# 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.**

**ITS Fax User Guide Version 8.0 – 06/03/2021**
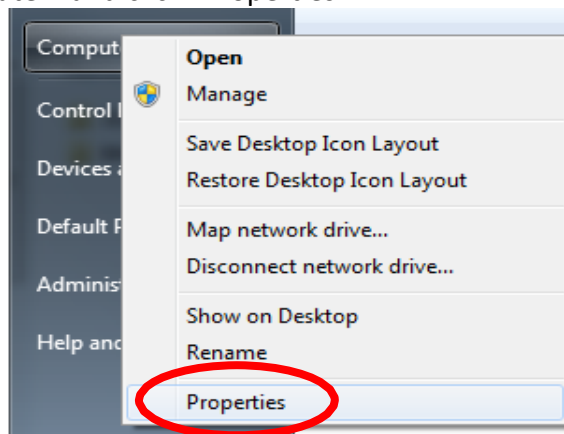**Technical Operations**

## Installation

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
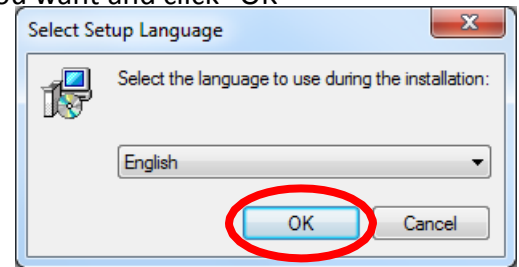   b. Right Click "My Computer" and click "Properties"



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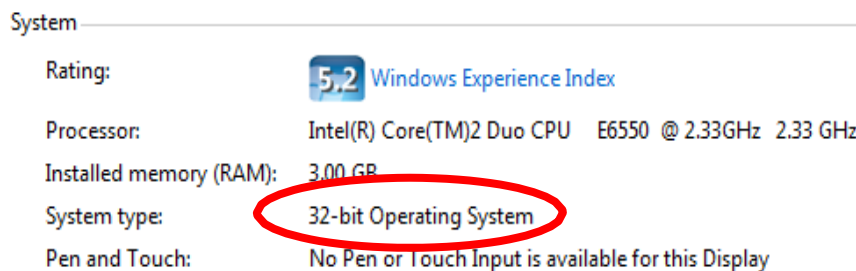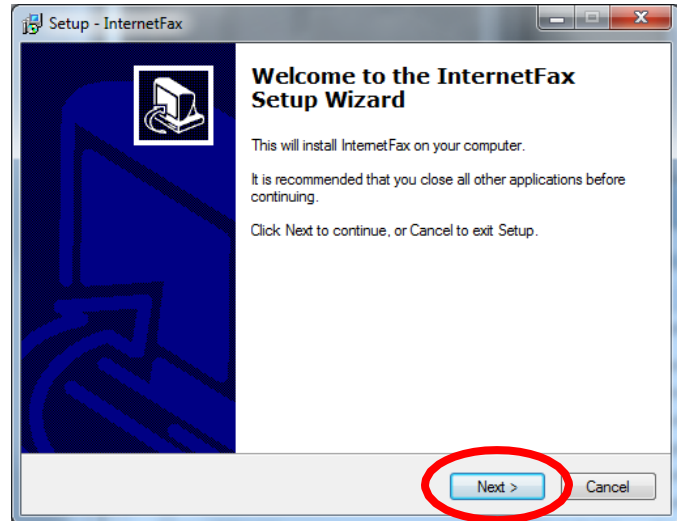


