# ITS Fax

User Guide

ITS

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

1. Visit www.itstelecom.com/its_fax_download.htm
2. Click on the **Download** button.
3. Open the downloaded file "ITS_Fax.zip"
4. If you have a 32 bit version of Windows, drag the folder "32-Bit" to your desktop. If you have a 64 bit version of Windows, drag the folder "64-Bit" to your desktop. If you do not know which version you have:
   a. Click start
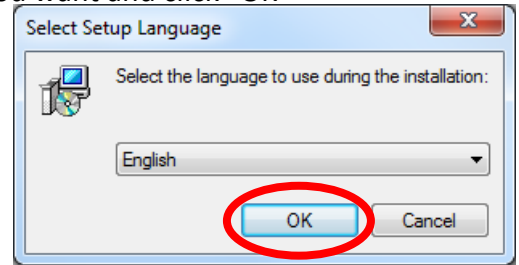   b. Right Click "My Computer" and click "Properties"
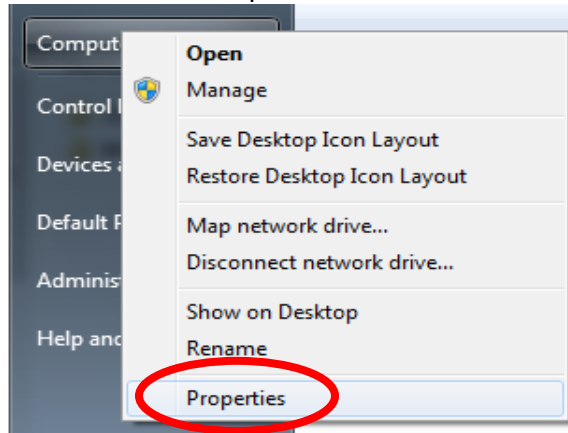
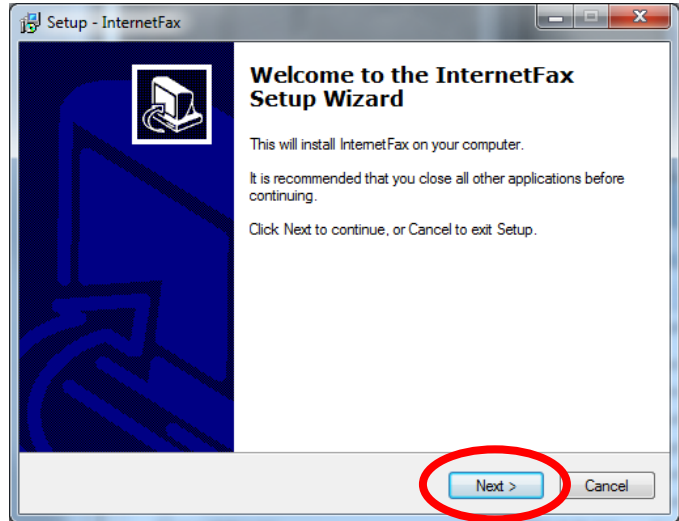   c. In the "System" section you will see an item called "System Type". It will say either 32-Bit or 64-Bit
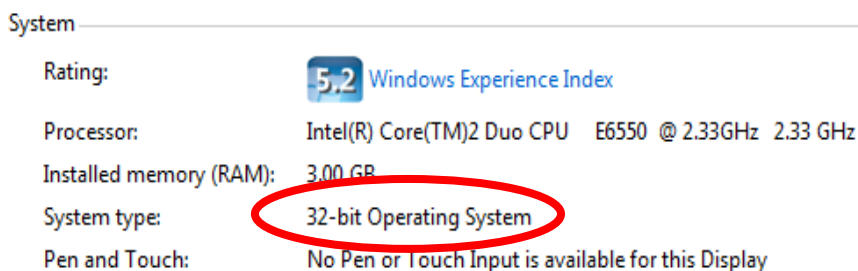
5. Open the folder you unzipped to the desktop.
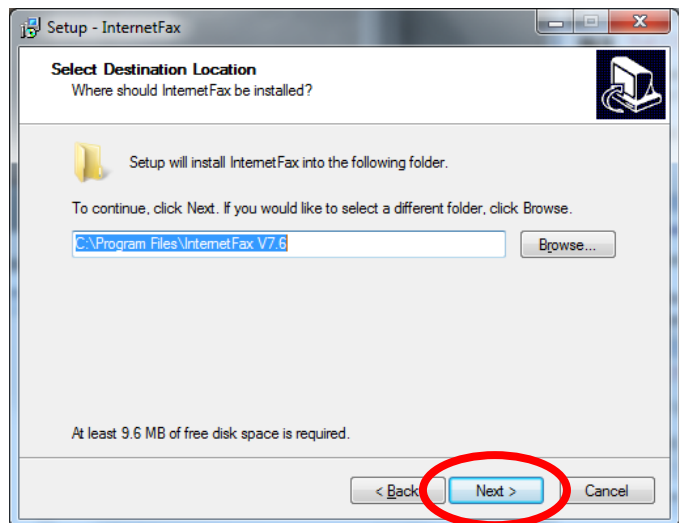6. Run "setup.exe"
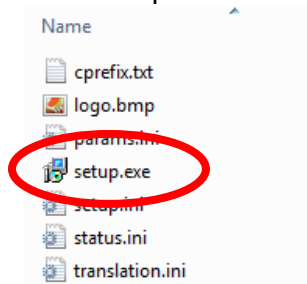
7. If you get an Open File – Security Warning Click Run
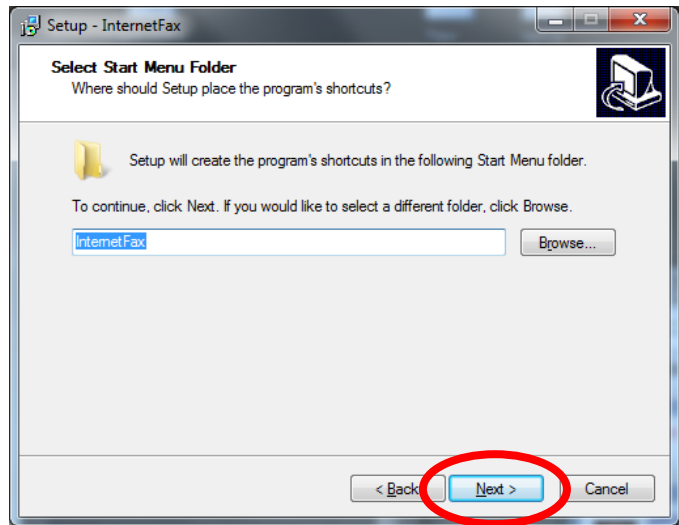8. In the "Select Setup Language" window, select the language you want and click "OK"
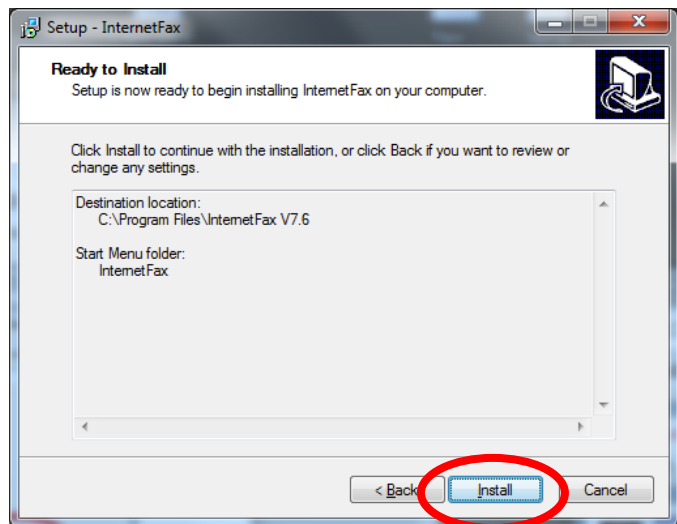
9. In the new window that pops up click Next.

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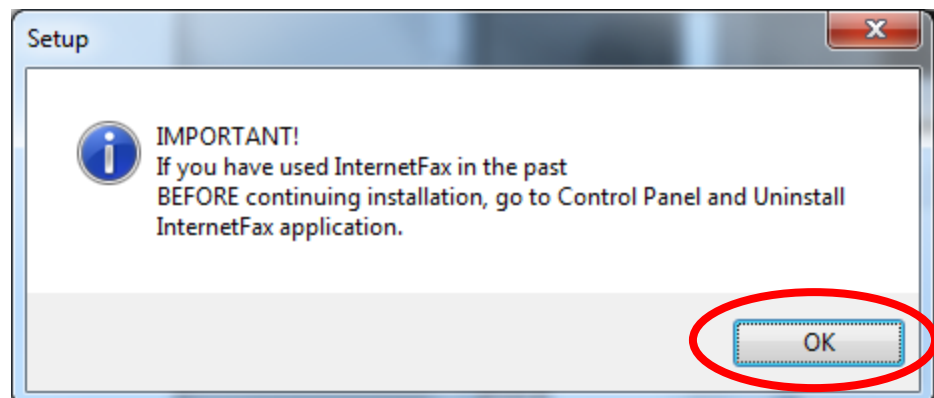
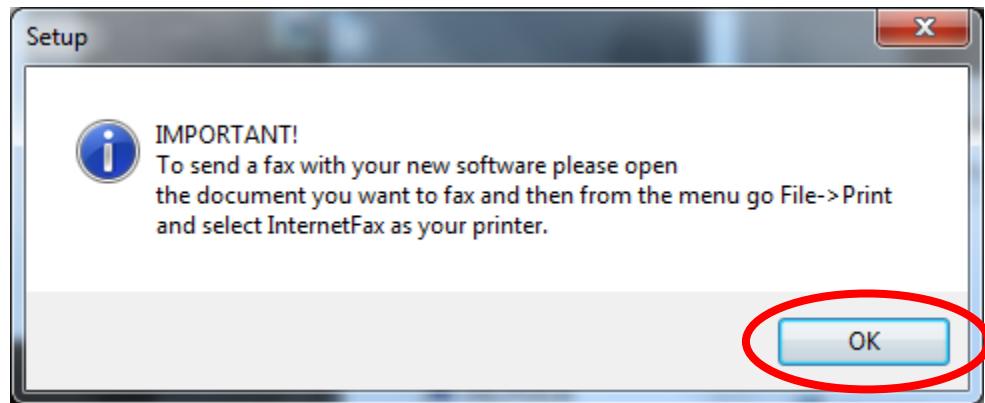11. In the Next window, keep the default folder name and click Next.

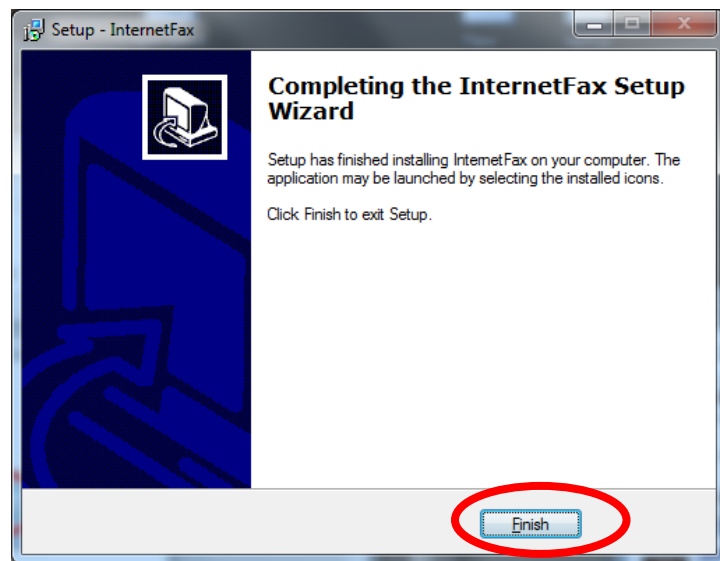12. In the next window, click Install.

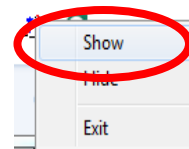13. Click OK in the pop up that appears.

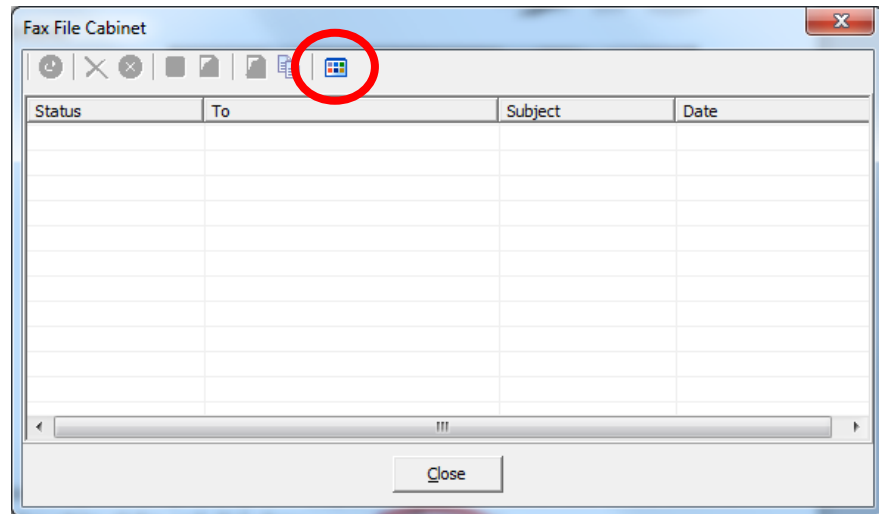14. Click OK in the second pop up that appears.

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.

18. Fill out the new window EXACTLY as it was filled out for you on the email you received from ITS.
    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. (Username and Password in email from ITS) 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
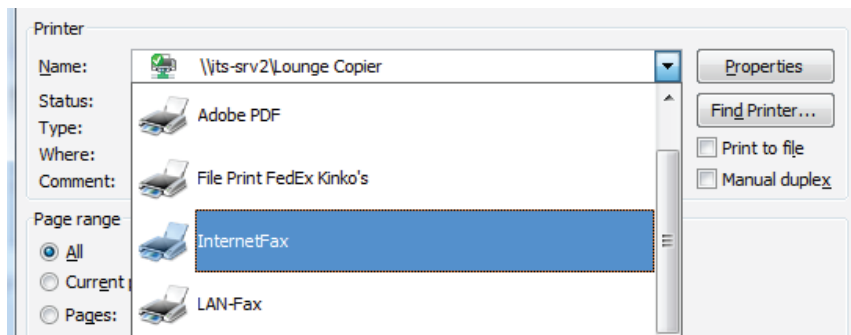
Print to Fax

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
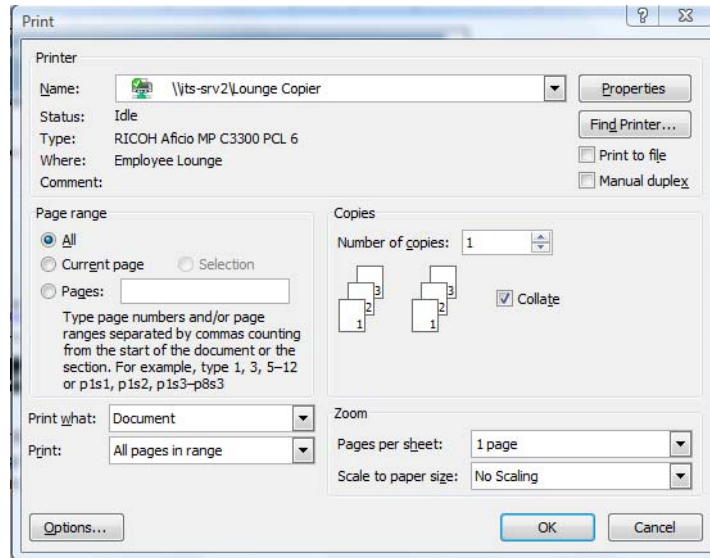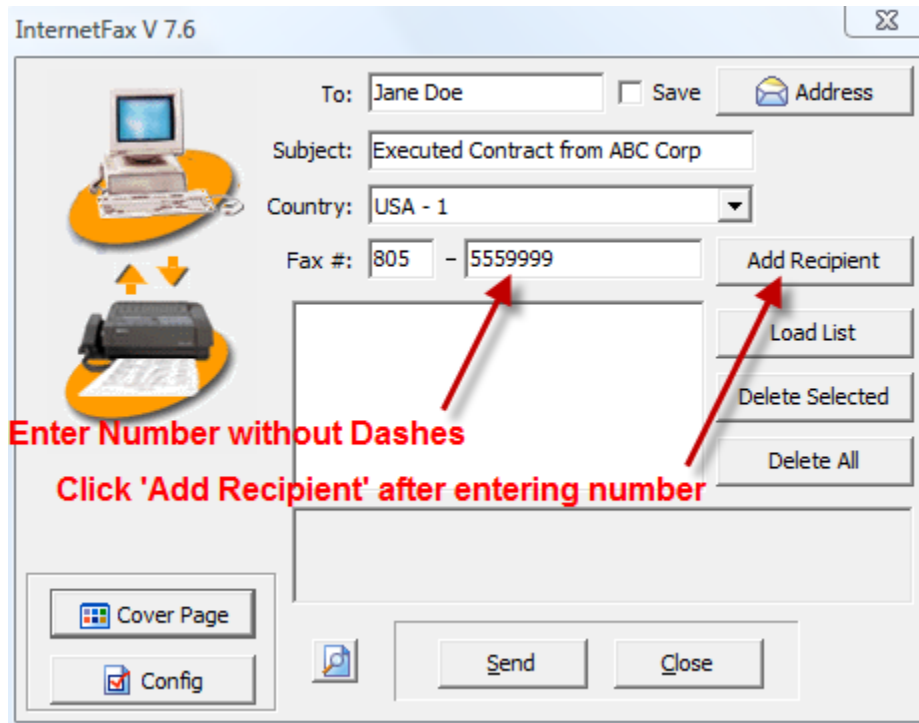

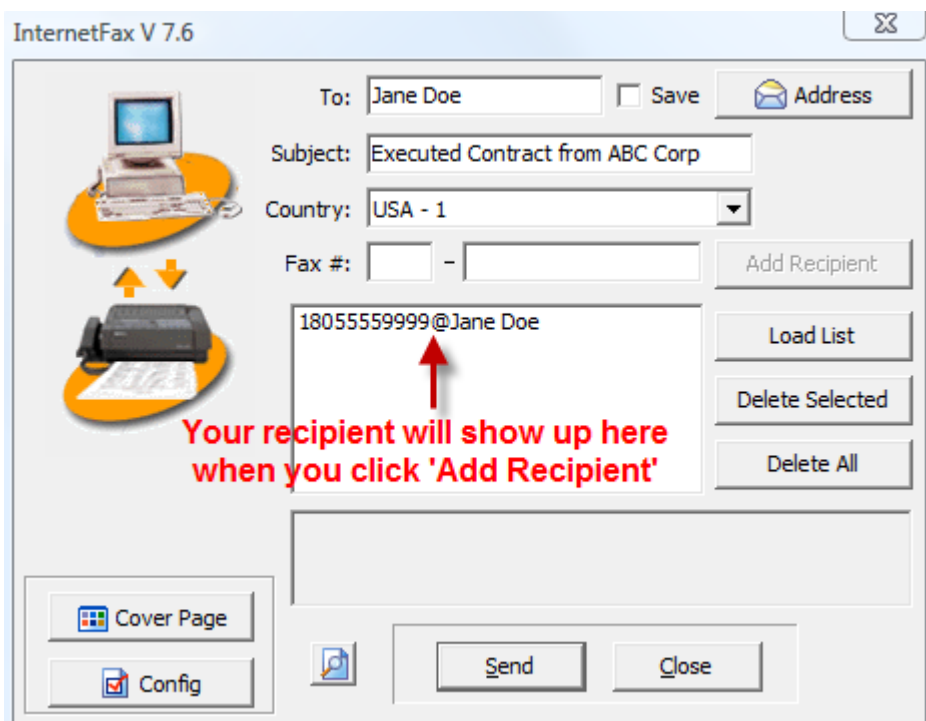2. Select the Internet Fax printer from the list of printers

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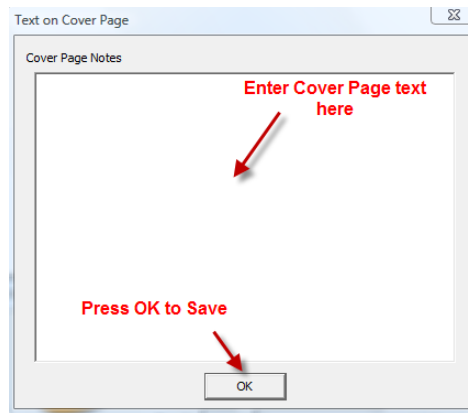
7. Add another if you want by entering info for another recipient and clicking Add Recipient

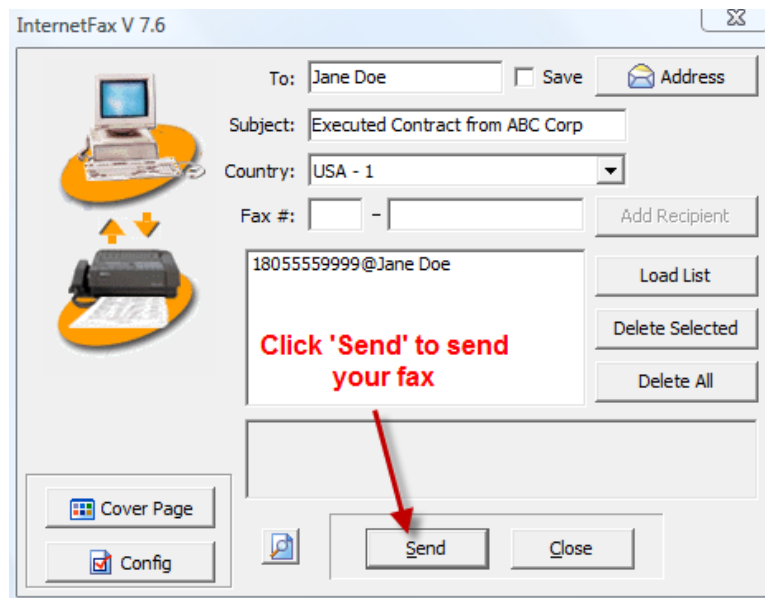8. Add a cover page by clicking the 'Cover Page' button.
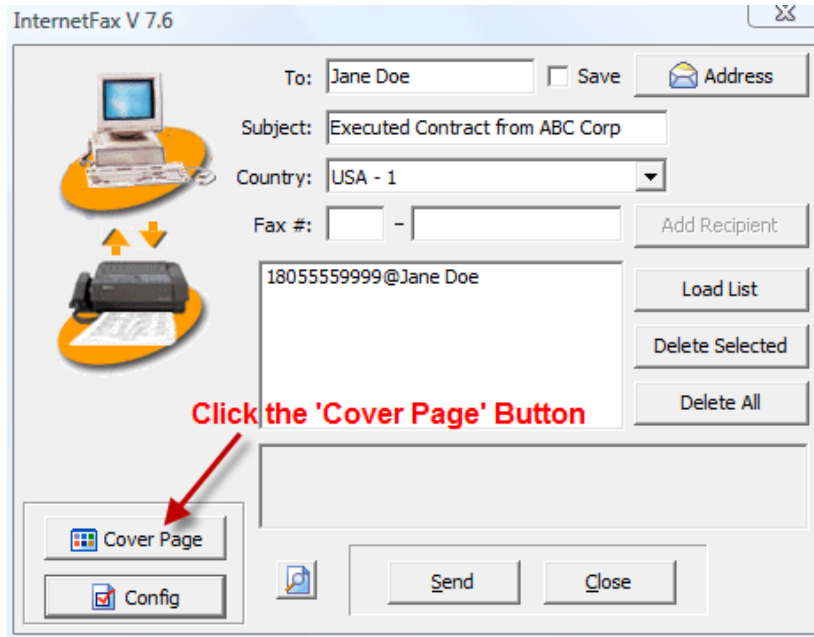
9. Select one of the 3 cover page types.
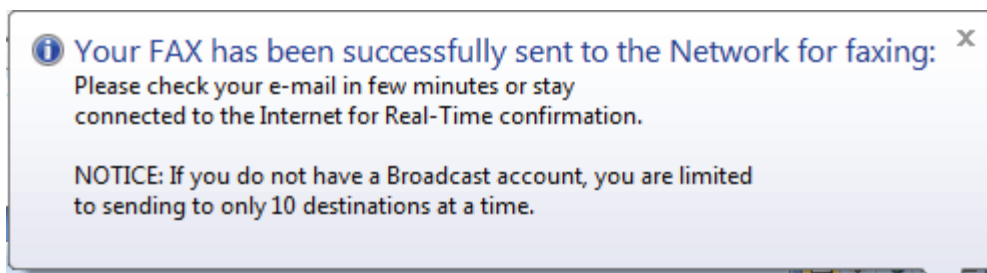   a. Click on 'Text On Coverpage' to fill out data for cover page
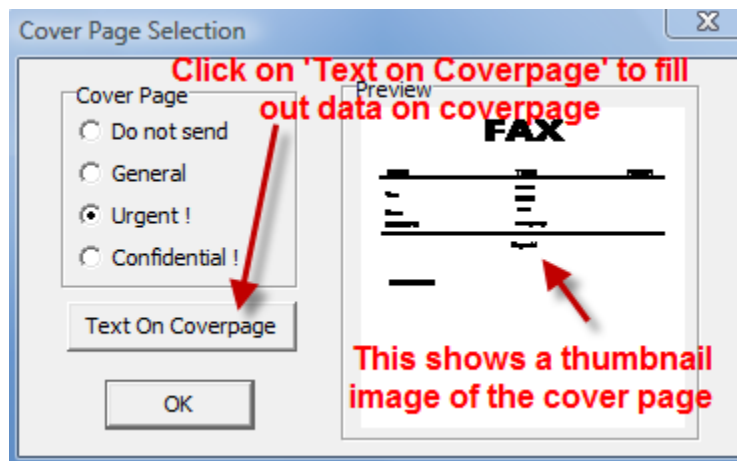
10. Input information that you want to be put on the cover page.
   a. Click on the OK button to save

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   Load List

Delete Selected

Click 'Send' to send your fax   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.
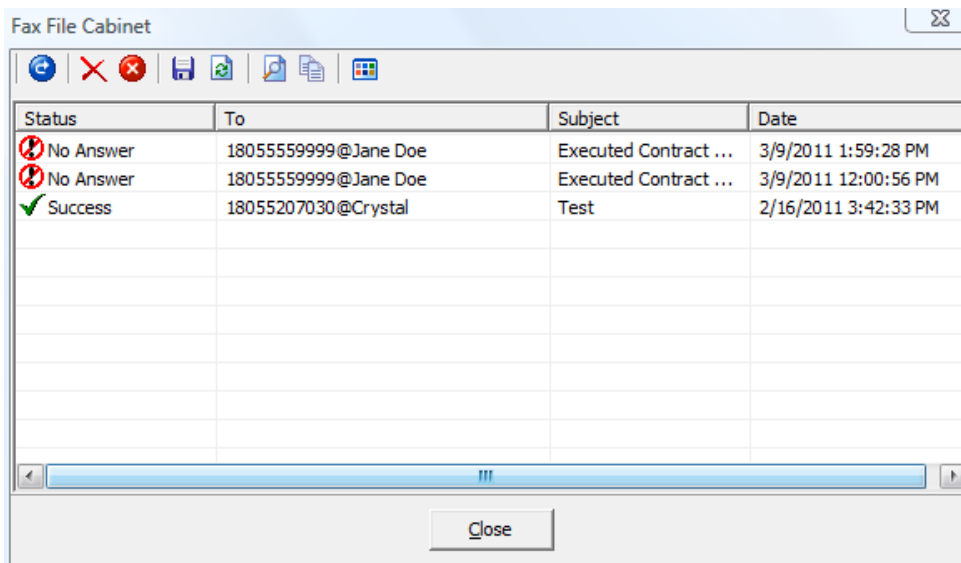
Click on this icon to
see your see your fax
file cabinet

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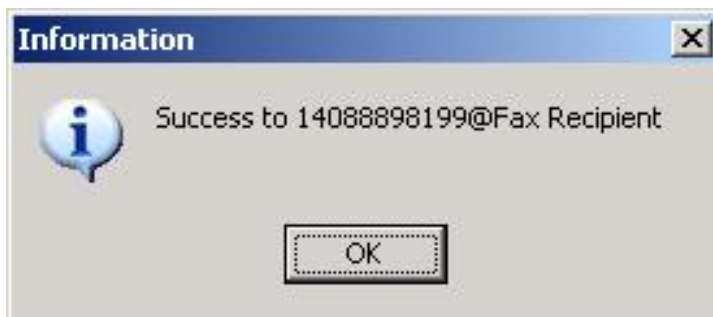
15. This screen confirms your fax was successfully sent. You will also receive an email confirmation.
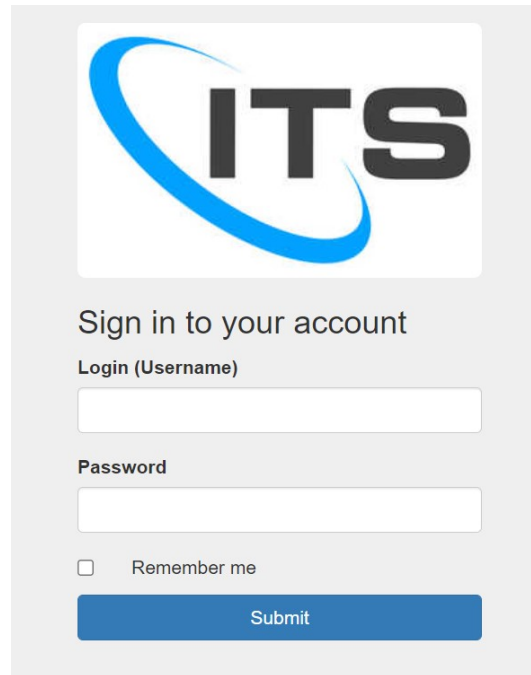

16. The queue screen also shows that the fax was successfully sent
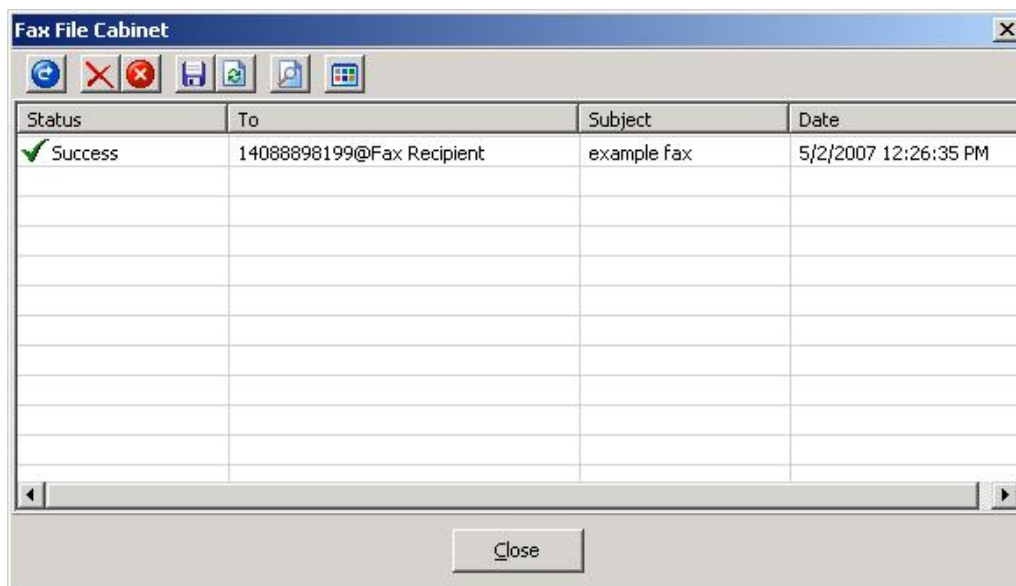
Web to Fax

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 **'Send 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: **Recipient's name, Fax subject, add Fax number(s) to Destinations and attach the file prior** to submitting your fax.

Web to Fax

Recipient's name	Shilton
Fax subject	Test
Fax number	[ ] **Add**

☐ **Check here if number is outside North America**

Destinations

18054567789

Remove Destination   Up to 10 destinations allowed

○ No cover page
● General
○ Urgent!
○ Confidential!

Cover page message

This is a test fax.

Attach up to three documents for faxing

- documents20220207-1-9rrm7d.pdf0.1MB

Send Fax Now!

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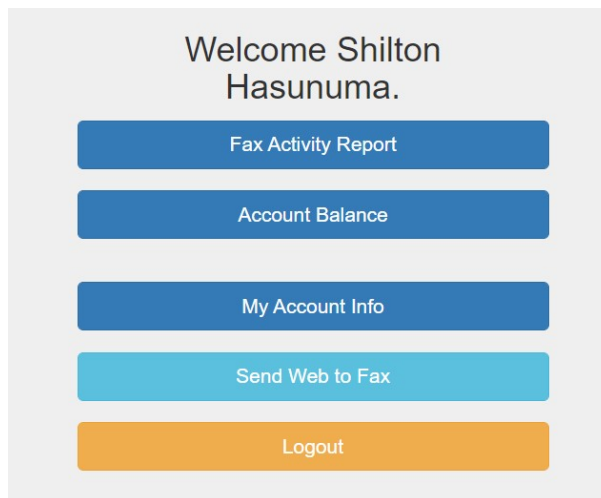
6. Make sure that, after you've filled out the information, you **attached** the file that you want faxed.

7. After sending, you will receive a confirmation message letting you know that your outbound fax has been processed with further instructions.
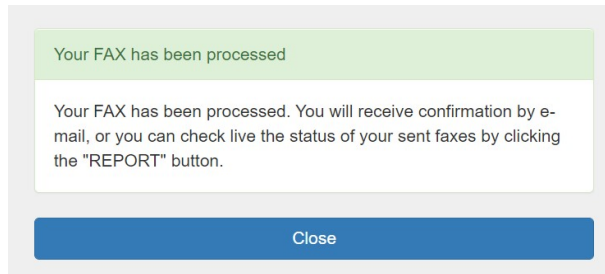
8. You can also view the status by going back to the **Main** screen and clicking on **Fax Activity Report**.

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 by selecting under **Report Type**.

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

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

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 "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

6. Fax Confirmation will be sent via email.
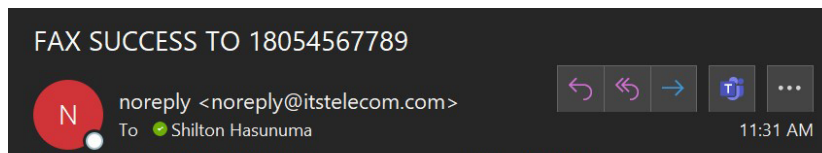
Receiving Fax

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