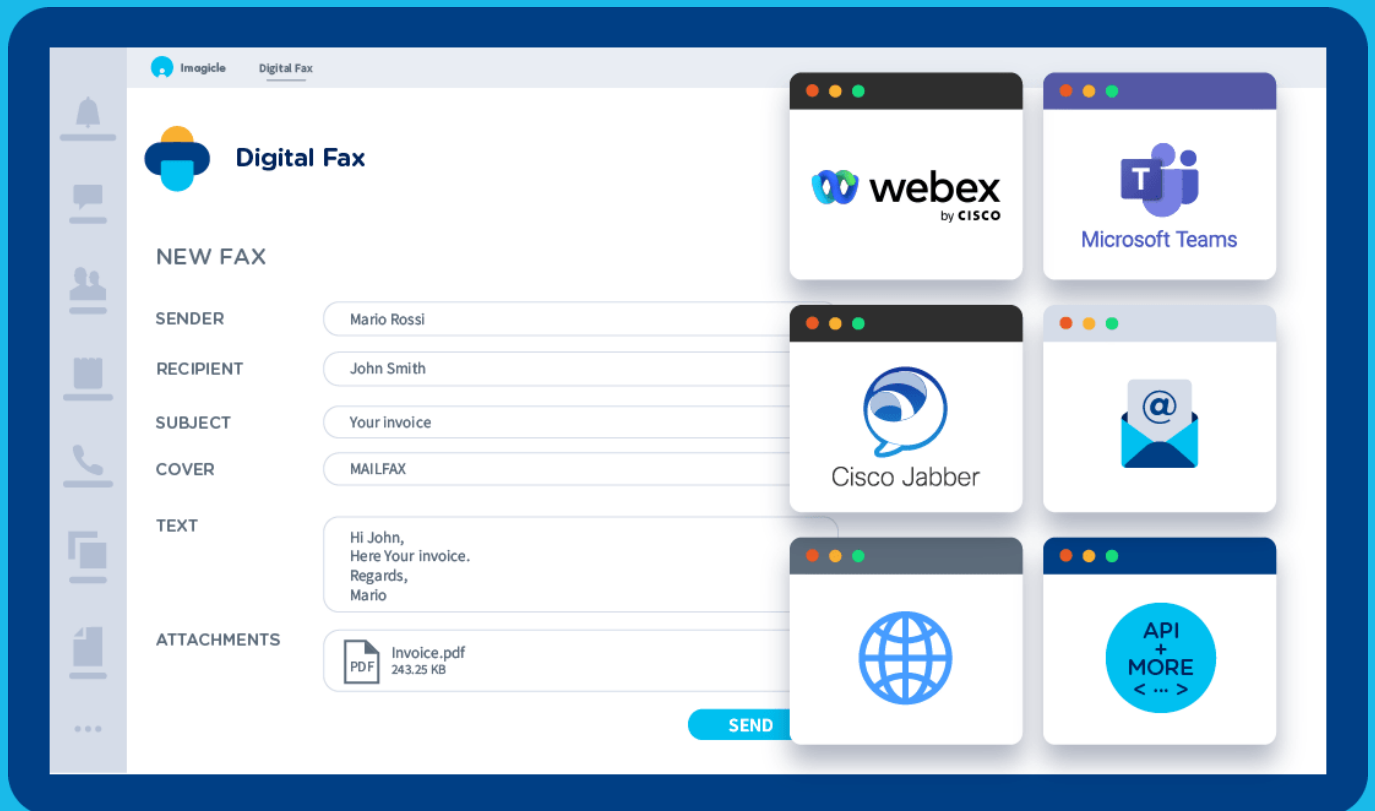


Digital Fax

User Guide

included in the Imagicle UCX Suite

Rel. Spring 2024



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1 Introduction

1.1 Purpose of this document

This guide has been created to allow Imagicle Digital Fax users to send, receive and browse fax documents and generate reports based on fax traffic, customized with a choice of filters to get exactly the required data.

Imagicle Digital Fax offers multiple means of accessing to fax functionalities:

- Web interface
- Jabber for Desktop/mobile clients
- Webex Desktop client
- Microsoft Teams client
- Email client
- Multifunction printer
- Virtual print2fax driver

Each user can leverage their own LDAP/Active Directory credentials to login to Imagicle Digital Fax, without having to learn an additional username and password.

The access is fully managed by an intuitive and easy to use web interface, available in six different languages: English, German, French, Spanish, Arabic and Italian.

1.2 Imagicle UCX Suite overview

Digital Fax is included in the UCX Suite, which provides a set of best in class applications empowering and simplifying existing collaboration offering.

The Imagicle UCX Suite addresses the needs of organizations from any vertical, providing an awesome experience to all users, from their Jabber desktop and mobile clients, their IP Phones and browsers.

All the applications can be accessed through an easy to use Web Interface: Call Analytics, Contact Manager, Attendant Console, Advanced Queueing, Auto Attendant, Call Recording and more.

The web interface provides a single integrated environment to get access to all functionalities by logging in once.

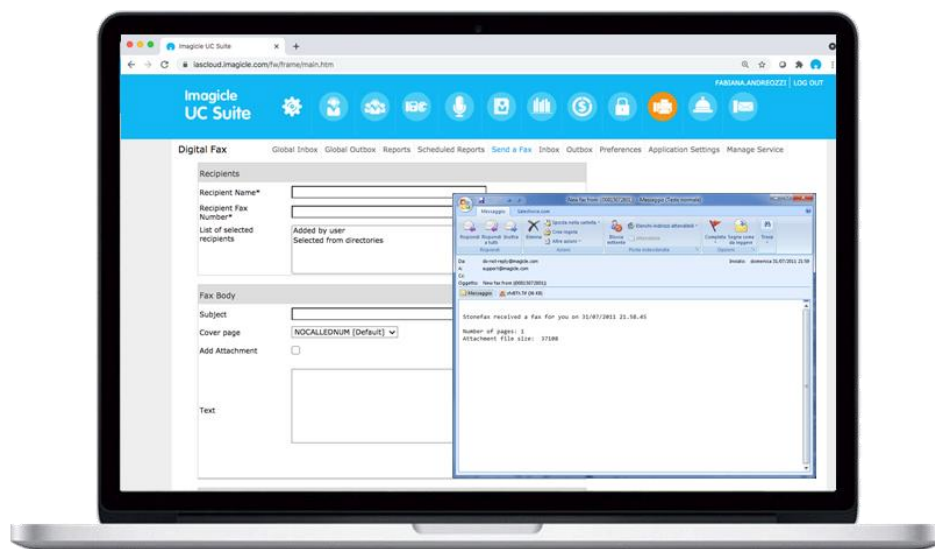
In an international multi-site environment, each user has a localized access to Imagicle server with own language.

