

XMedius Fax User Guide



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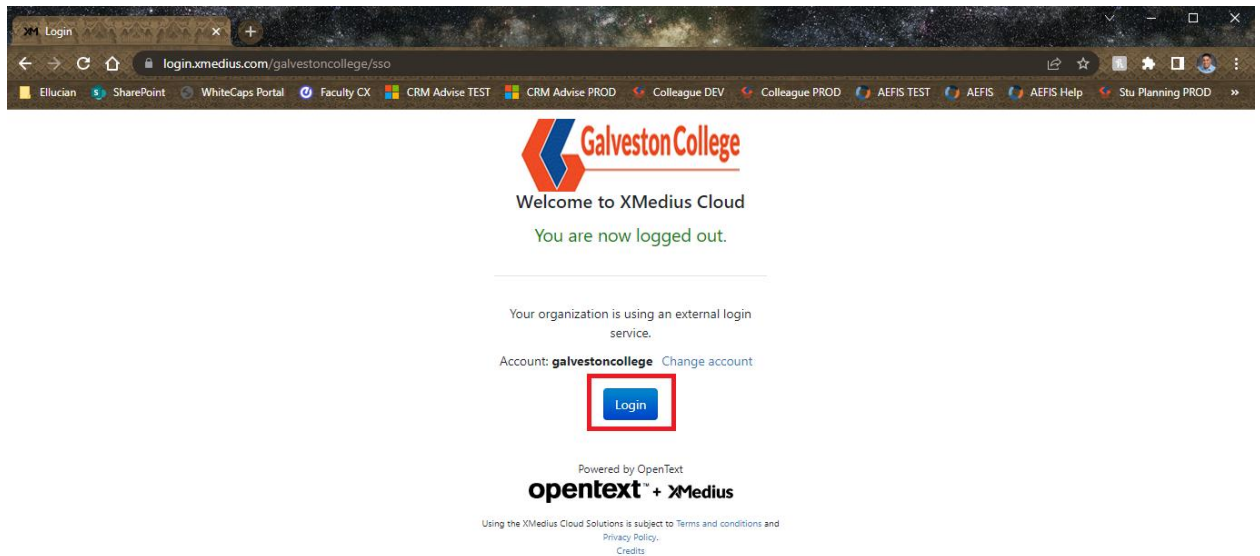
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Creating a fax using XMedius web application

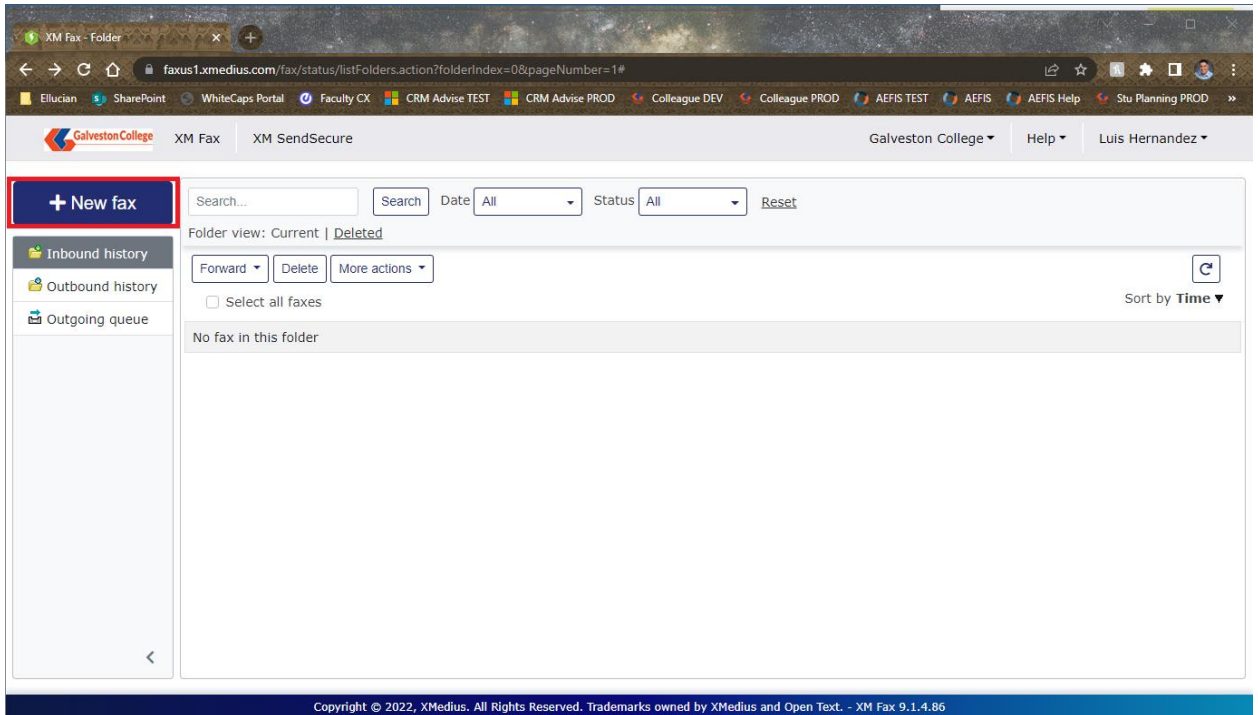
1. Open up your preferred internet browser and navigate to the XMedius SendSecure site using the following URL:

<https://login.xmedius.com/galvestoncollege/sso>

2. You are prompted to log into the site using single sign on (SSO). Confirm that you are logging into the GC instance by checking that the GC logo is displaying at the top of the page and the account “galvestoncollege” is showing for the account. Click on the  button to access the XM site.

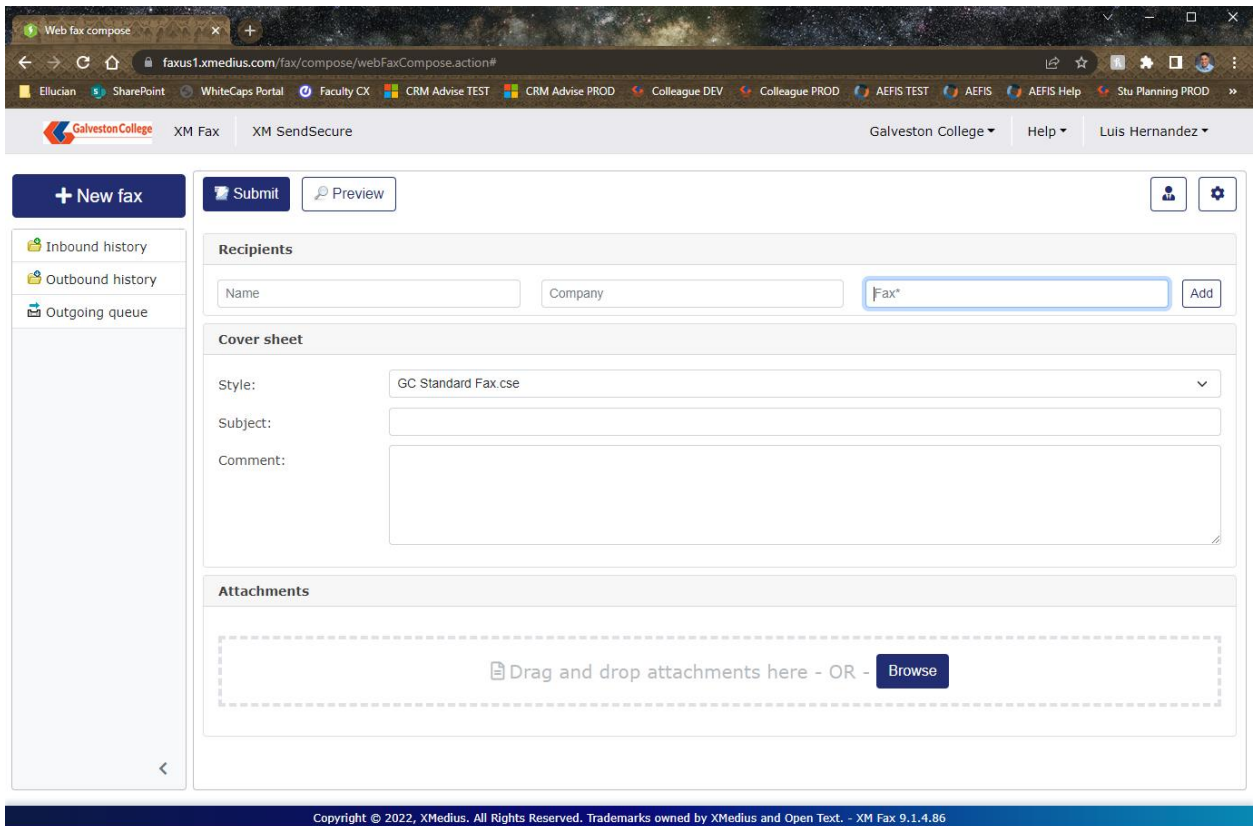


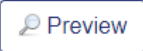
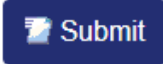
3. After logging in successfully, click on the  button on the top left to access the web fax compose page.

