

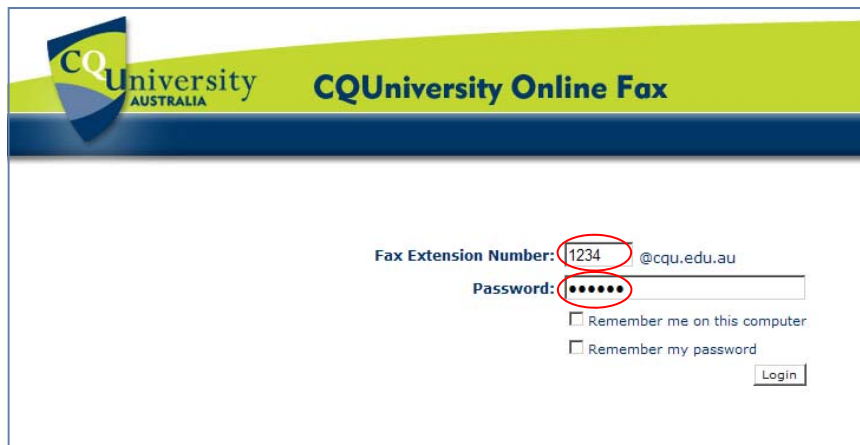
## Online Fax System User Guide for CQUniversity Staff

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CQUniversity's Online Fax System enables staff to access, receive, send and share all of their Faculty, Directorate or business area's faxes, online from one location.

### Accessing the Online Fax System

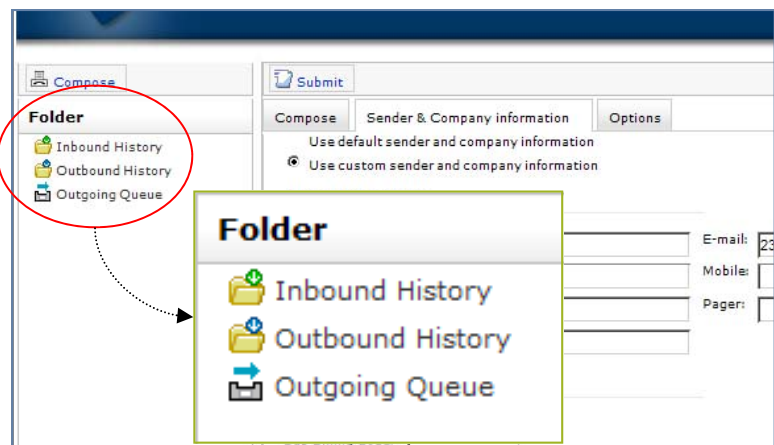
1. Open this webpage: <http://fax.cqu.edu.au>
2. Enter the **Fax Extension Number** and **Password** to access the Faculty or Directorate's online fax service (example pictured below).
3. Click "**Login**" or "**OK**".  
*If staff are unsure of the username and password, please contact your administration area.*



### Main Menu Options

Under the "**Folder**" heading, located in the left column, there are three main menu options:

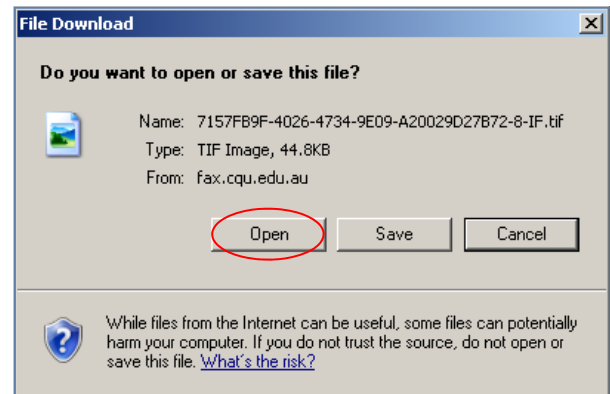
1. **Inbound History**: lists faxes that have been received.
2. **Outbound History**: lists faxes that have been sent.
3. **Outgoing Queue**: lists faxes that are waiting to be sent.



