

ICTFax Service Provider Edition

USER GUIDE

Table of Content:

- Fax Campaign
- Send Fax
- Email to Fax
- Receive Fax
- Contact Setup
- Fax document setup

ICTFax Fax Portal offers a multi-user fax solution that provides both outbound and inbound online fax services to its customers, similar to EFax.

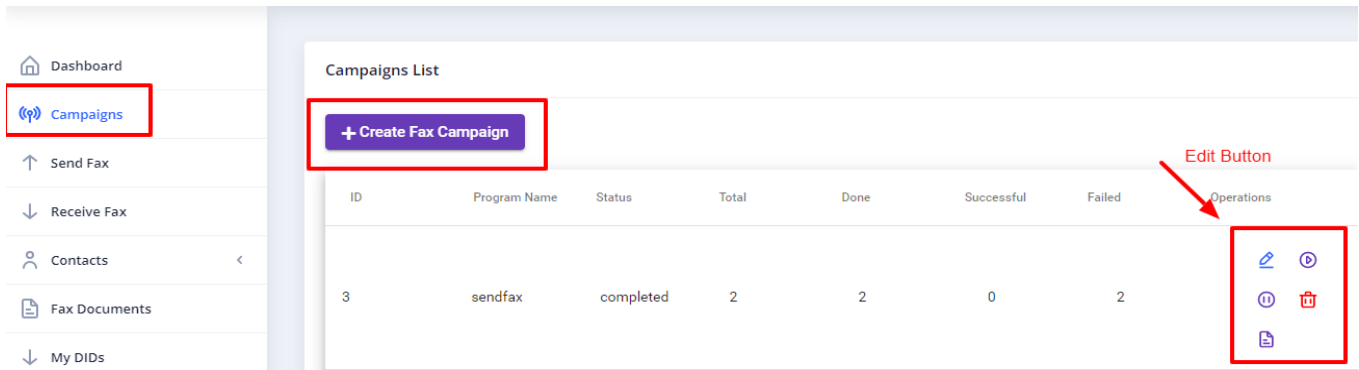
The **ICTFax Fax Portal** is an application that serves as an Email to Fax, Fax to Email, and Web to Fax gateway. It also provides REST API's and supports T.38 and G.711 pass through and PSTN faxing. This application offers a user-friendly environment where user can easily manage:

The screenshot displays the ICTFax Fax Portal dashboard. At the top left is the ICTFax logo. On the right, there are settings for 'Light' theme, 'english' language, and a user profile 'T testuser'. The main content area is titled 'System Statistics' and features two large cards: 'Outbound Fax' with a blue background and '0' count, and 'Inbound Fax' with a green background and '0' count. Below these is a section for 'Inbound Fax' containing a table with columns for ID, Phone number, Status, and Date and Time. The table is currently empty. At the bottom right of the table, there is a pagination control showing 'Items per page: 10' and '0 of 0'.

1. Creating Fax Campaign:

Fax campaign is used for Bulk Fax Marketing, To Create New Fax Campaign following steps are required:

- Login as into ICTFax Fax Portal
- Open the navigation menu and select “Campaign” from it
- Click on Create Fax campaign button from top left corner as shown in above image.
- Create Fax campaign page will open, enter the required information in desired boxes
- Choose/upload the fax document
- Select the contact group
- Select the number of retries & call per minutes and save
- click on start button to start campaign



Create Fax Campaign

Choose Document or [Upload](#)

Document:

Choose Group

Groups:

Retry

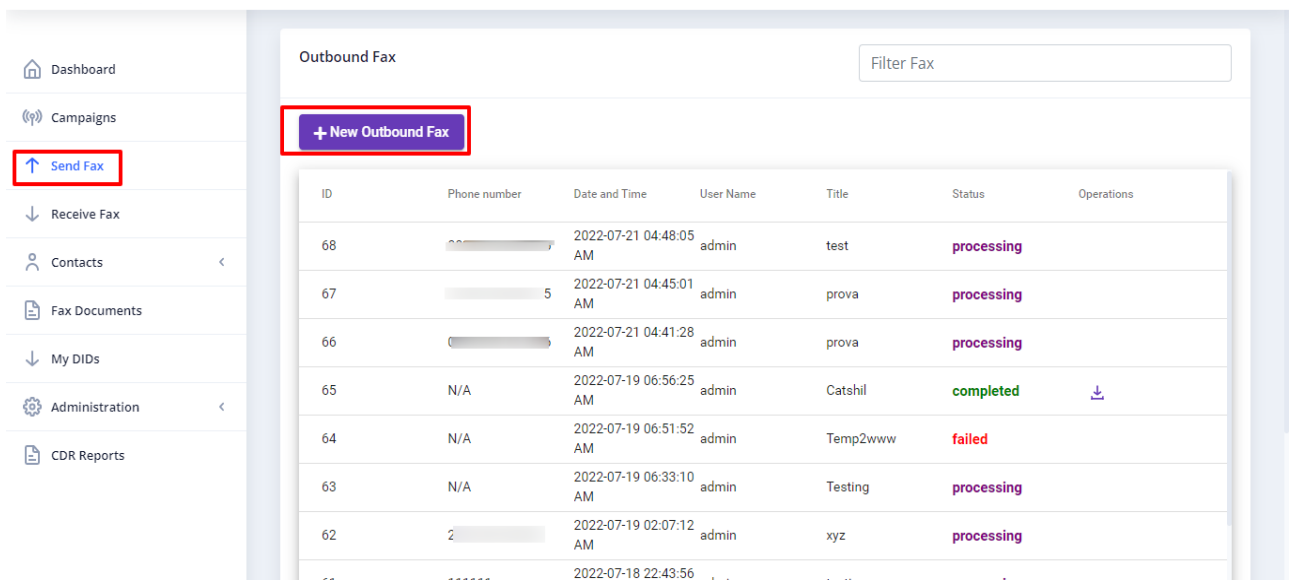
Retry: Calls per minute

2. Send Fax:

ICTFax Fax Portal also support single fax marketing, following steps are required to Send fax:

To Add new Fax:

- Login into ICTFax Fax Portal
- Open the navigation menu and select the “Send fax” from menu
- Click on the send fax menu, a page will open user can see and monitor the outbound fax lists.
- Click on the New Outbound fax button from top left corner.
- Send Fax document page will open enter the required information in the desired fields
- Enter the Title of the fax
- Choose/upload fax document
- Enter the phone number of destination contact to which this fax will send
- Select the Caller id & and number of retries



ID	Phone number	Date and Time	User Name	Title	Status	Operations
68	██████████	2022-07-21 04:48:05 AM	admin	test	processing	
67	██████████ 5	2022-07-21 04:45:01 AM	admin	prova	processing	
66	██████████	2022-07-21 04:41:28 AM	admin	prova	processing	
65	N/A	2022-07-19 06:56:25 AM	admin	Catshil	completed	↓
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	2 ██████████	2022-07-19 02:07:12 AM	admin	xyz	processing	
61	1111111	2022-07-18 22:43:56	admin	██████████	██████████	██████████

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:

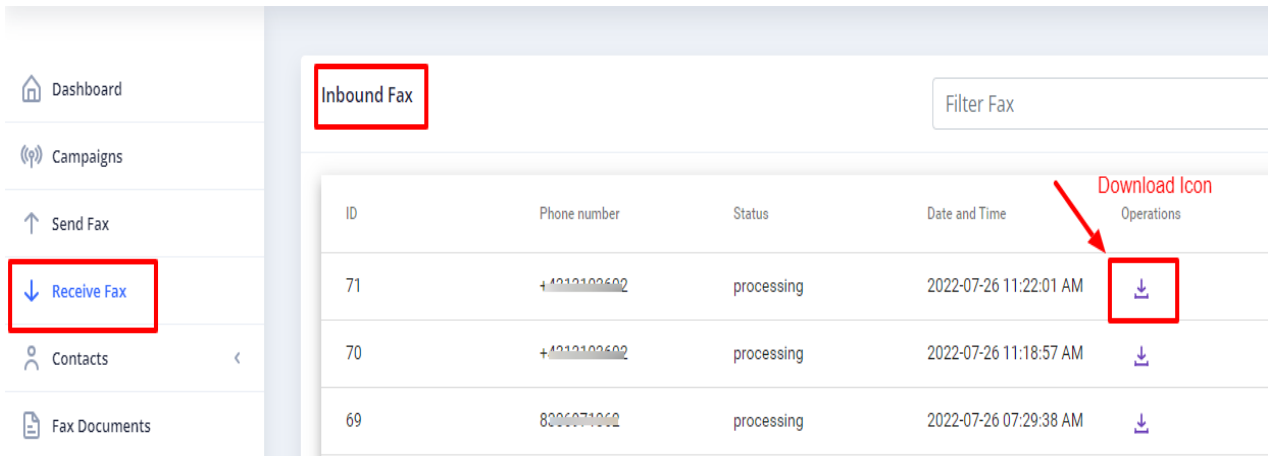
Send Fax

3. Receive Fax:

The ICTFax fax portal supports incoming faxes, which will be displayed under the "Receive Fax" menu. User can also receive incoming faxes to their email addresses. The following steps are need for receive fax.

