Using XM Fax (Formally XMedius Fax)

Requirements:

XM Fax is a network fax server solution which enables users to send, receive and manage faxes using their own PC, instead of a fax machine or a fax modem. XM Fax can be accessed using XM Fax client or the XM Fax web interface.

Using the XM Fax client or the XM Fax web interface you can attach documents with the file type HTML, PDF, DOC, DOCX, XLS, XLSX, WPD, RTF, TXT or images with the file type GIF, JPG, BMP, TIFF to your fax. To use the SendFax client, you need to download and install a driver available from the CCS website at Software for Phones and Fax.

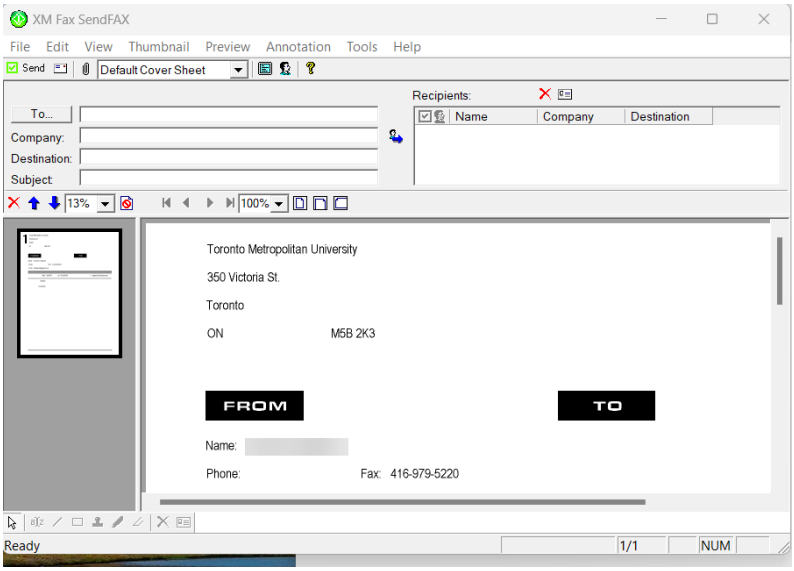
- Hardware: Any x86 or 64-bit desktop
- OS: Windows 11/10/8/8.1
- Supported browsers: Microsoft Edge, Mozilla Firefox, Google Chrome

Before you use XM Fax, please ensure that you have a XM Fax username and password. For assistance with XM Fax please call the CCS Help Desk.

Using the SendFax Client

You can start SendFax in one of the following ways:

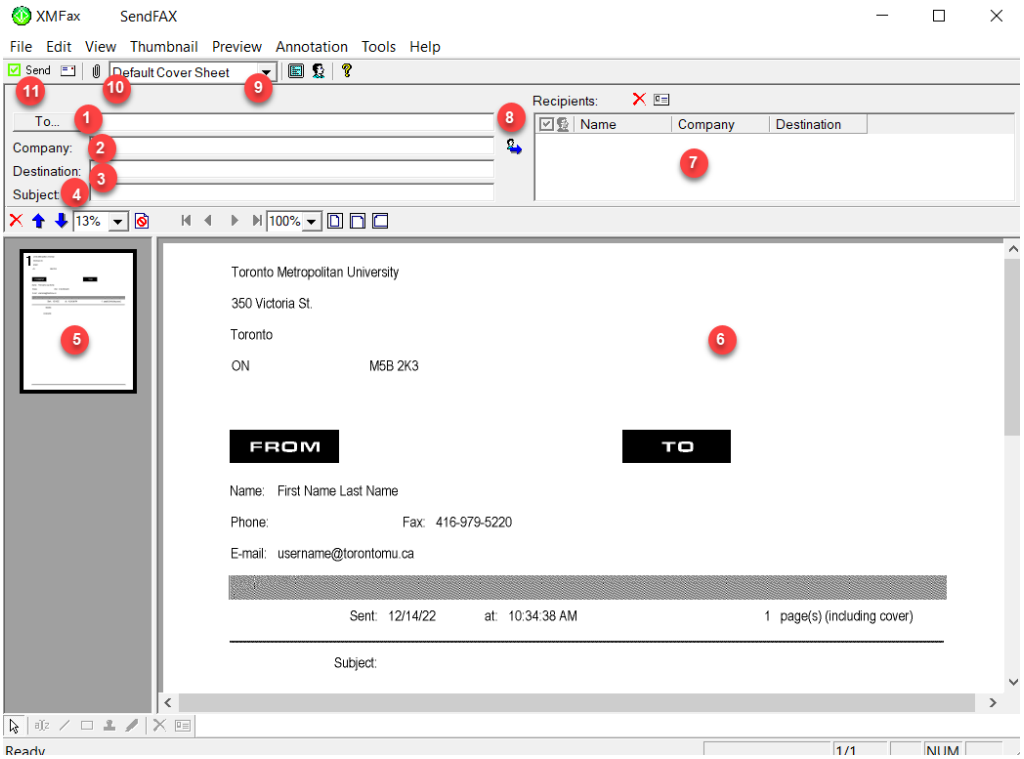
1. Choose **Start** > **Programs** > **XM Fax** > **SendFax**.



