

ICTFax Admin Guide

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1. Introduction:

ICTFax is an open source multi-user and web based software solution for service providers based on open source angular and freewitch with the bundle of standard features.

Installation of ICTFax:

2. Requirements to setup ICTFax server:

Server specs:

- Quard core 3GHZ
- Ram 4Gb
- Hard disk 200GB

Operating system:

- CentOS 7.X

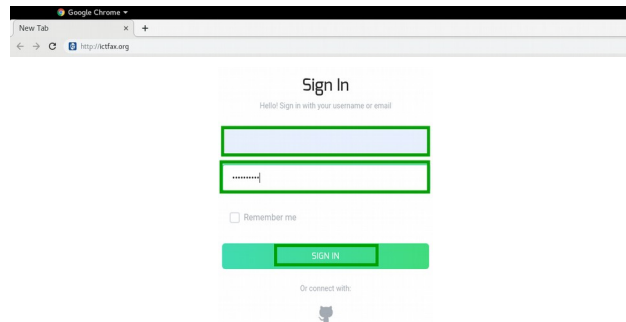
Sip provider:

- T.38
- G 711 faxing support
- DID incoming number with fax support

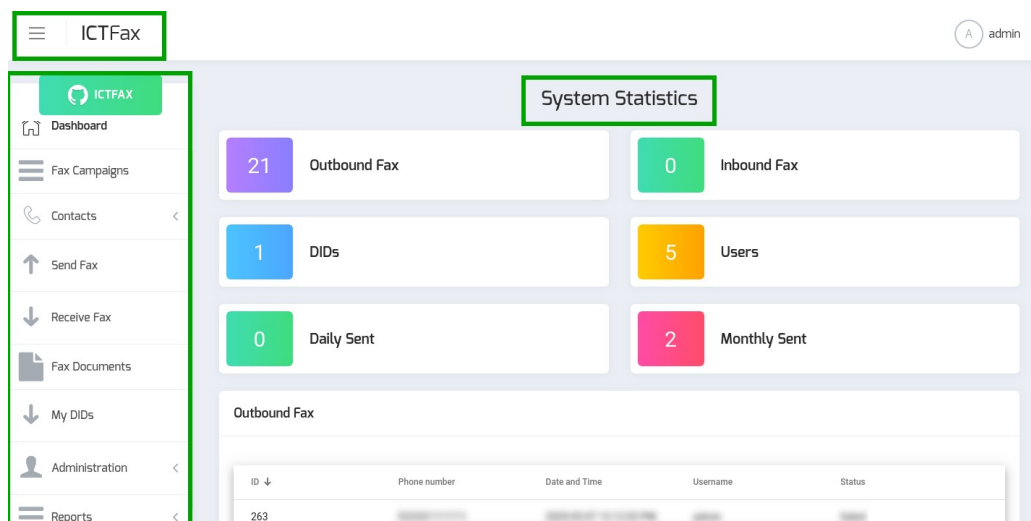
3: Configuration:

1. Open web browser
2. Enter domain name or ip address as URL

3. Login page will appear
4. Enter login and password and click on sign-in button

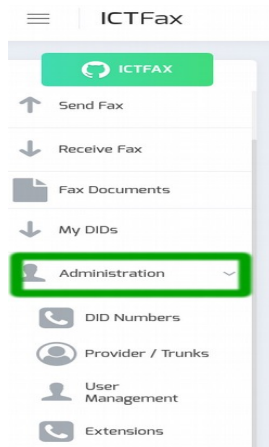


Dashboard is the first page will appear after splash screen that displayed to you menu bar on left side of window and system statistics that has following buttons on top of page, from where you can see status of each unit directly by clicking the buttons as shown below:



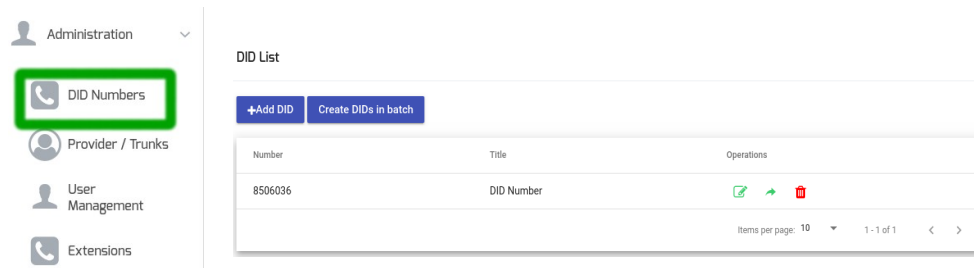
4: Admin configuration:

1. Click on main menu “administration” at left side from menu-bar.
2. Click on sub menu “system statistics” .
3. Click on administration menu on left side from menu bar, following sub menus will appear:
 - DID number
 - Providers/Trunk
 - User management
 - Extensions.



- **Configuration of DID numbers:**

1. Click on the sub menu “DID number” button, a new page will appear on screen with list of “DID,s” and details.



- **ADD new DID:**

1. Move the cursor on “Add DID” button on top left of “DID List”.
2. Click on the “Add DID” button a pop-up form appears on the screen.
3. Fill the required fields on form and click the “submit” button.
4. New “DID number” will be displayed on the detail view once the record has been saved.

Add::DID

DID Information

DID Number:

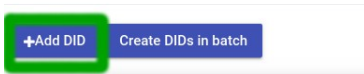
123456789

Title:

New Number

SUBMIT

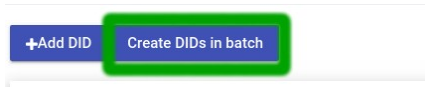
DID List



- **Create DID,s in Batch:**

1. Move the cursor on “Create DID,s in batch” button on “DID list”.
2. Click on “create batch” button, a pop-up form will appear on screen you can set range of batch by writing in the text boxes and click the “submit” button.

