

ICTFax Admin Guide

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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 Branding Management
- Supporting Tenants 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:

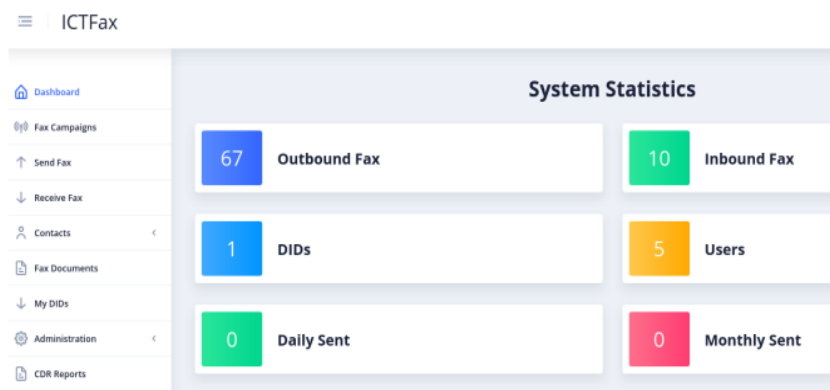
- CentOS 7.X

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. Creating Fax Campaign:

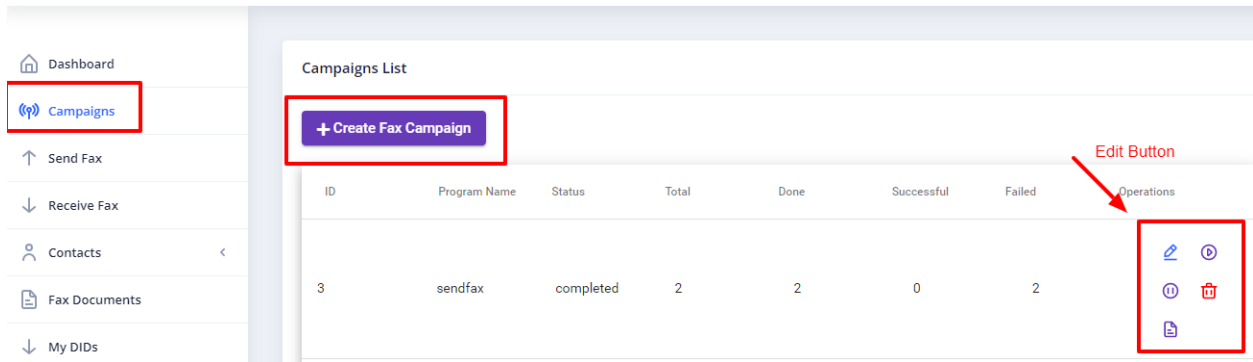
Navigate to **fax campaign** menu, it will display a list of campaigns, status of campaigns and other details.

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

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

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

Click on pause button when it needs to stop campaign.



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 document** 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:

Choose Group

Groups:

Retry

Retry:
Calls per minute

Submit

5. 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, time, and details available on page.

Dashboard
Campaigns
Send Fax
Receive Fax
Contacts
Fax Documents
My DIDs
Administration
CDR Reports

Outbound Fax
Filter Fax

+ New Outbound Fax

ID	Phone number	Date and Time	User Name	Title	Status	Operations
68	0000000000	2022-07-21 04:48:05 AM	admin	test	processing	
67	0000000000 5	2022-07-21 04:45:01 AM	admin	prova	processing	
66	0000000000	2022-07-21 04:41:28 AM	admin	prova	processing	
65	N/A	2022-07-19 06:56:25 AM	admin	Catshil	completed	Download
64	N/A	2022-07-19 06:51:52 AM	admin	Temp2www	failed	
63	N/A	2022-07-19 06:33:10 AM	admin	Testing	processing	
62	2000000000	2022-07-19 02:07:12 AM	admin	xyz	processing	
61	1111111111	2022-07-18 22:43:56 AM	admin	test	processing	

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 :

98745673098

Retry

Retry:

Send Fax

6. 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.