See below for more information about SendFax.

Toronto Metropolitan University
Computing & Communications Services

The SendFax Screen



Different Options on the XM Fax SendFax Screen are Described

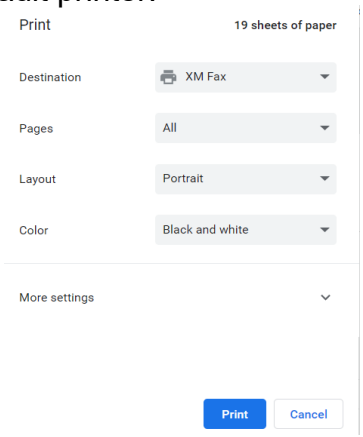
No:	Name	Description
1	To	This field receives the name of the fax recipient. Manually enter a recipient's name, or click the **To...** button and select from your personal Fax phone book.
2	Company	Recipient's company name.
3	Destination	Fax number of the recipient. This is the only **mandatory** field. Note: All fax numbers external to TMU must begin with a "**9,**" (the number nine followed by a comma).
4	Subject	Subject heading of fax.
5	Thumbnail View	Displays a small image of each page of the fax. Selecting a page in the Thumbnail view displays the page in the Fax Preview portion of the screen. Use Thumbnail View to reorder or delete pages from the fax you are composing.
6	Fax Preview	Displays a single page of the fax at a time. It is here that you add annotations to a fax before transmission. Annotations can include text; highlight; bitmap images; and shapes like lines, squares, circles, etc.
7	Fax Recipient List	Displays individuals and groups who are to receive the transmission, either selected from a phone book or typed directly into the **To** field (item 1).
8	Add to Fax Recipients	Used to add a fax recipient to the Fax Recipient List when entered manually. When adding to the recipient list, the **Destination** field is the only required field.
9	Cover Sheet	Select a different cover sheet by clicking on this drop down menu.
10	Insert File	Button used to insert a document or image file you would like to fax.
11	Send	Used to send the fax to the Recipient List, when at least one recipient has been added.

SendFax from an Application

1. From within an application (i.e. MS Word, Excel, IE) select **File** > **Print**. A **Print** window displays. In most cases, there will be a drop down menu labelled **Name**, with a list of installed printers. Select the printer named **XM Fax,** then click on **OK**.

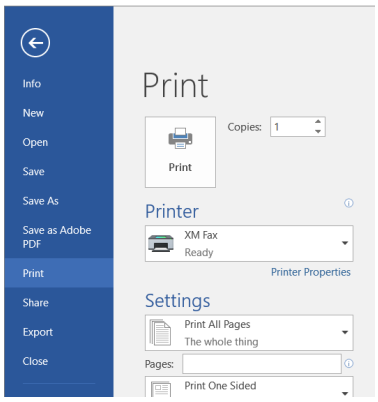
   Note: Your current printer driver is now set to print to XM Fax. When you have completed sending your fax, to change the print driver back to your default printer, either:

   Exit the application you are using or use the application's Print menu to change back to your default printer.



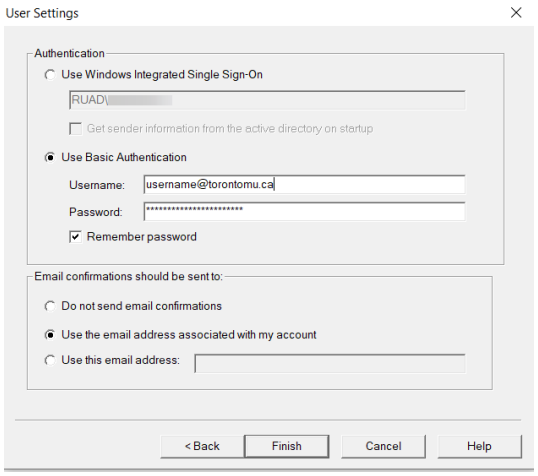
2. SendFax will automatically start when you print to the XM Fax driver from within any application. The SendFax window displays.

   You should now see all pages of your document in the **Thumbnail view.**

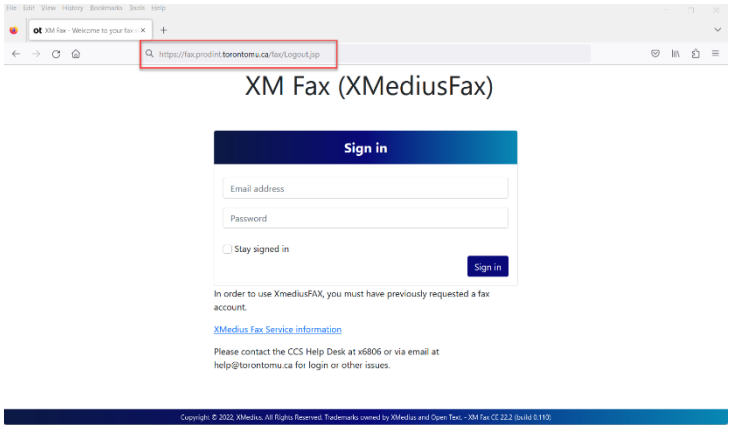


3. On your first use of SendFax you will be prompted for your **User Settings**. Select **My User** and enter your my.torontomu username appended to @torontomu.ca i.e. jsmith@torontomu.ca.Your initial password will be provided by the CCS Helpdesk.

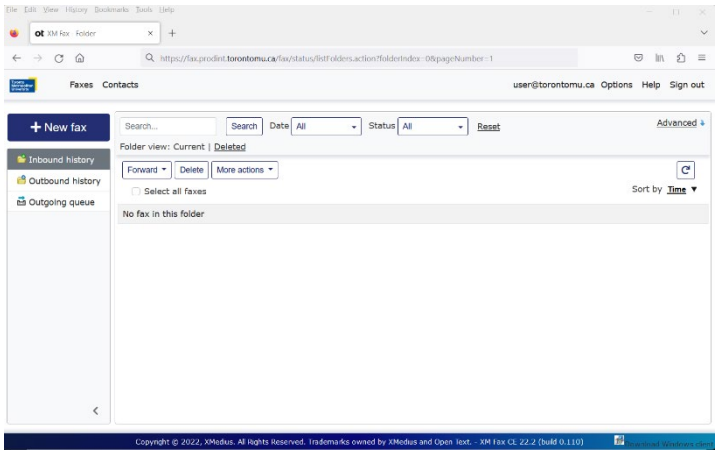
   See below for more information about SendFax.



Using the XM Fax Web Interface



XM Fax can be accessed using a Web browser. Use this interface to display the status of sent, received and queued faxes. Even though the XM Fax web interface can be used to send faxes, CCS recommends using **SendFax** or **Print to XM Fax** from within an application so that you can preview the fax in SendFax before you send. The XM Fax web Interface does not provide a preview.

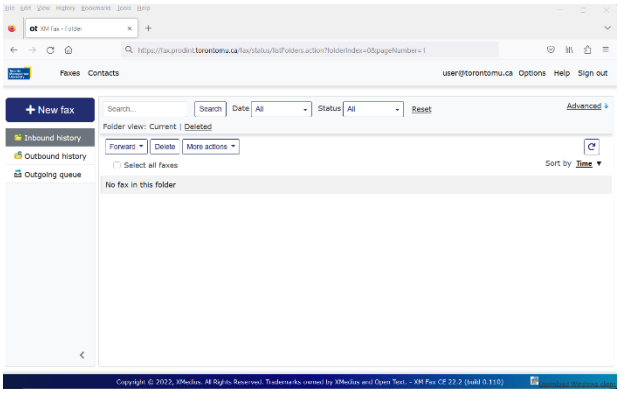


1. Using a Web browser such as Internet Explorer or Firefox, connect to XM Fax to access the XM Fax web interface.

2. Login with the XM Fax username i.e. jsmith@torontomu.ca and XM Fax password.

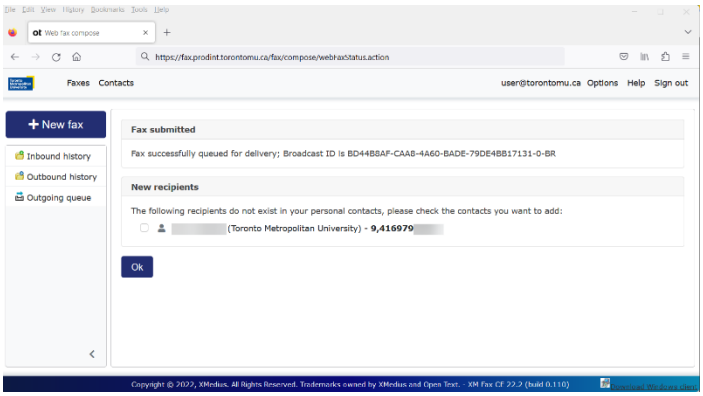
   - Inbound History is the folder with all received faxes.
   - Outbound History is the folder with all faxes sent from your account.
   - Outgoing Queue displays faxes that are currently being sent from your account. You can view the status of a fax here.

Online help is also available at the top-right of the screen.

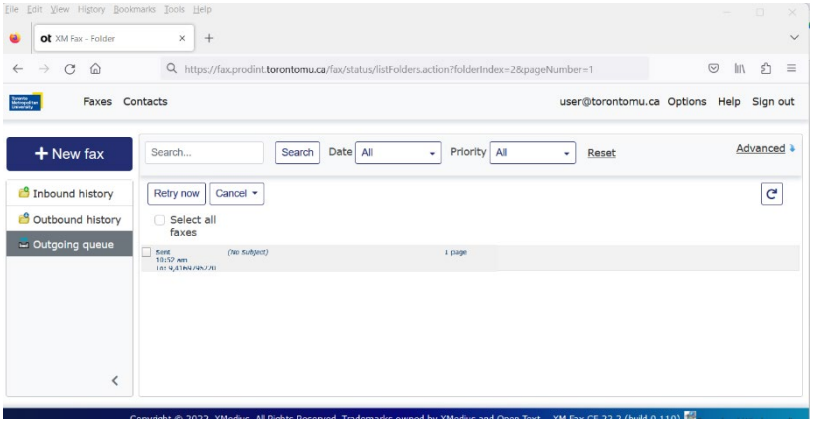


Note: CCS recommends using **SendFax** or **Print to XM Fax** from within an application so that you can preview the fax in SendFax before you send. The XM Fax web Interface does not provide a preview.

1. Click **New Fax** to create a new fax.
2. Enter the recipient's information, including the Fax number.
3. Select a Cover Sheet if desired.
4. Enter a Subject.
5. Enter a Comment if desired.
6. To attach a document to the fax, click **Browse** and select a file.
7. To send the fax, click **Submit**.
8. A **Fax submitted** message is displayed confirming that the fax is being queued for delivery.
9. You may also be prompted to add the recipient to your Contact list. If you wish to add the recipient to your contact list, click in the checkbox.
10. Click **OK**.



Fax submitted confirmation web page.