2 Imagicle Digital Fax

2.1 Easy, convenient and confidential IP Digital Fax solution

With Digital Fax you can send and receive faxes directly from your computer, via e-mail or web interface, by printing a document or using the new gadget for Jabber. You can also manage faxes anywhere using your smartphone or tablet and, if some of your colleagues are stuck in the past, they can continue sending and receiving faxes via the network multifunction printer.

Digital Fax drastically changes how you send and receive faxes, without having to learn a thing. You can start working immediately, using the same tools you are used to. It's as easy as printing a document or sending and receiving an e-mail.



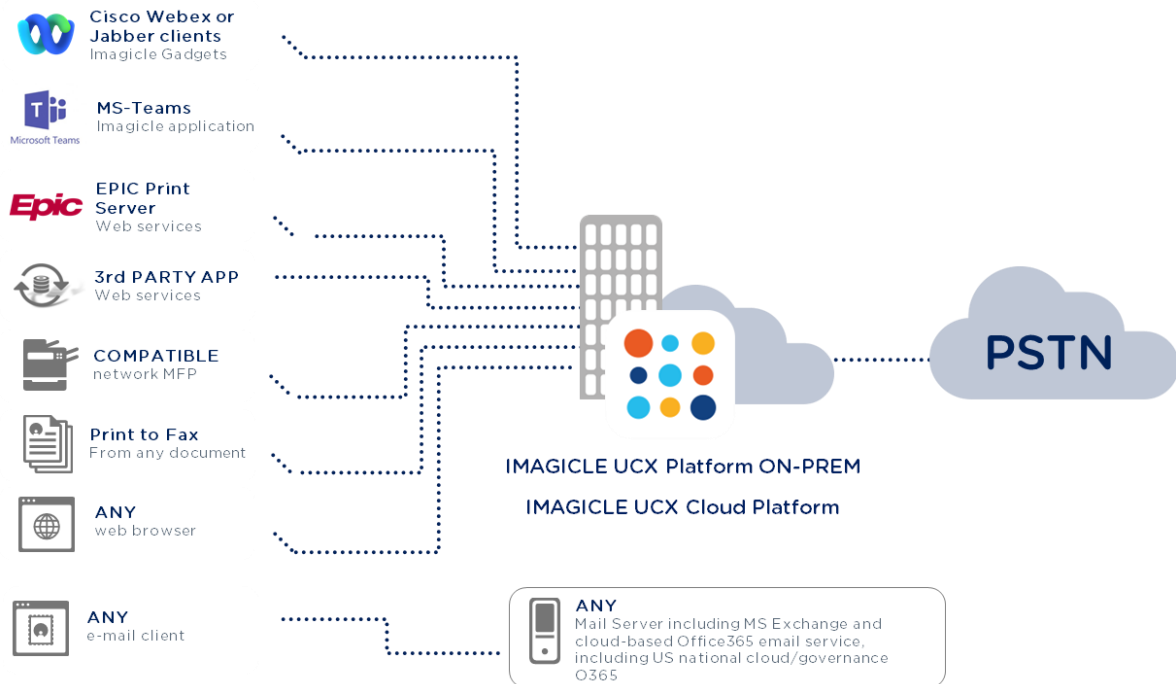
Faxes are delivered to and sent from your personal email box and from the reserved web portal, no matter where you are

There's no paper to print and archive, no consumables and no time wasted managing fax machine maintenance. Faster, smarter, easier and greener!



3 Digital Fax – How to send faxes

Digital Fax allows fax sending by means of 8 different ways:



3.1 Send a fax through e-mail

Digital Fax allows fax sending straight from your desktop/notebook email client.

Just send a standard email to digitalfax@mycompany.com (pls. ask your company's network administrator about correct email address).

Digital Fax will receive your e-mail, will convert it to fax format and will send it to the selected destination. Fax transmission notification will be returned to your personal email address.

To send a fax, please follow this procedure:

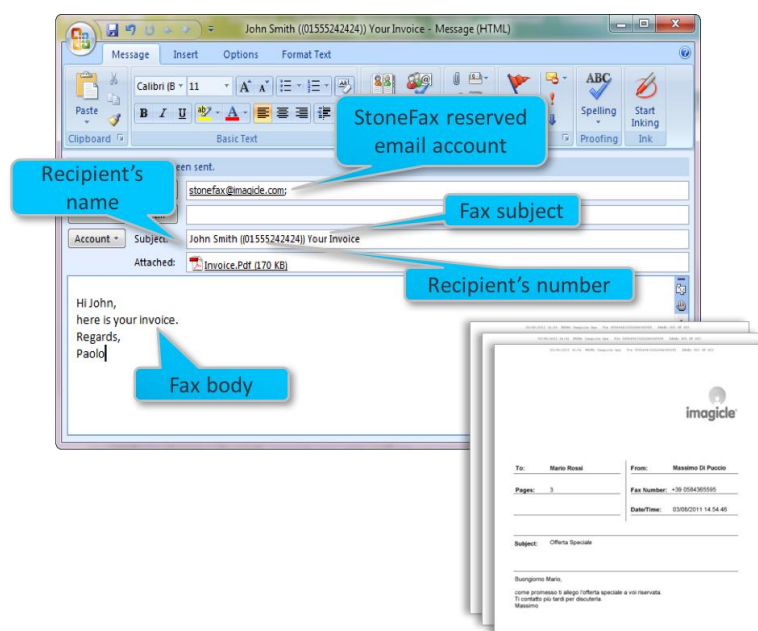
- Enter digitalfax@mycompany.com in "To:" field
- Enter destination fax number in "Subject" field 06123456
- Add a text into email body and/or an attachment
- Send email

Destination name can be added in Subject field, too. In this case, fax number should be placed after destination name, between brackets: [Joseph White \(\(06123456\)\)](mailto:digitalfax@mycompany.com)

Email text will be used as fax body. Moreover, you can add any document type (same drag'n'drop method used for standard email) to be sent as fax body.

