

# **ITS Fax User Guide**

Use this guide for step by step instructions on how to use the ITS Fax solution. This includes the installation of the print driver, how to use PC to fax, web to fax and email to fax, and how to receive faxes. Please note: With this guide you were provided with vital information such as your ITS Fax phone number, make sure to retain this information for your records.

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#### Installation

\*IMPORTANT NOTE\* This information is to INSTALL THE PRINT DRIVER onto your computer, <u>NOT</u> to access your ITS Fax web portal. To access the <u>ITS Fax web portal (</u>with the log-in information provided to you in the email received at time of purchase) please visit: <u>www.itsfax.com</u>.

- 1. Visit http://www.itstelecom.com/downloads
- 2. Click on the 32 bit or 64 bit driver depending on the operating system that you have.
- 3. When the driver has finished downloading open / extract the zip file and run setup.exe
- 4. If you do not know which version you have:
  - a. Click start
  - b. Right Click "My Computer" and click "Properties"

Comput	
compac	Open
Control I 😌	Manage
	Save Desktop Icon Layout
Devices (	Restore Desktop Icon Layout
Default F	Map network drive
Adminis	Disconnect network drive
	Show on Desktop
Help and	Rename
	Properties

c. In the "System" section you will see an item called "System Type". It will say either 32-Bit or 64-Bit

System	
Rating:	5,2 Windows Experience Index
Processor:	Intel(R) Core(TM)2 Duo CPU E6550 @ 2.33GHz 2.33 GHz
Installed memory (RAM):	3.00 GB
System type:	32-bit Operating System
Pen and Touch:	No Pen or Touch Input is available for this Display

- 5. Open the folder you unzipped to the desktop.
- 6. Run "setup.exe"





- 7. If you get an Open File Security Warning Click Run
- 8. In the "Select Setup Language" window, select the language you want and click "OK"



9. In the new window that pops up click Next.

Setup - InternetFax	
	Welcome to the InternetFax Setup Wizard
	This will install InternetFax on your computer.
	It is recommended that you close all other applications before continuing.
	Click Next to continue, or Cancel to exit Setup.
	Next > Cancel

10. In the Next window, keep the default folder location and click Next.

j 🖞 Setup - InternetFax
Select Destination Location Where should InternetFax be installed?
Setup will install InternetFax into the following folder.
To continue, click Next. If you would like to select a different folder, click Browse.
C:\Program Files\InternetFax V7.6 Browse
At least 9.6 MB of free disk space is required.
< Back Next > Cancel



11. In the Next window, keep the default folder name and click Next.



12. In the next window, click Install.

🔂 Setup - InternetFax	
Ready to Install Setup is now ready to begin installing InternetFax on your computer.	
Click Install to continue with the installation, or click Back if you want to review or change any settings.	
Destination location: C:∖Program Files∖InternetFax V7.6 Start Menu folder: InternetFax	*
(	*
< <u>B</u> acker Install	Cancel

13. Click OK in the pop up that appears.





14. Click OK in the second pop up that appears.



15. Click Finish in the Install window.



16. Find the little white globe in the system tray. The system tray is the area with icons next to the clock in the start menu. Right click the white globe and click show.





17. In the Fax File Cabinet window click the Settings button.

Fax File Cabinet					
Status	То	Subject	Date		
• • • • _ • _ • _ •					
	Close	1			

- 18. Fill out the new window EXACTLY as it is shown below...
  - a. Populate the top section with your Name, Company, Email Address and Fax number. This information will be displayed on any cover page if you choose to add one to an outgoing fax.
  - b. In the Authorization section, enter your account information that was given to you when you signed up for the ITS Fax service. Then click the save button.

Settings This information will be used on the
cover page, if you use one
Full Name
Company
Your Email Address
Your Fax Number
Authorization
A User Name
Password
This is your account information
Save Close

- 19. Close the Fax File Cabinet window.
- 20. If you had to disable an Anti-virus or Anti-malware application to get the drivers installed, please make sure to re-enable these applications



### Print to Fax

\*IMPORTANT NOTE\* The ITS Print to Fax function is not compatible with Mac computers, only PC's.

