RightFax Services for Faculty & Staff

Instructional / Process Overview
Regis University
Training Overview Topics

- RightFax Overview
- Sending Faxes
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  2. Printing from a Document
  3. From a Ricoh MFD
  4. With WebUtil – PC Users
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- Fax Viewer
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RightFax Overview

- FaxUtil is for faxes like Outlook is for Email
- Users electronically send faxes using multiple methods
- Users receive faxes electronically
  - Saves on paper
- Faxes can be routed electronically
  - Easy to forward, copy, print as necessary
1. Sending Faxes with FaxUtil

- Launch FaxUtil
  - Start Menu > All Programs > Open Text > RightFax FaxUtil
1. Sending Faxes with FaxUtil

- **New Fax** – Create a new fax
- **Delete** – Delete a fax
- **View** – View a fax
- **Print** – Print a fax
- **OCR** – Not available
- **Forward to User** – Forward a fax and keep a copy
- **Forward to Fax** – Forward to another fax number and keep a copy
- **Route to User** – Route the fax to a user and don’t keep a copy
- **History** – Shows everything that has happened to a fax
- **Phonebook** – Your personal phone book, not the Regisnet directory
- **Options** – Options for sending and receiving faxes
- **Delegates** – Users to whom you assign privileges
- **Refresh** – Update display
1. Sending Faxes with FaxUtil – Phone Numbers

• A Note About Phone Numbers:
  – Internal numbers can be entered by 4 digit extension
  – DO NOT ENTER A 9 FOR EXTERNAL NUMBERS
  – For long distance, add the long distance code at the end of the fax number
1. Sending Faxes with FaxUtil

- Select “New Fax” (or CTRL-N)

Name and Fax Number are required fields.
1. Sending Faxes with FaxUtil – Phone Book

- This is a personal phonebook that you create within RightFax.
- If you have entries in your RightFax phone book, select the Phonebook button to access these entries.
- Double click the entry/entries you would like to add.
- Select OK.
- With multiple recipients, the total number of recipients will display in the Name box, not the individual names.
1. Sending Faxes with FaxUtil – Cover Sheet

- Select the Cover Sheet Notes tab to add notes if necessary
  - *Notes* can have up to 21 lines of text
  - *Comments for your Records*: A line of text that will not be sent but will appear in your FaxUtil window
1. Sending Faxes with FaxUtil – Adding Attachments

- Select the Attachments tab to add file attachments to the fax

Use the same process you would use to add an attachment to an email.

- Select the paper clip
- Browse to find your file
- Select Open
1. Sending Faxes with FaxUtil – Additional Options

- Select the More Options tab for additional options

  - Add information as necessary
  - Can add voice number and fax number information
  - Can select different cover sheet file
1. Sending Faxes with FaxUtil – SEND

- From any tab on the Fax Information window, select SEND.
2. “Printing” to Send a Fax

- From any document, select File – Print
- From the list of printers, select RightFax Fax Printer
- Select Print
- The RightFax FaxUtil Fax Information window appears
- Fill out the information as in the procedures for “1. Sending Faxes with RightFax FaxUtil”
- All steps are the same as previously described
3. Sending a Fax from a RICOH MFD

- Log in with your 5 digit Ricoh PIN as you would to make copies.

1. Enter Ricoh PIN

2. Select Login

Log in with your 5 digit Ricoh PIN as you would to make copies.
3. Sending a Fax from a RICOH MFD

- Depending on the MFD, access the fax program via one of the following methods:
  - Select “Other Functions”
  - Select “Home” to get to this screen
3. Sending a Fax from a RICOH MFD

- Select the fax option

Please select the extended feature.