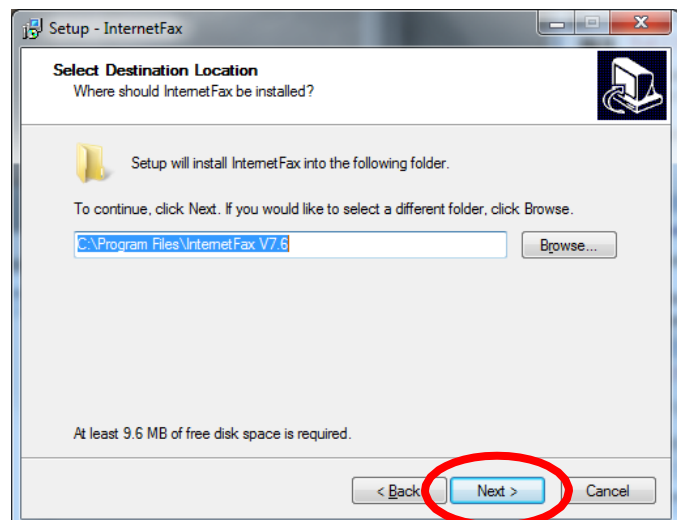5. Open the folder you unzipped to the desktop.
6. Run "setup.exe"
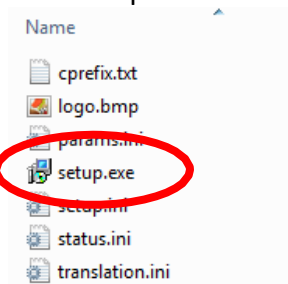
7. If you get an Open File – Security Warning Click Run
8. In the "Select Setup Language" window, select the language you want and click "OK"
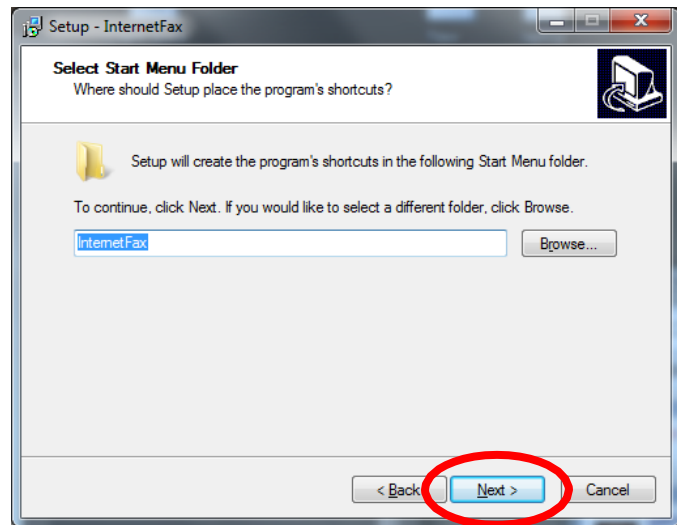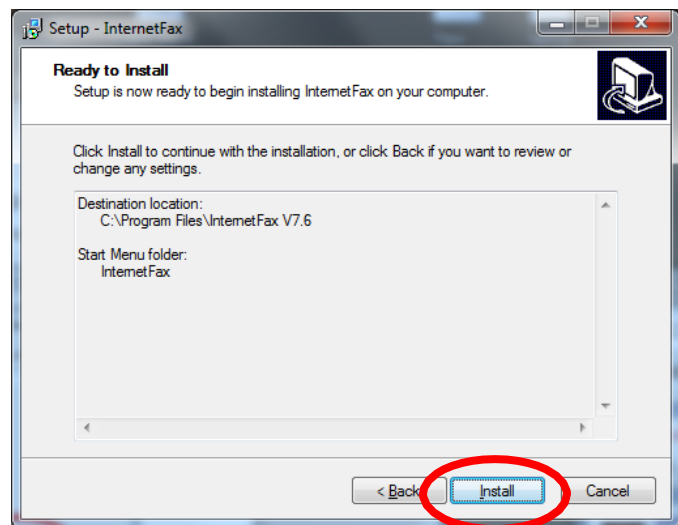
9. In the new window that pops up click Next.

10. In the Next window, keep the default folder location and click Next.
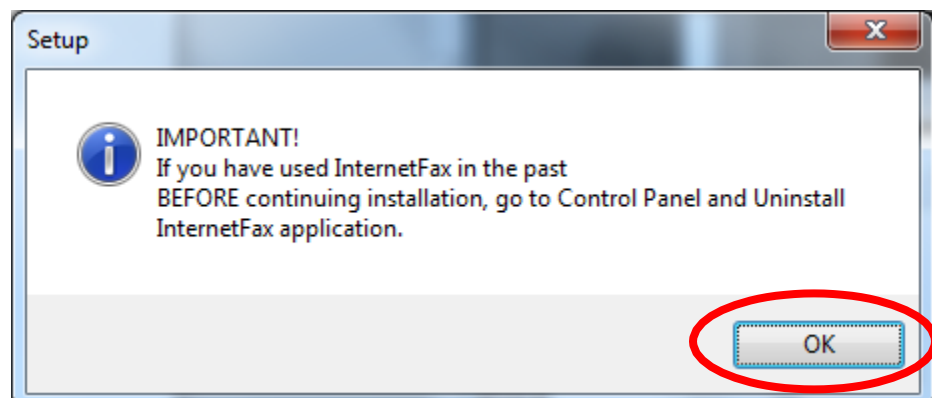
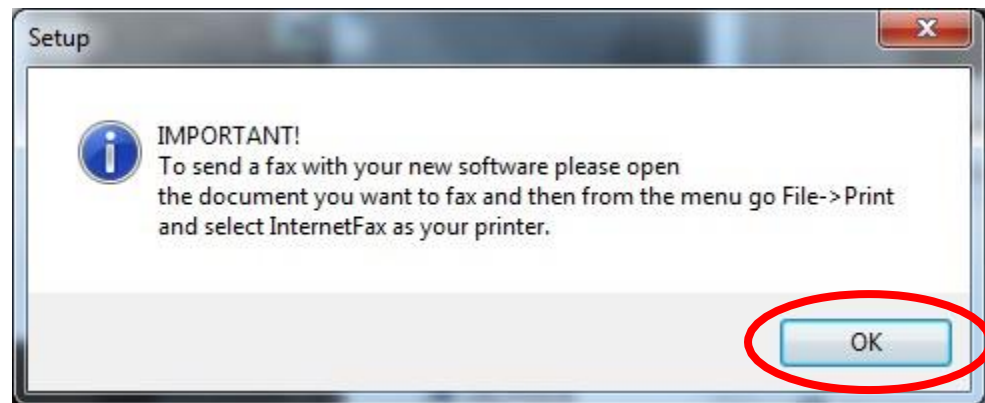11. In the Next window, keep the default folder name and click Next.
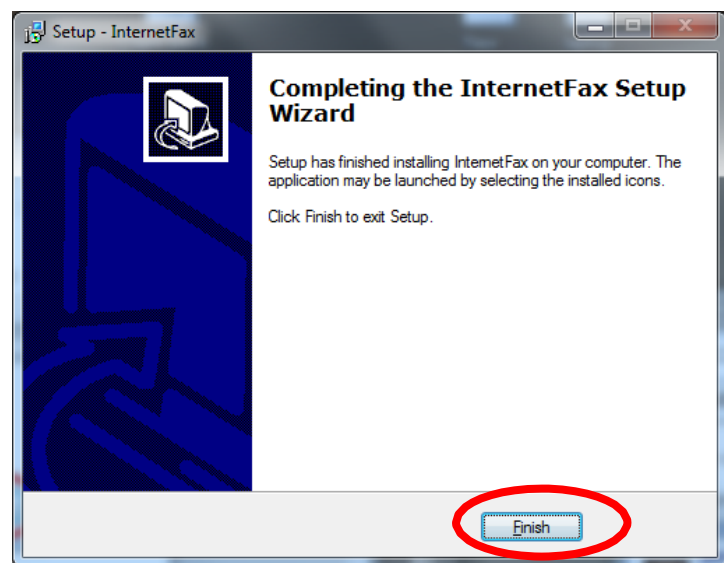
12. In the next window, click Install.

13. Click OK in the pop up that appears.

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

**Setup**

IMPORTANT!
To send a fax with your new software please open
the document you want to fax and then from the menu go File->Print
and select InternetFax as your printer.

OK

15. Click Finish in the Install window.

**Setup - InternetFax**

**Completing the InternetFax Setup Wizard**

Setup has finished installing InternetFax on your computer. The application may be launched by selecting the installed icons.
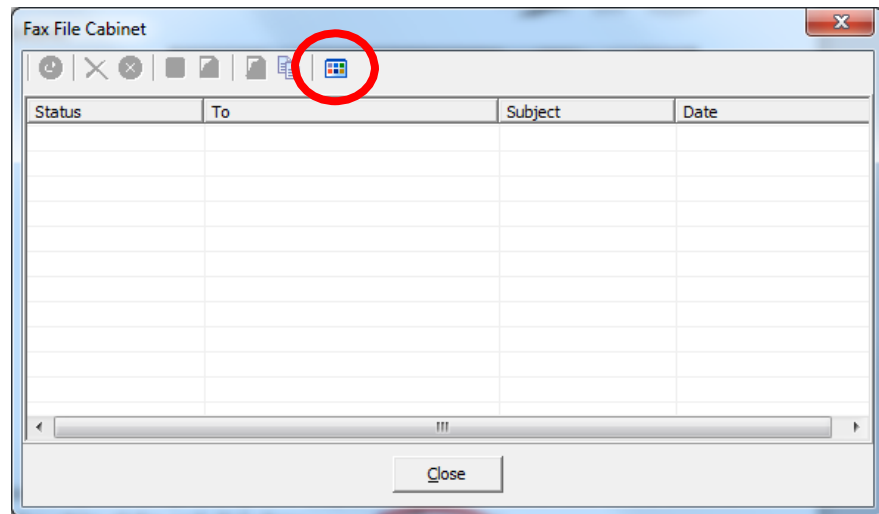
Click Finish to exit Setup.

Finish

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.
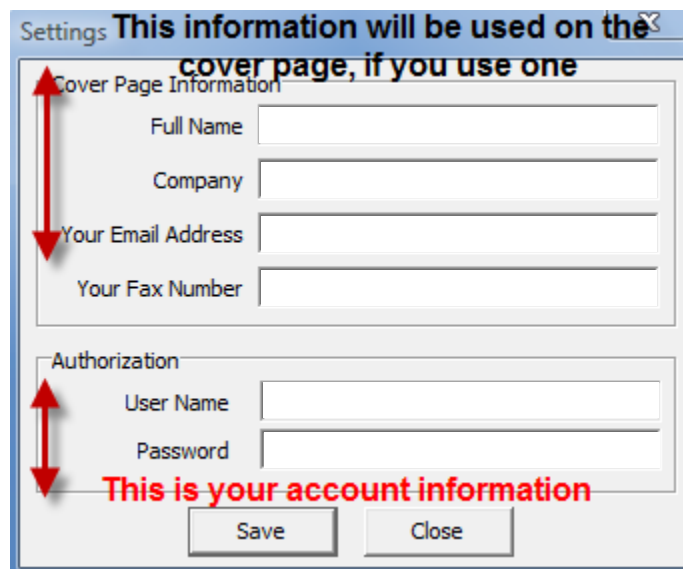
Show

Hide

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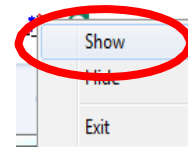
17. In the Fax File Cabinet window click the Settings button.



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.
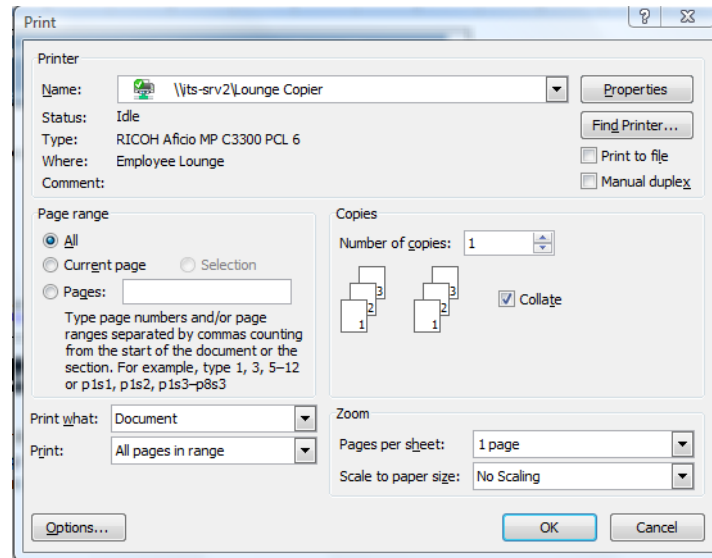


