Cloud Business Fax User Guide

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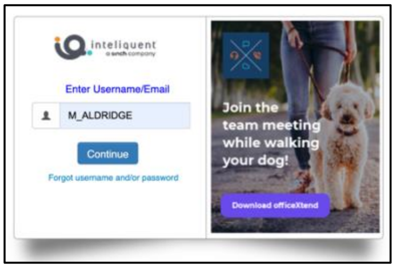
Access, Logins, and Passwords

There are two systems used for this product.

Customer Admin Portal for Users and Admins

For users and admins, the Customer Admin Portal is used to help set up your service, send faxes, view received faxes, and manage storage.



1. Access the portal at vip.anpi.com or the URL provided by your administrator.

2. Enter your login credentials.

3. If you do not have credentials, your Admin can help set you up.

From here you can send and receive faxes and you can also manage storage if you are an admin.

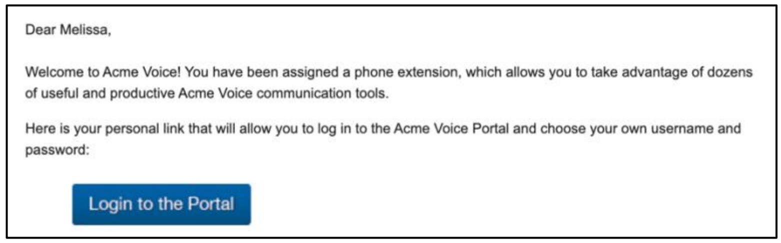
Set Up Users

Once you have the account provisioned, the next step is to add users and grant them proper access permissions.

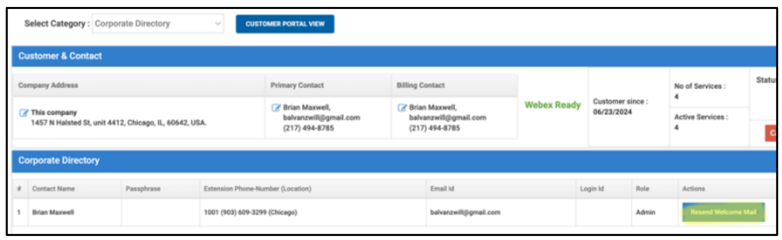
Create and Set Up Admin Account

Due to security standards, when the account is initially provisioned there is no proper Admin to do the rest of the personalization. There is a user called "Super Admin" that is created by default, but you will need to be more capable than this generic administrator.

1. If you put your email address in as the owner's email (Begin the Sales Proposal Step 4), you should have an email from *support@voyant.com* with a link to "Login to the Portal" build your account.

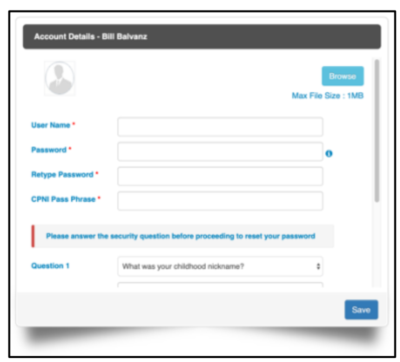


2. If you do not have the email, or when you need to add other users, you can "Resend Welcome Mail" from the Customer tab in Atlas.
Select "Corporate Directory" from the Select Category drop-down and in the Corporate Directory widget find the user and press the "Resend Welcome Mail" button.



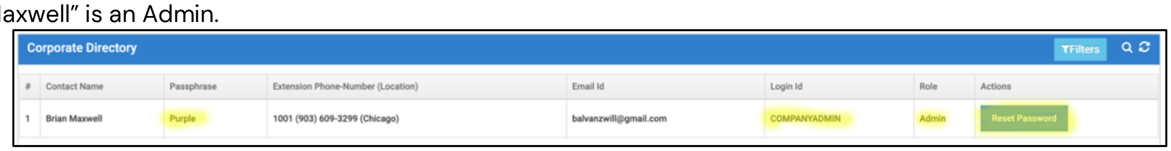
3. Following the "Login to the Portal" link will give you to a screen where you must enter some information to build a Customer Admin Portal account.