Dashboard	Inbound Fax	Filter Fax
Campaigns		
Send Fax		
↓ Receive Fax		
Contacts		
Fax Documents		

ID	Phone number	Status	Date and Time	Operations
71	+4312102602	processing	2022-07-26 11:22:01 AM	↓
70	+4312102602	processing	2022-07-26 11:18:57 AM	↓
69	8306071060	processing	2022-07-26 07:29:38 AM	↓

7. Contacts Setup:

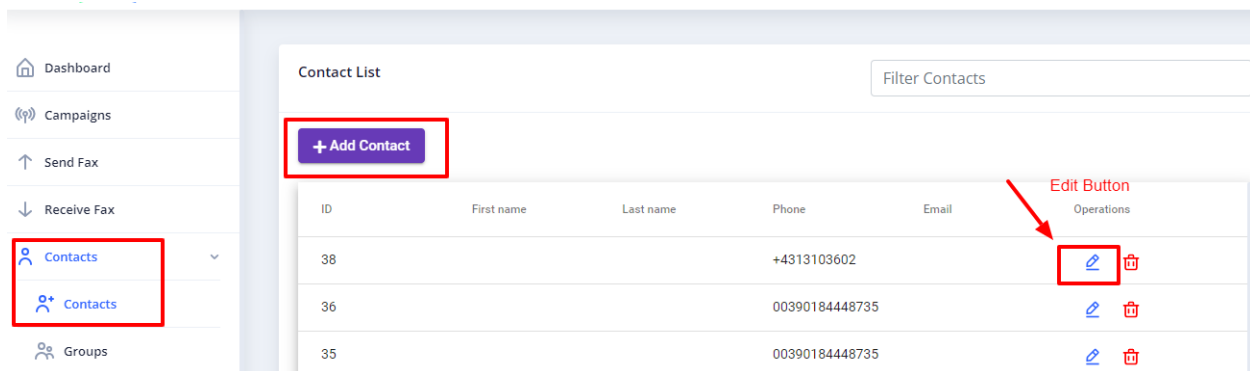
In order to manage contacts in ictfax, following steps are listed below:

7.1. 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:

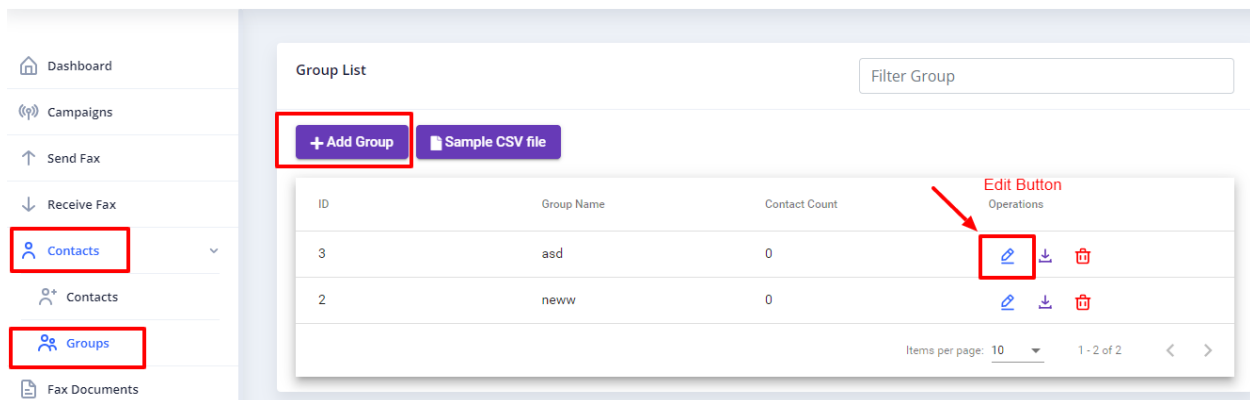
Submit

7.2. 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

Choose File

No file chosen

Description

Description:

Submit

8. 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.

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

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

ID	Document Name	Operations
110	db1	   
109	x	   
108	xyz	   
106		   
105		   
104		   

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:

Phone number of Destination Contact:

Retry:

Send Fax!

