

# **ICTFax User Guide**

## Table of Contents

1. Introduction:	3
2. Login to ICTFax:	3
3. My DID's:	4
4. Send Fax to a Single Recipient:	5
5. Contacts Setup:	6
5.1. Contacts:	6
5.2. Contact Group Configuration:	7
6. Fax Documents Setup:	9
7. Creating Fax Campaign:	12
8. Receive Fax:	13
9. CDR Reports:	13
10. User Settings:	14
10.1. Fax Settings:	14
10.2. ATA/Extensions Configuration:	15
10.3. Tenant Settings:	16

## 1. Introduction:

The user guide contains tasks that must be done by individual user. 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:

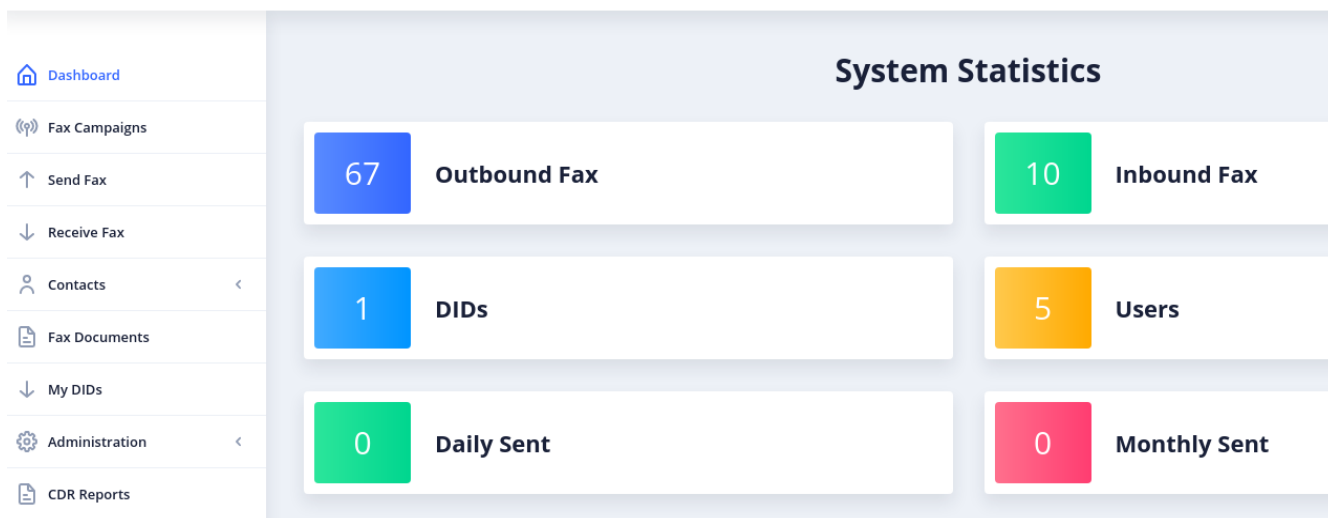
- DID's settings
- Create Fax campaign
- Contacts Setup
- Setup Fax Document
- ATA/Extension Configuration
- Tenant Settings
- CDR Reports Management

## 2. 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.

☰ | ICTFax



## 3. My DID's:

All DID numbers are available in my DID's menu. Its admin/user choice which DID number is to be forward for any particular service like (**Fax to email**, **Send to extension**) etc. Following steps are listed below to perform this task:

My DID's		
DID Number:	Title	Operations
19083571067	efax	
19085030299	19085030299	
92001	New DID Batch 92001	
92002	New DID Batch 92002	
92003	New DID Batch 92003	

Click on **My DID's** menu, it will open list of DID's.

Click on arrow icon associated with desired DID number in operations column, it will forward DID page.

**User Information:**

Select service from drop-down list that DID is to be transferred.

Click on submit button to complete the action as shown:

### Forward DID

**DID Info**

DID Number

19083571067

**User information**

Select Service

- Select -
- Select -
- No Service
- Fax to Email**
- Forward to Extension

Submit

## 4. Send Fax to a Single Recipient:

ICTFax software supports **send fax** to a single recipient, there are following steps are listed below:

Click on send fax main-menu, a list of **outbound fax**, phone number date and time and details available on page.

