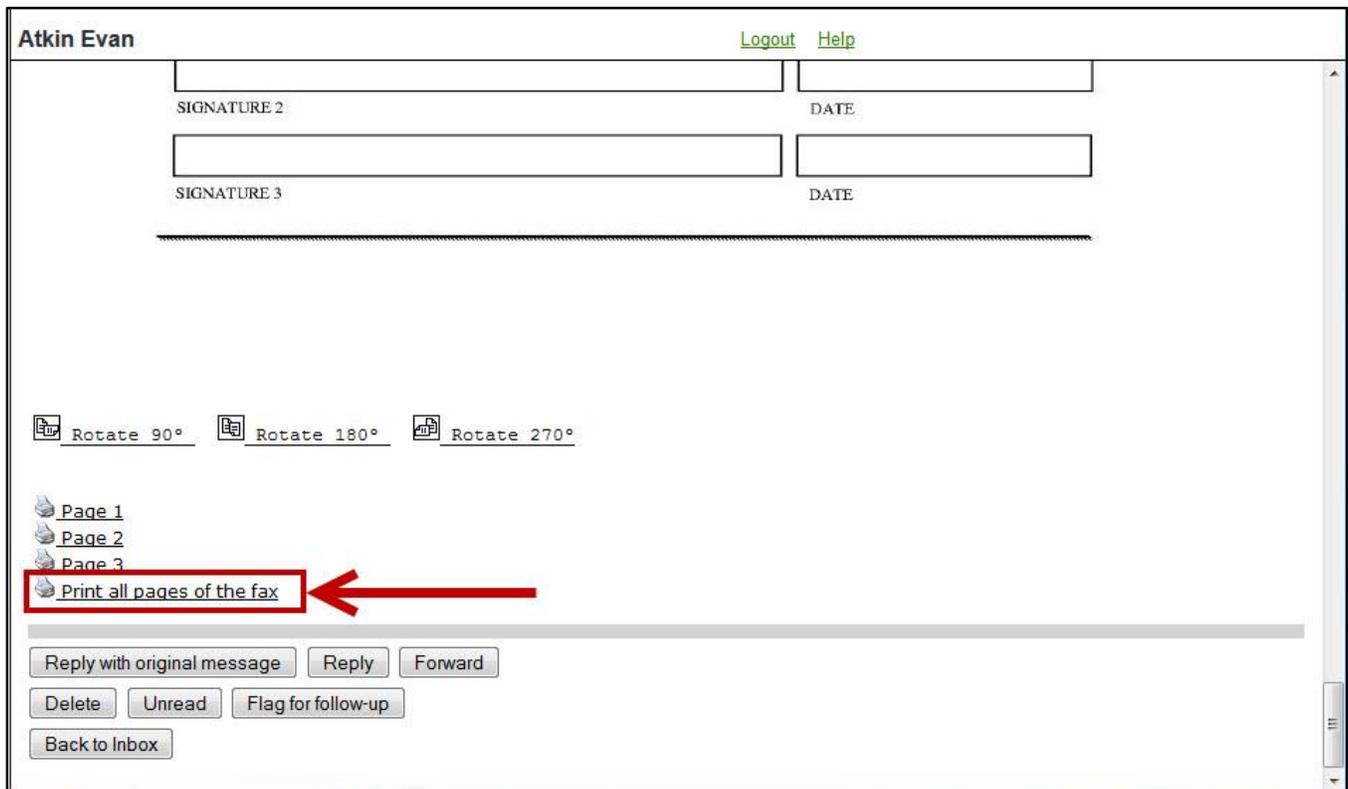


Figure 30 - Print all pages of the fax - OpenScope Xpressions

- 3) The digital fax will open in a new window and the *Print* dialog box will open. Click on the **dropdown box** next to the *Name:* field (See Figure 31).

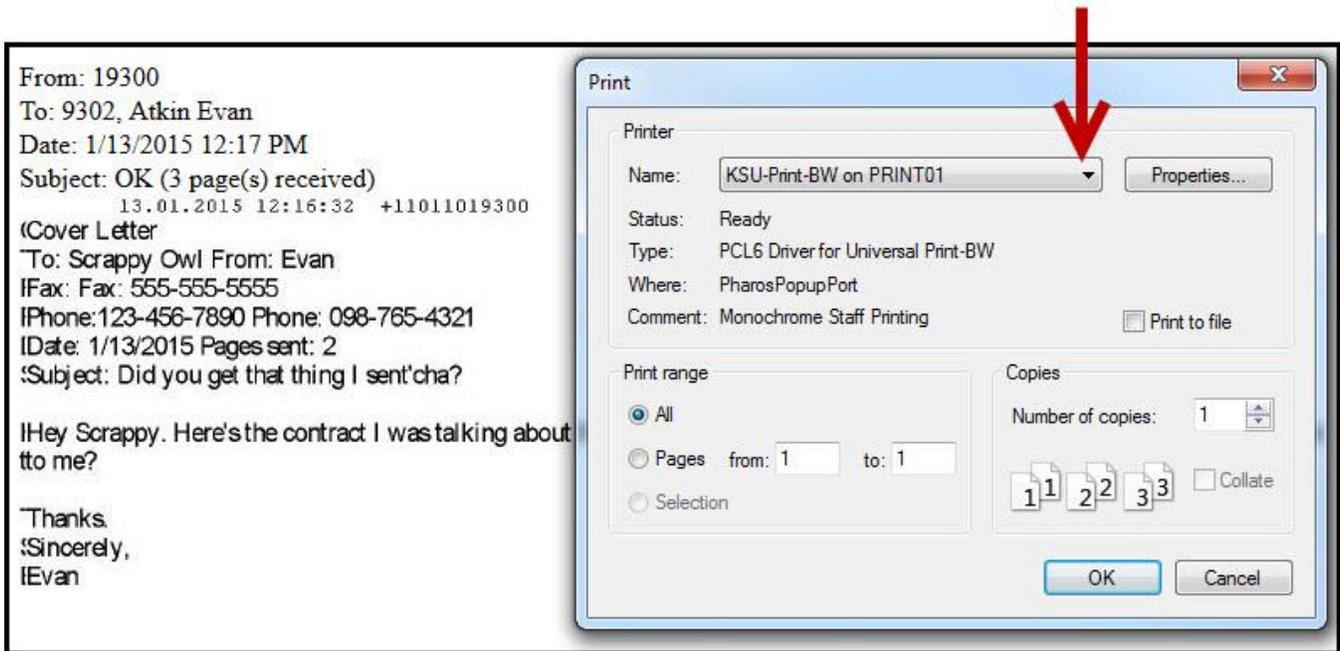


Figure 31 - Print - OpenScope Xpressions

- 4) From the list of printers, select **Adobe PDF** (See Figure 32).

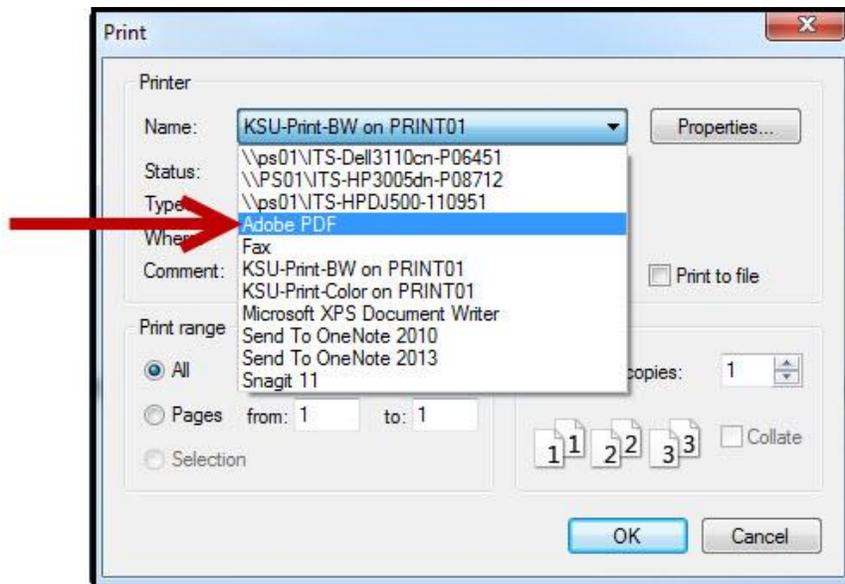


Figure 32 - Select Adobe PDF - OpenScope Xpressions

5) Click the **OK** button (See Figure 33).