Receive Fax

- Open the navigation menu and select the "Receive fax" from menu
- User can download the incoming fax by clicking on download icon

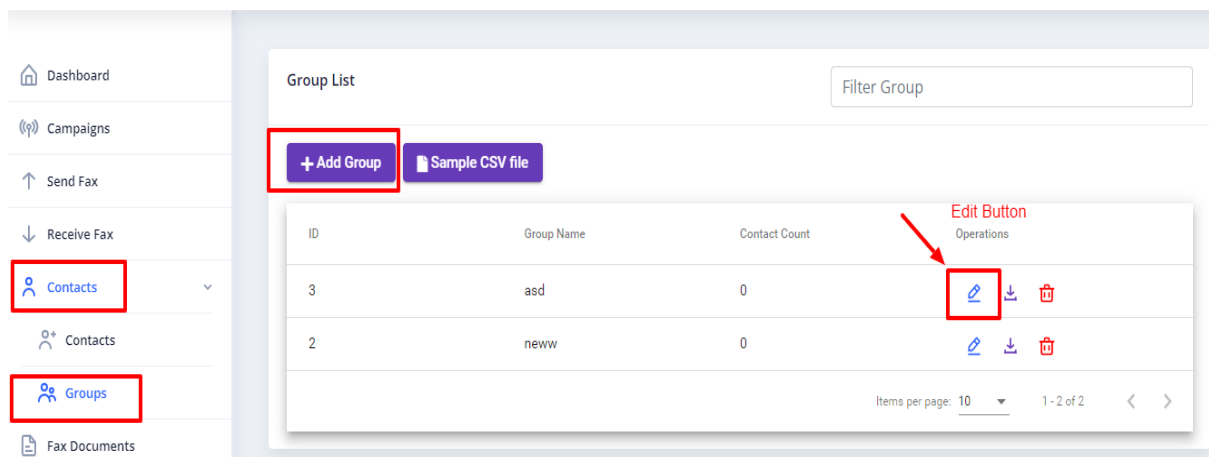


4. Contacts Management:

In order to manage contacts in ICTFax Fax Portal, following steps are required:

Contact Group

- Open the navigation menu and select the main menu” Contacts”
- Select the sub menu”groups” and click on it
- Group list page will open admin/user see and edit group list



- Click on Add group button to add new group
- Add group page will open add required information in boxes
- Enter group name & upload the CSV file
- Write description about group if required

Add Group

Group Name

Group Name:

Upload CSV file

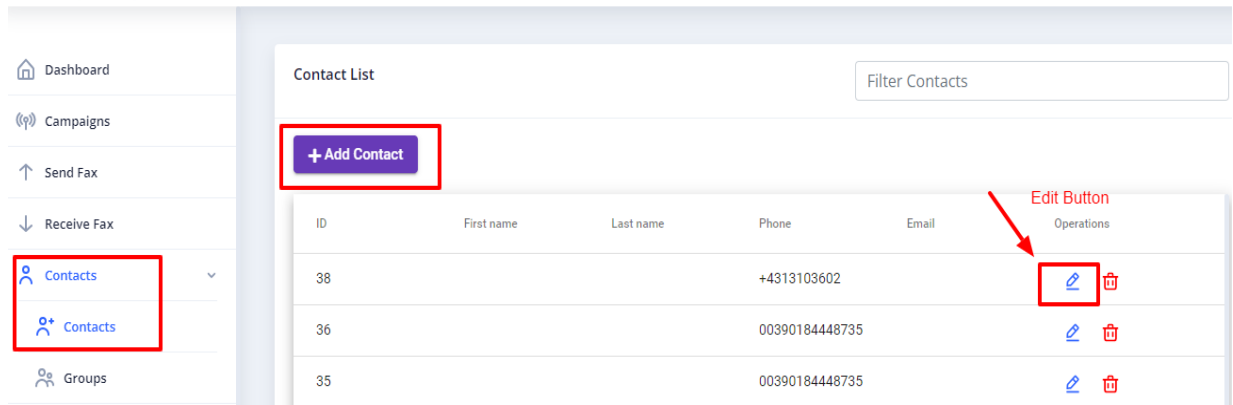
No file chosen

Description

Description:

Create new Contact:

- Open the navigation menu and select the main menu "Contacts" from it
- Select the sub menu "contacts" and click on it
- Contact list page will appear user/admin see and edit the contacts



- Click on Add contact button from top left corner
- Add contact page will open, add required information in the desired boxes
- Enter personal information such as first name & last name
- Add phone number & email
- Add custom data and address if required (optional)

Add Contact

Personal Information

First name: Last name:

Contact

Phone: Email:

Address

Address:

Custom data

Custom 1:

Custom 2:

Custom 3:

Description

Description:

Submit

Developed by M. Younas

5. Manage Fax Documents:

























Each user can manage his own fax document and upload separately with title. Following steps are required

- Open the navigation menu and select menu "Fax document"
- Click on Add document
- Add document page will open enter required information in desired fields
- Enter document name & upload the document from your device
- Select the fax quality type such as standard/fine/ super

Document List

Filter Document

+ Add Document

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

Add::Document

Document Information

Document Name:

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

No file chosen

Fax Quality Type

Quality Type:

Standard
Please Select an Option below
Standard
Fine
Super

Description: