

# **ICTFax Admin Guide**

# Table of Contents

1. Introduction:.....	2
2. Requirements to Setup ICTFax Server:.....	2
2.1. Server Specs:.....	2
2.2. Operating System:.....	2
2.3. Sip Provider:.....	2
3. Login to ICTFax:.....	3
4. Administration Settings:.....	3
4.1. Provider/Trunks Setup:.....	3
4.2. DID Number Management:.....	5
4.3. User Management:.....	7
4.4. Tenant Settings:.....	8
4.5. CDR Reports:.....	9

# 1. Introduction:

The admin guide mainly focuses on system maintenance and administration. ICTFax is an open source multi-user and web-based software solution for service providers based on open source **angular** and **freeswitch** with the bundle of standard features. ICTFax facilitate user friendly environment where user can easily manage following features:

- Support User management
- Support Fax campaign management
- Support Contacts Management
- Support DID's Numbers Management
- Support Extension Management
- Support Providers/Trunks Management
- Support CDR Reports Management

## 2. Requirements to Setup ICTFax Server:

There are following requirements to setup ICTFax server, they are listed below:

### 2.1. Server Specs:

- Quad Core 3GHZ
- Ram 4GB
- Hard disk 200GB

### 2.2. Operating System:

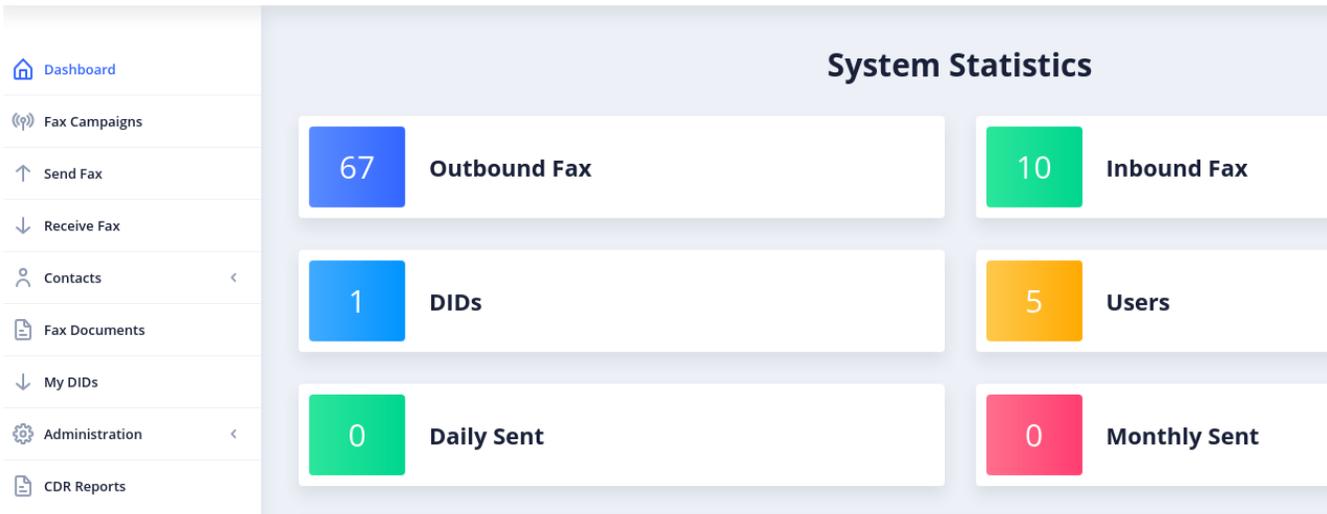
- CentOS 7.X

### 2.3. Sip Provider:

- T.38
- G711 Faxing Support
- DID incoming number with fax support

## 3. Login to ICTFax:

Type domain name in your browser like (<http://demo.ictfax.com/>), submit required credentials and click on login. Once you have logged in, the dashboard screen will appear that displays system statistics of inbound & outbound fax and total monthly sent faxes, list of outbound fax and status.



## 4. Administration Settings:

It is necessary to do some system configurations before campaign run. These configurations may includes:

- Provider/Trunk Setup
- DID Number Management
- User Management
- Tenant Settings
- CDR Reports

### 4.1. Provider/Trunks Setup:

In ICTFax Provider/Trunks uses for outbound faxes. There are following steps are listed below to manage Provider/Trunks:

Navigate to administration main menu, then click on **Provider/Trunk** sub-menu, it will show provider list, provider name, host and other details.

Click on edit button to overview and to perform changes in provider information.

**Administration**

- Administration
- DID Number
- Providers / Trunks**
- User Management
- Extensions
- Fax Settings

**Provider list**

[+ Add Provider](#)

ID	Provider name	Host	Type	Operations
10	yesfax	us2.smtp.mailhostbox.com	smtp	<a href="#">Edit</a> <a href="#">Delete</a>
6	Telnyx	sip.telnyx.com	sip	<a href="#">Edit</a> <a href="#">Delete</a>

### To Create New Provider/Trunk:

Click on Add Provider button, it will open the provider information form that contains the required field such as:

- Write provider name in the text box.
- Click on **Gateway** drop-down, select gateway type from a list like **(Sip for fax, SMTP for sending & receiving email, all notifications will be received on email account)**

### Access Credentials:

- Write **IP** in host field box like **(45.76.27.236)**
- Set **Dial Prefix** in the text box if required.
- Click weight drop-list, select weight value from the list, **weight** sets the priority of trunk. **Trunks** with lower values will be preferred from others while doing route selection.