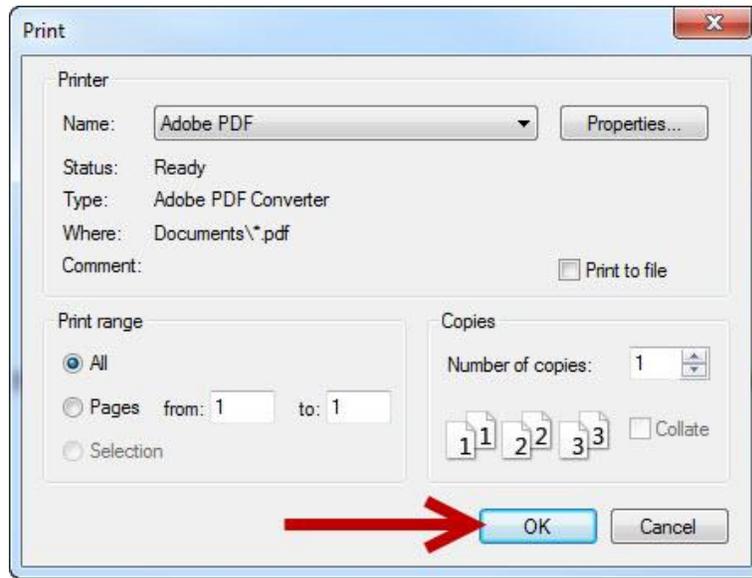


Figure 33 - Click OK - OpenScape Xpressions

6) The *Save PDF File As* window will open. Select a location on your computer where you wish to save your digital fax in PDF format (See Figure 34).

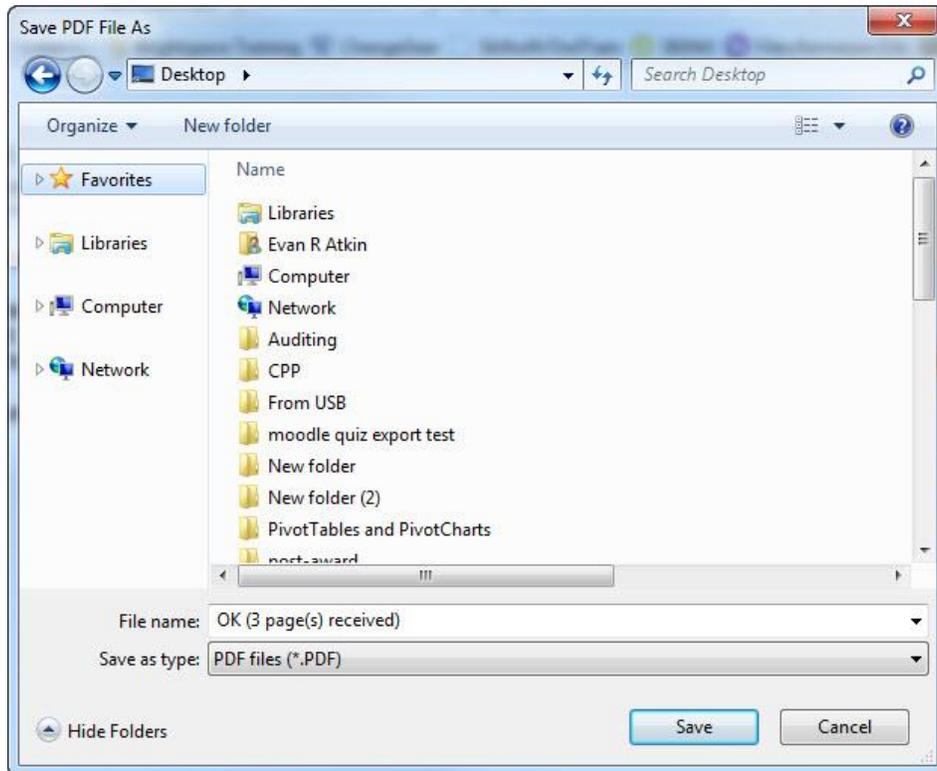


Figure 34 - Save PDF File As - OpenScape Xpressions

7) In the *File name* field, type in a name for the PDF (See Figure 35).