DID List



DID Numbers

DID Information

Range From:

Range To:

Title:

SUBMIT

3. You can edit the record by clicking the “pencil” button, a pop-up form will displayed that contains all the options that are configurable in record and click the “update” button.

10

New Batch 10



Add::DID

DID Information

DID Number:

Title:

UPDATE

4. You can assign “DID number” to user by clicking the “arrow” button, a pop-up form will displayed on screen enter the required information about user to whom DID will be assigned
5. Click the “submit” button.

10 New Batch 10

Assign DID

DID Information

DID Number

8506036

User Information

Assign to User

SUBMIT

5. Discard DID record from list by clicking “delete” button if required number need to delete.
6. A pop-up appears on screen with confirmation message
7. Click on “yes” to delete the selected record or Click on “no” to cancel the activity.

10 New Batch 10


Alert





Are you sure you want to delete DID Number?

NO YES

5: Extension Configuration:

1. To configure extensions click on “Extension” button from administration menu, a page appears on screen with list of extension id,s and details.

 Administration ▾

-  DID Numbers
-  Provider / Trunks
-  User Management
-  Extensions

Extension List

[+Add Extension](#)

ID ↓	User Name	Phone	Email	Operations
Items per page: 10 0 of 0 < >				

• To Add New Extension:

1. Move the cursor on “Add extension” on top left of extension list
2. Click on “Add extension” button to create new extension, a pop-up form appears on screen fill the required information such as:
 - User-name
 - password
 - Email etc
3. click on “Submit” button new extension detail will be displayed on the detail view once the record has been saved.

Extension List

[+Add Extension](#)

ID ↓	User Name	Phone
------	-----------	-------

Add::Extension

Extension Information

UserName:

Password

Password

Password Pin

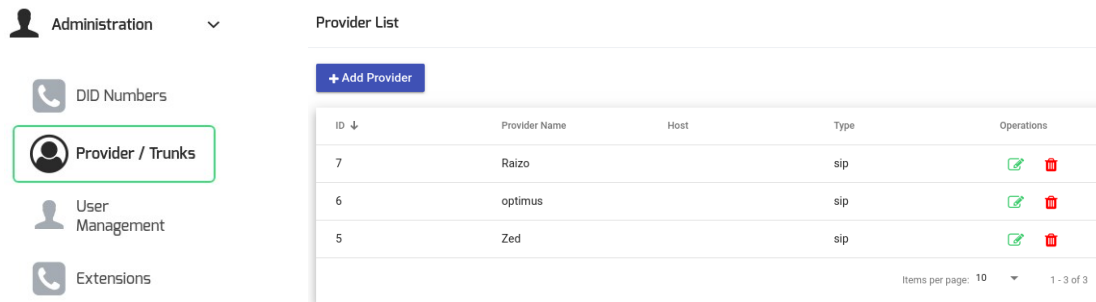
Settings

☐ Send Email Body as coversheet

SUBMIT

6: Provider/Trunks:

1. To configure providers click on “Provider/Trunks” button on left side from administration menu, a page appears on screen with complete list of providers and their detail.



- To Add provider:

1. Move the cursor on “Add provider” on top left of provider list

2. Click on “Add provider” button to create “new provider”, a pop-up form will appear on screen fill the required fields on form such as:

- User-name
- gateway type
- password etc



3. Click on “Submit” button new provider will be displayed on the detail view once the record has been saved.

The screenshot shows the 'Add Provider' form. The title 'Add::Provider' is at the top, with 'Provider Information' below it. The form has several sections:

- Provider Name:** A text input field.
- Active:** Radio buttons for 'No' and 'Yes'.
- Gateway Type:** A dropdown menu with 'SIP' selected.
- Access Credentials:** Fields for 'Username' and 'Password'.
- Settings:** A large text area for additional configuration.
- Register:** Radio buttons for 'No' and 'Yes'.
- SUBMIT:** A green button at the bottom.

On the left, a partial view of the 'Provider List' page is visible, showing the '+ Add Provider' button highlighted with a green box.

4. You can edit the record display in the list by clicking “Pencil” button, a pop-up form displayed on screen that will contain all options that are configurable.

ID ↓	Provider Name	Host	Type	Operations
7	Raizo		sip	 

Add::Provider

Provider Information

Provider Name:

Active:

☐ No

☒ Yes

Gateway Type

Gateway Type:

Access Credentials

Username:

Password:

Prefix:

Weight:

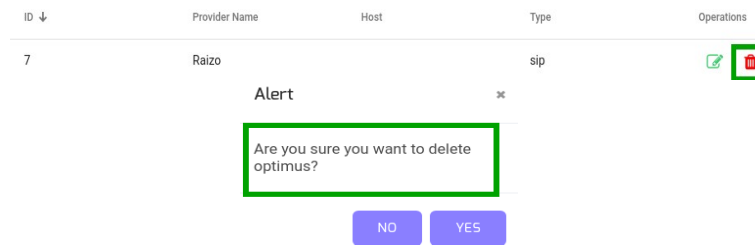
Additional Information

Settings:

Register: ☐ No ☒ Yes

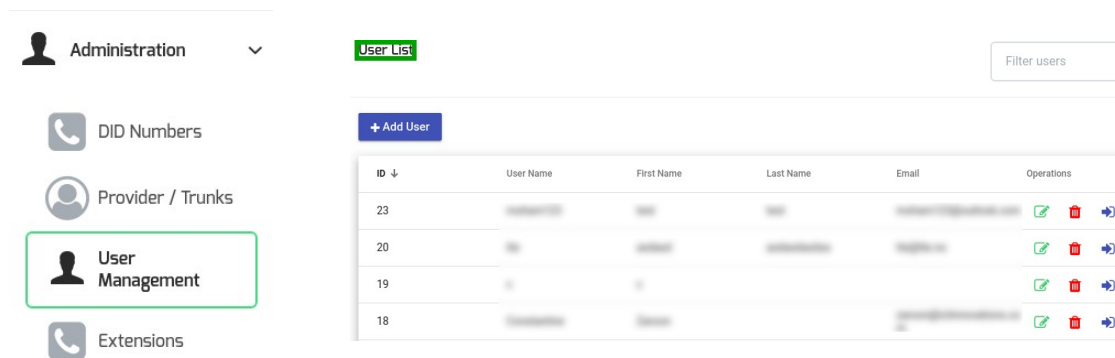
UPDATE

5. You can discard provider details from the list by clicking the “Delete” button.
6. A pop-up appears on screen with confirmation message.
7. Click “Yes” to delete the selected record or click on “No” to cancel the activity.



7: User Management:

1. To configure providers click on “User Management” button on left side from administration menu, a page appears on screen with complete list of users and their detail.



- To Add User:
 1. Move the cursor on “Add User” on top left of user list, click on “Add User” button to create “new user”, a pop-up form will appear on screen fill the required fields on form such as:
 - User-name
 - Password
 - Email

- ### User List

+ Add User

Add::User

User Information

UserName:

Password

Password

Confirm Password

Choose Country & Timezone

Country

TimeZone

Company & Active

Active: ☐ No ☒ Yes

Company

Select Role

☐ user

☐ admin

SUBMIT

3. You can edit user record by clicking the “pencil” button a pop-up window will displayed on screen, a pop-up will contains all options that are configurable.

ID ↓	User Name	First Name	Last Name	Email	Operations
18	Constantine	Zaroon		xyz@gmail.com	 

Name

First Name:

Zaroon

Last Name:

User Address

Phone:

00747

Email:

xyz@gmail.com

Address:

Choose Country & Timezone

Country

TimeZone

Company & Active

Active: ☐ No ☒ Yes

Company

Revolution

Select Role

☒ user
☐ admin

UPDATE

4. To discard provider details from the list by clicking the “Delete” button.
5. A pop-up appears on screen with confirmation message.
6. Click “Yes” to delete the selected record or click on “No” to cancel the activity.

ID ↓	User Name	First Name	Last Name	Email	Operations
18	Constantine	Zaroon		xyz@gmail.com	 

Alert

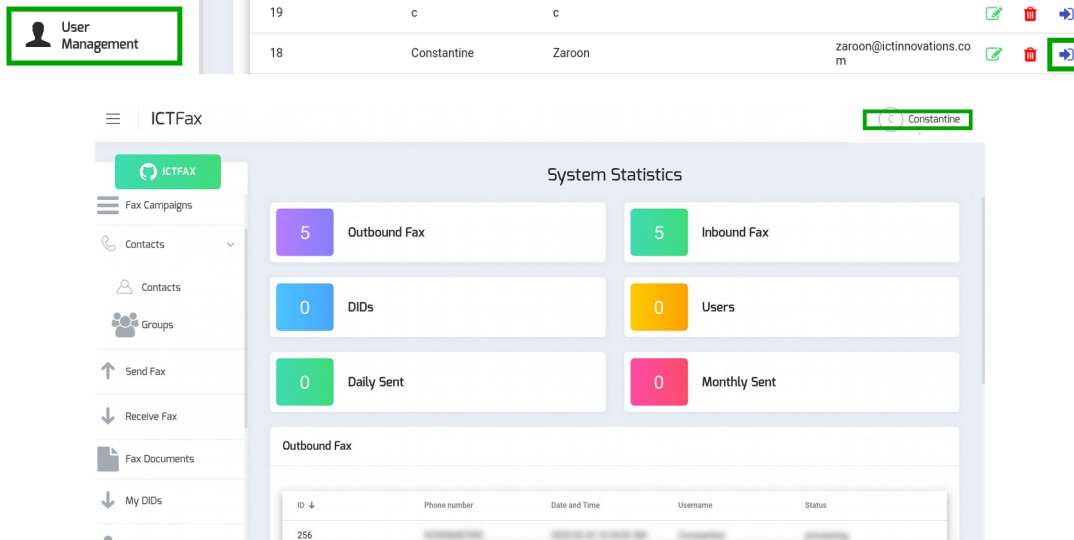
Are you sure you want to delete Test?