Digital Fax email sending allows multiple attachments in same transmission.

Allowed file formats: doc, docx, gif, jpeg, jpg, pdf, png, rtf, tif, tiff, txt, xls, xlsx.



It is also possible to send a fax specifying destination number straight into “To:” field. For example: 123456789@digitalfax.mycompany.com (this option must be enabled by your email administrator).

Some **special options** are available as well, separated by semicolon:

- Enter a fax subject: if you need to specify a subject, you can add it after fax number. [Joseph White \(\(012345678\)\) Order confirmation](#). It will be printed in the cover page.
- Send to multiple destinations:
 - [12345678; 2223334444; 555222333](#)
 - [Mary Smith \(\(12345678\)\); Joseph White \(\(87654321\)\)](#)
 - Or you can send a fax to all contacts included into a Speedy directory (Our solution to manage centralized corporate directories) ([directoryname](#))
- Select an available cover: [CoverPage\(\(URGENT.COV\)\)](#). Ask your administrator about available covers or scroll list at <http://Fax Server.mycompany.com> --> Fax Body, dedicated pull-down menu
- Postpone sending: [SendAt\(\(14:30\)\)](#)

E.g. [Joseph White \(\(012345678\)\) Order confirmation; CoverPage\(\(URGENT.COV\)\); SendAt\(\(14:30\)\)](#)

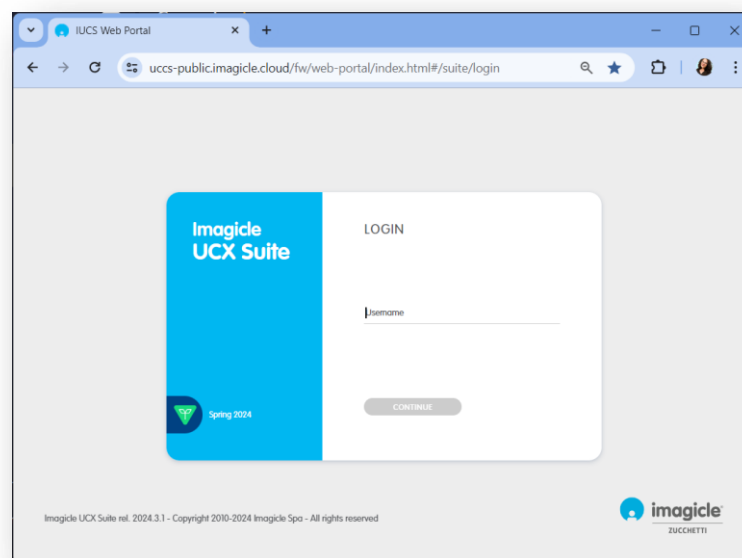
If you don't remember all special options, just send an email at digitalfax@mycompany.com including [help](#) in subject field. Digital Fax will return you an email with all available options.

NOTE: Any spurious prefix added to email subject by the email server, not included in above special options, causes a fax transaction failure. If that's the case, please contact Imagicle Tech Support for further information.

3.2 Send a Fax from Web interface


Digital Fax allows you to send faxes from an intuitive web interface.

Just open a supported web browser, like Edge, Firefox, Chrome or Safari, and enter the name or IP address of Imagicle server. This will bring the Imagicle Suite login page:



Any easy wizard will guide you through a quick fax sending.

Once logged in, Imagicle Suite's main menu is displayed, showing all application available to users. Pls. click on "Digital Fax" icon to access to Digital Fax pages, then select "Send a Fax".

Recipients	
Recipient Name*	<input type="text"/>
Recipient Fax Number*	<input type="text"/> 
	<input type="button" value="Find contact"/>
List of selected recipients	<div style="border: 1px solid #ccc; padding: 5px;"><p>Added by user</p><p>Robert Green(0448976722)</p><p>Mike Gordon(05680279902)</p><p>Selected from directories</p></div> 

Recipients' Data

Here you must manually add recipient's name and number. Click on + to add recipient to your sending list. You can add multiple recipients.



Select fax contacts or directory

Contact search
 Select an entire directory

Directory: Resellers (17101)

FIRST NAME	LAST NAME	COMPANY	FAX
<input checked="" type="checkbox"/>	Zakaria	Mohammad	Long View Systems
<input checked="" type="checkbox"/>	Zambon	Marco	Satel Net & Log srl
<input checked="" type="checkbox"/>	Zandre	Klingenberg	Bytes Systems Integration Pty Ltd +27112057584
<input checked="" type="checkbox"/>	Zeelah	Davis	Cisco Systems Inc. USA
<input checked="" type="checkbox"/>	Zeffirino	Perini	TeamSystem Communication (Voispeed)
<input checked="" type="checkbox"/>	Zein Aldeen	Abdalatiff	Modern World Communicatios Company
<input checked="" type="checkbox"/>	Zelino	Rocha	Cilnet Comunicaciones

Item 17081 to 17090 of 17101

You can also add a recipient by choosing it from Corporate Directories (synchronized by Speedy – our solution for centralized directories management) by clicking on +.

A useful window pops up, allowing you to search for a contact in corporate directories by name, surname, company.

You can even send a fax to a whole directory (customers, suppliers, etc.). This feature is very useful for ad campaigns, promo, communications, etc. It is also possible, when you search for a fax contact, to limit the search to a specific directory.

Fax Body

Subject:

Cover page:

Add Attachment:

Text:

Fax Body

In this section you can enter fax subject to be included in the fax cover you can choose from pull-down menu. Moreover, you can manually add additional text to be included in fax body and you can attach a file to your fax body.

Digital Fax Global Inbox Global Outbox **Send a Fax** Inbox Outbox Preferences

Select files

Please select the files you want to send as a fax

<input type="button" value="Change"/>	FAX sample.docx	<input type="button" value="X"/>
<input type="button" value="Change"/>	Blue's Attendant Console ITA.pdf	<input type="button" value="X"/>
<input type="button" value="Change"/>	dati nichcs11.txt	<input type="button" value="X"/>
<input type="button" value="Add"/>	No file selected	

Add attachment

If you check “Add Attachment” flag, push-button at the bottom of the screen will turn from “Send Fax” to “Select File”. By clicking it, you can browse your disk and choose file to send as fax body.

You can attach multiple documents: doc, docx, gif, jpeg, jpg, pdf, png, rtf, tif, tiff, txt, xls, xlsx.

Send Fax

Send a return receipt
 Attach a copy of the fax

Priority:

Send the fax as soon as possible
 Send the fax exactly at this time

Additional Options

In this section you can decide to:

- receive a fax transmission notification straight into your email address
- attach a fax copy to above notification
- Select a priority: low-Normal-High
- Send fax now
- Choose a deferred fax transmission

Once all data have been entered, just click on “Send Fax” to enqueue your transmission.



3.3 Personal Fax Outbox

You can verify, whenever you like, current status of your outgoing faxes by clicking on “Outbox”. Here you can see a detailed list of all your outgoing and already sent faxes: status, recipient’s name and number, subject, sending date & time, end of transaction date, document ID and sending PC name. “Status Detail” column provides useful and additional details regarding any possible transmission errors.

When your list includes many items, you can enhance and speed-up your search by applying customized filters.

You can:

- Download sent faxes as TIFF or PDF
- Delete faxes
- forward a fax

Digital Fax Global Inbox | Global Outbox | Send a Fax | Inbox | **Outbox** | Preferences

▼ **Customize search criteria**

Status:

Add filter condition

 use wildcards

Effective conditions:
 "Scheduled Date" > (greater than) ""2019/11/14"" [Remove] [Remove all]

Records 1-4 of 4

DOWNLOAD	FORWARD	DELETE	USER	STATUS	STATUS DETAIL	RECIPIENT	CALLED	SUBJECT	PAGES	SCHEDULED DATE	COMPLETED DATE	REFERENCE NUMBER	MACHINE NAME
			Personal	Sent	-	0016093763025	0016093763025	test	3	1/13/2020 6:23:27 PM	1/13/2020 6:26:36 PM	2020.0.00000015	WIN-407TSH2H911
			Personal	Sent	-	MASINI REALCO	0584365589	Invoice	2	1/13/2020 6:19:22 PM	1/13/2020 6:20:47 PM	2020.0.00000014	SASHA
			Personal	Sent	-	MASINI REALCO	0584365589	Your invoice	5	12/10/2019 4:21:26 PM	12/10/2019 4:23:58 PM	2019.0.00000563	WIN-407TSH2H911
			Personal	Failed <small>Retry</small>	Protocol timeout	0096522244134	0096522244134	test	2	11/14/2019 3:10:25 PM	-	2019.0.00000509	SASHA

Records 1-4 of 4

Show records per page

3.4 Department/Company Global Fax Outbox

If you are an administrator or if you manage department’s faxes, you also have access to “Global Outbox”, where you can find a list of all sent documents at corporate/department level.

For each sent fax, you can view the following details: status, recipient’s name and number, sending date/time, end of transmission date, document ID and Imagicle server name.

It is possible to quickly search for specific fax transmissions by easily applying customized filters.

You can:

- delete single fax transmission
- export list into csv or Excel file
- delete whole list from database



Customize search criteria

Status: Sent

Add filter condition

[select a field]

[select a condition] use wildcards

Effective conditions:
 "Called" begins with "065" [Remove] [Remove all]

Records 1-10 of 10											
DELETE	USER	STATUS	STATUS DETAIL	Q.931 ERROR	RECIPIENT	CALLED	PAGES	SCHEDULED DATE	COMPLETED DATE	REFERENCE NUMBER	MACHINE NAME
<input type="checkbox"/>	massimiliano_prando	Sent	-	-	Alphabet Italia Fleet Management S.p.A. Uff. Sinistri	065123290	1	11/01/2017 16.49.47	11/01/2017 16.52.01	2017.0.00000076	SAS
<input type="checkbox"/>	riccardo_rolfo	Sent	-	-	065123290	065123290	3	05/05/2016 10.01.22	05/05/2016 10.04.27	2016.0.00000215	SAS
<input type="checkbox"/>	riccardo_rolfo	Sent	-	-	Alphabet Ufficio Sinistri	065123290	3	28/04/2016 09.43.21	28/04/2016 09.57.45	2016.0.00000207	SAS
<input type="checkbox"/>	riccardo_rolfo	Sent	-	-	065123290	065123290	3	19/04/2016 09.25.08	19/04/2016 09.28.39	2016.0.00000183	SAS
<input type="checkbox"/>	riccardo_rolfo	Sent	-	-	065123290	065123290	3	14/04/2016 19.18.58	14/04/2016 19.21.06	2016.1.00000038	SASHA
<input type="checkbox"/>	riccardo_rolfo	Sent	-	-	065123290	065123290	3	14/04/2016 19.02.24	14/04/2016 19.26.45	2016.0.00000182	SAS
<input type="checkbox"/>	viviana_dimiglio_ima	Sent	-	-	0654224822	0654224822	3	26/11/2015 14.26.47	26/11/2015 14.29.15	2015.0.00000944	SAS
<input type="checkbox"/>	faxGroup1	Sent	-	-	0651964005	0651964005	2	23/10/2014 20.06.57	23/10/2014 20.09.17	2014.000000991	SAS
<input type="checkbox"/>	riccardo_rolfo	Sent	-	-	Alphabet Ufficio Sinistri	065123290	6	14/04/2014 10.39.34	14/04/2014 10.43.32	2014.00000403	SAS
<input type="checkbox"/>	andrea_valleriani_im	Sent	-	-	0650748919	0650748919	1	08/11/2013 13.11.09	08/11/2013 13.12.04	2013.000001168	SAS

Records 1-10 of 10

Show 50 records per page

3.5 Send a Fax with MFP printer

With Network Scanner, Digital Sender, MFP network printers it is possible to send paper documents using Digital Fax, so that they get archived, and email notification is sent.

Sending a fax is easy and quick: just place paper sheets on scanner, select “fax” button and enter recipient’s number:

- Scanned sheets are sent to Digital Fax via email (Internet Fax mode)
- Digital Fax returns notification to email address associated to MFP printer
- If you MFP printer allows user’s authentication, fax will be sent from own user and notification will be sent to own email address

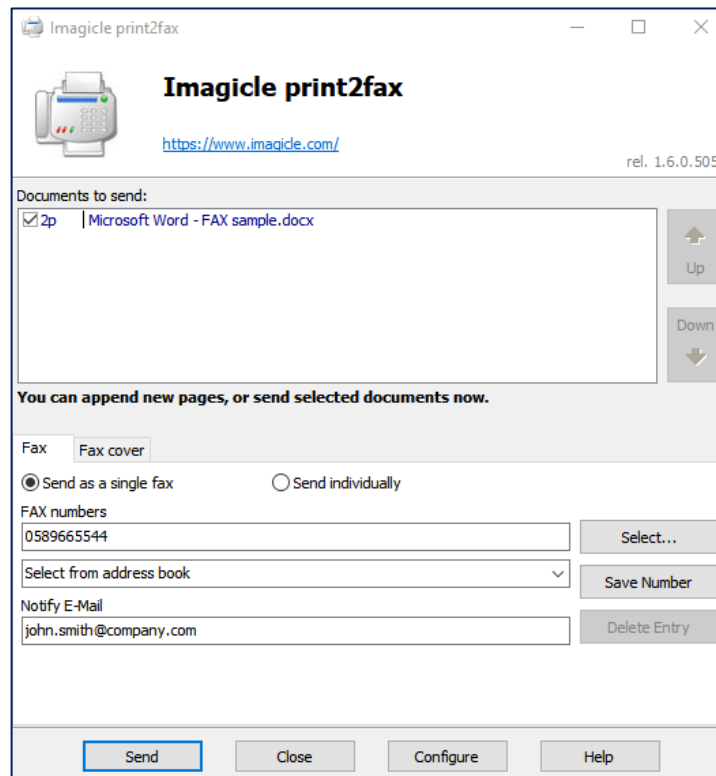
For printer models not included in our compatibility list, you can always use standard “Scan to Mail” mode: document is scanned and sent to digitalfax@mycompany.com entering recipient’s fax number in subject field.

3.6 Print to Fax

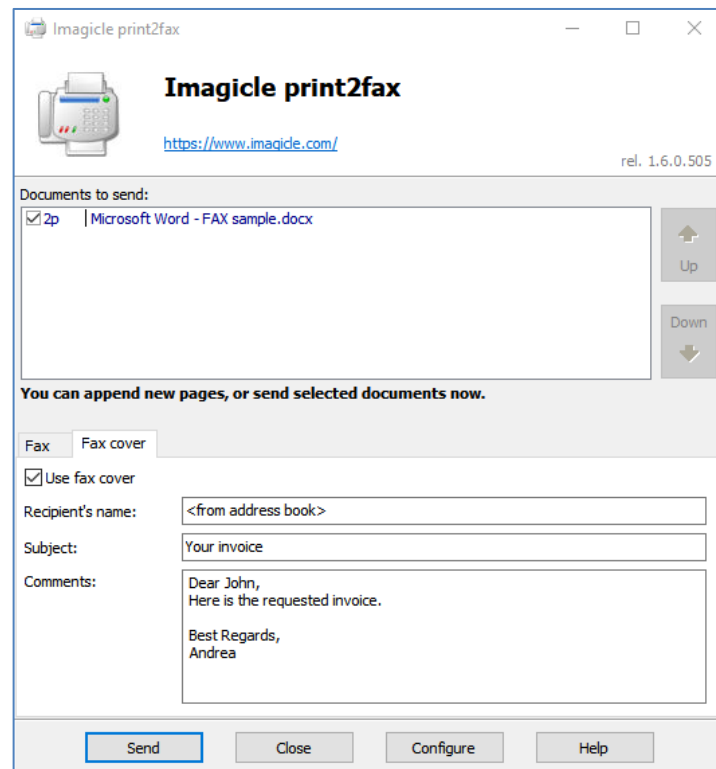
If you are Digital Fax PC user, enabled to fax sending, you can leverage Imagicle Print to Fax feature to send a fax from any application, by just selecting “Print” option and choose “Imagicle print2fax” virtual printer. Relevant printer dialog shows currently selected document to print, allowing to manually add more documents by right-clicking or drag’n’drop more files into “Documents to send” window. If you add multiple documents, you can select how to send them, using the following buttons:

- Send as a single fax: All docs are sent as a single fax transaction, in the order you add them.
- Send individually: Each submitted doc is sent separately, adding cover page in each transaction

Same dialog invites you to add one or multiple fax destinations, manually entered or retrieved from a directory, the default cover page and an optional email address where notifications about fax transactions are sent. See samples in next page:



Fax Cover tab allows to override name, subject and comments, which can be directly added in the dialog:

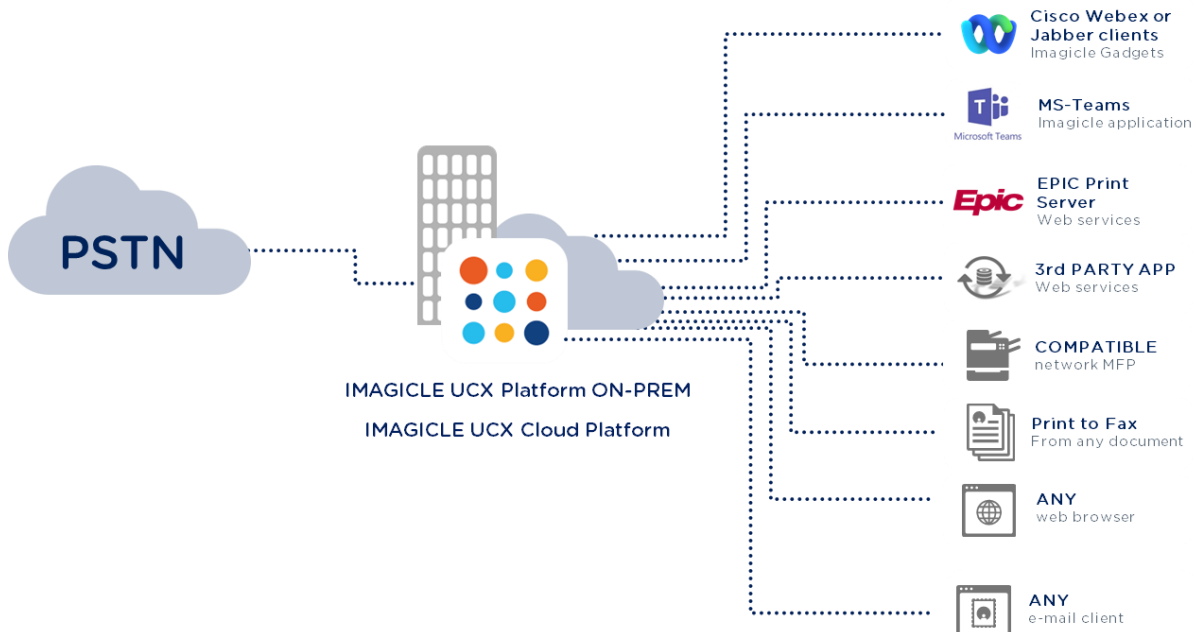




Please make sure that personal credentials are correctly populated in “Configure” options, otherwise fax transaction is rejected. For more details, please read relevant KB: https://www.imagicle.com/kb#/kb/print-to-fax_81.html.

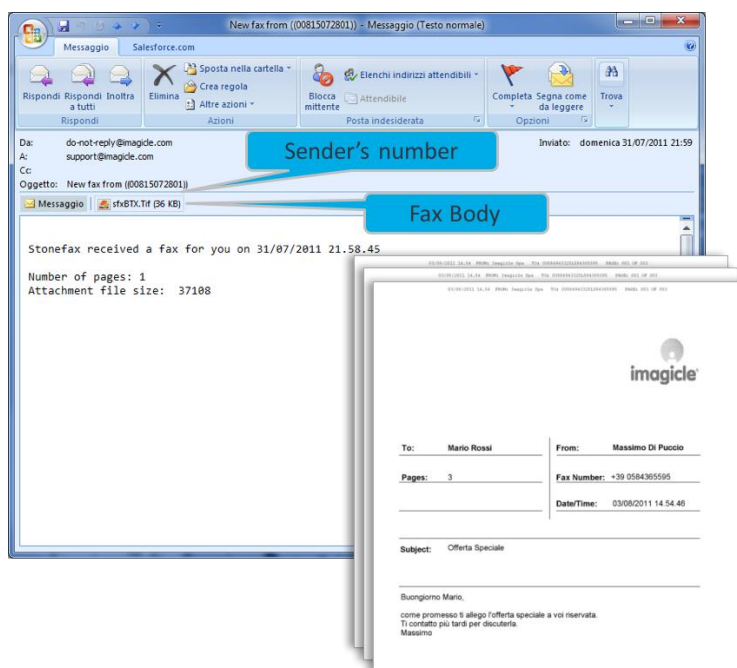
4 How to receive a Fax with Fax Server

Digital Fax supports 7 different means of fax reception:



4.1 Receive a Fax on your email

Digital Fax allows fax reception straight into your own e-mail email@mycompany.com as a PDF or TIFF attachment. You can choose to view received document straight from email or save it to disk. The mail notification can include a hyperlink to download the received document.





4.2 Receive a Fax using web interface

Digital Fax allows you to view received faxes from our user's friendly web interface.

Just open a supported web browser, like Internet Explorer, Firefox, Chrome or Safari, and enter the name or IP address of Imagicle server, as explained above for sending a fax.

Here you can retrieve all your received faxes, with relevant details: originator's and recipient's numbers, page numbers, reception date/time, reference number.

It is possible to quickly search for specific received faxes by easily applying customized filters.

You can:

- Download received fax as TIFF or PDF
- Delete a fax
- Forward fax

Digital Fax Global Inbox Global Outbox Send a Fax **Inbox** Outbox Preferences

Customize search criteria

Status:

Add filter condition

 use wildcards

Effective conditions:
 "Received Date" > (greater than) "2019/06/11" [Remove] [Remove all]

Records 1-11 of 11

DOWNLOAD	FORWARD	DELETE	USER	STATUS	CALLED	CALLER	PAGES	RECEIVED DATE	REFERENCE NUMBER	MACHINE NAME
			Shared	Received	584365593	00584943232	2	12/9/2019 11:14:36 AM	2019.0.00000538	WIN-407TSH2H911
			Shared	Received	584365593	00097123089001	2	11/12/2019 12:45:39 PM	2019.0.00000505	WIN-407TSH2H911
			Shared	Received	584365593	00097123089001	2	11/11/2019 11:09:45 AM	2019.0.00000504	WIN-407TSH2H911
			Shared	Received	584365593	0003527778173	2	11/6/2019 3:05:16 PM	2019.0.00000496	WIN-407TSH2H911



4.3 Department/Company Fax Inbox

If you are an administrator or if you manage department's faxes, you will have access to "Global Inbox" menu, where you can find a list of all received documents at corporate/department level.

For each received fax, you can view the following details: user's name, status, originator's and recipient's numbers, fax pages, reception date/time, document ID and receiver's Imagicle server name.

It is possible to quickly search for specific received faxes by easily applying customized filters.