19. Close the Fax File Cabinet window.
20. If you had to disable an Anti-virus or Anti-malware application to get the drivers installed, please make sure to re-enable these applications

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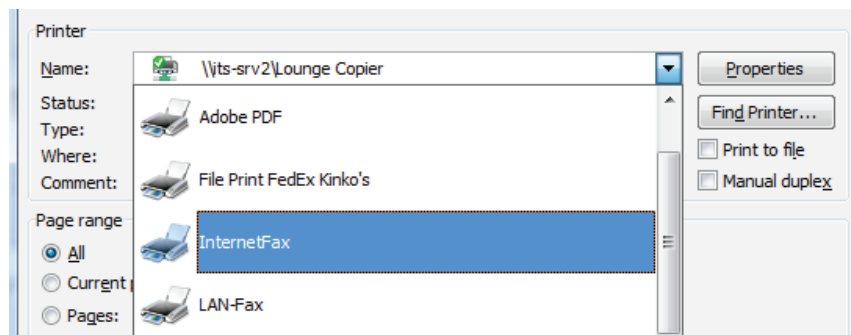
1. From the application that you've created the document that you want to fax, select File-> Print
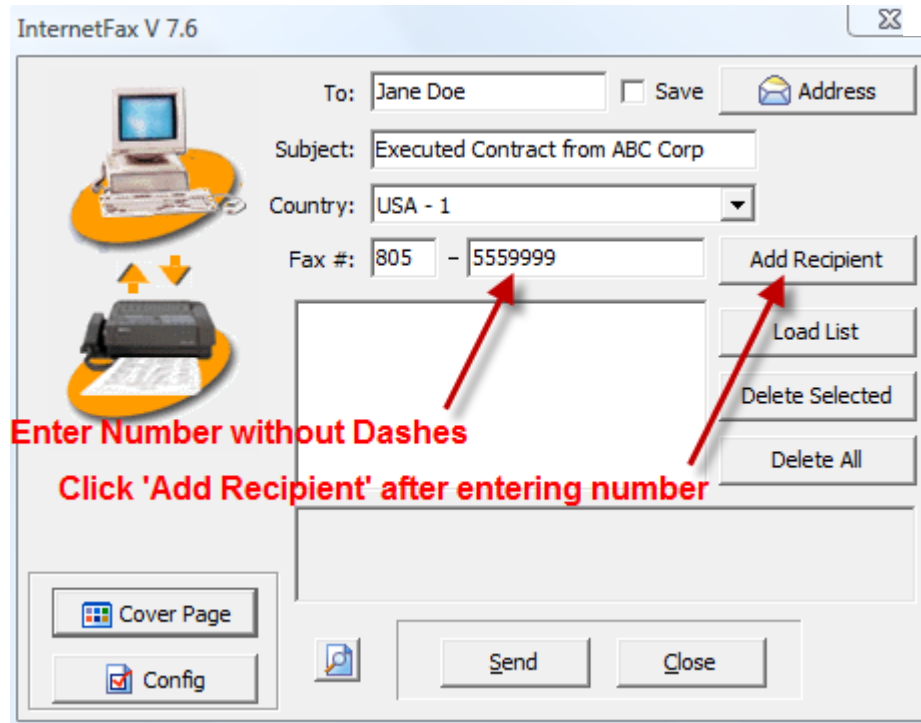


2. Select the Internet Fax printer from the list of printers



3. Select OK to print the document

4. Enter in the recipient information

5. Click Add Recipient



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)
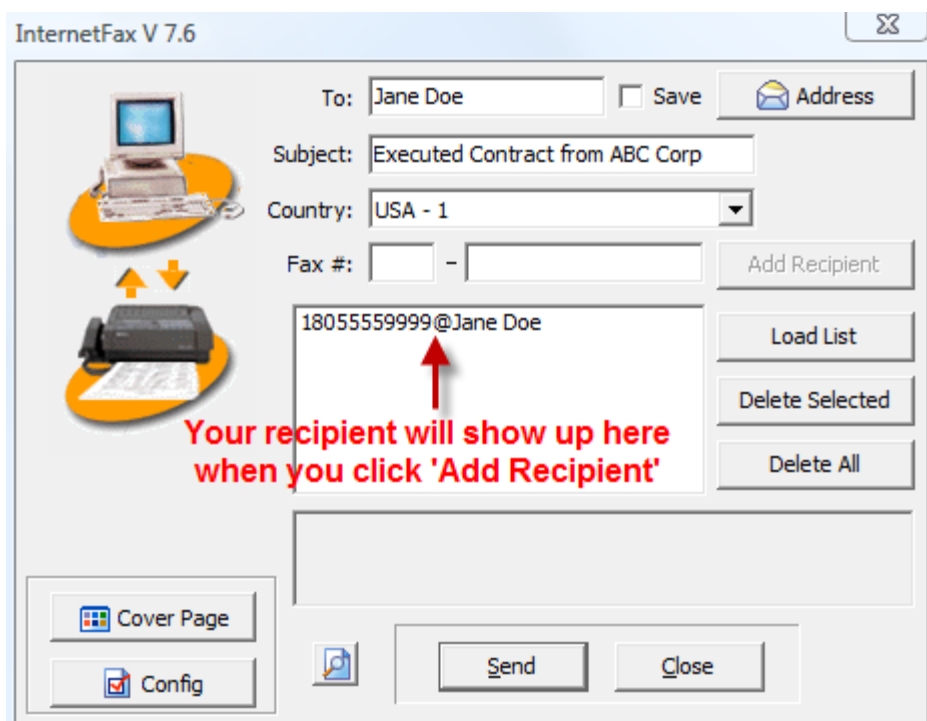
7. Add another if you want by entering info for another recipient and clicking Add Recipient

8. Add a cover page by clicking the 'Cover Page' button.
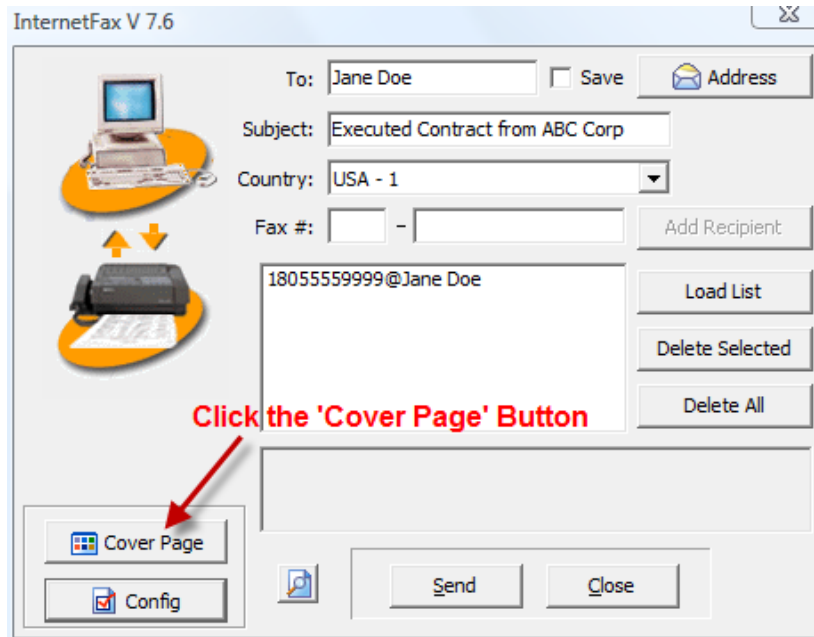


9. Select one of the 3 cover page types.
   a. Click on 'Text On Coverpage' to fill out data for cover page

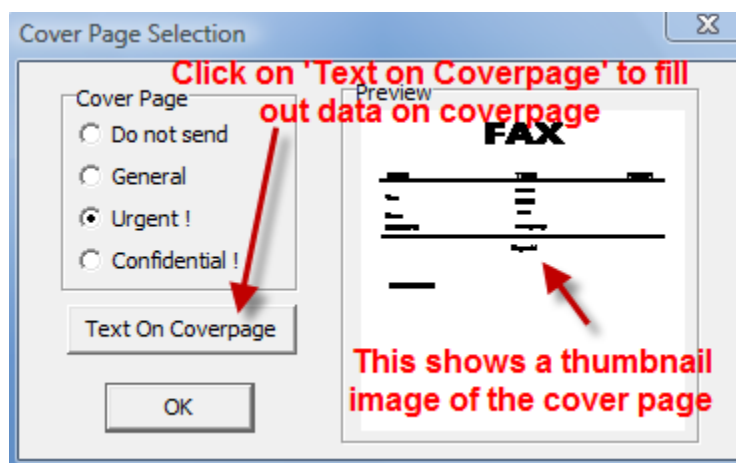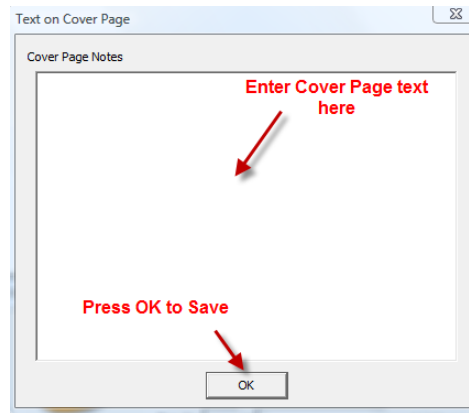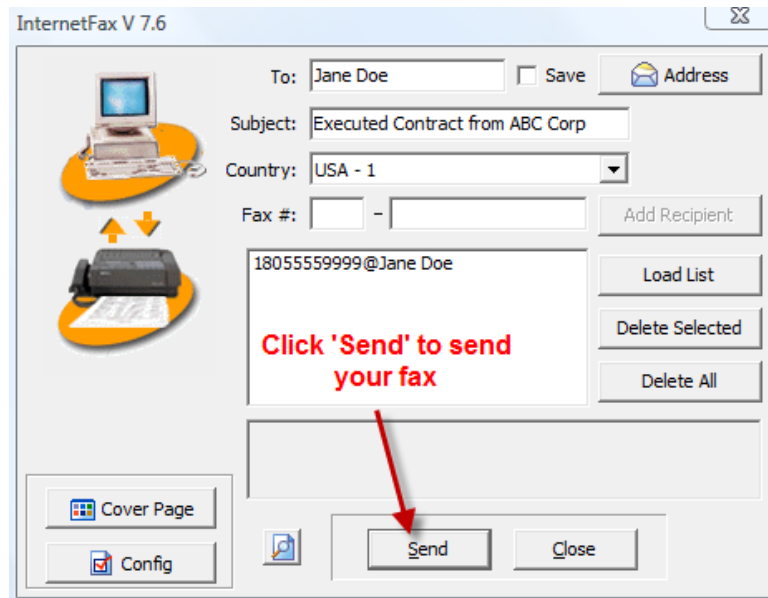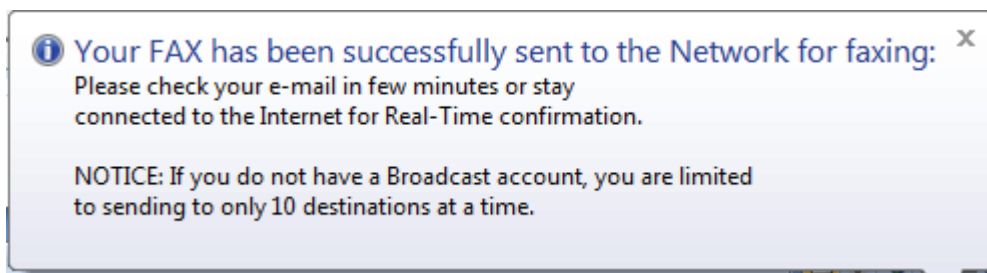10. Input information that you want to be put on the cover page.
    a. Click on the OK button to save

**Text on Cover Page**

Cover Page Notes

Enter Cover Page text here

Press OK to Save

[ OK ]

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

**InternetFax V 7.6**

To: Jane Doe    ☐ Save    📧 Address
Subject: Executed Contract from ABC Corp
Country: USA - 1    ▾
Fax #: [    ] – [            ]    Add Recipient

18055559999@Jane Doe

**Click 'Send' to send your fax**

Load List
Delete Selected
Delete All

🔲 Cover Page
📑 Config

Send    Close

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

ⓘ Your FAX has been successfully sent to the Network for faxing:
Please check your e-mail in few minutes or stay connected to the Internet for Real-Time confirmation.

NOTICE: If you do not have a Broadcast account, you are limited to sending to only 10 destinations at a time.

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

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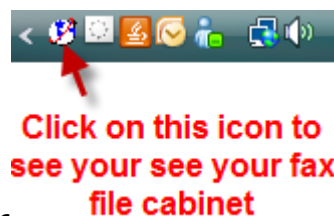
14. This shows your fax waiting to be sent.  You can keep this open to see when your fax is successfully sent by the system to your recipient, or you can close it and wait for your email confirmation.
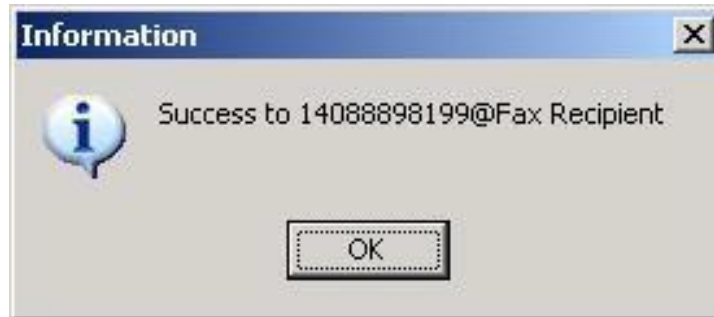


15. This screen confirms your fax was successfully sent.  You will also receive an email confirmation.
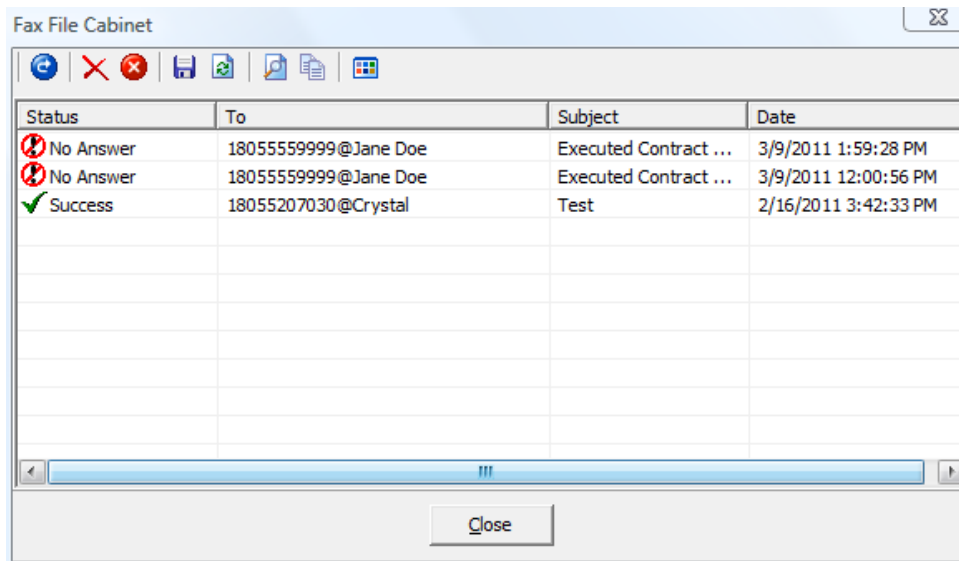


