

# ICTFAX User Guide

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## 1. Introduction:

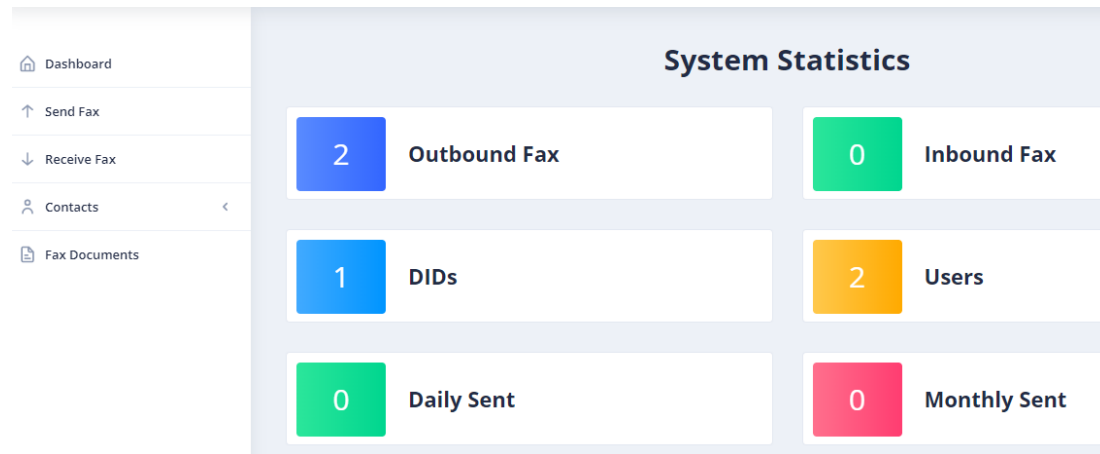
The user guide contains tasks that must be done by individual user. ICTFax is an open-source multiuser and web-based software solution for service providers based on open source **Angular** and **Freeswitch** with the bundle of standard features.

ICTFax facilitate user friendly environment where user can easily:

- Send Fax
- Receive Fax
- Contacts Setup
- Fax Document setup

## 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.



## 3. Send fax:

ICTFax software supports send fax, there are following steps are listed below:

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

The screenshot shows the "Outbound Fax" page. The sidebar on the left has the "Send Fax" menu item highlighted with a red box. The main content area has a "Filter Fax" search bar and a "+ New Outbound Fax" button, also highlighted with a red box. Below this is a table listing outbound faxes:

ID ↓	Phone number	Date and Time	User Name	Title	Status	Operations
7	12132942943	2022-07-29 04:31:04 AM	admin	ICT-1	completed	↓
6	12132942943	2022-07-29 04:29:49 AM	admin	ICT	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, phone number and caller ID 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.

Choose a caller ID from the drop-down list.

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

Click on send fax button to complete action as shown:

### Send Fax Document Program

**Title**

Title:

**Choose Document or [Upload](#)**

Document:

**Phone number of Destination Contact**

**Choose Contact**

Enter Manually

**Caller ID**

Choose Caller ID :

03336151041

**Retry**

Retry:

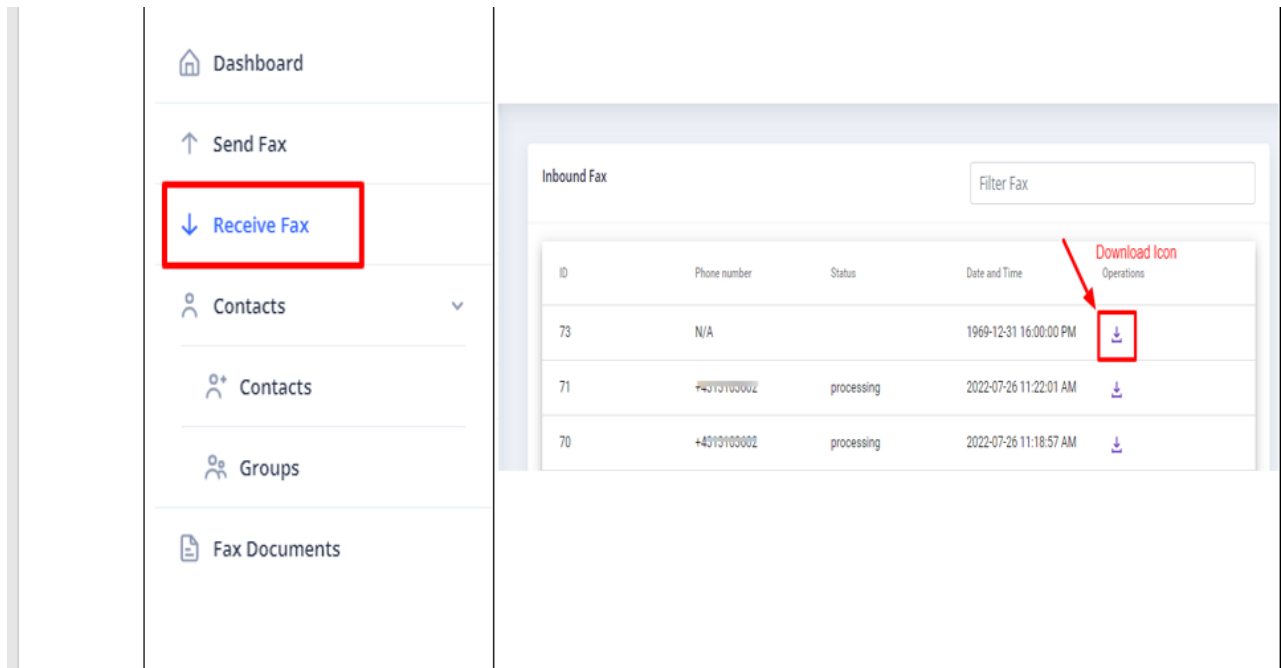
**Send Fax**

#### 4. Receive Fax:

Navigate to **Receive fax** menu, it will display all inbound fax list and details.