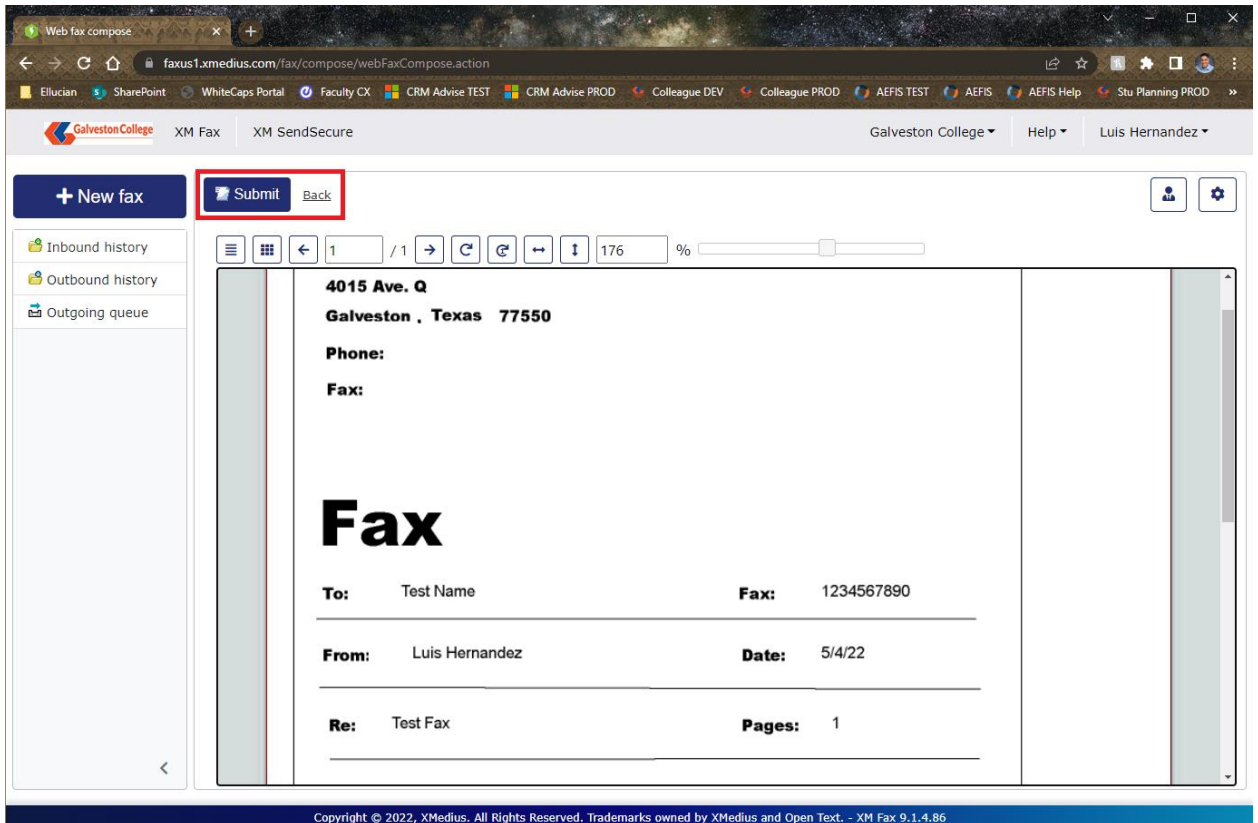


4. Fill out the fields under the Recipients, Cover Sheet, and Attachments sections.

- Recipients
 - Name – Name of the person who will receive the fax.
 - Company – Name of the company the recipient works for.
 - Fax (Required) – Fax number that the attachments will be sent to.
- Cover Sheet
 - Style – The format for the cover sheet of the fax. This can be set to “GC Standard Fax.cse” or use another cover sheet in the list made available to your profile. Contact the Service Desk to submit a request for another cover sheet to be added.
 - Subject – The heading for the fax that will be sent out.
 - Comment – Any additional details that may want to be provided alongside the fax (i.e. Attention To:).
- Attachments
 - This section is reserved for the documents that will be faxed over. You can drag and drop items in the provided section or click on the **Browse** button to search for documents on your computer.



5. Confirm that the fax is filled out correctly and is showing as expected by clicking on the  button. Once you have looked over the preview, you can click on the back button to return to the web fax compose page if changes are needed or click on the  button to send the fax out.



The screenshot displays the XM Fax web interface. At the top, the browser address bar shows the URL `faxus1.xmedius.com/fax/compose/webFaxCompose.action`. The page header includes the Galveston College logo and navigation links for "XM Fax" and "XM SendSecure". The user's name, "Luis Hernandez", is visible in the top right corner. The main interface features a left sidebar with "Inbound history", "Outbound history", and "Outgoing queue". The central area shows a preview of a fax document with the following content:

4015 Ave. Q
Galveston , Texas 77550
Phone:
Fax:

Fax

To: Test Name	Fax: 1234567890
From: Luis Hernandez	Date: 5/4/22
Re: Test Fax	Pages: 1

At the bottom of the interface, a copyright notice reads: "Copyright © 2022, XMedius. All Rights Reserved. Trademarks owned by XMedius and Open Text. - XM Fax 9.1.4.86".

6. The time for the fax to complete the transmission will depend on the number of documents being faxed over. To check on faxes that you have received or sent out, you can check on the Inbound history and Outbound history folders. In the screenshot below, you can see an example that I have cancelled which resulted in a failure:

The screenshot displays the XM Fax web application interface. The browser address bar shows the URL: `faxus1.xmedius.com/fax/status/listFolders.action?folderIndex=1&pageNumber=1`. The page header includes the Galveston College logo, "XM Fax", "XM SendSecure", and user information for "Luis Hernandez".

On the left sidebar, three folders are listed: "Inbound history", "Outbound history", and "Outgoing queue", all of which are highlighted with a red box. The main content area shows a search bar, a "Date" dropdown set to "All", and a "Status" dropdown set to "All". Below these are buttons for "Resubmit", "Delete", and "More actions".