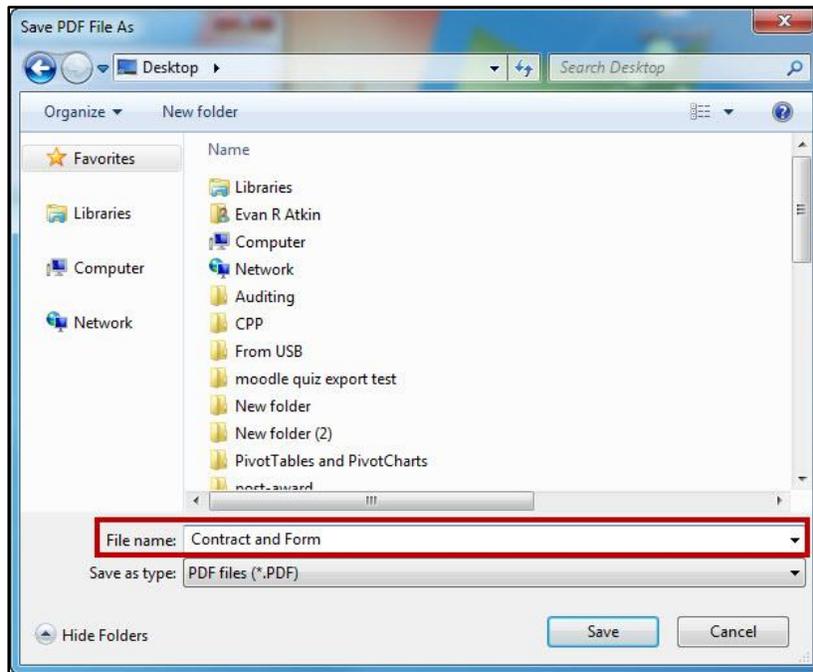


Figure 35 - File Name - OpenScape Xpressions

8) Click the **Save** button (See Figure 36).

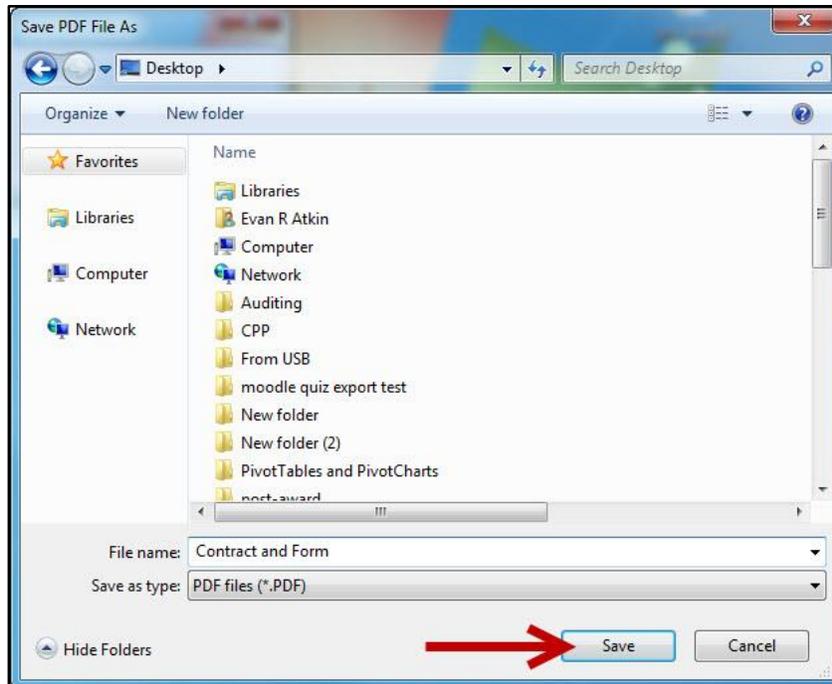


Figure 36 - Save PDF - OpenScape Xpressions

9) The digital fax will be saved to your computer as a PDF.

Checking the Status of a Digital Fax

After logging into your digital fax account at *OpenScape Xpressions* (See Checking your Digital Faxes through OpenScape Xpressions), you can check on the status of any digital faxes that you have sent out:

- 1) From the *OpenScape Xpressions* inbox, click on **Sent items** under the *Mail Client* options (See Figure 37).