User Name: enter the user name you want to use to log into the portal.
Password: enter the password you wish to use. It must be at least 8 characters long, with an upper case, lower case, a numeral, and a special character.
Retype Password: input the same password you entered above
CPNI Passphrase: input a single word that you can remember. When you call customer care, they will ask for this password first. If you do not remember this, they will have to ask your security questions.
Security Questions and Answers: select the questions and input the answers. These will be asked of you to validate your account with customer care in the event you have forgotten your CPNI passphrase.



You can upload a picture for your profile with the "Browse" button at the top.
When you are ready and all fields have been validated, press "Save" at the bottom.

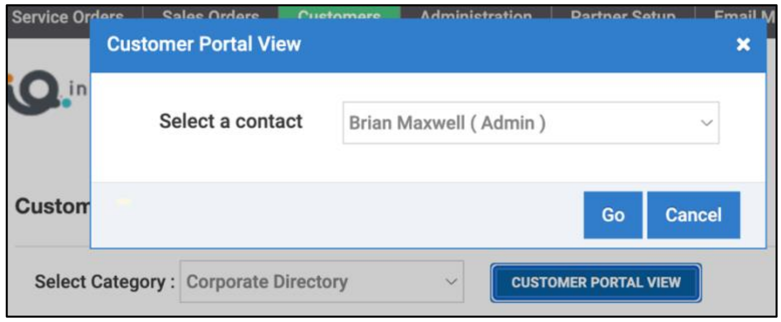
4. Once this setup is complete, refreshing the Customer Tab in Atlas will show that the Corporate Directory now reveals the Passphrase and Login Id of the user. You can see in the example below that this user "Brian Maxwell" is an Admin.



Create Users

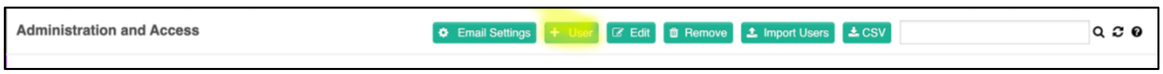
Now, with the full power of an Admin, you can add users in the Customer Administration Portal

1. You will need to be in the Customer Admin Portal for this step. You can use your login credentials at *vip.anpi.com/login* or launch from the Customer tab in Atlas.

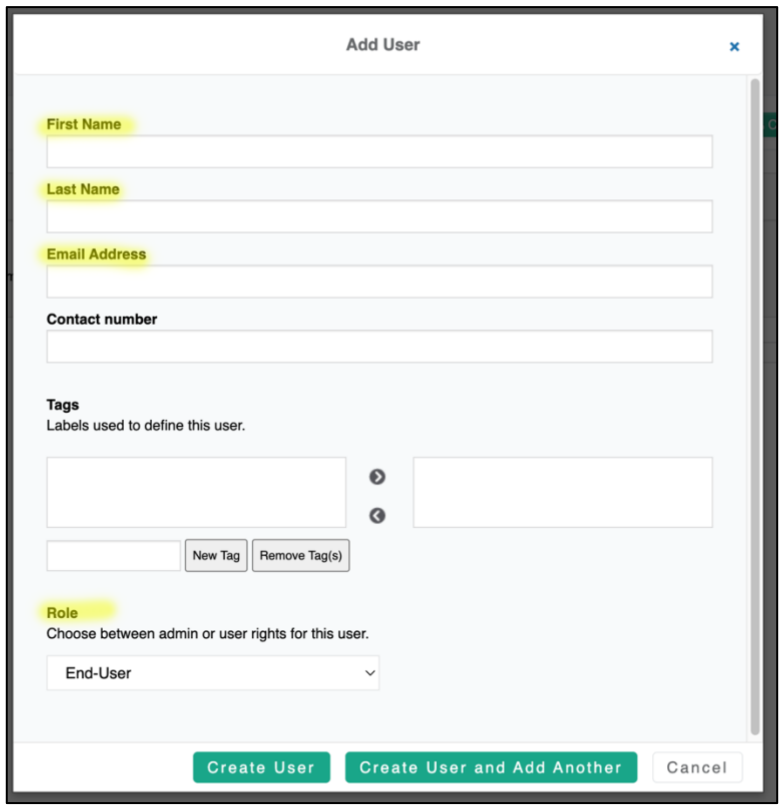


Press the "Customer Portal View" then select the user you wish to emulate from the "Select a contact" drop down and press "Go".

2. In the Administration section, the Administration and Access widget has controls at the top that will allow you to add users. Press the "+ User" button to launch the Add User window.