You can:

- Delete single fax
- Export list to csv or Excel
- Delete whole list from database

Digital Fax

[Global Inbox](#) [Global Outbox](#) [Send a Fax](#) [Inbox](#) [Outbox](#) [Preferences](#)

Customize search criteria

Status:

Add filter condition:

use wildcards

Effective conditions:
 "Pages" > (greater than) ""7"" [\[Remove \]](#) [\[Remove all \]](#)

Records 1-5 of 5								
DELETE	USER	STATUS	CALLED	CALLER	PAGES	RECEIVED DATE	REFERENCE NUMBER	MACHINE NAME
<input type="checkbox"/>	giorgio_barsacchi_ima	Received	584365582	00584365582	8	12/10/2016 15.17.55	2016.0.00000829	SAS
<input type="checkbox"/>	giorgio_barsacchi_ima	Received	584365582	00584365582	11	10/10/2016 12.32.59	2016.0.00000800	SAS
<input type="checkbox"/>	viviana_dimeglio_ima	Received	584365584	002250677	16	28/09/2015 16.17.41	2015.0.00000844	SAS
<input type="checkbox"/>	viviana_dimeglio_ima	Received	584365584	002250677	52	23/07/2015 16.48.30	2015.00000748	SAS
<input type="checkbox"/>	andrea_sonnino_imagi	Received	584365593	00696669311	11	19/12/2013 10.52.46	2013.00001464	SAS

Records 1-5 of 5

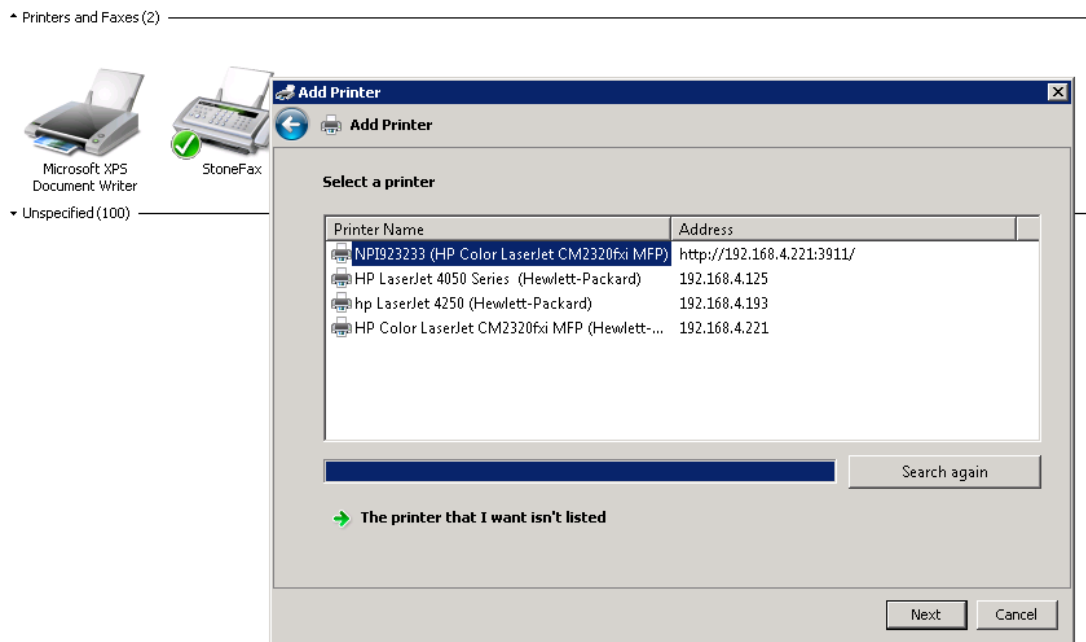
Show records per page

4.4 Forward incoming faxes to network printer

Digital Fax allows you to send incoming faxes straight to a network printer, as if you are using a traditional fax machine. This is a very useful functionality to speed-up company workflows which require the generation and storage of a paper fax copy.

In this case, Digital Fax allows each user/fax number to have a different printer (USB printers are supported too, if connected to Digital Fax server).

To enable this functionality, you need to map network printer on Digital Fax server (ask your network administrator).



5 Digital Fax reports

Digital Fax reports are only accessible by the administrator, by selecting relevant “Reports” option from Digital Fax web interface.

Public Reports are preconfigured and ready to use reports and graphical dashboards, supplied by Imagicle with each Digital Fax installation. Each report can be further customized, using filters and groupings, and saved as a Personal Report for an immediate execution with a single click.

A screenshot on top of the screen shows a preview of available reports.

Digital Fax Global Inbox Global Outbox **Reports** Scheduled Reports Send a Fax Inbox Outbox Preferences Application Settings Mana



Personal Reports ▼

Execute | Options | Delete **Volume Analysis** Date between 01/06/2015 and 01/06/2018

Public Reports

Traffic Analysis ▼

Execute | Options **Busy Channels** Was there a channel saturation on this period?

Execute | Options **Volume Analysis** Show the traffic volume divided by Incoming/Outgoing and Success/Failed faxes

Execute | Options **Outgoing Failures Analysis** Show the failed outgoing faxes grouped by failure reason

Execute | Options **Fax List** Show sent and received faxes

Detail Analysis ▼

Execute **Interactive Fax Detail Analysis** Search fax calls in an interactive grid

You can launch a report using default filter settings by just clicking on “Execute” button. Else you can click on “Options” button to display filter settings and adjust them to fit your needs.

Pls. have a look at below screenshot sample:

Digital Fax Global Inbox Global Outbox **Reports** Scheduled Reports Send a Fax

Report Options

Per faxes with date:

Per direction:

Per status:

Per user:

Remote number contains:

Local number contains:

This sample shows how to setup filters for the following fax data:

- Fax transactions performed during last month
- Only outgoing faxes
- All fax transactions: successful, failed, etc.
- All fax-enabled users
- Faxes transmitted to 0584365593 fax recipient number
- Faxes transmitted from any local fax number

Once filter setup is done, you can “Run Report” and get results based on above filters. Once report has been executed, you can save the report settings into a [Personal Report](#) by clicking on “Save report” button. There you can add a personalized name and a report description.