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](#)

9. My DID's:

All DID numbers are available in my DID's menu. Its admin 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:

[Dashboard](#)
[Campaigns](#)
[Send Fax](#)
[Receive Fax](#)
[Contacts](#)
[Contacts](#)
[Groups](#)
[Fax Documents](#)
[My DIDs](#)
[Administration](#)

My DIDs

DID Number:	Title	Operations
12132949901	testing	Forward Icon
12132949908	Company	Forward Icon
7100670000	Test	Forward Icon

Items per page: 10 1 - 3 of 3

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

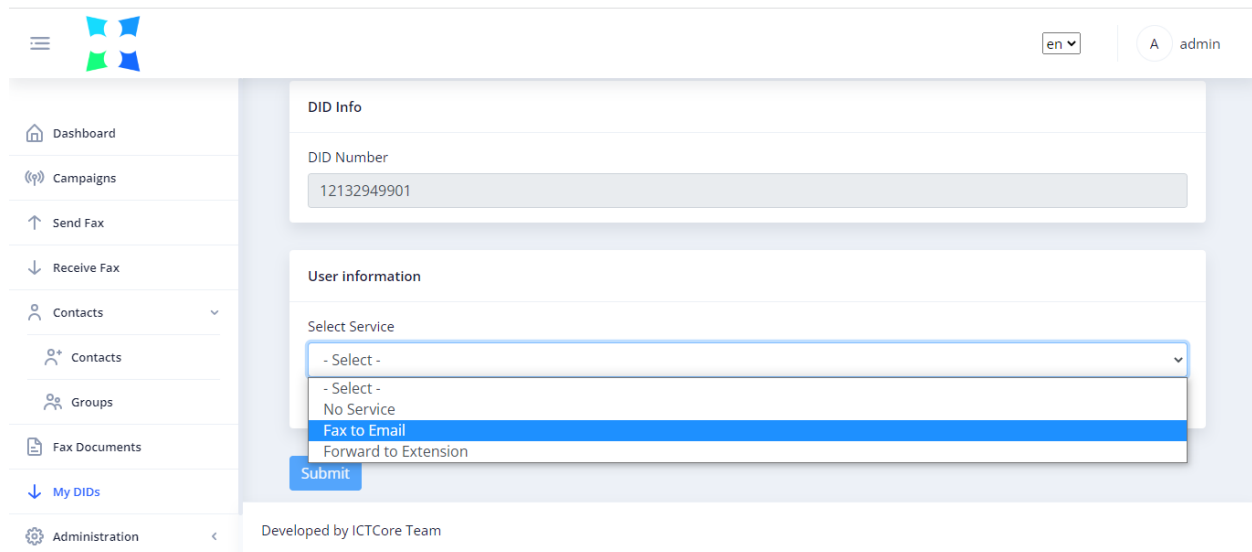
On the right side, forward key is shown by arrow key.

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:



The screenshot displays the ICTFax admin dashboard. On the left is a sidebar menu with options: Dashboard, Campaigns, Send Fax, Receive Fax, Contacts (with a dropdown arrow), Groups, Fax Documents, My DIDs, and Administration. The main content area is titled 'DID Info' and contains a 'DID Number' field with the value '12132949901'. Below this is a 'User information' section with a 'Select Service' dropdown menu. The dropdown is open, showing options: '- Select -', '- Select -', 'No Service', 'Fax to Email' (highlighted in blue), and 'Forward to Extension'. A blue 'Submit' button is located below the dropdown. At the bottom of the main area, it says 'Developed by ICTCore Team'. The top right of the dashboard shows a language selector set to 'en' and a user profile for 'A admin'.

10. Administration Settings:

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

10.1. Branding:

ICTFax supports **branding** in which admin can change logo and company name as per requirement.

To carry out this action, follow the steps listed below.

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

- Write the Domain name in the field box.
- Write Domain Title in the field box.
- Write footer Text in the require field.

- Click on the choose button to upload the **new logo** as required.

Click on submit button to complete the action as shown.

Domain and Footer Information

Domain Name:

Domain Title:

Footer Text:

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

No file chosen

10.2. DID Number:

In ICTFax **DID number** 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.

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

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

DID List

Number	Title	Assigned to	Operations
98745673098	test	admin	<input type="button" value="Edit"/> <input type="button" value="Refresh"/> <input type="button" value="Delete"/>