## Online Fax System User Guide for Staff (continued)

### Viewing Inbound Faxes

- When staff select a fax from the **"Inbound History"** folder, it will display the fax image and details.  
  
Select the option **"Click to view the fax image file"**.
- In the *File Download* window, select **"Open"** (or Save).
- Click **"OK"**. The fax will open in a new window. For staff that are using Windows, it is likely to open using the *Windows Picture and Fax Viewer*.
- Staff can now print, save or close the fax.



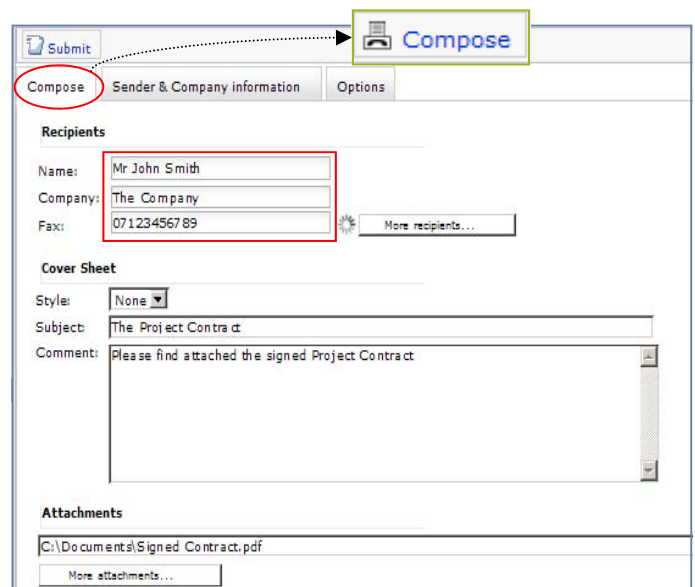
### Creating and sending an Online Fax

Staff can create and send a fax using the **"Compose"** tab.

- Click the **"Compose"** icon (pictured right).
- Under the **"Recipients"** section enter the recipients **Name** (optional), **Company** (optional) and **Fax Number**.

If the recipients details are saved as a contact, enter the first few letters of the name, company or fax number and a quick list will appear. Select the contact and the other fields will populate.

*Note: To send the fax to multiple recipients, select the **"More Recipients..."** option.*



Information about **'Sending a fax to one or more recipients'** is available on **page 3**.

Details about using **'Contacts'** are on **page 6**.

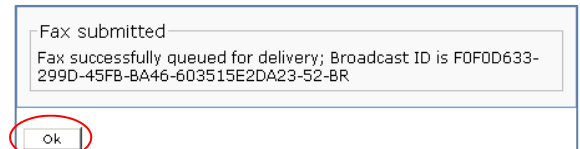
- Enter the **"Subject"** for the fax and a brief **"Comment"** to describe the fax content.

## Online Fax System User Guide for Staff (continued)

- To add an attachment, go to the **"Attachment"** section and click the **"Browse..."** option to find the file that is to be added to the fax.

Information about **'Adding more attachments to a Fax'** is outlined below.

- When the fax is ready to send, click the **"Submit"** option. A confirmation message will appear to verify the status of the fax. Click **"OK"**.

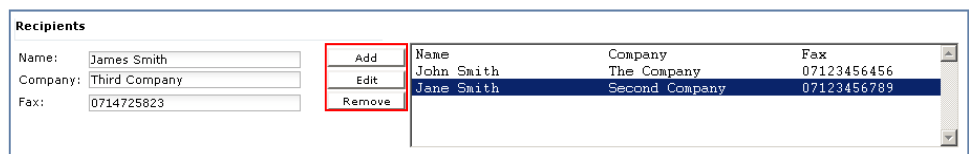


### SENDING A FAX TO ONE OR MORE RECIPIENTS

- Open the **"Compose"** tab. Enter the recipients **Name**, **Company** and **Fax Number** and select the **"More recipients..."** button. A new section appears to the right of the **"Recipients"** section and the first recipient is moved across to be the first recipient in the list.
- Enter the second recipients **Name**, **Company** and **Fax Number** and select **"Add"**. This will move the recipient across to the list. Repeat this step for each recipient.

