



Helping Customers Solve Business Problems through Technology

HCS XMedius User Documentation



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Logging into the XMedius Web Access

Launch your Web browser using the link: <https://sovfax.nwncloud.com/fax> The web access login screen appears, as depicted in the following screen view.



XMediusFAX™
BOARDLESS, T.38 FAX OVER IP SERVER

Email Address :

Password :

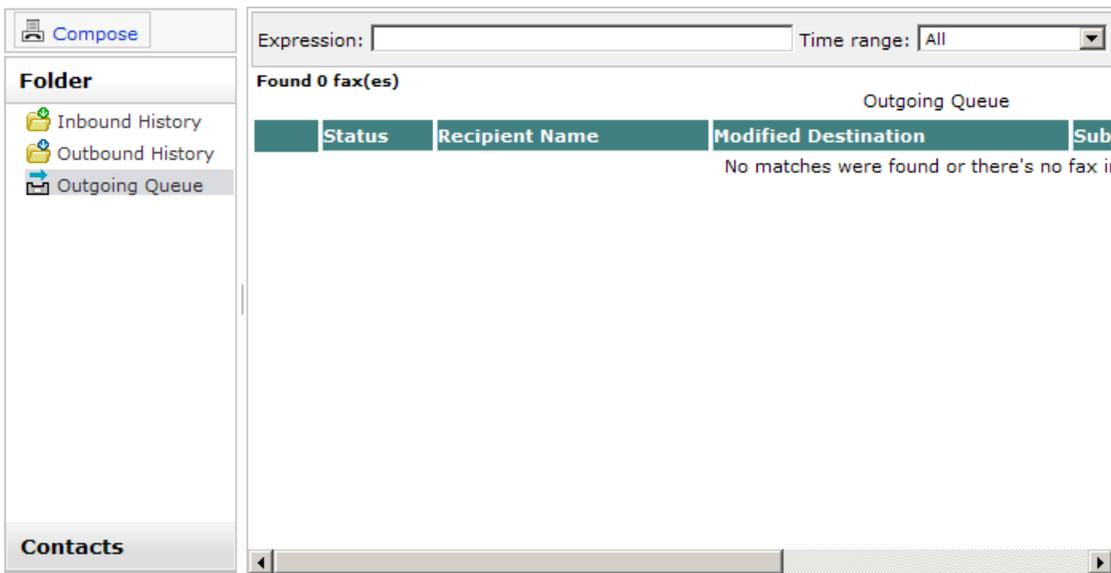
Stay signed in

Login

****Temporarily- you will use your email address and a XMedius password to enter the portal. We are in hopes to offer single sign-on very soon. If you are unsure if you have a XMedius password- please contact DII.**

Fax Status Page

The **Fax Status** page of the web access appears (with the **Outgoing Queue** tab selected), as depicted in the following screen view.

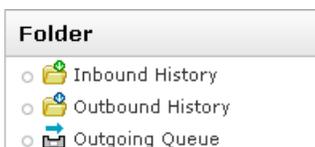


Compose Button



The **Compose** button located on the left side of the web user interface opens a page from which you can configure, compose, and send faxes directly from a web browser.

Navigation Frame



The **Folder** menu of the web access contains three folders (Inbound History, Outbound History and Outgoing Queue) where you can see the status of faxes you have received, sent, or are currently being sent or waiting to be sent.

Fax Status - Inbound History.

In the **Inbound History** tab, you can select between **Current** or **Deleted** views. The **Current** view displays the status of all the current faxes you have received.

The screenshot shows a web interface for 'Inbound History'. On the left is a sidebar with 'Compose', 'Folder' (containing 'Inbound History', 'Outbound History', 'Outgoing Queue'), and 'Contacts'. The main area has a search bar with 'Expression:' and 'Time range: All'. Below is a 'Folder view: Current | Deleted' section with buttons for 'Mark as viewed', 'Mark as unviewed', 'Delete', and 'Forward'. A table displays three fax records:

Received Time	Duration (sec.)	DNIS/DID	Remote CSID	AN
Wednesday, October 12, 2011 2:49:58 PM	0	5140123456	My Organization	
Wednesday, October 12, 2011 2:49:58 PM	0	5149876543	My Organization	
Wednesday, October 12, 2011 2:49:58 PM	0	5141234567	My Organization	

Searching Inbound History Records

You can display all, or a specific selection of faxes, by using the search bar at the top of the browser. Leaving the fields of the search bar empty will result in all of the received faxes being displayed.

A view of the search toolbar is depicted in the following screen view. The fields and options in the search toolbar allow you to enter criteria that can locate a specific set of faxes you suspect are in the inbound history archive. XMedius FAX searches the entire database of fax records. Fields:

Expression: Time range: Status:

Fax Status - Outbound History

In the **Outbound History** tab, you can select the **Current** or **Deleted** views. The **Current** view displays the status of all the current faxes that you have sent.