NO

YES

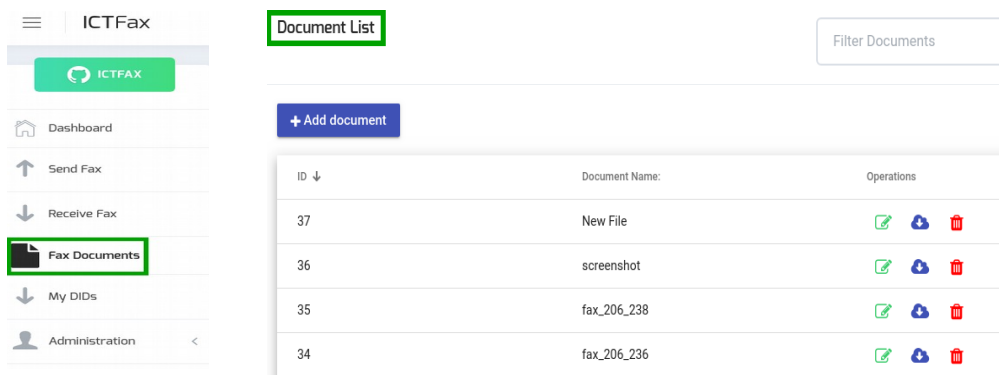
8. Switching to User Account:

You can directly switch to “User” account by clicking the “Login” button as shown below:



9: Fax Document:

1. To send a fax, firstly you have to upload a file.
2. To upload a file follow these steps:
3. Move the pointer mouse to menu bar.
4. Click on “Fax Document” button on left side from menu bar, a new page displayed on screen with list of uploaded documents as shown below:



- **Add new Document:**

- **New Document:**

1. Click on “Add Document” button on top left side of document list, a pop-up form will appear on screen. Fill the required fields such as:

- Document name
- Upload document
- For quality

The screenshot displays a web interface for document management. On the left, a 'Document List' table contains one entry with ID 37 and name 'New File'. A blue button labeled '+ Add document' is highlighted with a green box. To the right, a pop-up form titled 'Add::Document' is shown. The form has a green border and contains three sections: 'Document Information' with a text input for 'Document Name'; 'Upload Document (pdf, png, tiff and jpeg are supported only)' with a 'Choose Files' button and the text 'No file chosen'; and 'Fax Quality Type' with a dropdown menu set to 'Standard'.

- **Document name:**

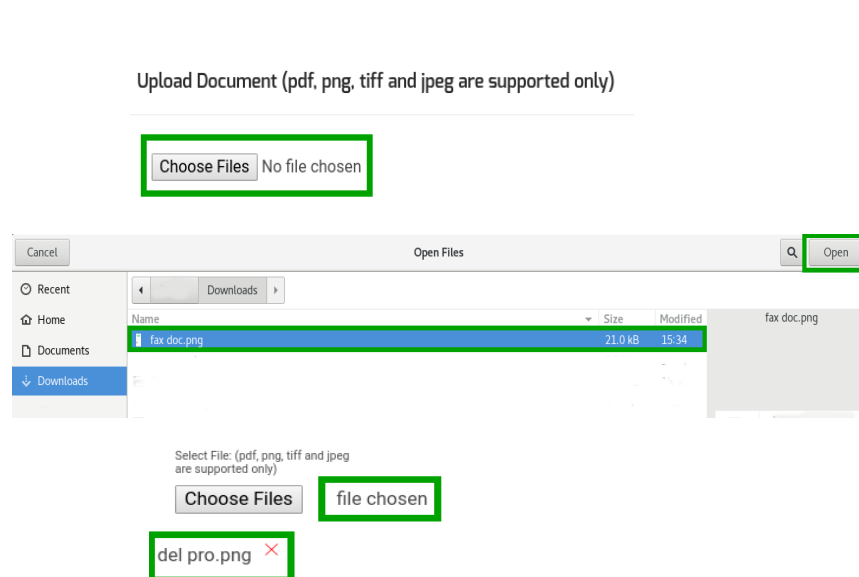
In the text box you give the name of document as shown below:

This is a close-up of the 'Document Name' input field from the 'Add::Document' form. The field is a text box with a green border, and the label 'Document Name:' is positioned above it.

- **Upload Document:**

1. To upload a new document.
2. Click on “Choose Files” button.

3. Select document dialog box will appear on screen.
4. Navigate to the location of file of your computer.
5. Select the file from your computer.
6. You can open the file by double clicking or select a file and click the “open” button, file will be uploaded on page as shown below:



- **For quality type:**

1. Click on “Text bar” a drop down list will opened.
2. Select one option from the list and click the “submit” button, new file will be displayed on the detail view once a file has been uploaded.

Fax Quality Type

Quality Type:

Standard

Please Select an Option below

Standard

Fine

Super

Description




Description:

SUBMIT

ID ↓ Document Name: Operations

37 New File

3. You can edit the document information by clicking “pencil” button, a pop-up form will displayed on screen, pop-up contains all options that are configurable.

ID ↓	Document Name:	Operations
37	New File	  

Add::Document

Document Information

Document Name:

Upload Document (pdf, png, tiff and jpeg are supported only)




Choose Files No file chosen

Fax Quality Type
Quality Type:

Standard




UPDATE

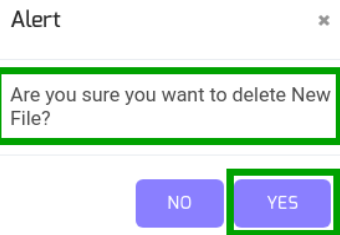
4. You can either download any file from document list by clicking “cloud” icon on right side on page.