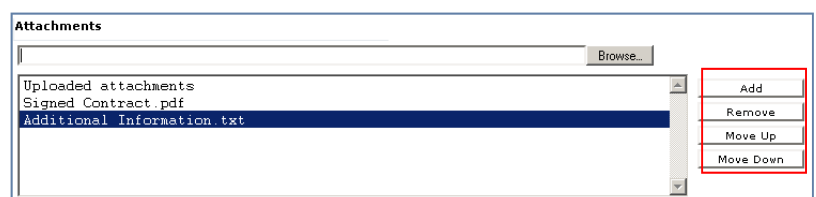
### MODIFY THE INFORMATION IN THE RECIPIENT LIST

- To modify a recipient's details, select a recipient row in the list and click **"Edit"** (example below). This will move the recipient information into the corresponding fields on the left and the recipient row will be removed from the list.
- Modify the information in the fields and click **"Add"**. *The modified recipient reappears in the list.*
- If you need to delete a recipient from the list, select a recipient then click **"Remove"**.



### ADDING MORE ATTACHMENTS TO A FAX

- Select **"More attachments..."**. A new section below the **Attachment** field will appear.
- Click **"Browse..."** and choose the file you wish to upload to the fax then click **"Add"**. Repeat this for each fax attachment.
- Use the **"Move Up"** and **"Move Down"** options to modify the order of the attachments.
- Select **"Remove"** to delete an attachment from the list.



## Online Fax System User Guide for Staff (continued)

### Managing 'Inbound' Faxes

The **Inbound History** folder provides staff with various options to manage their received faxes.

When a new fax is received, it is listed in bold text under the **Inbound History** folder to indicate the fax has not yet been read.

#### MARK AS VIEWED

Once the new fax has been viewed, the text will un-bold. Staff can select **"Mark as viewed"** to change the status of a fax.

#### MARK AS UNVIEWED

Staff can change the status of a fax to *unviewed*. Select the tick box next to the fax and click the **"Mark as unviewed"**. The text of the listed fax will now be bolded to indicate an unread status.

#### DELETE

To remove a fax/ multiple faxes, select the tick box and click **"Delete"**.

Deleted faxes can be viewed by clicking on the **"Deleted"** option in the search bar.

#### REFRESH

The **"Refresh"** tab updates the list of received faxes.

#### SEARCH

Staff can use the search bar to search received and sent faxes.

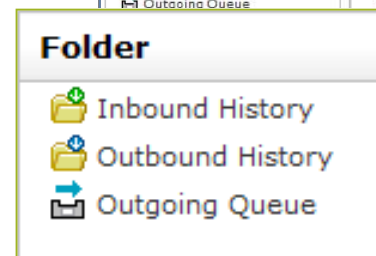
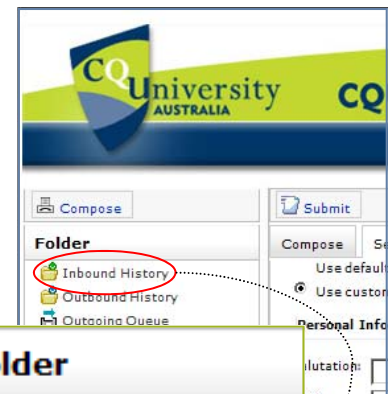
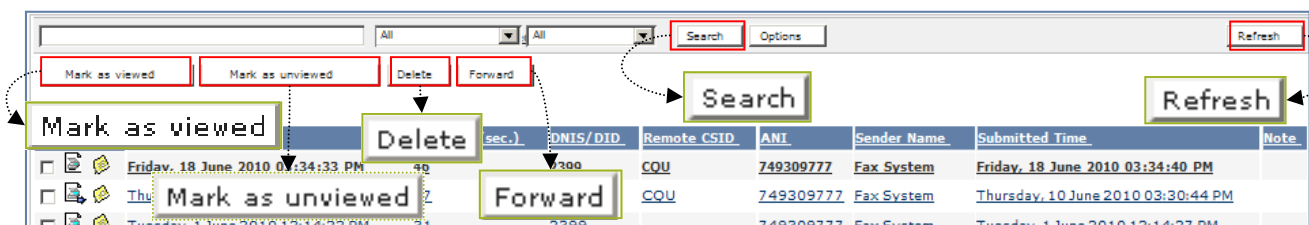
#### FORWARD