ID	Phone number	Date and Time	Username	Title	Status
66	[REDACTED]	2021-04-16 13:20:53 PM	admin	abc	completed
65	[REDACTED]	2021-04-14 12:20:18 PM	admin	abc	completed
64	[REDACTED]	2021-04-14 12:15:26 PM	admin	abc	completed

### To Add New Fax:

Click on new outbound fax button, it will open send fax document form with required fields such as: Write fax title in the text box.

### Upload document:

Click on upload button, it will open pop-up form to upload new file/document or select document from drop-list.

Write destination number in field box or select contact from contact drop-down.

Click on retries drop-down, set retries clock time in field box.

Click on submit button to complete action as shown:

**Send Fax Document Program**

Title

Title:

Choose Document or Upload

Document:

test

Destination number

Choose contact

Enter Manually

Retry

Retry:

Send Fax







## 5. Contacts Setup:

In order to manage contacts in icthax, following steps are listed below:

## 5.1. Contacts:

Navigate to contacts main menu, then click on contact sub-menu, it will show contacts list and details.

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

ID	First Name	Last Name	Phone	Email	Operations
35					 
34					 
33					 

### Create New Contact:

Click on Add Contact button, it will open the contact detail form that contains the required field.

### Personal Information:

- Write first and last name in the field box.

### Contact Addresses:

- Write phone number and email address in the fields box.
- Write contact description in text box.

Click on submit button to complete the task as shown.

**Add::Contact**

Personal Information

First Name:  Last Name:

**Contact Addresses**

Phone:

Email:

Address:

Description

Description:




**Submit**

## 5.2. Contact Group Configuration:

Navigate to contacts menu, then click on groups sub-menu, a list of group list, group name, contact count, operations are available on page.

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

The screenshot shows a web interface for managing contact groups. On the left is a sidebar with navigation items: Dashboard, Fax Campaigns, Send Fax, Receive Fax, Contacts, and Groups (highlighted with a red box). The main content area is titled 'Group List' and includes a 'Filter Groups' search box. Below this are two buttons: '+ Add Group' (highlighted with a red box) and 'Sample CSV file'. A table displays the following data:

ID	Group Name	Contact Count	Operations
1	New Contact Group	2	  

At the bottom right of the table, there is a dropdown menu for 'Items per page' set to 10.

### To Create Contact Group:

Click on Add group button, it will open contact group form with require fields such as:

- Write **Contact group** name in text box.
- Click on choose file button to upload contacts list.
- Write contact group description in text box.

Click on submit button to complete action as shown.

The 'Add::Group' form is displayed with the following sections:













- Group Name:** A text box labeled 'Name:'.
- Upload CSV file:** A file upload area containing a 'Choose File' button and the text 'No file chosen'. This section is highlighted with a red box.
- Description:** A text box labeled 'Description:'.
- Submit:** A green button at the bottom of the form, highlighted with a red box.

## 6. Fax Documents Setup:

In fax campaign, first upload document/file that will be transferred to contacts when campaign run. **ICTFax** support only (**pdf, png, tiff and jpeg**) file. There are following steps are listed below to manage fax document in ictfax.

Navigate to the fax document menu, it will open document list.

Click on edit button to overview and to perform changes in document details.

ID	Document Name:	Operations
27		   
26	sample	   
25	test	   

Click on arrow to send fax from here to **individual recipient**.

Submit required fields and click on the send fax button as shown.

**Send Fax** [x]

Title:

Destination Number:

Retry:

### To Add New Document:

Click on the Add Document button, it will open document form with required fields such as:

Write name of document and description in text box

Click on choose file button, to upload document/file.

Click on quality type drop-down, select **fax quality type** from the list like (**standard**).

Click on submit button to complete task as shown.



### Add::Document

Document Information

Document Name:

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

[Choose Files](#) No file chosen

Fax Quality Type

Quality Type:

- Standard
- Please Select an Option below
- Standard
- Fine
- Super

Description:

[Submit](#)

## 7. Creating Fax Campaign:

Navigate to **fax campaign** menu, it will display a list of campaigns, status of campaigns and other details.

Click on start button corresponding to desired campaign to run campaign.

Click on pause button when it needs to stop campaign.

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

Dashboard

**Fax Campaigns**

Send Fax

Receive Fax

Contacts

Fax Documents

My DID's

### Campaign List

[+ New Fax Campaign](#)

ID	Program Name	Status	Total	Done	Successful	Failed	Operations
1	sendfax	new	0	0	0	0	

Items per page: 10 1-1 of 1

### To Create New Fax Campaign:

Click on new fax campaign button, it will open campaign form with required field such as:

### Upload document:

Click on upload button, it will open pop-up form to upload new file/document or select from document from drop-list.

Click on contact group drop-down, select desired contact group from list.  
Click on retries drop-down, set retries clock time in field box.  
Set call per minute time in text box.  
Click on submit button to complete action as shown:

**Create Fax Campaign**

Choose Document or [Upload](#)

Document:  
test

Choose Group

Groups:

Retry

Retry:  Calls per minute

[Submit](#)

## 8. Receive Fax:

Navigate to Receive fax menu, it will display all **inbound fax** list and details.  
Click on arrow icon to download receive fax file as shown.

Dashboard

Fax Campaigns

Send Fax

[Receive Fax](#)

Contacts

Fax Documents

**Inbound Fax**

Filter fax

ID ↓	Phone number	Status	Date and Time	Operations
235	9045122398	completed	2020-01-24 23:13:16 PM	<a href="#">↓</a>
233	8187868876	completed	2020-01-24 22:59:23 PM	<a href="#">↓</a>
231	9495062131	completed	2020-01-24 22:08:37 PM	<a href="#">↓</a>

## 9. CDR Reports:

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:

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

## 10. User Settings:

In ICTFax user can do the personalize settings. There are following steps are listed below:

### 10.1. Fax Settings:

ICTFax supports fax cover-page option, when user enables this option the recipient will receive contact information about sender before actual fax message like (**Send by, Send to, Phone, Date, Subject**), etc. There are few steps to configure the fax cover page.

Click on the **Administration** main menu, then click on the Fax Settings sub-menu.

Click on heck-boxes to enable the **cover-page template**.

Click on submit button to complete the action as shown.

**Settings**

- Send Cover page
- Send Email Body as page

**Submit**

## 10.2. ATA/Extensions Configuration:

In ICTFax user can send and receive fax via **ATA device**. There are following steps are listed below to manage **Extensions**:

Navigate to administration main-menu, then click on extension sub-menu, it will show extension list, user name, phone number, email address.

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

The screenshot shows the ICTFax Administration interface. On the left is a sidebar menu with options: Campaigns, Administration, DID Number, Providers / Trunks, User Management, Extensions (highlighted with a red box), and Fax Settings. The main content area is titled 'Extension list' and includes a 'Filter Extension' search box. Below the search box is a '+Add Extension' button (highlighted with a red box). A table displays the extension list with columns: ID, Username, Phone, Email, and Operations. The first row shows ID 33, Username 'New Extension', and Phone '923000234567'. The Operations column for this row contains edit and delete icons (highlighted with a red box). At the bottom right, there is a 'Items per page: 10' dropdown menu.

### To Create New Extension:

Click on Add Extension button, it will open extension information form that contain required fields such as:

- Write user name in the field box
- Write password in the field box.
- Write phone number in fields box.
- Select active option e.g **(Yes or No)**

Click on submit button to complete the action as shown:

The screenshot shows the 'Add Extension' form. It is divided into several sections: 'Extension information' with a 'Username:' field containing 'New Extension'; 'Password' section with 'Password' and 'Password Pin' fields, both containing '.....'; 'Phone' section with a 'Phone:' field containing '92345678987' (highlighted with a red box); and 'Active' section with radio buttons for 'No' and 'Yes'. At the bottom, there is a green 'Submit' button (highlighted with a red box).

## 10.3. 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.

The screenshot displays the ICTFax web interface. On the left is a navigation sidebar with the following items: Campaigns, Send Fax, Receive Fax, Contacts, Fax Documents, My DIDs, Administration (highlighted with a red box), DID Number, Providers / Trunks, User Management, Extensions, Fax Settings, Tenants (highlighted with a red box), and CDR Reports. The main content area is titled "Title and Footer Information" and contains three input fields: "Title:" with the value "New Footer", "Footer:" with the value "Do Good Have Good", and "Support Email:" with the value "ict@fax.us". Below these fields is a section for "Upload Logo - (max-width = 400, max-height = 90)" which includes a "Choose File" button and the filename "ictvision-logo.jpg" (this section is also highlighted with a red box). At the bottom of the form is a large green "SUBMIT" button. At the very bottom of the page, the text "Do Good Have Good" is displayed (this text is also highlighted with a red box).