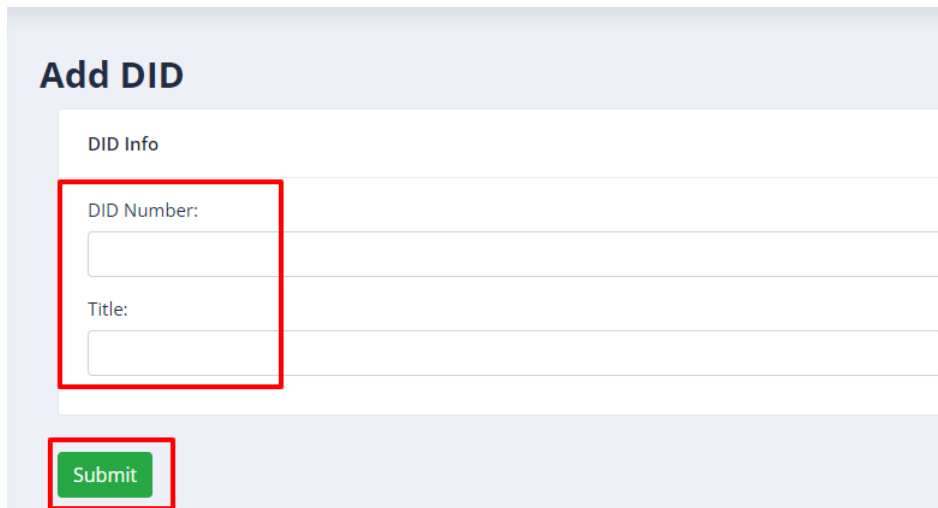
Items per page: 10 1 - 1 of 1

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:

Submit

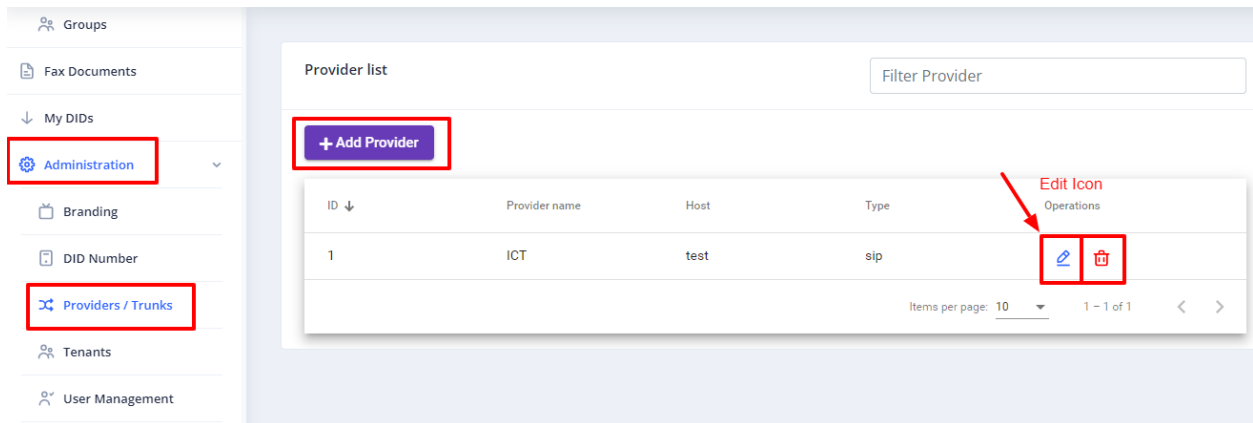
10.3. Provider/Trunks Setup:

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.

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

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



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 user name in the require field.
- Write password in the field box.
- Write IP in host field box like (45.76.27.236).
- Write port number in the require field like (20,22) etc.
- 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.

Add Provider

Provider information

Provider name:

Provider name

Active:

No

Yes

Gateway type

Gateway type:

SIP

Access Credentials

Username:

Password:

Host:

Host

Port:

Port

Prefix

Prefix:

Prefix

Weight:

Additional information

Settings:

Any additional configuration required by this provider

Register:

No

Yes

Submit

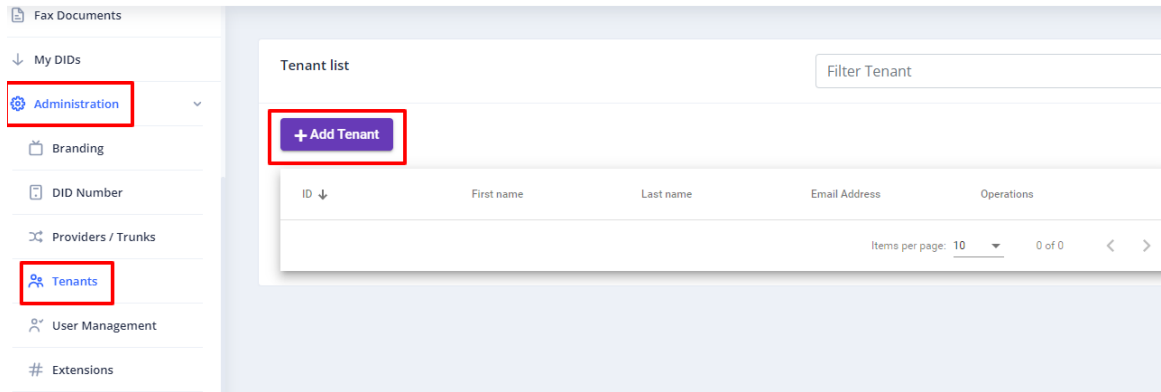
10.4. Tenants:

In ICTFAX admin can create and manage **Tenants**.

For Creating tenants:

Go to Administration from the main menu, then go to **tenants** in the sub menu.

Click on Tenants button from the sub menu, it will open an interface as shown in the below figure:



Click on **Add tenant** button, it will show add tenant form with require fields such as:

Name:

Write first name and last name in the field box.

Company Details:

Write company name, phone number, email address and Address as required.

Country and Time Zone:

Select Country in which you live.

Select Time zone.

Enter your active status (Yes or No).

Fax Limit:

Write daily limit and monthly limit in the field box.

Click on submit button to complete the task as shown.

Add Tenant

Name

First name:

Last name:

Company Detail

Company Name:

Phone:

Email Address:

Address:

Choose country & timezone

Country

Timezone

Active:

No

Yes

Fax Limit

Daily Limit:

Monthly Limit:

Submit

10.5. 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.

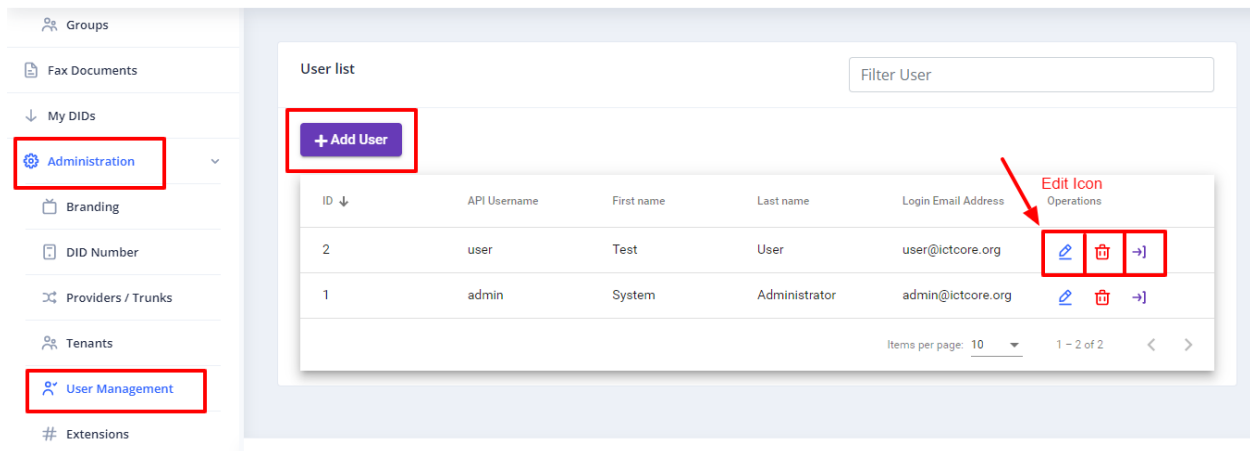
There are following steps are listed to create new user.

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.

On the right side, all the operation icons like (edit, delete, switch) are shown by arrow key.

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.



To Create New User:

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

User Information:

Write API user name in fields box.

Password:

Write password and confirm password in field box.

Name:

Write first name and last name in the require field.

User Address:

Write phone number, login email address and Address in the field box.

Choose Country and Time zone:

Select country and time zone from drop-down list.

Company and Active Status:

Enter your active status (Yes or No).

Write Company name in the require field.

Select role e.g. (User, Admin, tenant).

Select tenant from the drop-down list, which is required.