ID ↓	Document Name:	Operations
37	New File	  

5. You can discard a file from list by clicking “delete” button, a pop-up appear on screen with a confirmation message.

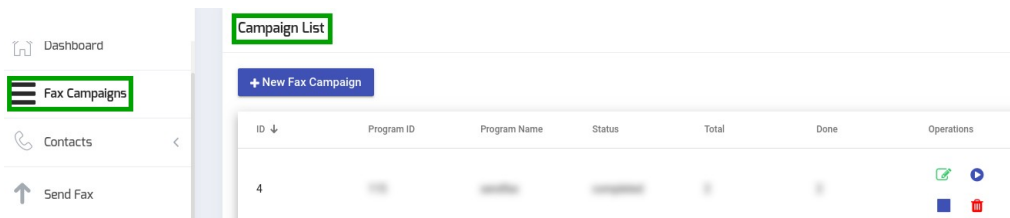
6. Click “Yes” to delete the selected file or Click “No” to cancel the activity as shown below:

ID ↓	Document Name:	Operations
37	New File	  



10. Fax Campaigns:

1. Click on “Fax Campaign” menu button from main menu, a window container will on screen that display list of campaigns as show below:

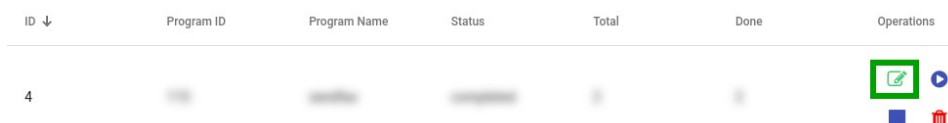


- **To configure campaign settings:**

1. Click on “Pencil” button/icon, a pop-up form will on screen that contain all configurable fields such as:

- **Document:** Click on “Drop-Down” button, select document/file from list.
- **Retry:** Set retry clock time to send message.
- **Delay:** Set time value for delay between in minute.

Click on “Update” button to save the changes.



Create Fax Campaign

Choose Document

Document:

Retry

Retry:





1

Delay b/w Fax in minutes





0

UPDATE

2. Click on “Play” icon to start campaign.

ID ↓	Program ID	Program Name	Status	Total	Done	Operations
4						   

3. Click on “Stop” button to stop campaign.

ID ↓	Program ID	Program Name	Status	Total	Done	Operations
4						   

4. Click on “Delete” button to discard any record from list, a pop-up will appear on top of the page with confirmation message.





5. Click on “Yes” button to delete the record or click “No” to remain same changes.

Alert

Are you sure you want to delete this?

NO

YES

ID ↓	Program ID	Program Name	Status	Total	Done	Operations
4						   

• To Create New Fax Campaign:

1. Click on “New Fax Campaign” button, a pop-up form will appear that contains required fields such as:

- **Choose Document:** Click on “Drop-Down” button to select a document/file from list.
- **Choose Group:** Click on “Drop-Down” button to select group from list.
- **Retry:** Set retry clock time to send message.
- **Delay:** Set time value for delay between in minute.

Create Fax Campaign

Choose Document

Document:

Choose Group

Groups:

Retry

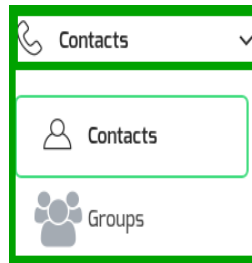
Retry:

Delay to're Fax in minutes

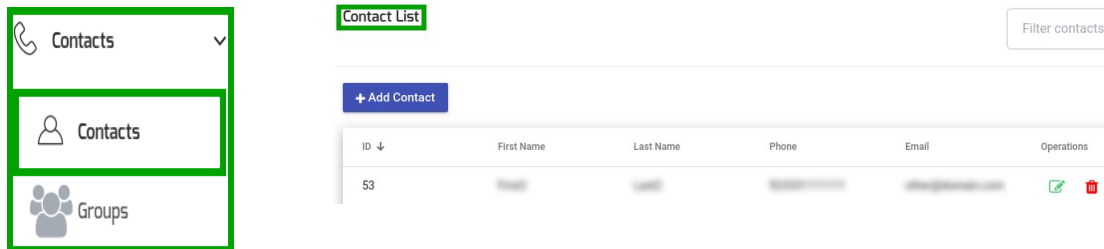
SUBMIT

11. Contacts:

1. Click on “Contacts” menu button from main menu, following sub-menus will appear as shown below:



2. Click on “Contacts” sub-menu from menu, a window container will appear on screen that contain list of contacts as show below:



- **To configure user information:**

1. Click on “Pencil” button, a window form will appear on screen that contain are configurable fields such as:

- Personal Information
- Contact Addresses
- Description etc

2. Click on “Update” button to save the changes.

ID ↓	First Name	Last Name	Phone	Email	Operations
53	First	Last	9999999999	first@last.com	 

The screenshot shows a web form titled "Add::Contact". It has three main sections, each with a green border: "Personal Information" containing "First Name:" (with input "First2") and "Last Name:" (with input "Last2"); "Contact Addresses" which is currently empty; and "Description" containing a "Description:" label followed by a text area. At the bottom of the form is a purple button labeled "UPDATE".

3. Click on “Delete” button to discard any record from list, a pop-up will appear on top of the page with confirmation message.
4. Click on “Yes” button to delete the record or click “No” to remain same changes.

The screenshot shows a table with columns: ID ↓, Program ID, Program Name, Status, Total, Done, and Operations. The first row has the value "4" in the ID column. In the Operations column, there are three icons: a green checkmark, a blue circular arrow, and a red trash can icon which is highlighted with a green box. Overlaid on the table is a white "Alert" dialog box with a close button (X) in the top right. The dialog contains the text "Are you sure you want to delete this?" (highlighted with a green box) and two buttons at the bottom: "NO" and "YES" (both highlighted with green boxes).