3. Complete the required fields for the user in the Add User window. The required fields are "First Name", "Last Name", and "Email Address".
By default, a user will be an End-User. You can use the Role drop-down to make the user an Admin.



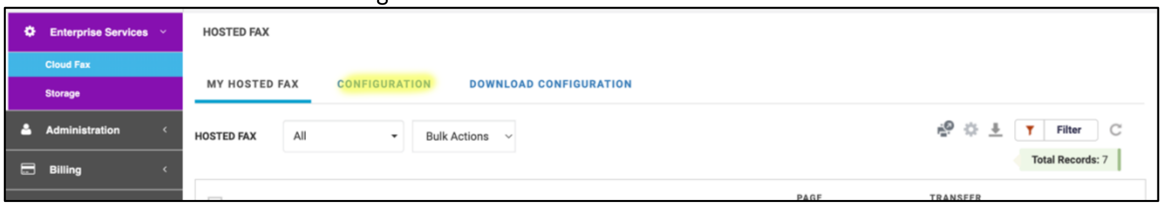
Continue to create the number of users you need. There is no practical limit to the number of users you can have.

Each user will receive an email to the email address you input will receive the email with the "Login to Portal" link, as described in Create and Set Up Admin Account step 4. If they will log into the portal to send or receive faxes, they will need to complete this process.

Configure Service and Assign Users

Once your users are defined, you will need to add them to the services you wish to have them access. This is necessary only for End-Users, Admins will already have access to all the fax products on your service.

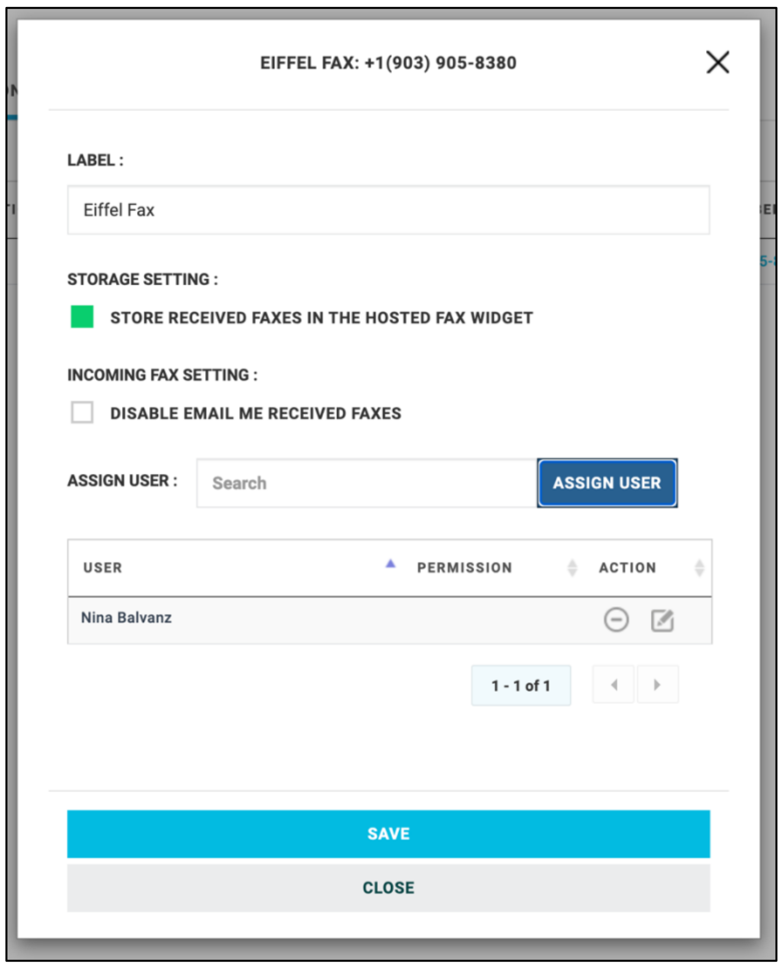
1. When logged in as an Admin, go to Enterprise Services and Cloud Fax. This will show you all the fax products your service allows. You will need to go to the "CONFIGURATION" section first.



2. In the CONFIGURATION section, find the fax service you'd like to edit and press the Cog icon under Actions.

This will open the Edit window for the service itself.