1. From the application that you've created the document that you want to fax, select File-> Print

Print		8 25
Printer <u>N</u> ame: (\ts-srv2\Lounge Copier		Properties
Status: Idle Type: RICOH Aficio MP C3300 PCL 6 Where: Employee Lounge Comment:		Fin <u>d</u> Printer Print to file Manual duple <u>x</u>
Page range  All  Current page Selection  Pages:  Type page numbers and/or page ranges separated by commas counting from the start of the document or the section. For example, type 1, 3, 5–12 or p1s1, p1s2, p1s3–p8s3	Copies Number of copies: 1	
Print what:     Document       Print:     All pages in range	Zoom Pages per sheet: 1 page Scale to paper size: No Scaling	•
Options	ОК	Cancel

2. Select the Internet Fax printer from the list of printers



- 3. Select OK to print the document
- 4. Enter in the recipient information



#### 5. Click Add Recipient

InternetFax V 7.6				
	To:	Jane Doe	Save	🙈 Address
	Subject:	Executed Contract fro	m ABC Corp	
1000	Country:	USA - 1		•
<b>4</b>	Fax #:	805 - 5559999		Add Recipient
A				Load List
			1	Delete Selected
Enter Number w	ithout [	Dashes		Delete All
Click 'Add Re	cipient	t' after entering	number -	
	_			
Cover Page				
Config		Send	<u>C</u> lose	

6. After you click Add Recipient, your recipient will be added to the list. (The "1" will automatically be added to the phone number after adding recipient to the list)

InternetFax V 7.6				_ XX
	To:	Jane Doe	Save	Address
	Subject:	Executed Contract from	ABC Corp	
ALTER B	Country:	USA - 1		-
<b>4</b>	Fax #:	-		Add Recipient
18055559999@Jane Doe		559999@Jane Doe		Load List
		at will a bass som t	<b>.</b>	Delete Selected
whe	n you c	lick 'Add Recipi	ent'	Delete All
Cover Page				
Config		Send	Close	



- 7. Add another if you want by entering info for another recipient and clicking Add Recipient
- 8. Add a cover page by clicking the 'Cover Page' button.

InternetFax V 7.6		23
	To: Jane Doe 🗾 🗍 Save	Address
	Subject: Executed Contract from ABC Corp	
ALL AND	Country: USA - 1	•
<b>*</b>	Fax #: -	Add Recipient
	18055559999@Jane Doe	Load List
		Delete Selected
Cli	ck the 'Cover Page' Button	Delete All
Cover Page		1
Config	Send Close	2

- 9. Select one of the 3 cover page types.
  - a. Click on 'Text On Coverpage' to fill out data for cover page

Cover Page Selection	X
Click on Cover Page Out O Do not send O General O Urgent ! O Confidential !	Text on Coverpage' to fill data on coverpage
OK	This shows a thumbnail image of the cover page



- 10. Input information that you want to be put on the cover page.
  - a. Click on the OK button to save



11. To send your fax, click 'Send'.

InternetFax V 7.6		
	To: Jane Doe Save Subject: Executed Contract from ABC Corp Country: USA - 1	Address
4.	Fax #: -	Add Recipient
	18055559999@Jane Doe	Load List
	Click 'Send' to send	Delete Selected
	your fax	Delete All
Cover Page	Send Close	•

12. Note this screen which confirms that the system has received your fax and is attempting to send.



13. To see your fax file cabinet (queue of faxes), click on the world icon on your computer's tool bar.





14. This shows your fax waiting to be sent. You can keep this open to see when your fax is successfully sent by the system to your recipient, or you can close it and wait for your email confirmation.



15. This screen confirms your fax was successfully sent. You will also receive an email confirmation.

Fax File Cabinet				X
😋   🗙 😢   🖶	2   🖻 🔓   🎟			
Status	То		Subject	Date
🖉 No Answer	18055559999@Jane Doe		Executed Contract	3/9/2011 1:59:28 PM
🐼 No Answer	18055559999@Jane Doe		Executed Contract	3/9/2011 12:00:56 PM
✓ Success	18055207030@Crystal		Test	2/16/2011 3:42:33 PM
		JII.		
		<u>C</u> lose		

16. The queue screen also shows that the fax was successfully sent

itatus	То	Subject	Date
Success	14088898199@Fax Recipient	example fax	5/2/2007 12:26:35 PM



## Web to Fax

- 1. When registering for ITS Fax you will receive an email with your login information. Save this email/information.
- 2. Go to the ITS Fax Web Portal and log-in <u>www.itsfax.com</u>

The rubber man and the second
Please contact an ITS representative at (800) 876-4ITS (4487) or (805) 520-7020 with any question: Home

3. To send Web to Fax, click the 'Web to Fax' button

Click on Web to	Fax to send			
Outbound lax	I OIII WED			
		Report	Account Belance	
		Web to Fax	My Account info	
		Lo	gout	

or concerns.