• To Create New Contact:

1. Click on “Add Contact” button, a window form will appear on screen that contain required fields, fill the specified fields to add new contact such as:

- Personal Information
- Contact Addresses
- Description etc

2. Click on “Submit” button to complete the activity.

+ Add Contact

ID ↓	First Name	Last Name	Phone	Email
53	First	Last	555-1234	first@last.com

Add::Contact

Personal Information

First Name: Last Name:

Contact Addresses

Phone:

Description

Description:

SUBMIT

- **Groups:**

1. Click on “Groups” sub-menu from menu, a window container will appear that contain group list as shown below:

Contacts

Contacts

Groups

Group List

+ Add Group **Sample CSV file**

ID ↓	Group Name	Contact Count	Operations
3	new	2	

- **To Edit group information:**

1. Click on “Pencil” button, pop-up form will appear on screen that contains all configurable fields such as:

ID ↓	Group Name	Contact Count	Operations
3	new	2	

- **Group Name:** Write the group name in text box.

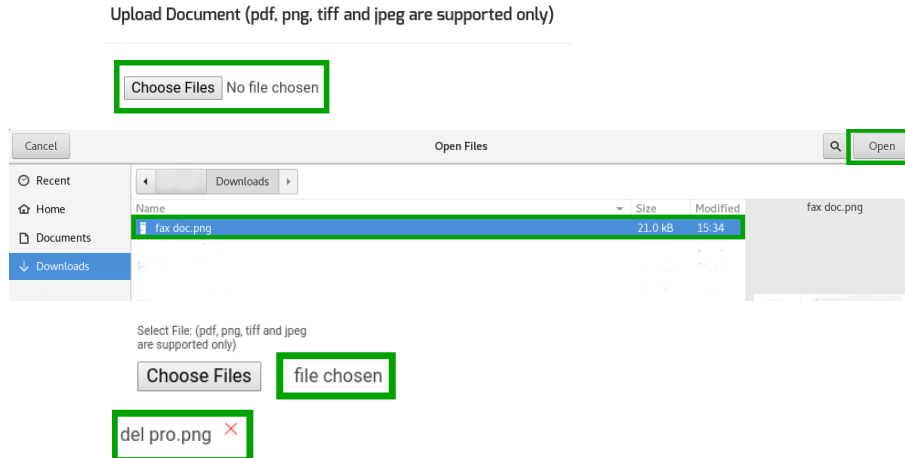
Group Name

Name:

new

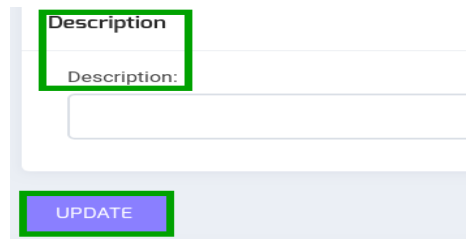
- **Upload CSV file:**

1. To upload new document to fax.
2. Click on “Choose Files” button, a select document dialog box appear on screen.
3. Navigate to the location of file on your computer.
4. Double click or select a file to upload and click on “Open” button, file will be uploaded on page, a new file will be added in the drop-down list.



- **Description:** Write group description in text box.

5. Click on “Update” button to save the changes.







A form with a label "Description" and a text input field below it. The label and the input field are highlighted with a green border. Below the input field is a blue button with the text "UPDATE", also highlighted with a green border.

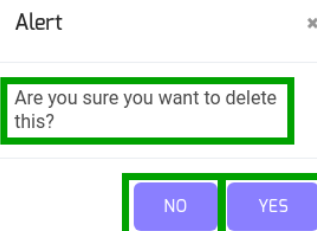
2. Click on “Cloud” icon to download group information.

ID ↓	Group Name	Contact Count	Operations
3	new	2	  

3. Click on “Delete” button to discard any record from list, a pop-up will appear on top of the page with confirmation message.

4. Click on “Yes” button to delete the record or click “No” to remain same changes.

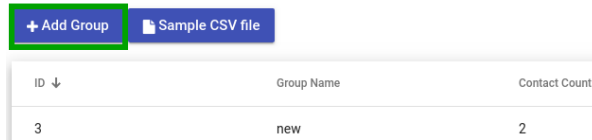
ID ↓	Program ID	Program Name	Status	Total	Done	Operations
4						   



An alert dialog box with the title "Alert" and a close button (X). The main text asks "Are you sure you want to delete this?". At the bottom are two buttons: "NO" and "YES", both highlighted with a green border.

- **To Create New Group:**

1. Click on “Add Group” button, a pop-up form will on screen that contain all required fields, fill the specified fields such as:



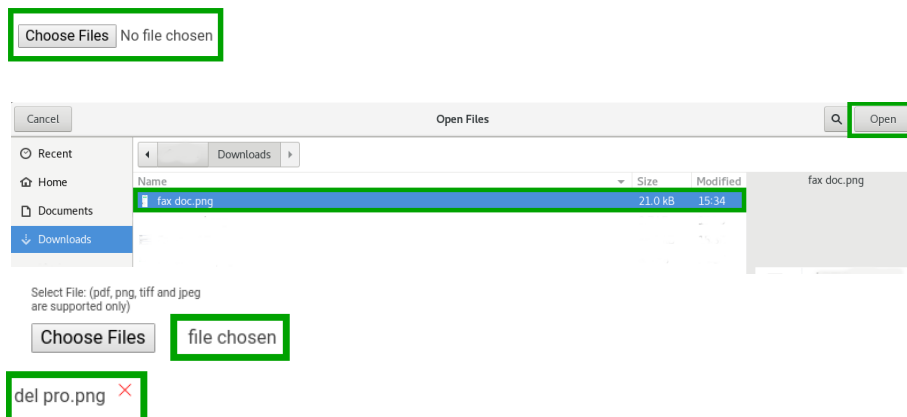
- **Group Name:** Write the group name in text box.

The image shows a text box labeled 'Group Name' with the value 'new' entered. The text box is highlighted with a green border.