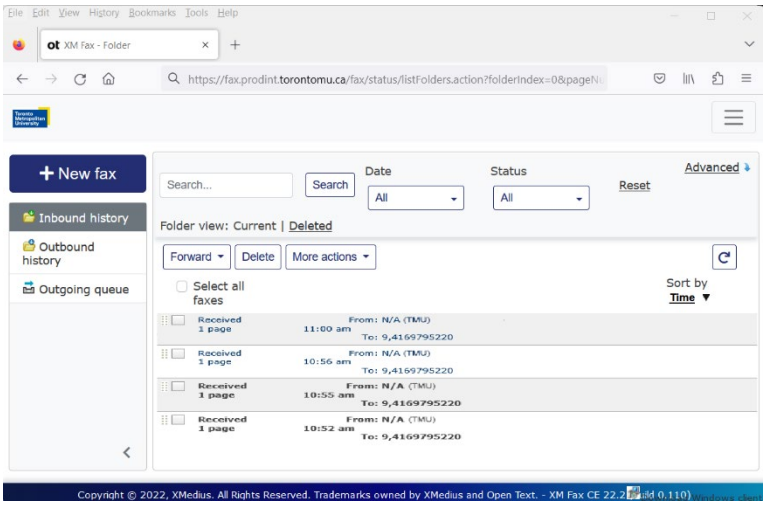


The XM Fax Web interface has a feature which allows you to keep track of the status or progress of your sent faxes. Faxes sent using XM Fax SendFax or the XM Fax web interface will display here. This can become handy when sending large faxes and you wish to know how many pages have been sent or are remaining. You can monitor it by:

1. After you have sent a fax, click on **Outgoing Queue**.

2. All your sent faxes are listed on the right side. Click on the Status of your Fax. Here you can view your fax, and see information about your fax such as the Status, the Original Destination, Priority, Number of Retries, Pages Submitted and Error Code.

Click **Back** to return to the Outgoing Queue.



1. To see a list of your received faxes, select **Inbound History**.

2. A list of your received faxes is displayed. You will see the **Received Time** and who the fax is from.

3. Click on the small icon at the start of the row with your fax details, to view the fax.
   OR
   Click on the **Received Time** of the fax. This will display the **Fax Properties** where you can then click on **View fax**.

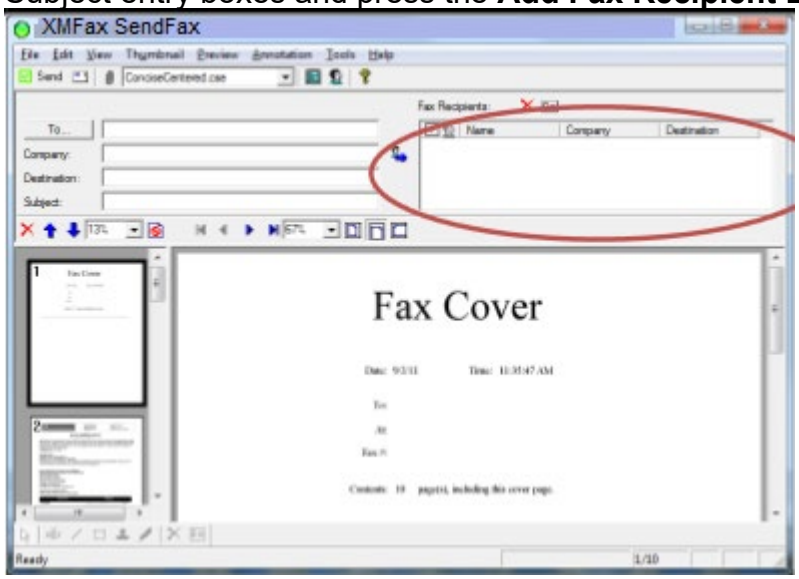
4. You will be asked to View or Save the Fax.

5. To view the fax, select **Open** and the fax displays in the **XM Fax Viewer**.
   OR
   To save, select **Save As**, and then specify where to save the fax.

6. Your deleted files are stored in the **Deleted** folder view. The fax will remain here until you do a final delete.

Sending a Fax Using SendFax

1. To enter a fax recipient, complete the To, Company, Destination (mandatory fax number) and Subject entry boxes and press the **Add Fax Recipient List** icon.



2. Add all fax recipients to **Fax Recipient List**, by either manually or by selecting them from your address book.

3. Select a different cover sheet if desired.

4. Select the document you would like to fax by clicking on **Insert** (represented by a paper clip to indicate attachment), or by clicking on **File > Insert**. Choose the desired file when asked and click on **Open** when finished. Multiple documents can be sent within the same fax by repeating this step.