Click on submit button to complete the action as shown.

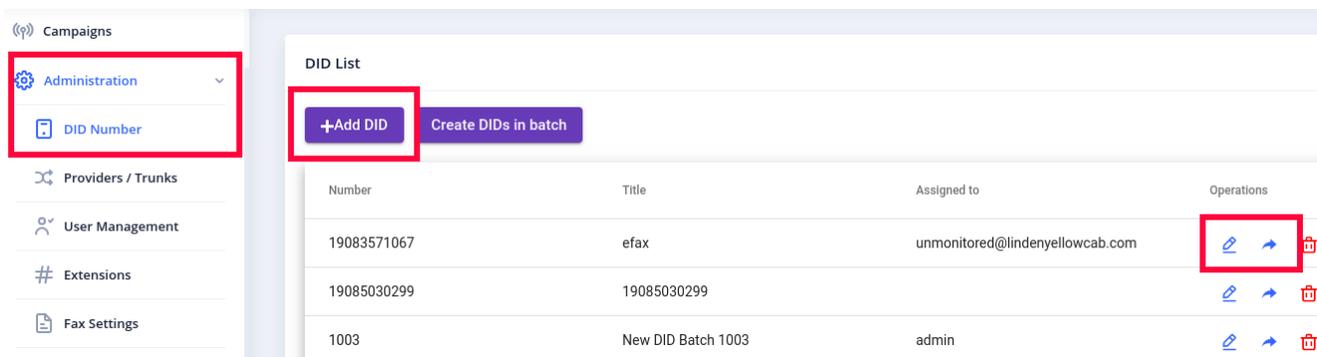
The screenshot shows the 'Add Provider' form with several sections. The 'Gateway type' section has a dropdown menu set to 'SIP'. The 'Access Credentials' section has a 'Host' field. The 'Prefix' section has a text input field and a 'Weight' dropdown menu. A green 'Submit' button is located at the bottom right. Red boxes highlight the 'Gateway type' dropdown, the 'Host' field, the 'Prefix' text input, the 'Weight' dropdown, and the 'Submit' button.

## 4.2. DID Number Management:

In ICTFax DID numbers are used for incoming faxes, there are following steps are listed below to manage DID numbers:

Navigate to **Administration** main-menu, then click on DID number sub-menu it will open a **DID** list page that contain DID details like **(Title, Assigned to)** etc.

Click on edit button to overview and to perform editing in DID details.



### To Create New DID:

Click on Add DID button, it will open DID form.

- Write DID number in field box.
- Write title of DID in field box.

Click on submit button, new DID number will be added in list as shown:

## Add DID

**DID Info**

DID Number:

Title:

### DID Batch Configuration:

ICTFax facilitate users to create **DID numbers in batch**. You can customize the length of your DID's number according to your need. Follow below steps to create DID batch:

Click on create DID's in batch button, it will open DID form page.

- Set **DID's length** in range fields.
- Type title of DID batch in text box.

Click on submit button to complete action as shown:

DID List

[+Add DID](#) [Create DIDs in batch](#)

### DID Number

DID Info

Range From:  
92001

Range To:  
92003

Title:  
New DID Batch

[Submit](#)

**Assign DID number to User:**

Click on arrow icon to assign DID, it will open a assign DID page:

**DID info:**

- Write DID number in field box.

**User information:**

- Click on **Assign user** drop list, select user from list to assign DID.

Click on submit button to complete the action as shown.

### Assign DID

DID Info

DID Number  
19085030299

User information

Assign to User  
admin

[Submit](#)

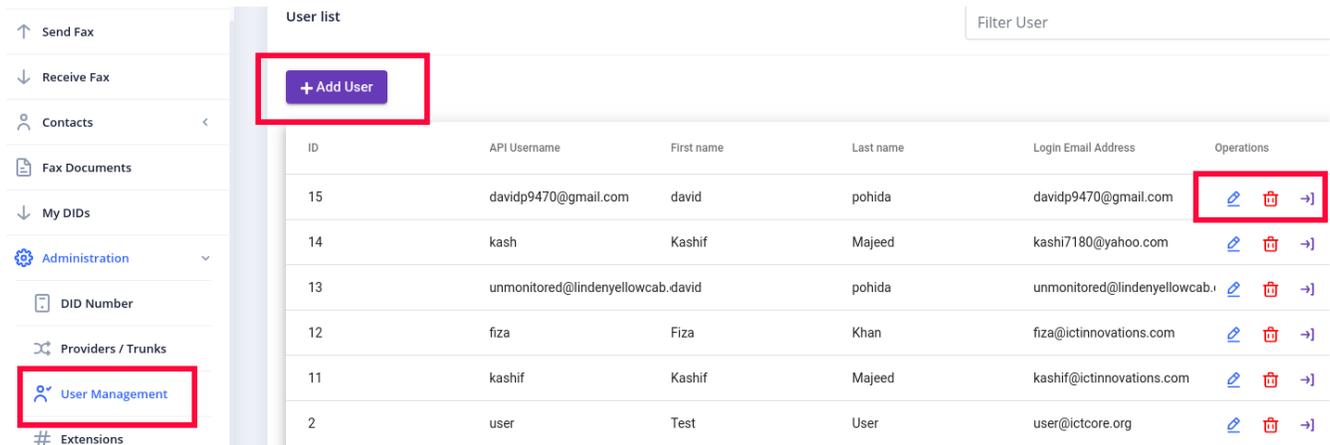
## 4.3. User Management:

ICTFax allow admin to add/remove users, manage their roles, implement authentication policies and change passwords etc. Admin can also set limit for any user to send faxes on fixed monthly/weekly basis. There are following steps are listed to create new user.

Click on administration main-menu, then click on user management sub-menu, it will open a list of users, **API** name, first and last name and other details.

Click on the edit button for an overview and to make changes to the user's information.

Click on the arrow icon in operation column associated with the desired user, it will switch to that user's account.



ID	API Username	First name	Last name	Login Email Address	Operations
15	davidp9470@gmail.com	david	pohida	davidp9470@gmail.com	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
14	kash	Kashif	Majeed	kashi7180@yahoo.com	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
13	unmonitored@lindenyellowcab.david		pohida	unmonitored@lindenyellowcab.david	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
12	fiza	Fiza	Khan	fiza@ictinnovations.com	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
11	kashif	Kashif	Majeed	kashif@ictinnovations.com	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>
2	user	Test	User	user@ictcore.org	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View</a>

### To Create New User:

Click on add user button, it will open user form contains required fields such as:

- Write **API** user name in fields box.
- Write password in field box.
- Choose country and time zone from drop-down list.
- Set **fax limit** in the field box, it will allows user to send faxes on a daily/monthly basis under certain limits.
- Select role e.g (**User, Admin**)

Click on submit button to complete the action as shown:

### Add User

**User information**

API Username:

Company & active

Active:  No  Yes

Company:

**Fax Limit**

Daily Limit:  Monthly Limit:

**Select Role**

user

admin

Submit

## 4.4. Tenant Settings:

ICTFax supports changing logo and company name as per requirement. An individual **tenant** can set its display impression itself. To carry out this action, follow the steps listed below.

Click on the Administration main-menu, then click on the Tenants sub-menu, it will open the title and footer information form that contains the following parameter to fill.

- Write the title in the field box
- Write **Footer Message** in the field box.
- Write email address in support email field box
- Click on the choose button to upload the **New logo** as required.

Click on submit button to complete the action as shown.

ictfax

- Campaigns
- Send Fax
- Receive Fax
- Contacts
- Fax Documents
- My DID's
- Administration**
- DID Number
- Providers / Trunks
- User Management
- Extensions
- Fax Settings
- Tenants**
- CDR Reports

### Title and Footer Information

Title:

Footer:

Support Email:

**Upload Logo - (max-width = 400, max-height = 90)**

Choose File | ictvision-logo.jpg

SUBMIT

Do Good Have Good

## 4.5. CDR Reports:

CDR menu provide complete details of calls like (Call start time, Call end time, Call Status. Etc which helps users to analyze results. Following steps leads to view CDR reports:

Click on CDR reports menu at bottom of main menu, it will open list of \*\*CDR reports\*\* and other details.

Click on export to CSV file button to download CDR report as shown:

The screenshot shows a web application interface with a sidebar menu on the left and a main content area on the right. The sidebar menu includes items like Dashboard, Fax Campaigns, Send Fax, Receive Fax, Contacts, Groups, Fax Documents, My DIDs, and Administration. The 'CDR Reports' item is highlighted with a red box. The main content area shows a 'CDR Report' header with an 'Export to CSV file' button, also highlighted with a red box. Below the header is a table with columns: Time start, Time connect, Time end, Contact Phone, Account Phone, and Status. The table contains six rows of call records, all with a status of 'completed'.

Time start	Time connect	Time end	Contact Phone	Account Phone	Status
2021-05-01 22:10:58 PM	2021-05-01 22:11:12 PM	2021-05-01 22:11:54 PM	+34941545001		completed
2021-04-16 13:20:29 PM	2021-04-16 13:20:33 PM	2021-04-16 13:20:53 PM	+19724211886		completed
2021-04-14 12:19:49 PM	2021-04-14 12:19:50 PM	2021-04-14 12:20:18 PM	441264347902		completed
2021-04-14 12:15:06 PM	2021-04-14 12:15:07 PM	2021-04-14 12:15:26 PM	+19724211886		completed
2021-04-14 12:12:44 PM	2021-04-14 12:13:31 PM	2021-04-14 12:14:33 PM	+14086808474		completed
2021-04-14 12:07:24 PM	2021-04-14 12:08:09 PM	2021-04-14 12:09:11 PM	+38116204530		completed