16. The queue screen also shows that the fax was successfully sent
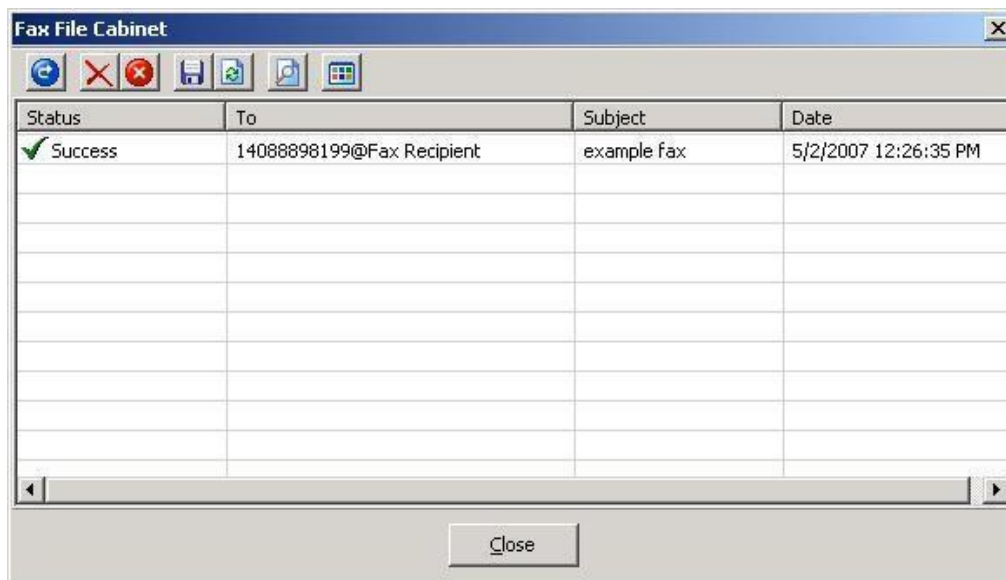
## Web to Fax

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
   www.itsfax.com
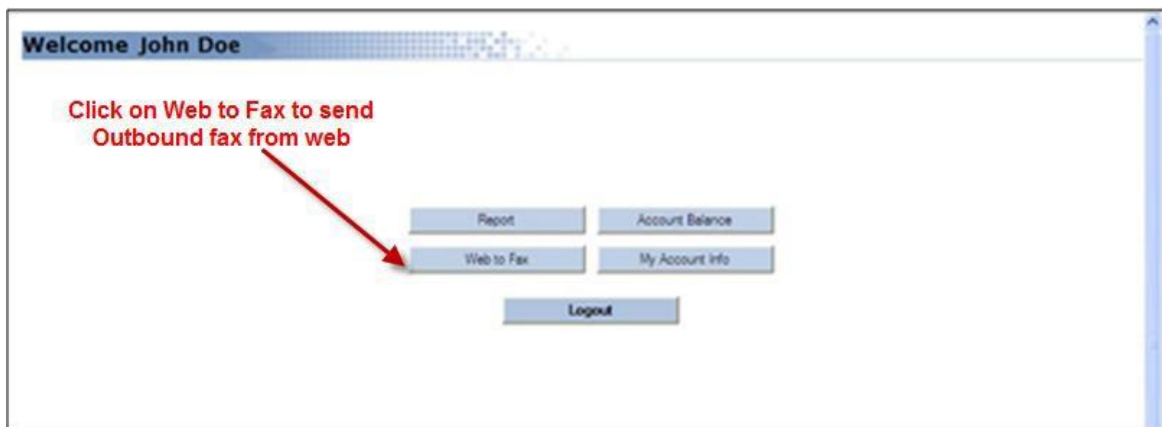


3. To send Web to Fax, click the **'Web to Fax'** button
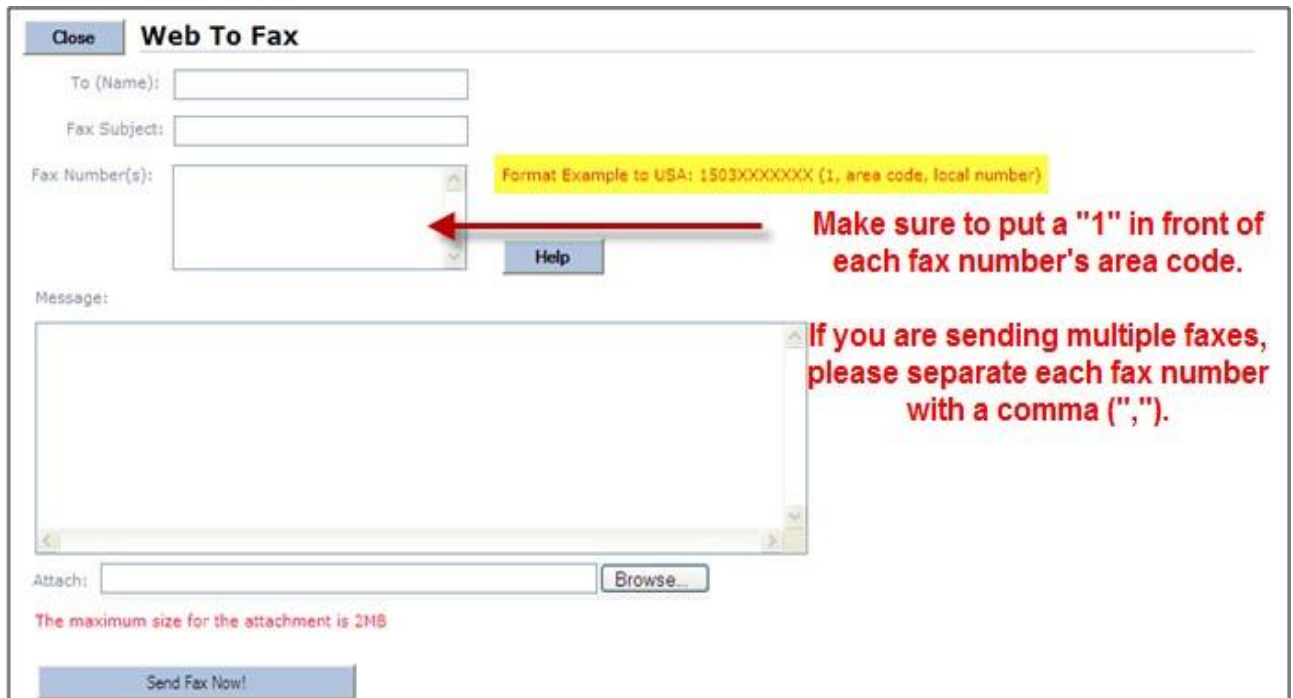


4. From this screen, you can send an outbound fax, think of this as your cover page to the fax.
5. You must fill out: **To, Fax Subject, Fax Number (s), Message and attach the file prior** to submitting your fax.