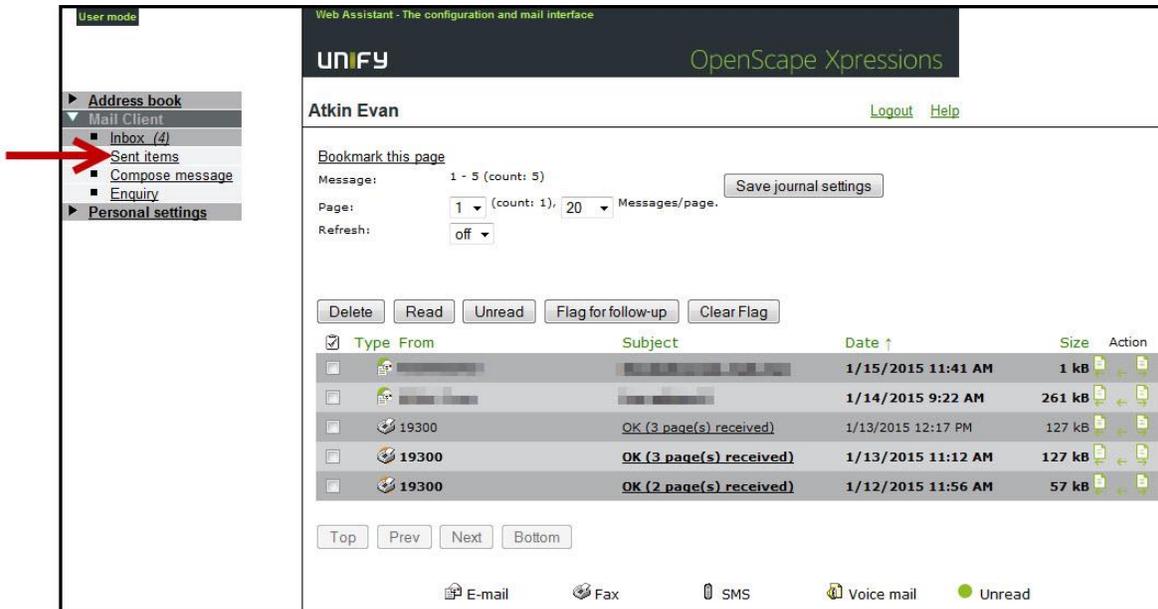


Figure 37 - Sent Items - OpenScape Xpressions

- 2) The *Sent items* window will open and display all digital faxes sent through your account. Icons next to your digital fax will indicate the status of the digital fax (See Figure 38).

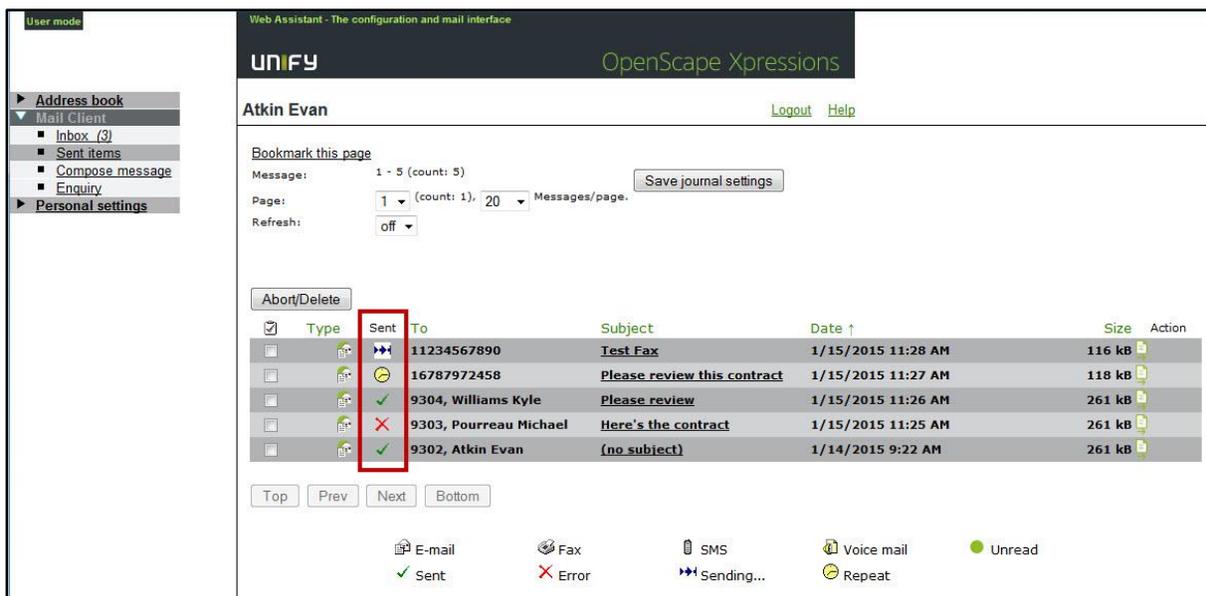


Figure 38 - Digital Fax Status - OpenScape Xpressions

3) The following icons indicate the status of a digital fax:

	Sent	The digital fax went through successfully.
	Error	There was a problem sending the digital fax.
	Sending...	The digital fax is currently being sent.
	Repeat	The system could not send the digital fax and will try again.

Additional Help

For additional help or installation issues, please contact the KSU Service Desk (Faculty & Staff):

KSU Service Desk for Faculty & Staff

- Phone: 470-578-6999
- Email: service@kennesaw.edu
- Website: <http://uits.kennesaw.edu/faculty-staff/>