Click on submit button to complete the action as shown:

Add User

User information

API Username:

Password

Password

Confirm Password

Name

First name:

Last name:

User Address

Phone:

Login Email Address:

Address:

Choose country & timezone

Country

Timezone

Comapny & active

Active:

☐ No ☐ Yes

Company

Select Role

- ☐ user
☐ admin
☐ tenant

Select Tenant

Tenant

Submit

10.6. Extensions Configuration:

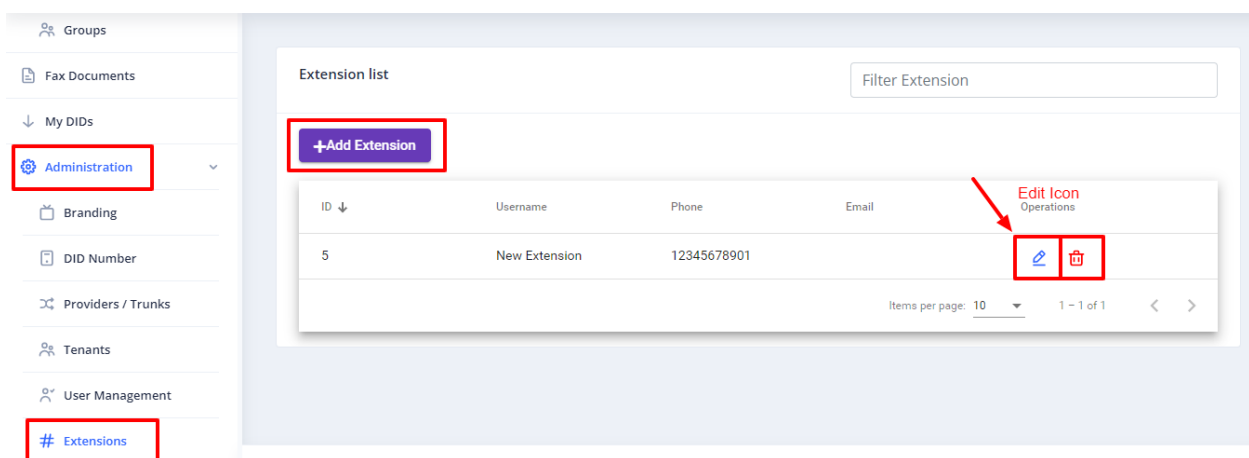
In ICTFax admin can send and receive fax via **ATA device**.

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.

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

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



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 and password pin 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 image shows a web form titled "Add Extension". It is divided into four sections: "Extension information", "Password", "Phone", and "Active". The "Extension information" section has a "Username:" label and a text input field containing "New Extension". The "Password" section has a "Password" label and a text input field with six asterisks, and a "Password Pin" label and a text input field with six asterisks. The "Phone" section has a "Phone:" label and a text input field containing "922-45678887"; this entire section is enclosed in a red rectangular box. The "Active" section has a label "Active:" followed by two radio buttons, "No" and "Yes", with "Yes" being selected. At the bottom of the form is a green "Submit" button, which is also enclosed in a red rectangular box.

10.7. Fax Settings:

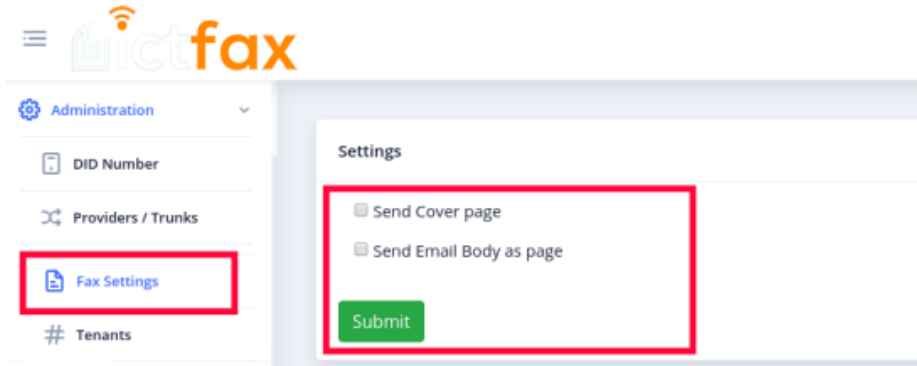
ICTFax supports fax cover-page option, when admin enables this option, the recipient will receive contact information about sender before actual fax message like (**Send by, Send to, Phone, Date, Subject**), etc.

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 check-boxes to enable the **cover-page template**.

Click on submit button to complete the action as shown.



11. 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:

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

