OpenScape Xpressions
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 KSUmail 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 KSUmail
- 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 KSUmail email account, 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 KSUmail

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

1) Login to your email account at ksumail.kennesaw.edu.

2) After logging in, click on New message to begin drafting a new email message (See Figure 1).

3) The Compose Email pane 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 KSUmail, 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).

5) Click the **Attach** button (See Figure 3).

6) Select the location where your file is located (for this example, we will choose **Browse this computer**) (See Figure 4).
7) The File Explorer will open. Select the documents to be attached to your email and click **Open** (See Figure 5).

![File Explorer](image)

**Figure 5 - File Explorer**

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

8) The attachment will be added to your message. When ready, click the **Send** button to send your digital fax (See Figure 6).

![Send Digital Fax](image)

**Figure 6 - Send Digital Fax**

Your digital fax has been sent. To check the status of sent faxes, please see the section *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 7).

![Figure 7 - 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 8).

![Figure 8 - Login Username and Password - OpenScape Xpressions](image)

*Note*: If you do not have a digital fax account, please contact the KSU Service Desk at 470-578-6999.
4) Click the **Login** button (See Figure 9).

![Login - OpenScape Xpressions](image)

**Figure 9 - Login - OpenScape Xpressions**

5) The OpenScape Xpressions inbox will display. On the left side of the window, click on **Compose message** (See Figure 10).

![Compose Message - OpenScape Xpressions](image)

**Figure 10 - 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 11).

![Figure 11 - Compose New Message - Fax - OpenScape Xpressions](image1)

7) In the *To*: field, enter the **11 digit fax number** you wish to send to (See Figure 12).

![Figure 12 - Compose new message - To - OpenScape Xpressions](image2)
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 13).

![Figure 13 - Cover Letter - OpenScape Xpressions](image1)

9) In the Attachments section, click the Browse... button to add documents to be digitally faxed (See Figure 14).

![Figure 14 - Browse for files - OpenScape Xpressions](image2)
10) The File Explorer will open. Select the documents to be attached to your email and click Open (See Figure 15).

![Figure 15 - File Explorer - OpenScape Xpressions](image)

*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 16).

![Figure 16 - Insert file attachment - OpenScape Xpressions](image)
12) When ready, click a **Send** button to send your digital fax (See Figure 17).

![Send button and compose message form](image)

**Figure 17 - Send Digital Fax - OpenScape Xpressions**

Your digital fax has been sent. To check the status of sent faxes, please see the section on *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 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 Email
When you receive a digital fax, a notification email will be sent to your email with a link to the OpenScape Xpressions web assistant.

1) Open your email and select the **notification email** (it will display a number like 19300 in the **From** field) (See Figure 18).

![Figure 18 - Digital Fax Notification 1](image)

2) The email message will display. Click on the **link** in the email to be redirected to the OpenScape Xpressions web assistant (See Figure 19).

![Figure 19 - Digital Fax Notification 2](image)

3) The OpenScape Xpressions web assistant will open and display the contents of your digital fax (See Figure 20).

![Figure 20 - 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 21).

![Figure 21 - 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](http://voicemail.kennesaw.edu).

2) If you are already logged into your phone profile in *OpenScape Xpressions*, click on **Logout**
(See Figure 22).

![Figure 22 - Logout - OpenScape Xpressions](image)
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 23).

![Figure 23 - 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 24).

![Figure 24 - 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 25).

![Figure 25 - 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 26).

![Figure 26 - 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 27).

![Figure 27 - 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 28).

![Figure 28 - 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 29).

4) From the list of printers, select Adobe PDF (See Figure 30).
5) Click the **OK** button (See Figure 31).

![Figure 31 - Click OK - OpenScape Xpressions](image)

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 32).

![Figure 32 - Save PDF File As - OpenScape Xpressions](image)
7) In the *File name* field, type in a name for the PDF (See Figure 33).

![Figure 33 - File Name - OpenScape Xpressions](image)

8) Click the **Save** button (See Figure 34).

![Figure 34 - 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 35).

![Figure 35 - Sent Items - OpenScape Xpressions](image)

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 36).

![Figure 36 - Digital Fax Status - OpenScape Xpressions](image)
3) The following icons indicate the status of a digital fax:

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<tr>
<th>Icon</th>
<th>Status Description</th>
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<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>

**Additional Help**
For additional help or installation issues, please contact the KSU Service Desk:

**KSU Service Desk for Faculty & Staff**
- Phone: 470-578-6999
- Email: service@kennesaw.edu
- Website: http://uits.kennesaw.edu