- **Upload comma-separated values (CSV) file:**

1. To upload new document to fax.
2. Click on “Choose Files” button, a select document dialog box appear on screen.
3. Navigate to the location of file on your computer.
4. Double click or select a file to upload and click on “Open” button, file will be uploaded on page, a new file will be added in the drop-down list.

Upload Document (pdf, png, tiff and jpeg are supported only)



- **Description:** Write group description in text box.
5. Click on “Submit” button.

Description

Description:

SUBMIT

2. Click on “Same CSV File” button to save the group comma-separated values (CSV) file.

[+ Add Group](#) [Sample CSV file](#)

ID ↓	Group Name	Contact Count
3	new	2

12: To send Fax:

- **Send Fax:**

1. Click on “Send Fax” button from menu bar, a new page opens on screen with list of outbound fax and details as shown below:

ICTFax

ICTFAX

Dashboard

Send Fax

Receive Fax

Fax Documents

My DIDs

Administration

Outbound Fax

Filter fax

+ New Outbound Fax

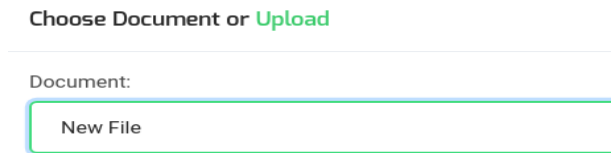
ID ↓	Phone number	Date and Time	Username	Status
240	123456789	2020-01-29 14:03:02 PM	admin	processing
239	123456789	2020-01-29 13:20:58 PM	admin	processing
238	N/A	2020-01-29 12:44:08 PM	admin	processing

- **Add Document:**

1. Move the cursor on “New Outbound Fax” on top left of outbound fax page.
2. Click on “New Outbound Fax” button, a pop-up form will appear on screen, name with “send fax document program”. Fill the required fields such as:

- Document Title
- Choose Document or Upload
- Destination number etc

- **Document Title:** To write the title of file in the text box as shown below:



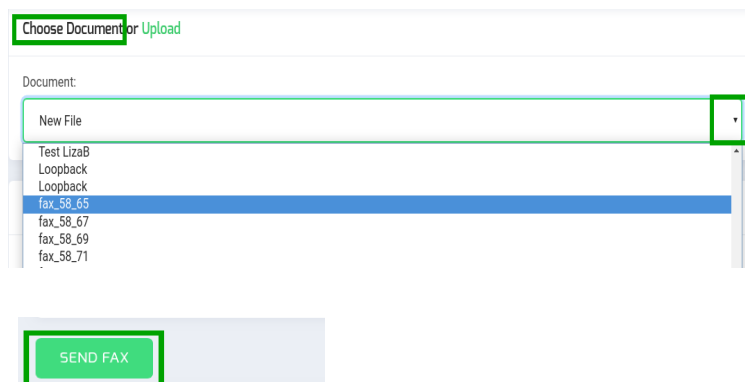
Choose Document or Upload

Document:

New File

- **Choose Document or Upload:**

1. Click on “Document Text box”, a drop down list opens with all uploaded files.
2. Select one option from list and give the destination number in text box.
3. Click the “Send Fax” button.



Choose Document or Upload

Document:

New File

Test LizaB

Loopback

Loopback

fax_58_65

fax_58_67

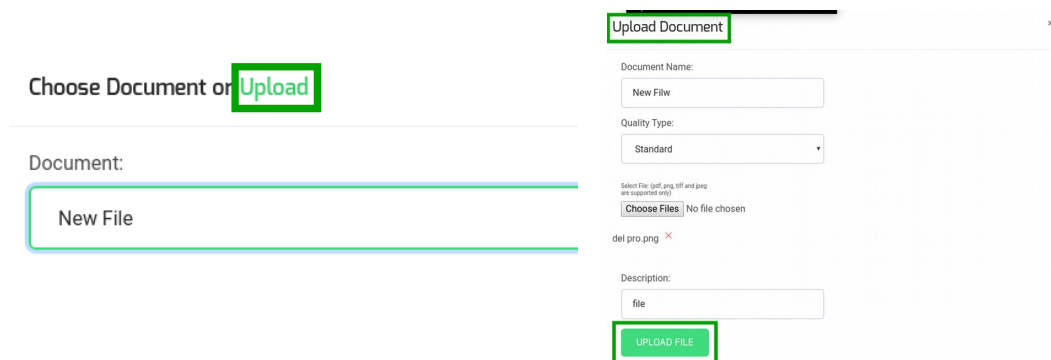
fax_58_69

fax_58_71

SEND FAX

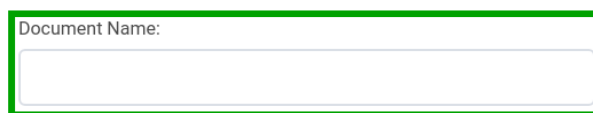
2. You can also upload new file by clicking the “Upload” button, a pop-up form will appear on screen name with upload document, fill the required fields such as:

- Document name
- Quality type
- Choose file etc



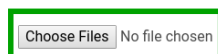
- **Document name:** You can write the name of document in text box.