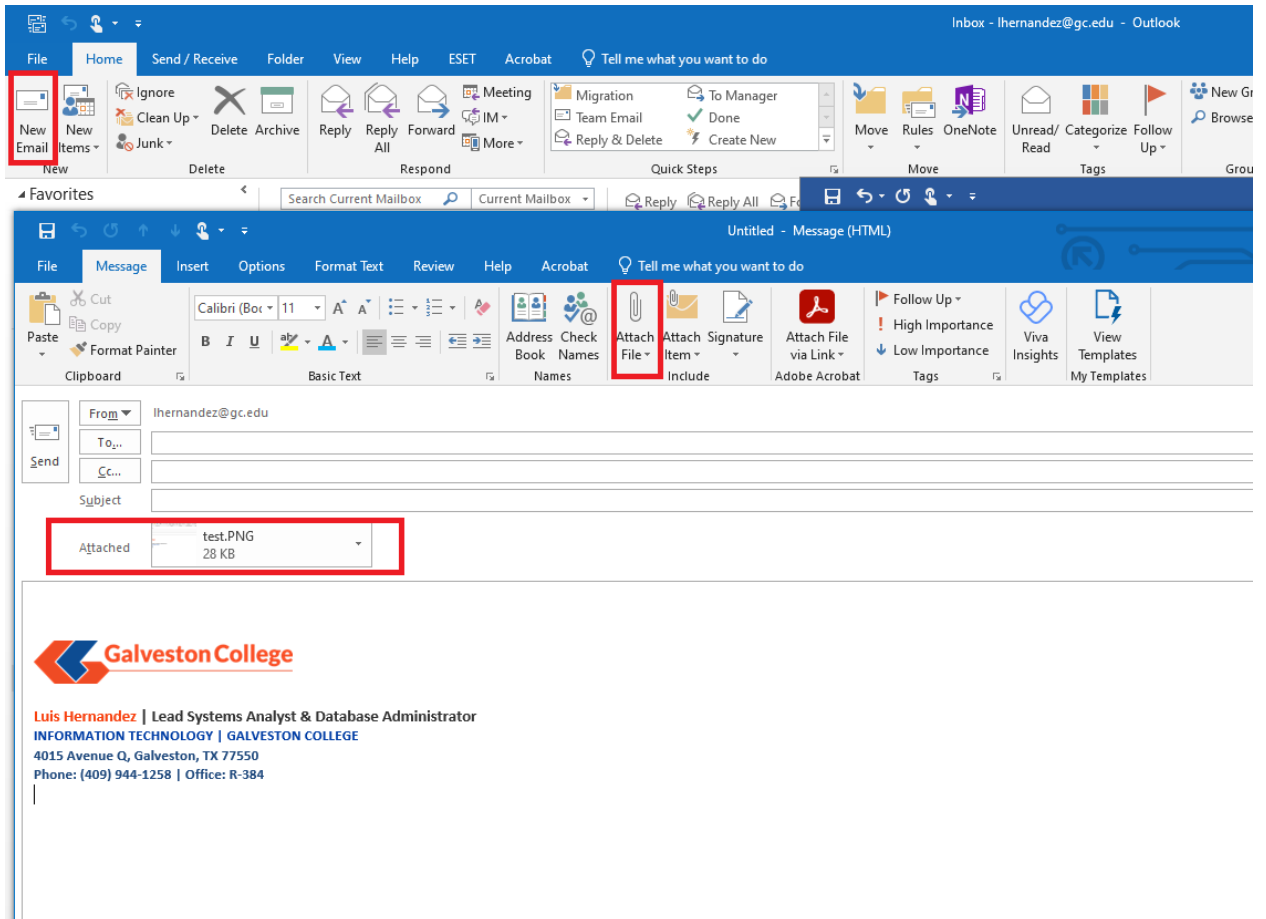
The main table displays a single entry for a failed fax, highlighted with a red border. The entry details are as follows:

<input type="checkbox"/>	Failed	(No Subject)	0/1 page	03:05 pm
	Error: 900	To: +11234567890		

At the bottom of the page, a copyright notice reads: "Copyright © 2022, XMedius. All Rights Reserved. Trademarks owned by XMedius and Open Text. - XM Fax 9.1.1-4.86".

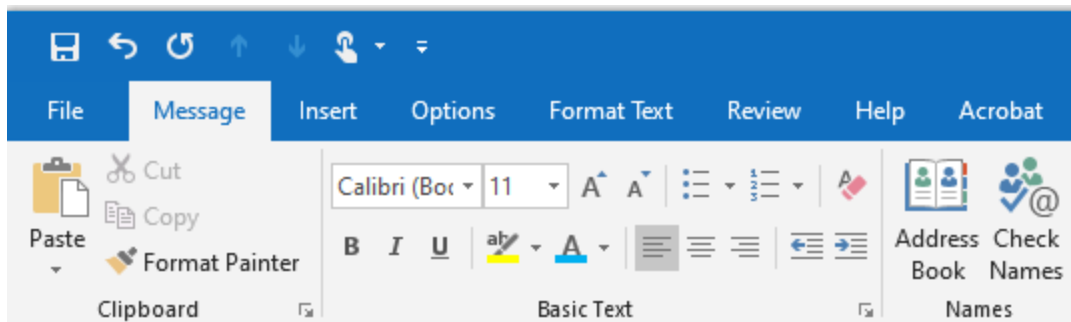
Creating a fax using email

1. Launch Outlook and click New Email to start to compose a new email message.
2. If needed you may attach documents that need to be included in the fax by dragging and dropping the files or clicking on the attach file button within the Message ribbon of the email as shown below:



3. Fill out the following fields to submit the email as a fax:

- To: – Input the fax number of the recipient followed by “@xmedius.com”. For example, if the recipient’s fax number is ‘1234567890’, the “To:” field would read 1234567890@xmedius.com.
- Subject: – Input the heading for the fax that will be sent out.
- Body – Type any additional details that may needed for the fax.



From: lhernandez@gc.edu

To: 1234567890@xmedius.com

Cc:

Subject: Test Fax

Attached: test.PNG (28 KB)

This is a test fax.



Luis Hernandez | Lead Systems Analyst & Database Administrator
INFORMATION TECHNOLOGY | GALVESTON COLLEGE
4015 Avenue Q, Galveston, TX 77550
Phone: (409) 944-1258 | Office: R-384

4. Confirm that the fax is filled out correctly and contains the documents you want to fax over as attachments. Click on the send button to send the fax to the recipient. After you click on send, XMedius will attempt to send the fax out via email. When the attempt is completed, an email confirmation will be sent to your inbox informing you that the fax was either successful or has failed. Below is an example of a successful fax being sent out via email:

From: XMedius Cloud [mailto:system@xmedius.com]
Sent: Wednesday, April 20, 2022 2:42 PM
To: Jason A. Smith <jsmith@ec.edu>
Subject: Fax delivery success to +1 409-944-1506

XMedius-FAX Cloud
Fax delivery success to +1 409-944-1506

Subject: Test
Sent Time: Apr 20, 2022, 2:42:13 PM
Pages sent: 2 of 2 page(s) (1 min. 54 sec.)