Staff can forward a fax by clicking the tick box next to the fax and selecting the **"Forward"** tab.

A new screen will open. Staff can search for a contact by entering their name then clicking **"Add"**. Use the **"Remove"** option if an incorrect contact is selected.

*Note: The drop-down menu must be selected as "User".*

Click **"Forward"** once the recipients have been added. Click **"Cancel"** to exit without forwarding the fax.

		sec.)	DNIS/DID	Remote CSID	ANI	Sender Name	Submitted Time	Note
<input type="checkbox"/>	<b>Fridav, 18 June 2010 07:34:33 PM</b>	90	300	CQU	749309777	Fax System	Friday, 18 June 2010 03:34:40 PM	
<input type="checkbox"/>	<b>Thu, Mark as unviewed</b>	2		CQU	749309777	Fax System	Thursday, 10 June 2010 03:30:44 PM	
<input type="checkbox"/>	Tuesday, 1 June 2010 12:14:22 PM	31	2399		749309777	Fax System	Tuesday, 1 June 2010 12:14:27 PM	

## Online Fax System User Guide for Staff (continued)

### Managing 'Outbound' Faxes

The **Outbound History** folder includes different options to manage faxes that have been sent.

#### MARK AS VIEWED

When a selected fax has been sent, it can be marked as read by clicking the **"Mark as viewed"** tab.

#### MARK AS UNVIEWED

Select the tick box next to the fax and click **"Mark as unviewed"** to change the fax status to unread. It changes the text in bold.

#### DELETE

To remove a fax/ faxes from the list, select the tick box and click **"Delete"**.

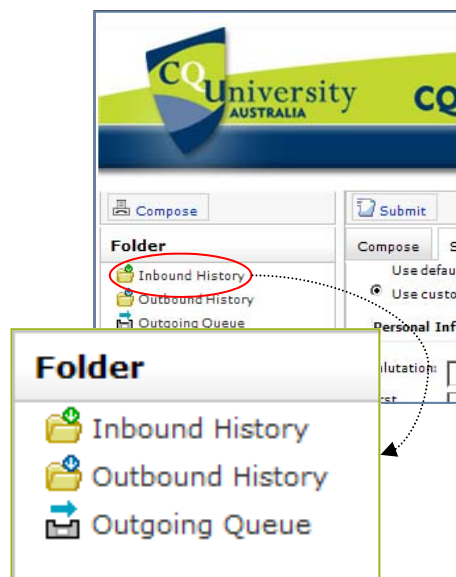
Deleted faxes can be viewed by clicking on the **"Deleted"** tab in the search bar.

#### RESUBMIT

Click the **"Resubmit"** button to resubmit a fax to the same recipient. The selected fax will be sent to the *Outgoing Queue* folder for processing.

#### RESUBMIT TO

Click **"Resubmit to"** and enter the new recipient's fax number (when prompted). Once staff select **"Resubmit Now"**, the fax will appear in the *Outgoing Queue* folder for processing.