The screenshot shows the 'Outbound History' interface. On the left is a 'Folder' pane with 'Inbound History', 'Outbound History', and 'Outgoing Queue'. The main area has a search bar for 'Expression' and a 'Time range' dropdown set to 'All'. Below the search bar are buttons for 'Resubmit', 'Mark as viewed', 'Mark as unviewed', and 'Delete'. A pagination indicator shows '1 to 2 of 2'. The main content is a table titled 'Outbound History' with the following data:

	Recipient Name	Modified Destination	Subject	Complete
<input type="checkbox"/>	John Doe	5149876543	Here you are	July 6, 201
<input type="checkbox"/>	Robert Pepper	5141234567	Here is the fax	July 5, 201

Below the table are another set of buttons: 'Resubmit', 'Mark as viewed', 'Mark as unviewed', and 'Delete'. At the bottom is a 'Contacts' pane.

Searching Outbound History Records

You can display all or a specific selection of faxes by using the search bar located at the top of the browser. Leaving the fields of the search bar empty will result in all of the current faxes being displayed.

A view of the search toolbar is depicted in the following screen view. The fields and options in the search toolbar allow you to enter criteria that can locate a specific set of faxes you suspect are in the outbound history archive. XMedius FAX searches the entire database of fax records.

Fields:

Expression: Time range: All Status: All

Fax Status - Outgoing Queue

The **Outgoing Queue** tab displays the status of faxes that are currently being sent or waiting to be sent.

This view includes also:

- Any fax for which the destination has returned a busy signal: the fax remains in the queue until XMedius FAX issues a retry.
- Any fax for which you entered a transmission delay (for scheduled faxing): the fax remains in the queue with the Delayed status until the scheduled date is reached

Expression: Time range: All

Cancel Retry now

1 to 1 of 1

	Status	Recipient Name	Modified Destination	Subject	Priori
<input type="checkbox"/>	Sending	Robert Pepper	5557654321	To be approved	Norm

1 to 1 of 1

Cancel Retry now

Compose Feature

The Compose button opens a page from which you can configure, compose, and send faxes directly from a web browser. It contains three tabs: **Compose** (default), **Sender & Company Information**, and **Options**.

The **Submit** button located above the tabs transmits the fax. **Note:** Clicking the **Compose** button will clear all the fields of the **Compose** feature tabs.

The Compose Tab

In the dialog of the **Compose** tab, users can specify the recipient(s) of the fax, modify the cover page, and include file attachments. **PLEASE ENTER THE FAX NUMBER AS: +1AreaCodeNumber**
For example +18025551212

Submit

Compose Sender & Company information Options

Recipients

Name:

Company:

Number: More recipients...

Cover Sheet

Style: Default Cover Sheet (Basic01.cse) ▼

Subject:

Comment:

Attachments

Browse...

More attachments...

Creating and Sending a Fax

To create and send a fax using the Compose feature of the Web access, perform the following steps:

1. Click Compose.
2. In the Compose tab, enter the Name, Company and Fax Number of a recipient. Tip: If you need to add a DTMF code (such as an extension number or a long-distance code), you can enter it after the fax number, preceded with one or several pauses (comma or letter p – not case sensitive). For example: (+1514) 222-3333p1234 (equivalent to (+1514) 222-3333,1234). Note: If you need to add (and manage) more than one recipient, refer to [Adding One or More Recipients to a Fax below](#). The Name, Company and Fax Number fields offer automated entries from the Web Phone Book when you start to enter a value.
3. Enter the Subject of the fax.
4. Enter the actual text of the message in the Comment section.
5. If you want to join an attachment to the fax, refer to [Adding One or More Attachments to a Fax](#)
6. Click the Submit button, located above the Compose feature's tabs.

When submitting a fax the Web Client confirms the sending status with a Broadcast Id confirmation similar to the following:

Adding One or More Recipients to a Fax

How to add one or more recipient to a fax being sent, and how to manage the list of recipients. This procedure takes in consideration that you are preparing a fax before sending it. For more information

about sending a fax, refer to the section above on creating and sending a fax. To add one or several recipients to your fax:

7. In the Compose tab, enter the Name, Company and Fax Number of a recipient.
8. If you need to add more than one recipient, click the More recipients button. A new section appears to the right of the Recipients fields.

Add	Name	Company	Fax Number
Edit			
Remove			

9. Enter the recipient's information in the information fields then click Add when done.

Repeat this operation for every fax recipient.

10. If you need to modify the information of a recipient already in the list:
 - a) Select a recipient in the list and click Edit. Note: If the fields already contain information, clicking Edit will erase this information. The information of the selected recipient appears in the corresponding fields on the left and the recipient disappears from the list.
 - b) Modify the information in the fields and click Add to validate. The modified recipient appears again in the list.
11. If you need to delete a recipient from the list, select a recipient then click Remove.

Adding One or More Attachments to a Fax

How to add one or several attachment to a fax being sent.