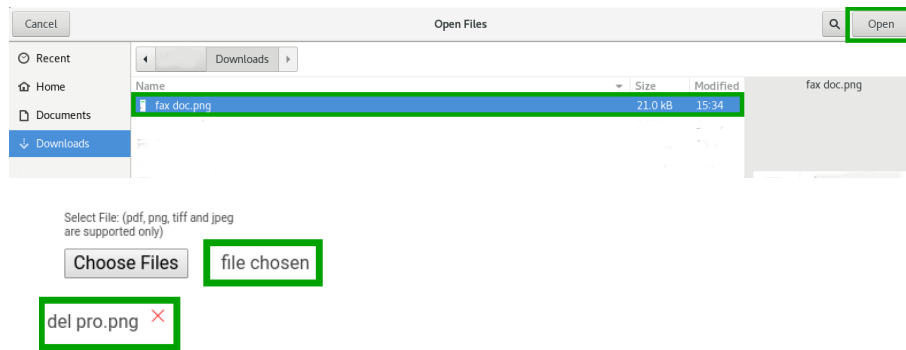
Document Information



- **Upload Document:**
 1. To upload new document to fax.
 2. Click on “Choose Files” button, a select document dialog box appear on screen.
 3. Navigate to the location of file on your computer.
 4. Double click or select a file to upload and click on “Open” button, file will be uploaded on page, a new file will be added in the drop-down list.

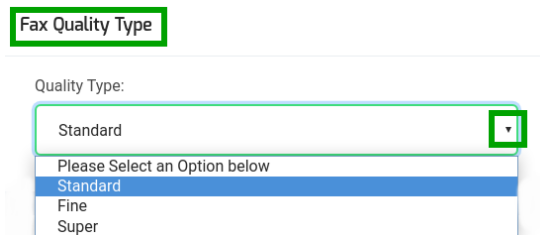
Upload Document (pdf, png, tiff and jpeg are supported only)





- **Fax Quality:**

1. Click on “Text bar” a “drop down” list will open.
2. Select one option from list click the “upload file” button.

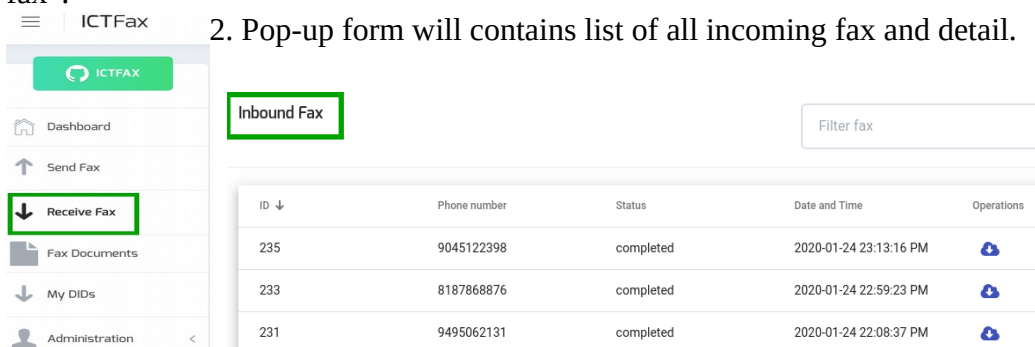


3. New sended fax will be displayed on “outbound fax list” once fax has been sent as shown below:

ID ↓	Document Name:	Operations
37	New File	


12. Receive Fax:

1. Click on “Receive Fax” button from menu bar, a new pop-up form will appear on screen, name with “inbound fax”.



2. Pop-up form will contains list of all incoming fax and detail.

3. You can either download you fax from “inbound fax list”.
4. Click on “Cloud” icon on right side of page, a file will be saved automatically in you computer drive.

ID ↓	Phone number	Status	Date and Time	Operations
235	9045122398	completed	2020-01-24 23:13:16 PM	

13. My DID,s:

1. Move the cursor to “My DID,s” on left side from menu bar.
2. Click on “My DID,s” button from menu bar.
3. A new pop-up form appears on screen with list of all DID number,s.

ICTFax

ICTFAX

Dashboard

Send Fax






Receive Fax

Fax Documents

My DID,s

Administration

My DID,s


DID Number:	Title	Operations
8506036	DID Number	
10	New Batch 10	
11	New Batch 11	
12	New Batch 12	
13	New Batch 13	

4. You can forward the DID number to selected user by giving required information that are following such as:

- DID information
- User information
- Select service
- Email etc

5. When specified field are entered in text boxes.
6. Click the “Submit” button.

My DIDs

DID Number:	Title	Operations
8506036	DID Number	

Forward DID

DID Information

DID Number
10

User Information

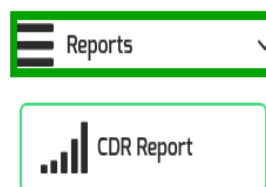
Select Service
Fax to Email

Email:

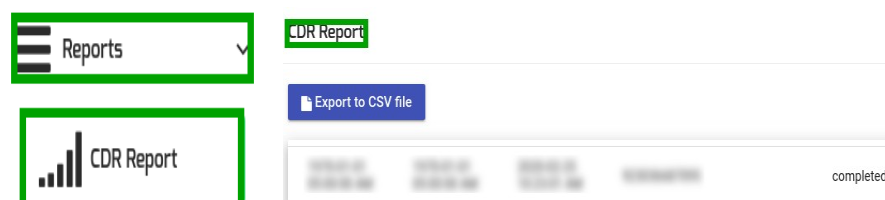
SUBMIT

14. Reports:

1. Click on “Reports” menu button from main menu, a sub-menu will appear such as:



2. Click on “CDR” sub-menu, a window container will appear that contain campaign detail report as shown below:



3. Click on “Export to CSV file” to download the report:

Export to CSV file

Time start	Time connect ↓	Time end	Contact Phone	Account Phone	Status	Amount	Pages
2020-01-01 00:00:00	2020-01-01 00:00:00	2020-01-01 00:00:00	0000000000	000000	completed	0	1