*** SENDING NOTIFICATION : FAX SENT SUCCESSFULLY ***

TIME SENT	REMOTE CSID	DURATION	PAGES	STATUS
Apr 20, 2022 at 2:42:13 PM CDT		1:14	2	Sent

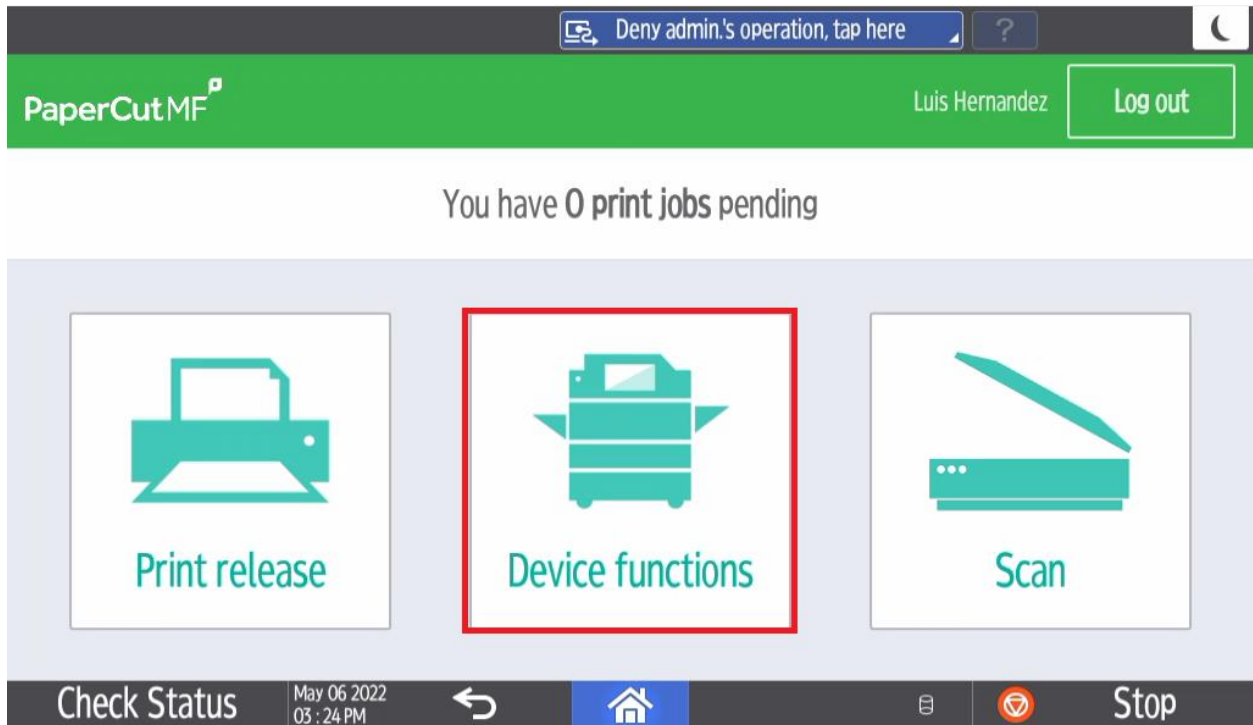
4015 Ave. Q
Galveston , Texas 77550

Phone:
Fax:

Updating Inbox. Connected to: Microsoft Exchange

Creating a fax using Ricoh Copier

1. Go to any Ricoh copier and place the documents you wish to fax in the document feeder. Afterwards, use your HID card to log into the copier. When logged in, you will be at the PaperCut MF main menu screen. Select the Device Functions button to go to the Ricoh main menu screen.