- 4. From this screen, you can send an outbound fax, think of this as your cover page to the fax.
- 5. You must fill out: **To, Fax Subject, Fax Number (s), Message and attach the file prior** to submitting your fax.



To (Name):	
Fax Subject:	
Fax Number(s):	Format Example to USA: 1503XXXXXXX (1, area code, local number)
	Make sure to put a "1" in front of each fax number's area code.
Message:	
	If you are sending multiple faxes please separate each fax number with a comma (",").
<	
Attach:	Browse

6. Make sure that, after you've filled out the information, that you **attach** the file that you want faxed.

To (Name):	Jane Doe		
Fax Subject:	Finance Report		
ax Number(s):	18636475192	Format Example to USA: 1503XXXXXXX (1, area code, local	number)
	-	Help	
		You are a	ble to Browse for the
ase review	the following spre	Vou are a documen Make ce filled out	the to Browse for the that you want faxed. rtain that this field is prior to sending fax!
ase review	the following spre	Padsheet and stats for Jim. Make ce filled out	that you want faxed. It that you want faxed. In that this field is I prior to sending fax!

7. After sending, you will receive a confirmation message letting you know that your outbound fax is successful with further instructions.



8. You can also view the status by going back to the Main screen and clicking on Report.

Welcome John Doe	ninger (* 1		<
Click on Report to view daily status.			
	Report	Account Belance	
	Web to Fax	My Account Info	
	Log	but	14

9. The **Report** screen allows you to do a search of your fax statuses. You may either view them on screen or download them as an Excel file.

- Select the following options to create a report Report Option Detailed Report ~ Date Period Today Y 20 🗸 2008 ✓ 20 Start Date 2 2008 End Date 2 × Call Status Al Faxes × Rows on page 60 💌 Report Type Show on screen Show Report Close
- 10. After choosing your options, click on **Show Report** to view your results.

11. The **Results** page shows your fax transactions.

		Total cos	t = 0.07	Total p	pages = 3 Tot	al minutes = 0			
Status Fax II	Destination No.	Country	Sending	Fax ID	Subject	Time	Rate Pages	Dur.	Cost
SUCCESS 88025	18635552251	USA	104875		Finance_Report	2/20/2008 11:46:27 AM	0.103	00:00:42	0.07

12. Successful faxes can be resent by clicking on the Fax ID number. Otherwise, click on Close.

## Email to Fax

\*IMPORTANT NOTE\* ITS Email to Fax is only available for use by the original email address which the ITS Fax was purchased/registered with.

- 1. Open a new email
- 2. Send to <u>"Destination number"@itsfax.com</u> (Destination number should be 10 digit number that includes a "1" and area code.
- 3. In the Subject field enter the word "pass" a space and then your password.
- 4. Body of email will act like the cover page to an attachment, or will serve as the fax if no attachment is added.

#### 5. Press send to send fax

To         18055207030@itsfax.com           Send         Cc         Bcc           Subject:         pass PASSWORD
This area will serve either as the body of your fax, or as the cover letter to an attachment you are faxing.
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6. Fax Confirmation will be sent in an email and will look like this:

#### FAX SUCCESS TO 18055207030

technicaloperations [technicaloperations@itstelecom.com] Sent: Tue 3/15/2011 2:55 PM To: Crystal [\_\_\_\_] Dear Crystal [\_\_\_\_] The following are the results for Fax Subject:0

MessageID	: 1542521
Creation Time	: 3/15/2011 2:46:18 PM
Number	: 18055207030
Pages Sent	: 1
Fax Status	: S
Country	: USA 🦳 Rate / Page
Rate	: 0.10
Duration	: 0:30 <b>4</b> # of min-n/a w ITS
Cost	: 0.05
	# pages sent X rate

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Thank you for using ITS eFax service.

If you have any comments on our service, please contact us at:

Support@itstelecom.com

# **Receiving Fax**

- 1. Faxes will be delivered to your inbox as an attachment, allows for
  - a. Greater privacy
  - b. Improved method of storing and tracking faxes