Interaction Client Fax

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How to Send and Receive Faxes using IC Fax

At CSU you don't need to have a fax machine to send and receive facsimile transmissions. This can now be done from your desktop using the 'Interaction Client' fax software.

If you don't have the software installed then you can install it from the CSU software installer. You will find the installer on your CSU desktop and it looks like this:

If you are running the 'Interaction Supervisor' software you may get an error message when you install the IC Fax software. Contact the IT Service Desk on ext **84357** for advice.

When to use the software

You will not need to use the software to send faxes to staff within the university unless they are away from their computer and have access to a fax machine instead. If they have access to their computer and email you will be able to send any documents via their email address.

You should only use the software to send faxes to fax machines outside the university.

Using the IC Fax software

To send a fax using Interaction Client:

Create the document you wish to fax then choose 'Print'. You can't send faxes from all programs. You can send from Microsoft Word and Adobe Acrobat. If you wish to send an excel spreadsheet save it as a .pdf file first and send it from Adobe Acrobat.

From the Printer Options choose 'Interaction Fax'. Then click on OK:
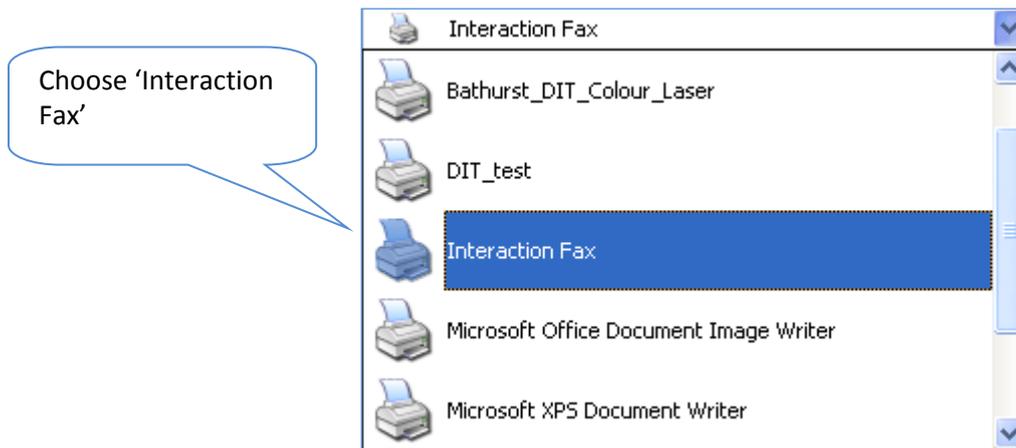
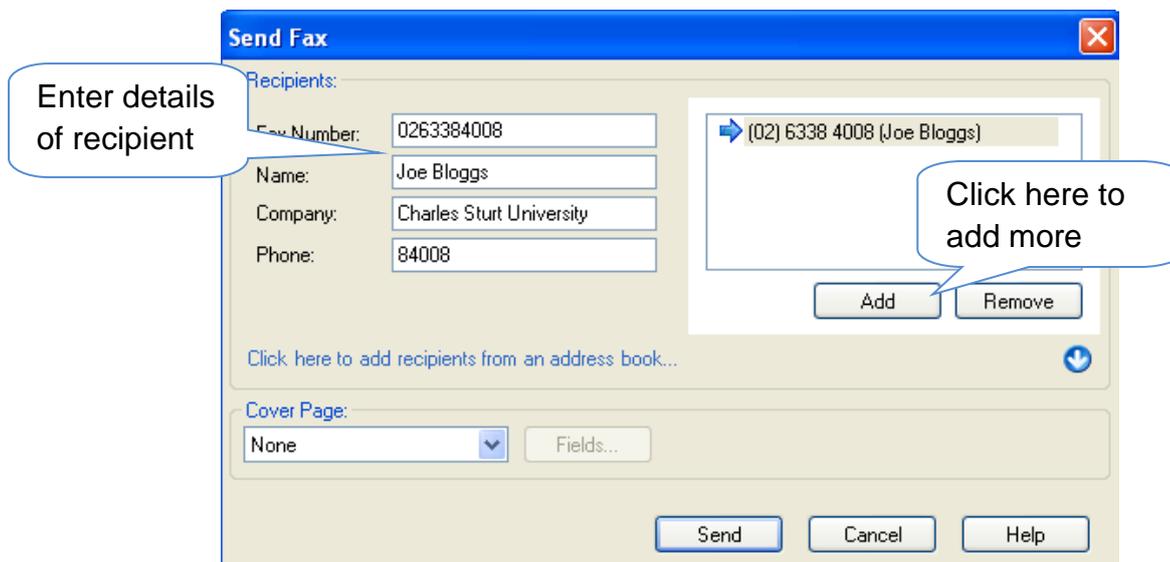The resulting window will look like this:
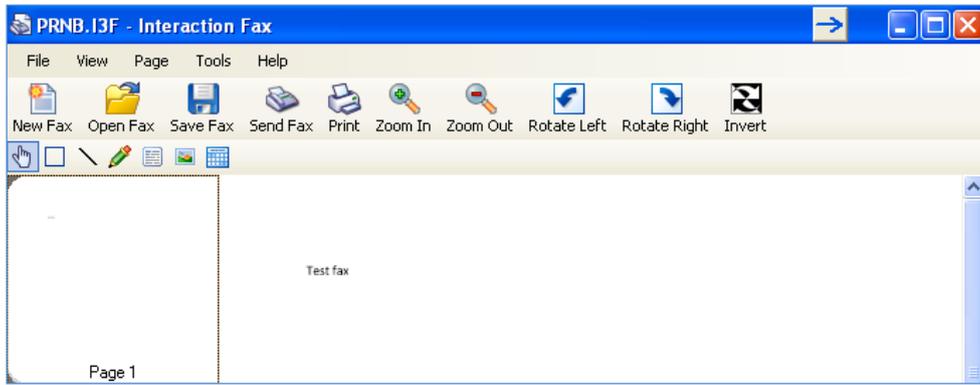
(If this window does not immediately appear it may be minimised on the 'Task Bar' at the bottom of the screen). If this is the case it will look like this:

When you click on 'Send Fax' you will see the following window and need to enter some information.

You will need to enter:

- Fax number of person to whom you are sending the fax (including std code and full number)

- Their name

- Their Company

- Their phone number

See below:

By selecting 'Add' you can add other recipients.

You can also select a 'Cover page' to send with the message.

To set up 'cover pages' go to the 'Interaction Fax' window, choose 'Tools' and then 'Options' and you will find an area where you can set up your different cover pages from which you can choose when you send your messages.

When you have selected all the recipients, and your 'Cover page', if you are attaching one, click on 'Send'.

After you send the fax you will see this window.
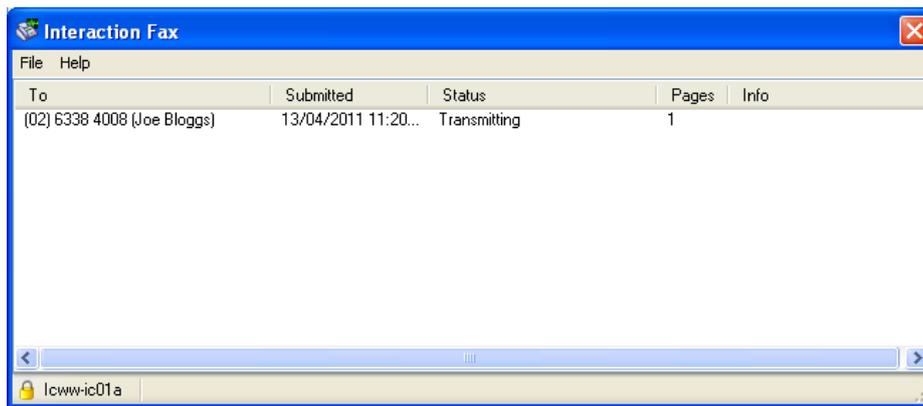
(If this window does not immediately appear it may be minimised on the 'Task Bar' at the bottom of the screen). If this is the case it will look like this:

If you have selected 'Notification Options', you will then receive an email notification that the fax was successfully sent and the number to which it was sent.

You can set these options by going to 'Tools' and then 'Options' in the fax window.
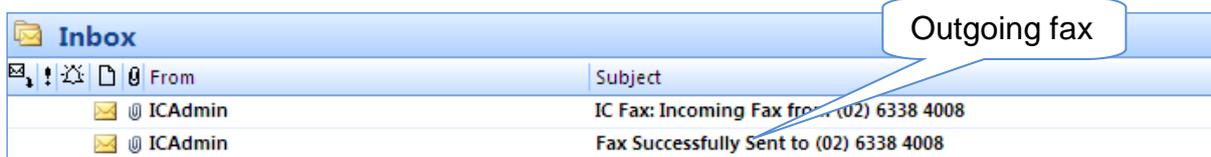

When you open the email you will see this message:
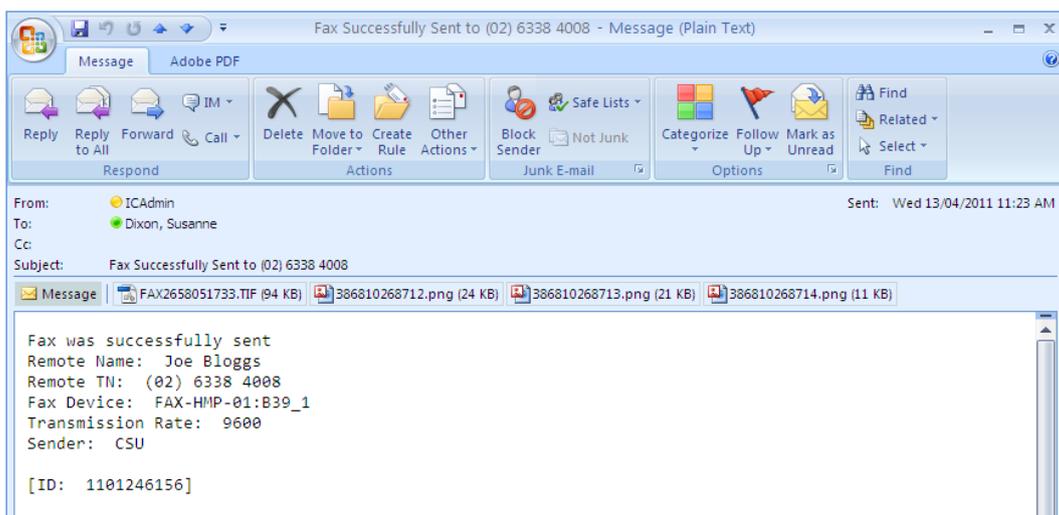
Your document is attached. There will be an image for each page, and a .tif file which will include all pages. In the above example the document was 3 pages long so it is showing as 3 different images plus a .tif file which includes all pages as well as the cover page.

Receiving a fax via IC Fax

You will receive an email notification when you have received a fax. The message will appear in your email 'Inbox' and will look like the one below:
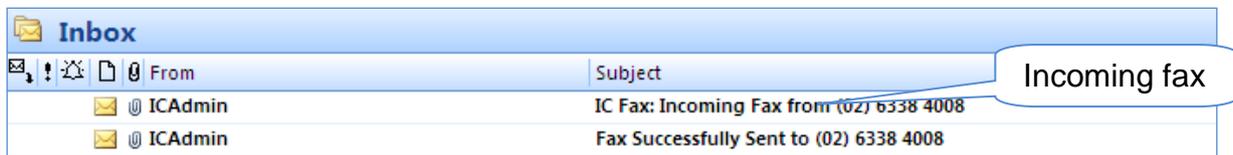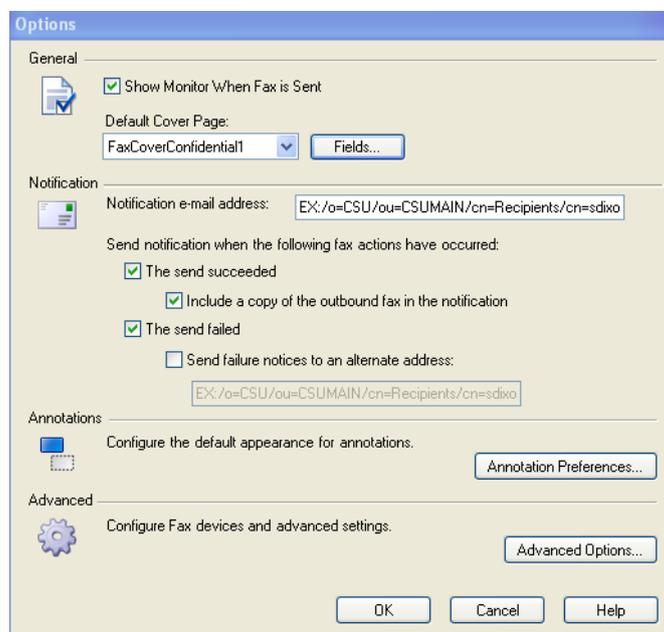
When you open the message it will look like this:
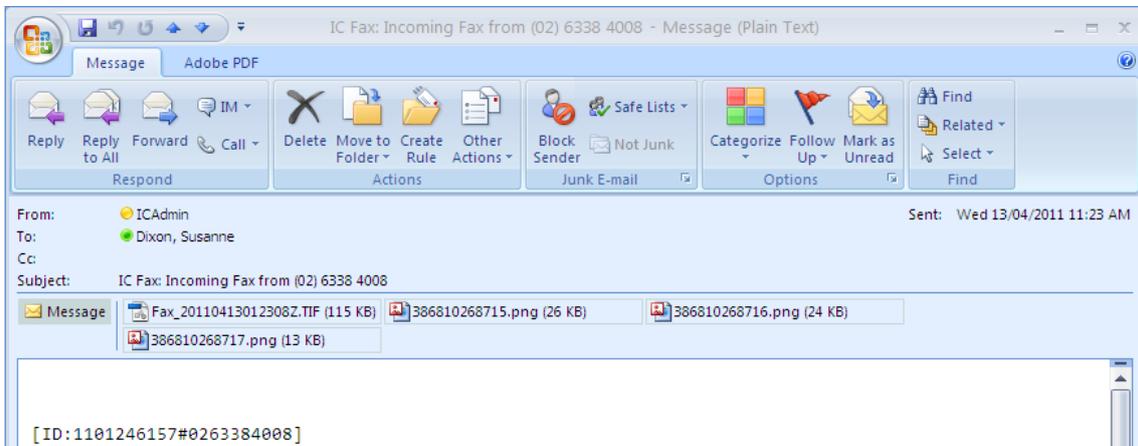
Click on each of the image files to read your fax
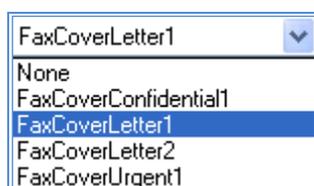
IC Fax Options

To set up the options for 'Cover Page' and 'Notifications' go to the 'Interaction Fax' window.

Select 'Tools', then select 'Options'

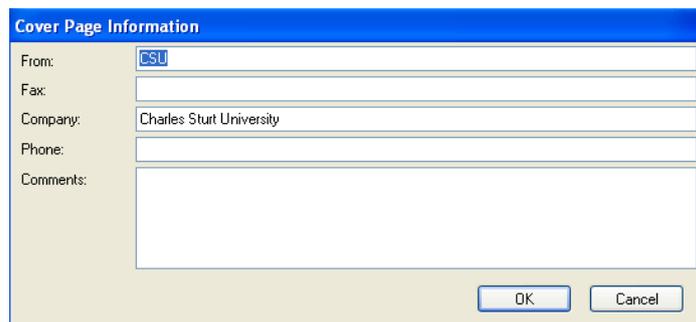You will then see this window:

To set up your 'Cover Page' click on the arrow next to 'Default Cover Page' and choose from the resulting options. They look like this:

Then select 'Fields':

You will see the following screen and you can set up your cover page with the information you wish to include:

In the 'Notifications' area you can tick in the boxes if you want to receive notifications of the success or failure of your fax transmission.