Digital Faxing
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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 OpenScape 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).

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).

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](image)

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

![Figure 4 - Add Attachment – Zimbra](image)
6) Click the **Browse...** button (See Figure 5).

![Figure 5 - Attach Files – Zimbra](image)

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](image)

*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](image)

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](image)

*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 - OpenScape Xpressions](image)

**Figure 11 - Login - OpenScape Xpressions**

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

![Compose Message - OpenScape Xpressions](image)

**Figure 12 - Compose Message - OpenScape 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).

![Figure 13 - Compose New Message - Fax - OpenScape Xpressions](image)

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

![Figure 14 - Compose new message - To - OpenScape Xpressions](image)
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).

![Figure 15 - Cover Letter - OpenScape Xpressions](image)

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

![Figure 16 - Browse for files - OpenScape Xpressions](image)
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 - OpenScape Xpressions](image)

*Figure 17 - File Explorer - OpenScape 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 - OpenScape Xpressions](image)

*Figure 18 - Insert file attachment - OpenScape Xpressions*
12) When ready, click a **Send** button to send your digital fax (See Figure 19).

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).

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

![Figure 22 - Digital Fax Displayed in OpenScape Xpressions](image)

*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 *OpenScape Xpressions*—(See Figure 23).

![Figure 23 - Login to execute message actions - OpenScape Xpressions](image)
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).

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).

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 - OpenScape Xpressions](image)

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

![Inbox - OpenScape Xpressions](image)

*Note:* Digital faxes will be stored in your OpenScape 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 OpenScape Xpressions](image)

**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 *OpenScape Xpressions inbox*. Received digital faxes will be stored in the OpenScape Xpressions inbox for up to 90 days.

After logging in to *OpenScape Xpressions* (See steps 1 – 4 of Checking your Digital Faxes through OpenScape Xpressions on how to log in):
1) From your OpenScape Xpressions inbox, click on the **subject text** of a fax to open (See Figure 29).

![Figure 29 - Inbox - OpenScape Xpressions](image)

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 - OpenScape Xpressions](image)
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).

4) From the list of printers, select Adobe PDF (See Figure 32).
5) Click the OK button (See Figure 33).

![Figure 33 - Click OK - OpenScape Xpressions](image1)

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](image2)
7) In the *File name* field, type in a name for the PDF (See Figure 35).

![Figure 35 - File Name - OpenScape Xpressions](image)

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

![Figure 36 - Save PDF - OpenScape Xpressions](image)

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](image1.png)

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](image2.png)
3) The following icons indicate the status of a digital fax:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>Sent</td>
</tr>
<tr>
<td>✗</td>
<td>Error</td>
</tr>
<tr>
<td>🔁</td>
<td>Sending...</td>
</tr>
<tr>
<td>😞</td>
<td>Repeat</td>
</tr>
</tbody>
</table>

- 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/](http://uits.kennesaw.edu/faculty-staff/)