2. Within the Ricoh home screen, select the XMediusFAX button. This will take you to the fax creation screen.

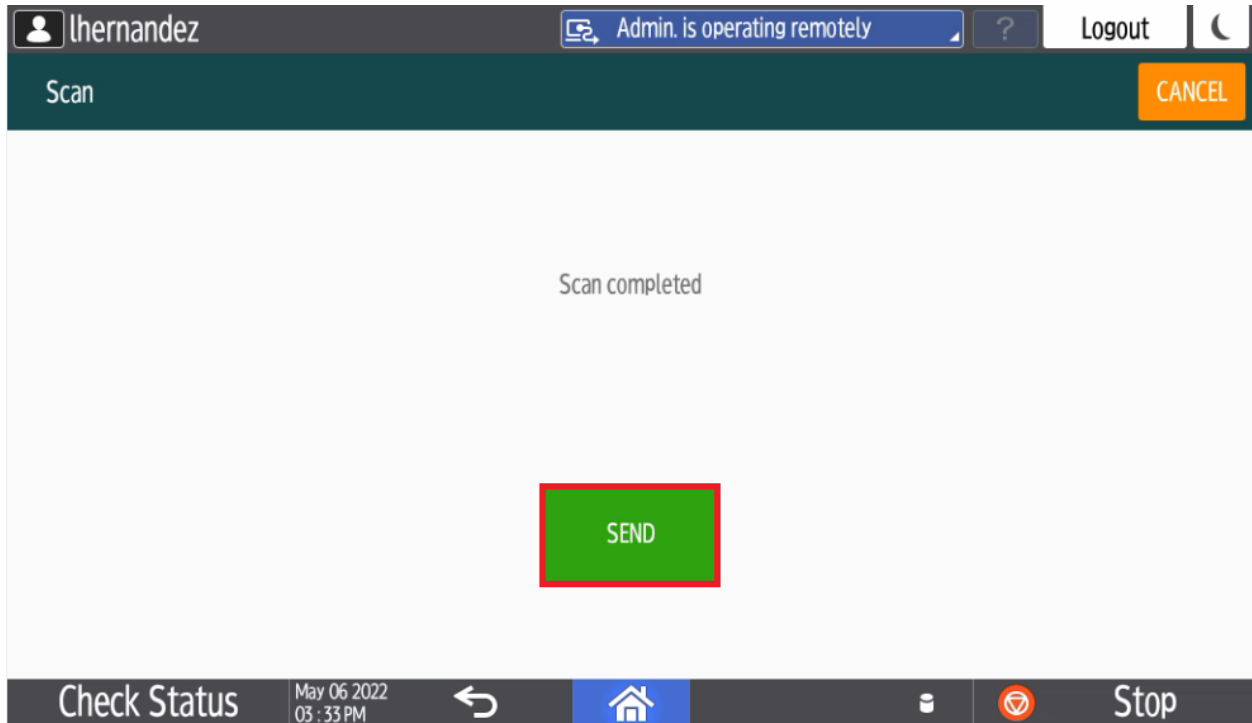


3. Fill out the following information on the screen:
 - a. To: Fax number that the attachments will be sent to.
 - b. Subject: The heading for the fax that will be sent out.
 - c. Comments: Any additional details that you may want to include with the fax (i.e. Attention To:).

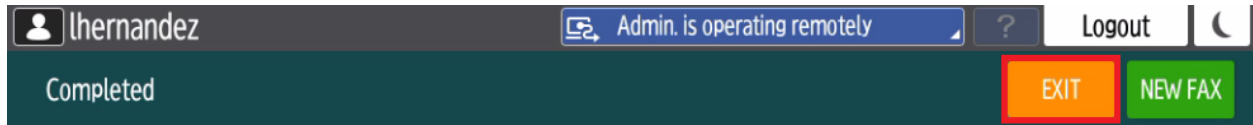
When the information has been filled in, click on the green scan button on the top right.

The screenshot shows the control panel of a fax machine. At the top, there is a user profile for 'lhernandez', a status indicator 'Admin. is operating remotely', a help icon, and a 'Logout' button. Below this is a dark green header bar with the text 'New Fax' on the left and a prominent green 'SCAN' button on the right. The main form area contains three input fields, each highlighted with a red border: 'To:' with the number '1234567890', 'Subject:' with the text 'Test', and 'Comments:' with the text 'This is a test!'. Below the form is a 'Cover Sheet:' section with a dropdown menu set to 'Base01'. At the bottom, there are three tabs: 'FAX OPTIONS', 'SENDER INFORMATION', and 'SCAN SETTINGS'. The very bottom of the screen features a dark grey bar with 'Check Status', a timestamp 'May 06 2022 03:28 PM', a back arrow, a home icon, a menu icon, a stop icon, and the word 'Stop'.

4. The Ricoh copier will begin scanning the documents in the feeder tray. Once the scan is completed, click on the green send button in the middle of the screen to begin transmitting the fax to the delivery service.