You can also export report results as PDF, Word or Excel format.

Selected reports can be configured to be automatically sent by email to one user with specific intervals, so it is possible to get the needed reports into own email box without having to access to web portal. This is accomplished by clicking on “Schedule” button. Here you can set email subject, body text, email address or user, report format (Excel or PDF) and schedule recurrence. Report can be scheduled by minute, day, week or monthly base. See a sample screenshot below:

SCHEDULE

Report:

Email subject:

Email body:

[[FILTER]]

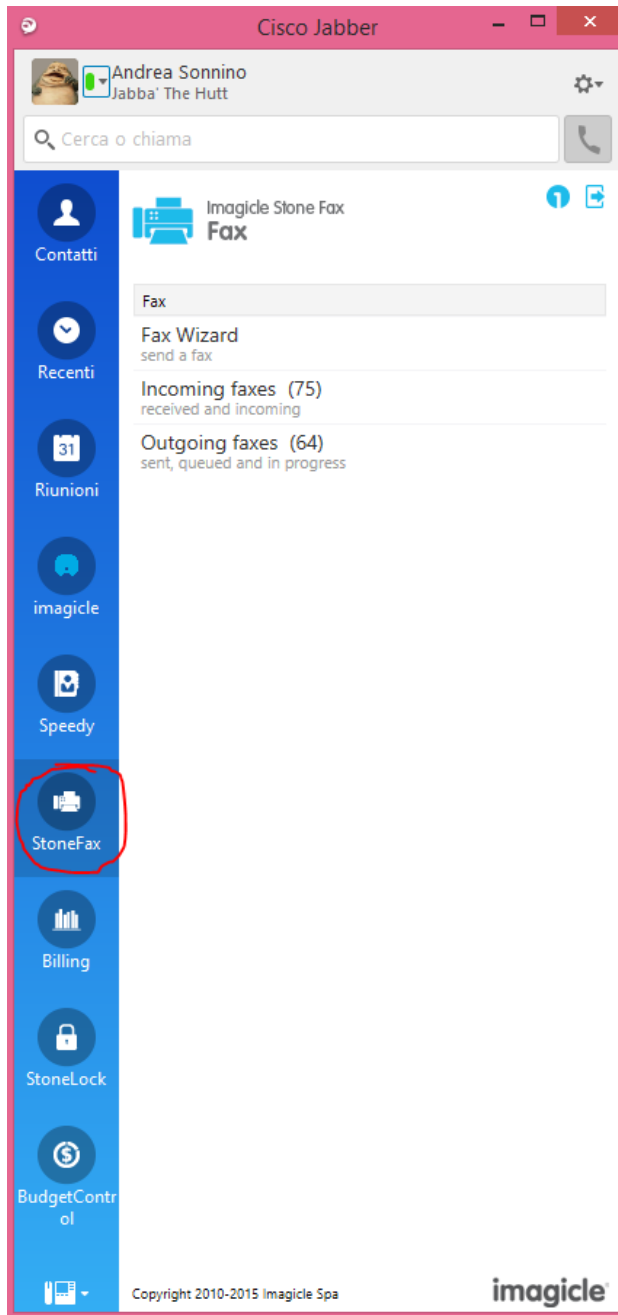
Sent to:

Attach report as: Don't send email if report is empty

Recurrence: Start date Start time Every

Each scheduled report is listed into “Scheduled Reports” Digital Fax menu.

6 Fax from Cisco Jabber and Webex clients



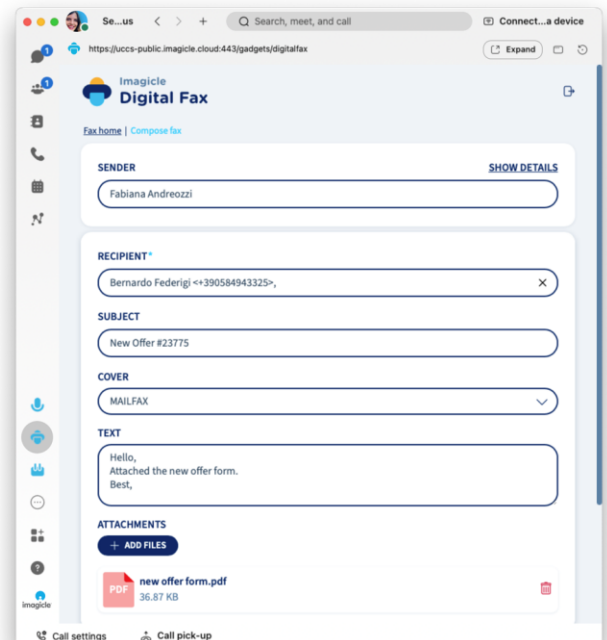
Digital Fax application includes a free gadget called **Fax**, which allows you to send faxes and check your personal outbox. You can access to this feature by clicking on “Digital Fax” button available on left pane.

You can login to gadgets by leveraging same credentials you use for web portal. The administrator can decide to keep the gadget sessions alive for a long period of time, as per your local policies.

The “Fax Wizard” option allows you to send a fax to multiple destinations, with multiple attachments.

“Outgoing Faxes” menu allows you to browse the list of sent faxes and it shows you the status of outgoing transactions happening in that instant. Successful fax transmissions are marked in **green**, ongoing fax transmissions are marked in **orange**, failed fax transmissions are marked in **red**. This page is automatically refreshed every 10 seconds.

“Incoming Faxes” menu allows you to browse the list of faxes that are received or going to be received.





7 Application for Microsoft Teams PC client

Digital Fax includes a free application for MS-Teams desktop/mobile client called **Digital Fax**, which allows you to send faxes and check your personal outbox. You can access to this feature by clicking on “Digital Fax” button available on left pane.

You can login to the app by leveraging same credentials you use for web portal. The administrator can decide to keep the app session alive for a long period of time, as per your local policies.

The “Fax Wizard” option allows you to send a fax to multiple destinations, with multiple attachments.

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