3. When editing the service, you have several parameters you can alter.



LABEL: Use this field to name the service to something that makes sense.

STORAGE SETTING: Store faxes in the Customer Admin Portal widget if you turn this box on.

INCOMING FAX SETTINGS: Turning this box on will help your service maintain HIPAA compliance.

ASSIGN USER: Search for End-Users and assign them to this service here.

SAVE: Confirm your changes with the "SAVE" button.

CLOSE: Exit the window.

Once users have been assigned, a few more options present themselves. As you can see, we have one user assigned.

4. Adjust the permissions for the users as desired.

The Remove icon is used to take the user off the service.

The Permissions icon can toggle the user's ability to View and Email faxes sent to this service.

5. Remember to save your changes after they have been made.

Additional CAP Admin Functions

As an Admin in the Customer Admin Portal, there are several functions you can perform beyond merely creating and assigning users.

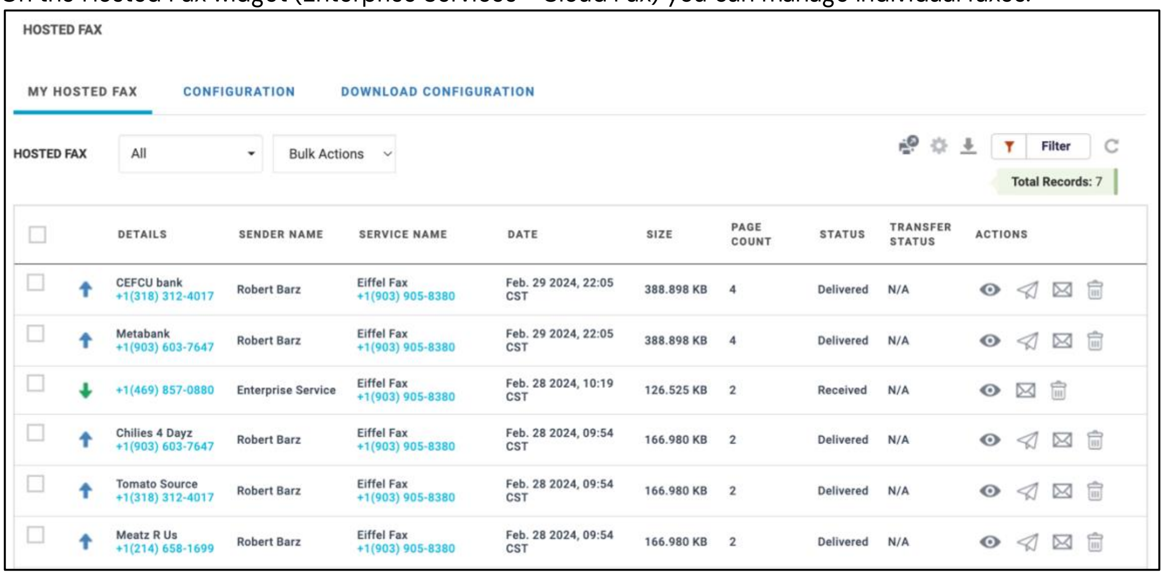
Manage Cloud Storage

You are in control of which faxes are stored on our cloud. This has a prescribed limit, and if you have not set to download those faxes to another storage utility, you will need to maintain them in the Customer Admin Portal.

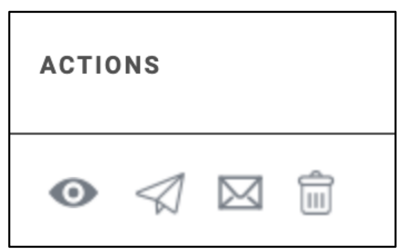
1. The Storage widget (Enterprise Services > Storage) will show you how much of your cloud storage allotment you have available across your various products. As this fills up, Admins will receive email reminders of the capacity as it gets close to the maximum.

Note: At no point will Sinch decide which faxes to delete. If the capacity becomes full, the services will continue to function and faxes will still save, but overage charges will begin to accumulate.