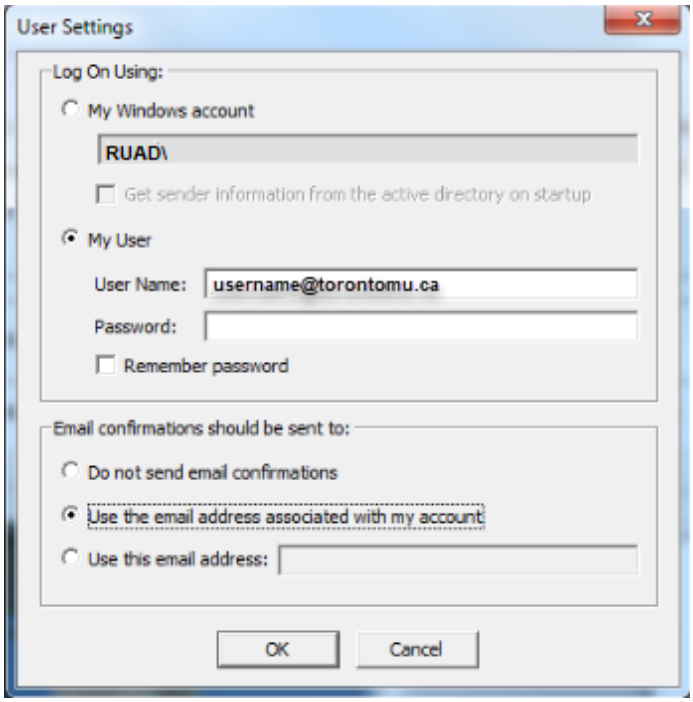
   Note: The software needed to view the type of document you wish to fax must be installed on your PC in order to successfully fax your document. (i.e. To successfully fax a MS Word document using SendFax, you must have MS Word installed on your PC). SendFax may open the corresponding application temporarily.

5. Re-order pages if desired.

6. Complete required fields to send your fax.

7. Press **Send** to send the fax.

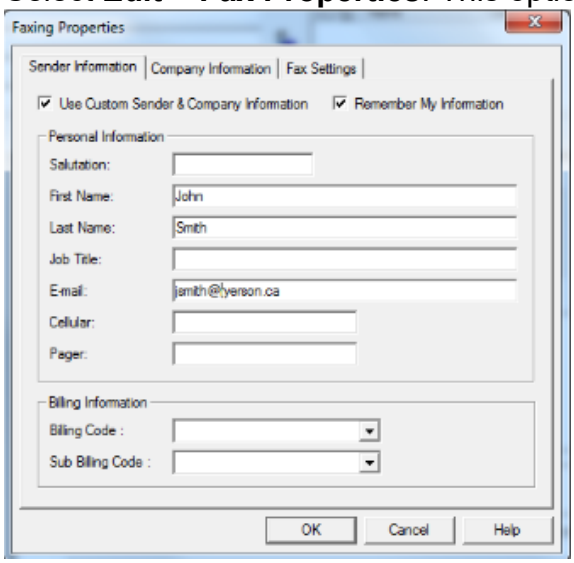
8. At the **User Settings** screen enter your XM Fax username and XM Fax password. Click **OK**.



9. The fax will be sent and you will see the confirmation window.

Change Sender Information on SendFax

1. Select **Edit > Fax Properties**. This option only sets the information for SendFax.

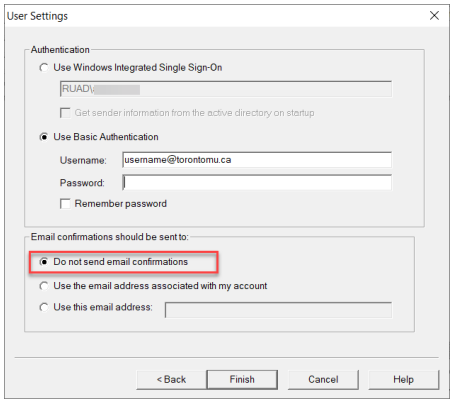


Email Notifications for Sent and Received Faxes

An email notification is sent to you informing you of new faxes. You will also receive a notification if you successfully or unsuccessfully sent a fax. Attached copies of received faxes are forward to your email in picture, .tif format.