5. After the fax is completed, the screen will inform you that ***“Your fax has been successfully sent to the fax delivery service.”*** The fax will now be sent over to the intended recipient. Click on the orange **“EXIT”** button on the top right of the touchscreen panel and then the white **“Logout”** button.



Your fax has been successfully sent to the fax delivery service.




6. After the fax is finished transmitting, an email will be sent to your inbox letting you know if the fax was successful or if it was a failure. The documents that were faxed, along with the cover sheet are included in the attachment. See below an example successful fax:

Reply Reply All Forward IM
Fri 5/6/2022 3:37 PM

XC XMedius Cloud <system@xmedius.com>
Fax delivery success to +1 409-944-1506

To Luis Hernandez

You forwarded this message on 5/6/2022 3:40 PM.
If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

 44343F3A-4DAE-419A-B395-5943355D017C-28177979-OF.pdf
69 KB

XMediusFAX Cloud
Fax delivery success to +1 409-944-1506

Subject: Test
Sent Time: May 6, 2022, 3:37:12 PM
Pages sent: 2 of 2 page(s) (1 min. 11 sec.)

TIME SENT	REMOTE CSID	DURATION	PAGES	STATUS
May 6, 2022 at 3:37:12 PM CDT		71	2	Sent

**** SENDING NOTIFICATION : FAX SENT SUCCESSFULLY ****

Galveston College
4015 Ave. Q
Galveston
Texas 77550

DE **A**
Luis Hernandez
Tél.: Fax: 4099441506
courriel: lhernandez@gc.edu

This folder is up to date. Connect

If there are any issues or questions using the Xmedius Fax solution please contact the IT Service Desk at ext. 352 (409-944-1352) or via email at servicedesk@gc.edu!