- Send a Fax
- PCC
3. Sending a Fax from a RICOH MFD

- Select “Send Fax”
3. Sending a Fax from a RICOH MFD

- Enter the information for the fax
- Required fields are Recipient and Fax Number
3. Sending a Fax from a RICOH MFD

- Choose recipients from the phonebook, or select manual dial and...
3. Sending a Fax from a RICOH MFD

- Manually enter the recipient information

Select OK when information is complete.
3. Sending a Fax from a RICOH MFD

- Enter fax number if necessary (manual dial)

Select OK when information is complete
3. Sending a Fax from a RICOH MFD

- Add a note if necessary

Select OK when information is complete
3. Sending a Fax from a RICOH MFD

- From the main fax screen, place documents in the feeder and push the start button on the copier.
3. Sending a Fax from a RICOH MFD

- Log out of the MFD—Again, there are two different procedures.
  - Select “Other Functions” to get to this screen
  - Select “Logout”
  - Select “Home” to get to this screen
  - Select PCC
  - “Logout”
3. Sending a Fax from a RICOH MFD

- **Complete Logout**
  - Session Summary shows total usage and cost of copy job. Should be 0 for fax.
  - Click “OK” to confirm and complete logout

- **There is no charge for faxing**
4. Sending a Fax Using RightFax WebUtil

- Faxes can be sent via the internet by using the RightFax WebUtil
- This can be accessed from within or outside of Regisnet
- Access by typing the following into a web browser:
  - [http://its2-21/webutil](http://its2-21/webutil) (within Regisnet)
  - [http://its2-21.regis.net/webutil](http://its2-21.regis.net/webutil) (if accessing Regisnet via VPN)
4. Sending a Fax Using RightFax WebUtil

- **VPN users:** In browser, enter [http://its2-21.regis.net/webutil](http://its2-21.regis.net/webutil)
- Enter User name and Password
- Select OK
4. Sending a Fax Using RightFax WebUtil

- **Regisnet users:** In browser, enter [http://its2-21/webutil](http://its2-21/webutil)
- **All users:** Enter Server
- Select Login
- No need to enter User ID and password

1. Enter its2-21 in the Server field.
2. Select Login
4. Sending a Fax Using RightFax WebUtil

- Use the web interface to send faxes as you would in the desktop RightFax FaxUtil
5. MAC Users – Sending a Fax Using RightFax WebClient

• In browser, enter http://its2-21/webclient
• Select Login
• No need to enter User ID and Password
5. MAC Users – Sending a Fax Using RightFax WebClient

• Select New Fax to send a Fax
5. MAC Users – Sending a Fax Using RightFax WebClient

- Select New Fax to send a Fax
- Enter information as requested and select send
  - Required fields

![RightFax interface](image)
Receiving and Viewing Faxes

• Users are assigned to a group that shares the same fax number
• Faxes are routed to user group folder based on the fax number
• The file path to group folders is:
  - Computer > Faxes (\its2-21)(X:) > (group name)
• Users must review faxes in the folder to find their individual faxes
• Once a fax is identified, drag the pdf (or cut and paste) to your computer
• The fax will be removed from the group folder
• Open the pdf to view the fax
Viewing Sent Faxes

- Sent faxes are kept in your directory in RightFax FaxUtil as well as on the web in RightFax WebUtil
- In FaxUtil: Double click a fax to launch the Fax Viewer
Viewing Sent Faxes

- In WebUtil:
  Double click a fax to launch the Fax Viewer

Fax:

To: test
Company:
Fax: 01200 846 00082005
Phone:

From: Jacobs, Debbie
Fax:
Phone:
E-mail: d Jacobs001@regis.edu

NOTES:

test of rightfax
Forwarding Faxes

- This applies to faxes that are sent by you and kept in your directory
- This also applies to faxes that were forwarded to you or routed to you directly within RightFax
- Select the fax you wish to forward
- Select the Forward to User or Forward to Fax button
- Complete the addressing boxes in the Fax Information dialog or select another RightFax user as applicable
- Select OK to send
- Copies of forwarded faxes are kept in your inbox
Routing Faxes

- This applies to faxes that are sent and kept in your directory
- This also applies to faxes that were forwarded to you or routed to you directly within RightFax
- Select the fax you wish to route
- Select the Route to User button
- This will open a list of RightFax users
- Select the intended recipient
- Select OK to send
- Remember – Routed faxes are not kept in your inbox
Managing your Phonebook

• Your personal phonebook is accessible from the FaxUtil, WebUtil, and Ricoh MFDs
• Select the Open Phonebook button in the FaxUtil toolbar
• Select New Entry
• Enter the fax number in the Fax Number 1 box
• Complete the rest of the fields for the entry
• Choose any applicable options
• Select OK

Remember: Internal numbers can be entered by 4 digit extension, DO NOT enter a 9 for external calls, add the long distance code for long distance.