Disable Email Confirmations for SendFax

1. From SendFax, select **File** > **User Settings.**
2. Select **Do not send email confirmation**.
3. Click **OK.**



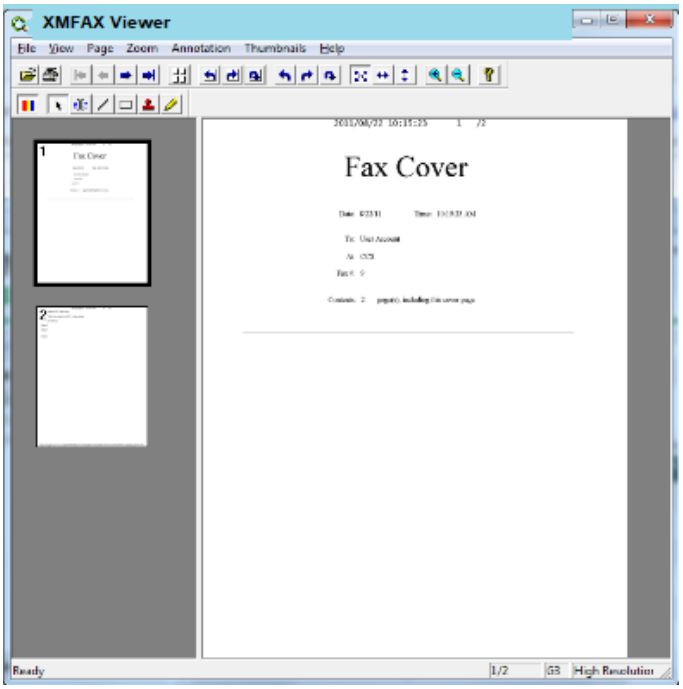
XM Fax Viewer Options

Once the XM Fax Viewer is open you can Print, Save or Mail the fax.

- **Printing Fax**
  - From the Menu choose File > Print Fax
- **Saving Fax to Local Drive**
  - From the Menu choose **File > Save As**. The fax will be saved as a .tif image.
- **Mail Fax**
  - From the Menu choose **File > Send to > Mail Recipient**

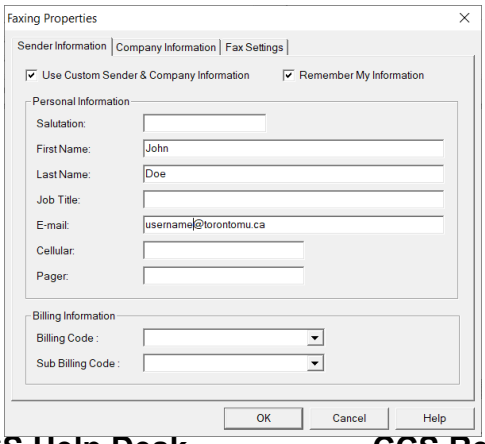
Your Windows default email client will open with the attached fax. Enter the recipients email address and send your email.

This option keeps copy of fax in the XM Fax folder and sends a copy to another user's email account.



Changing Personal Information

1. From the SendFax click **Edit** > **Faxing Properties.**
2. Select the checkbox for **Use Custom Sender & Company Information**. Complete the information you want updated.
3. Click **OK** to save your changes.