### Managing 'Queued' Faxes

The **Outgoing Queue** folder includes options to manage faxes that are waiting to be sent.

#### CANCEL

Click **"Cancel"** to stop the transmission of the selected fax/ faxes.

#### CANCEL BROADCAST

Select the tick box next to the fax in the *Outgoing Queue* folder that is part of the broadcast that you want to cancel. Select the **"Cancel Broadcast"** button.

A *fax broadcast* is when a fax is sent to two or more recipients. Each fax in the broadcast is listed individually in the *Outgoing Queue*. Staff can cancel one or several faxes, or cancel the entire broadcast.

#### RETRY NOW

When a fax has a **"Waiting to Retry"** status, it can be caused by a temporary (busy fax line) or permanent error (hardware or software problems).

As soon as this error is corrected, the system updates the Fax status to **"Ready to Send"**. When staff click the **"Retry now"** button, the system will resend the fax.

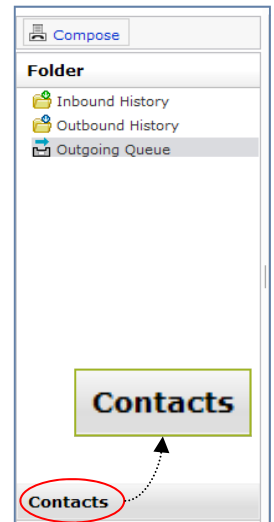
## Online Fax System User Guide for Staff (continued)

### Online Fax Contacts

The **"Contacts"** tab is located in the bottom-left corner of the Online Fax screen. Staff can add, edit, import and manage their contacts and create contact groups.

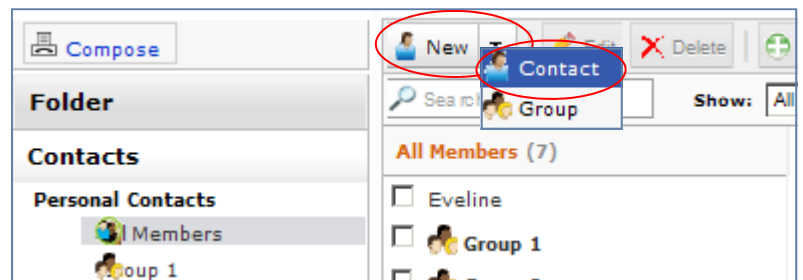
#### CREATING A CONTACT

1. Select the **"New"** option and click **"Contact"** from the drop-down list. The contact details section will appear.
2. Enter the recipients details in the **Display Name**, **Company** and **Fax number** fields (pictured below).
3. To add more information to the contact, select the **"Show Detail"** option and enter the extra details in the appropriate fields.
4. Select **"Apply"** to save the contact or **"Cancel"** to not save the contact.



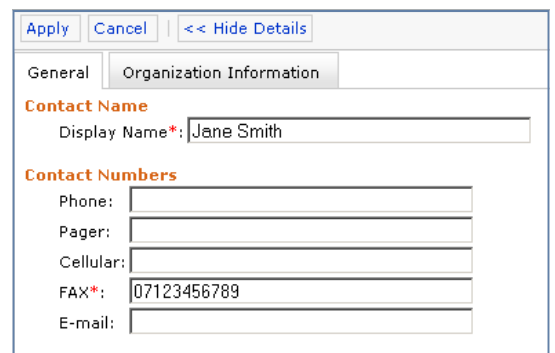
#### EDIT A CONTACT

1. Select the contact that needs to be edited.
2. Click the **"Edit"** option.
3. Make any changes to the required fields.
4. Select **"Apply"** to save the new information or **"Cancel"** to not save the changes.