On the right side, download icon is shown by arrow key.

Click on arrow icon to download receive fax file as shown.



## 5. Contacts Setup:

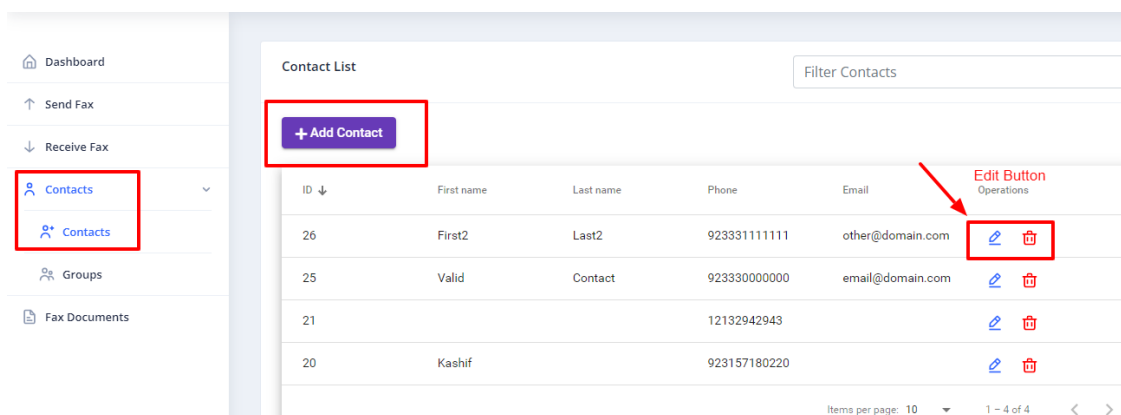
In order to manage contacts in ictfax, following steps are listed below:

### 5.1. Contacts:

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

On the right side, edit button is shown by arrow key.

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



### **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.

### **Custom Data:**

Custom data section is helpful for those users who have multiple phone numbers so that they can use the section custom 1 custom 2 and custom 3.

Click on submit button to complete the task as shown:

### Add Contact

**Personal Information**

First name:  Last name:

**Contact**

Phone:  Email:

**Address**

Address:

**Custom data**

Custom 1:

Custom 2:

Custom 3:

**Description**

Description:

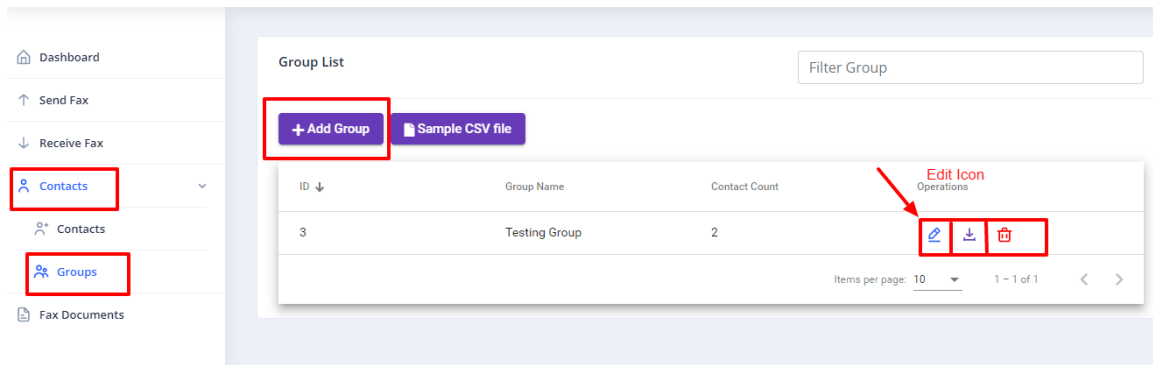
**Submit**

## 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.

On the right side, edit button is shown by arrow key.

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



## 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:



## Add Group

**Group Name**

Group Name:

**Upload CSV file**

No file chosen

**Description**

Description:

### 6. Fax Document:

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.

On the right side, edit button is shown by arrow key.

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

The screenshot shows a web application interface. On the left is a sidebar with navigation options: Dashboard, Send Fax, Receive Fax, Contacts, and Groups. The 'Fax Documents' option is highlighted with a red box. The main area displays a 'Document List' table with a search bar labeled 'Filter Document'. A '+ Add Document' button is highlighted with a red box. The table has columns for ID, Document Name, and Operations. The first row shows ID 42, Document Name 'New', and a set of icons for operations (edit, view, download, delete, share). A red arrow points to the edit icon, and the text 'Edit Icons' is written above the icons. The second row shows ID 39, Document Name 'ICTFax', and the same set of icons. At the bottom right of the table, it says 'Items per page: 10' and '1 - 2 of 2'.

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

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

The screenshot shows the 'Add Document' form. The title 'Add Document' is at the top. Below it are several sections, each with a red box around its title: 'Document information', 'Upload Document - pdf, png, tiff and jpeg are supported only', 'Fax Quality type', 'Description', and 'Submit'. The 'Document information' section has a 'Document Name:' label and an empty text input field. The 'Upload Document' section has a 'Choose Files' button and the text 'No file chosen'. The 'Fax Quality type' section has a 'Fax Quality type:' label and a dropdown menu with 'Standard' selected. The 'Description' section has a 'Description:' label and an empty text input field. The 'Submit' button is a green button at the bottom.