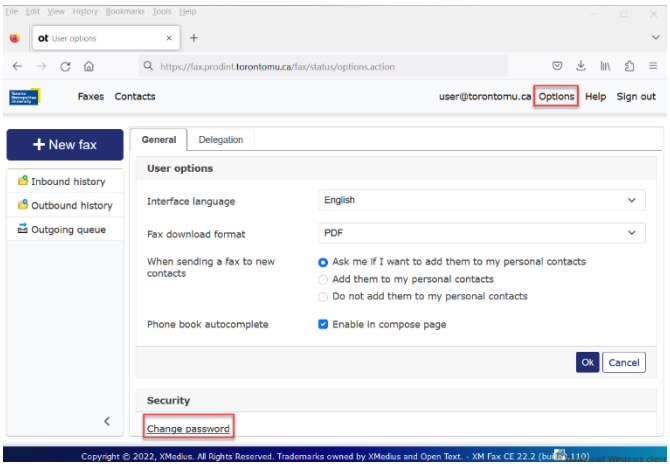


Changing your Password

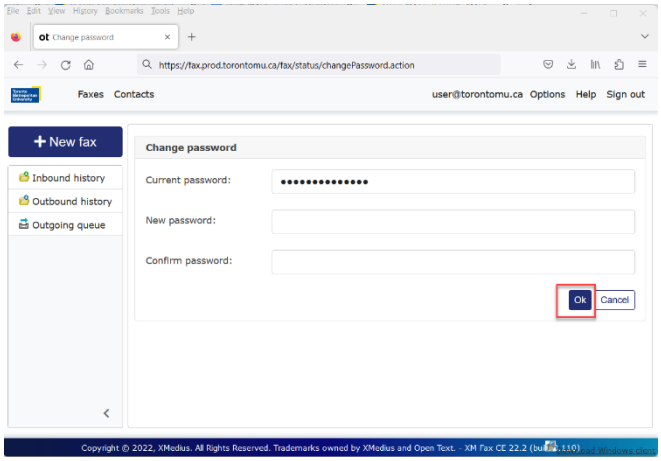
1. From the XM Fax screen, click **Options** then select **Change Password**.

2. Enter your current password, then your new password and the new password once again in the Confirm Password box.

3. Click **OK**.

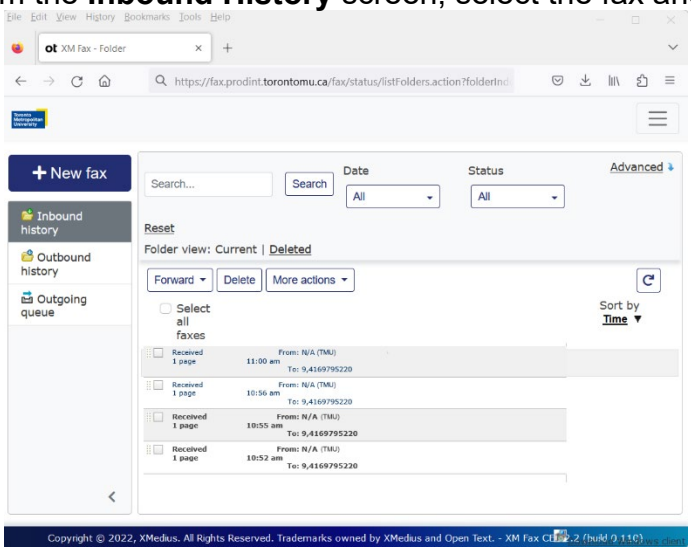


4. Your password is changed immediately. Make sure to use your new password on your next login.



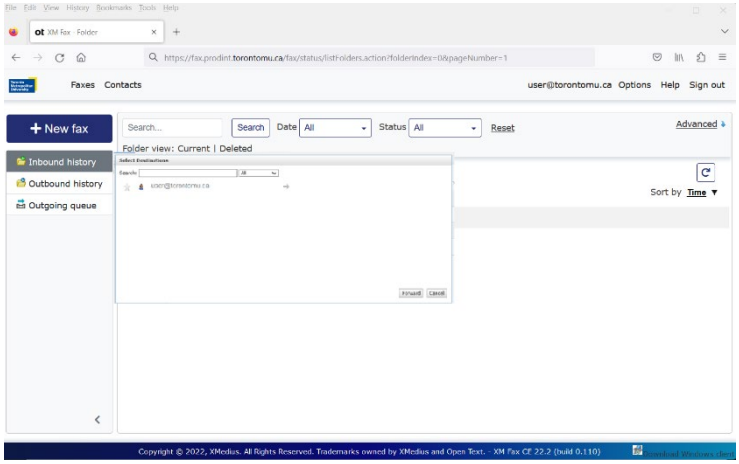
Forward a Fax to another XM Fax User

1. From the **Inbound History** screen, select the fax and click **Forward**.



2. Enter the user you wish to route this fax to. You can route a fax to any other XM Fax user at TMU.

3. To search for the user, type a username. You can also use * as a wildcard. For example to search for someone with Smith in their name you can enter ***smith***. This will search for anyone who has smith somewhere in their username. Make sure to select Type **User** and press **Search**.



4. Select the user from the list of addresses displayed and click **Add.**

5. Click **Forward**. Once forwarded, the fax will appear in the other user's Inbound History folder.