**Make sure to put a "1" in front of each fax number's area code.**
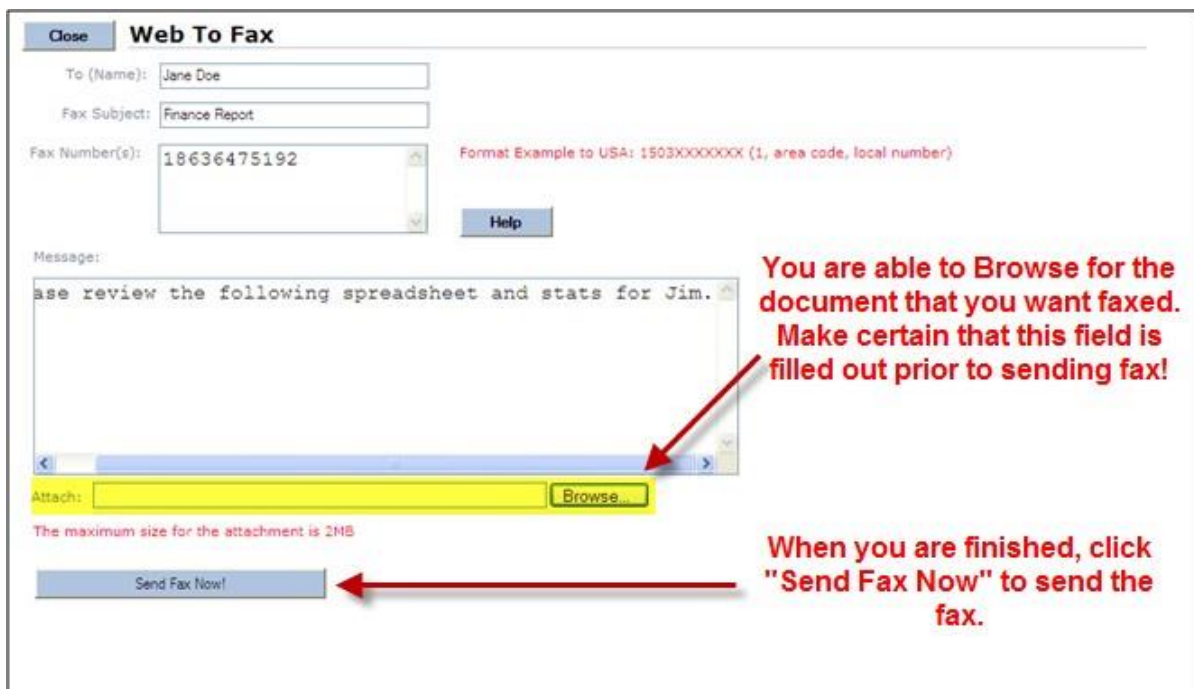
**If you are sending multiple faxes, please separate each fax number with a comma (",").**

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



**You are able to Browse for the document that you want faxed. Make certain that this field is filled out prior to sending fax!**

**When you are finished, click "Send Fax Now" to send the 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**.
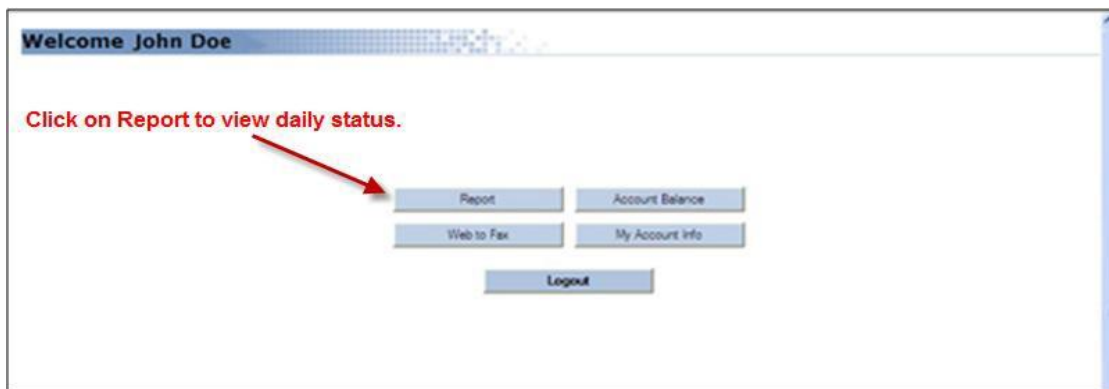


9. The **Report** screen allows you to do a search of your fax statuses. You may either view them on screen or download them as an Excel file.

10. After choosing your options, click on **Show Report** to view your results.



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



12. <u>Successful </u>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 "Destination number"@itsfax.com (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.

Marketing Specialist

**ITS**

*Navigating Change for 20 Years*

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  ←      # of min-n/a w ITS
Cost          : 0.05  ←
                             # pages sent X rate

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