To add one or several attachments to your fax:

12. Click Browse and select a file to upload to the fax.
13. If you need to add more than one attachment, click the More attachments button. A new section below the Browse field opens.
14. Click Browse and choose the file you wish to upload to the fax then click Add.
15. Repeat this operation for every fax attachment.
16. Use the Move Up and Move Down buttons to modify the order of the attachments.
17. If you need to delete an attachment from the list, select an attachment then click Remove. Although the Web Fax Composer Printer opens the Web Access Compose Feature, it can be used with the Web Access already open and will add attachments to the current fax. It will do so even if there are already attachments in the current fax.

State of Vermont Helpful Hints: as of December 22, 2015

Faxes have a retention period of 5 days. This clock starts once the fax is received to the portal- not when its opened. On the 5th day- the fax will be automatically deleted.

The screen in the portal will not auto refresh if you are logged in and another fax arrives. Please click on the refresh button if you are told a fax has been sent but is not showing up.

The screenshot displays the XMedius FAX web application. At the top, there is a navigation menu with 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below this is the XMedius FAX logo and navigation tabs for 'Faxes' and 'Contacts'. A search bar is present with 'Date' and 'Status' dropdowns, and a 'Reset' button. The main content area shows a list of received faxes. A red arrow points to a 'Refresh button' (a circular icon with a 'C') in the top right corner of the main content area. The interface also includes a sidebar with navigation links like 'Compose Fax', 'Inbound History', 'Outbound History', and 'Outgoing Queue'.

Folder view:	Current	Deleted
Forward	Delete	More Actions
1 to 6 of 6		
Received	From: Restricted To: [redacted]	1 page 08:37 am
Received	From: [redacted] To: [redacted]	1 page 07:21 am
Received	From: [redacted] To: [redacted]	1 page 06:52 am
Received	From: [redacted] To: [redacted]	4 pages Dec 16
Received	From: [redacted] To: [redacted]	1 page Dec 16
Received	From: [redacted] To: [redacted]	1 page Dec 16

Please note that the time will change to the date received once the current date the fax was received has ended.

To print a fax- click on "download" and then File Print

Shared fax numbers- if you work a fax- then manually delete it- this will NOT show up deleted for the others who share the fax number- please communicate to them that the fax is no longer needed- so they can also delete from their area.

Sample of Inbound Fax- how it will arrive into your Inbox:

From: sovfax@vermont.gov [mailto:sovfax@vermont.gov]

Sent: Tuesday, December 22, 2015 9:01 AM

To: Hardaker, Rhonda <Rhonda.Hardaker@vermont.gov>

Subject: Fax Received from CSID: - Pages received: 2

Pages Received : 2
Time Received : Tuesday, December 22, 2015 at 9:01:11 AM Eastern Standard Time
Duration : 56
Remote CSID :
DID : +18022410999

** INBOUND NOTIFICATION : FAX RECEIVED SUCCESSFULLY **				
TIME RECEIVED	REMOTE CSID	DURATION	PAGES	STATUS
December 22, 2015 at 9:01:11 AM EST		56	2	Received
12/22/2015 9:00:32 AM From: To: 918022410999(1/2)				
Page 1				
Will have any cover sheet information only				

Note that the "contents" of the fax are not included in this email- just a notification that you received a fax. You will need to log into XMedius and browse in the Inbound History folder to see the entire fax.

Sample of Outbound Fax- how it will arrive into your Inbox:

From: sovfax@vermont.gov [mailto:sovfax@vermont.gov]
Sent: Tuesday, December 22, 2015 9:06 AM
To: Hardaker, Rhonda <Rhonda.Hardaker@vermont.gov>
Subject: Fax Sent to Rhonda's test outbound fax at +18028286847

Time Sent : Tuesday, December 22, 2015 at 9:05:26 AM Eastern Standard Time
Pages Sent : 2
Duration : 81
Remote CSID :
Destination : +18028286847
Subject :

** SENDING NOTIFICATION : FAX SENT SUCCESSFULLY **

TIME SENT	REMOTE CSID	DURATION	PAGES	STATUS
December 22, 2015 at 9:05:26 AM EST		81	2	Sent

SOV
133 State Street - 5th Floor
Montpelier
VT 05633-0210

<p>DE Rhonda Hardaker Tél.: 802-828-4652 Fax: +1 802-241-0999 Courriel: Rhonda.Hardaker@vermont.gov</p>	<p>À Rhonda's test outbound fax +1 802-828-6847</p>
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Envoyé le: 22/12/15 à: 09:04:05 2 page(s) (incluant la page de garde)

Objet:

Message:

Note that the "contents" of the fax are not included in this email- just a notification that you sent a fax. You will need to log into XMedius and browse in the Outbound History folder to see the entire fax.

Also please note that the "address" for this cover page when you send will match what is in your Exchange AD account setup by your domain server group. If this information needs to change- please enter a LANDesk ticket to correct your address.