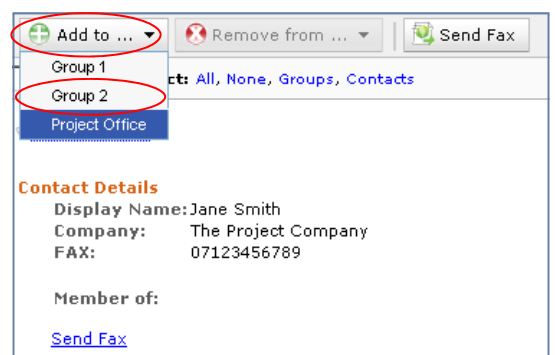
#### DELETE A CONTACT

1. Select the contact to be deleted.
2. Click the **"Delete"** option. A warning message will appear.
3. Select **"OK"** to delete the contact or **"Cancel"**.



#### CREATING A GROUP

1. Select the **"New"** option and click **"Group"** from the drop-down list.
2. Enter the **"Group Name"** in the field below.
3. Select **"Apply"** to save the group or **"Cancel"**.



#### ADD CONTACTS TO A (CONTACT) GROUP

1. Select the tick box next to the contact that needs to be added to a group.
2. Select **"Add to..."** and select the *Group's name* from drop-down list. *Contacts can be members of multiple groups.*

## Online Fax System User Guide for Staff (continued)

### REMOVE CONTACTS FROM A (CONTACT) GROUP

1. Select the tick box next to the contact that is to be removed from a group.
2. Click "**Remove from...**" and select the *Group's name* from the drop-down list. A warning message will appear.
3. Select "**OK**" to continue or "**Cancel**". The contact is now removed from the contact group.

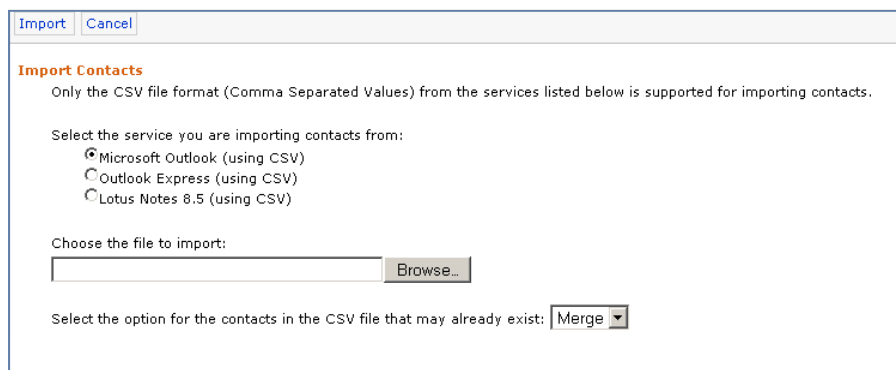
### SENDING A FAX FROM THE CONTACT SECTION

1. Select a contact from the list.
2. Click the "**Send Fax**" option.
3. The "**Compose**" window will open and the recipients details will be included. Further information on '**Composing a Fax**' is available on page 2.

### IMPORT CONTACTS

Contacts can be imported from Microsoft Outlook, Outlook Express or Lotus Notes 8.5 using a .CSV file.

1. Click "**Import Contacts**" located in the top-right corner of the menu.
2. Select the service that the contacts are being imported from (e.g. Microsoft Outlook).
3. Choose the file (contacts) that is to be imported.
4. Click "**Import**" or "**Cancel**". A message will appear on the screen if the upload was successful.



## Need Assistance with using CQUniversity's Online Fax?

Staff can contact the **ITD Service Centre** if they need assistance with CQUniversity's Online Fax.

Phone: 1300 666 620

Email: [servicedesk@cqu.edu.au](mailto:servicedesk@cqu.edu.au)

Internal Extension: 9233

Online Request: <http://itservicedesk.cqu.edu.au>

International: 61 7 4930 9233

Website: <http://cqunitech.cqu.edu.au>

A 2-page basic Online Fax guide is also available. [Click here](#) to view some initial 'how to' steps.