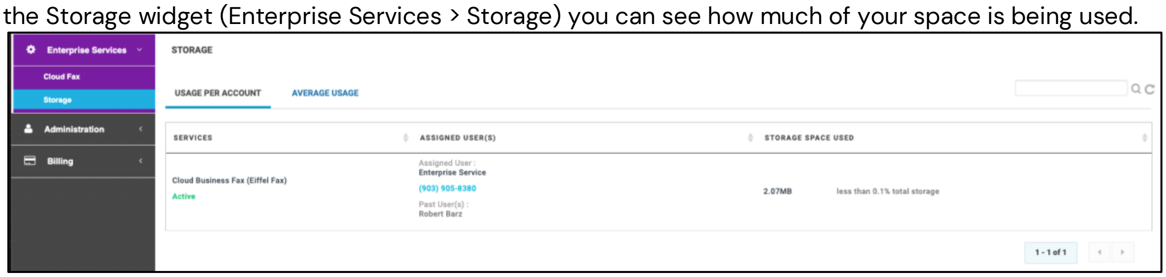
2. On the Hosted Fax widget (Enterprise Services > Cloud Fax) you can manage individual faxes.



3. The faxes are listed in order with the most recent at the top. You can look by fax service with the HOSTED FAX drop down menu.
For each Fax, there are actions in the rightmost column. Sent faxes will have all four options, while Received faxes will have only three.



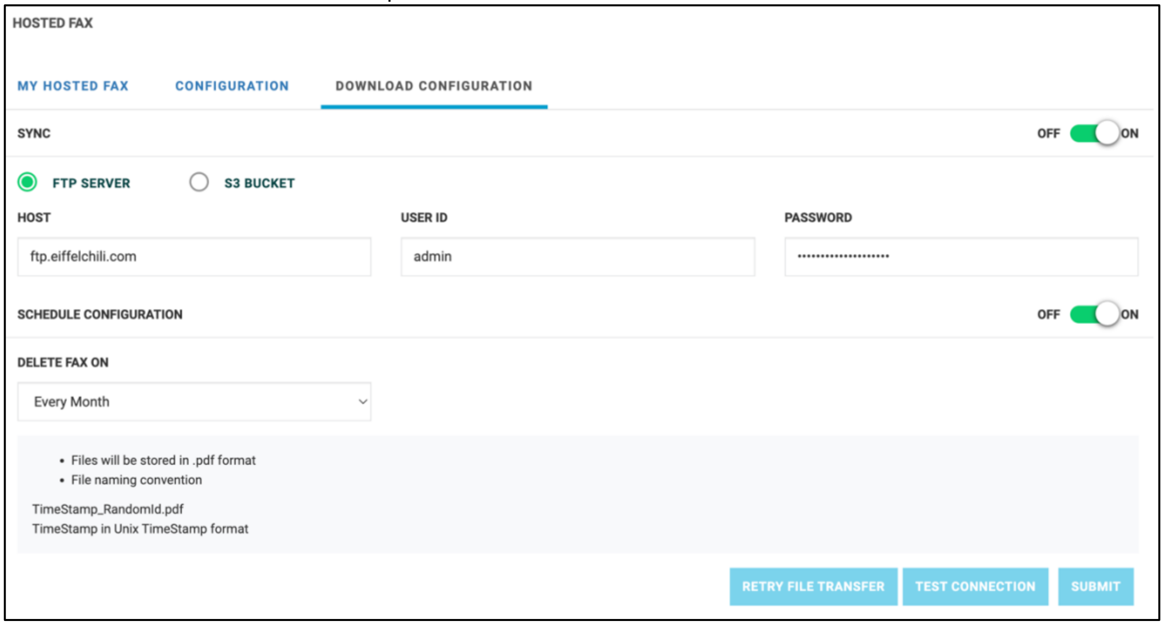
View: This will show the fax on-screen.
Resend (sent faxes only): Use this to send the fax to the same recipients again.
Email: Send this fax to an email address. This may violate HIPAA compliance if the email server where it is directed is not compliant.
Delete: Delete this fax and free up the storage space it is consuming.
In the Storage widget (Enterprise Services > Storage) you can see how much of your space is being used.



Configure Storage (optional)

By default, faxes are stored and managed in the Storage section, with a finite limit to the amount that can be stored. The final section within the Hosted Fax widget is "DOWNLOAD CONFIGURATION". From here you can configure the system to offload stored faxes from the cloud to your own private server.

1. Turn ON "SYNC" to show all of the options.



2. After selecting the type of server (FTP SERVER or S3 BUCKET) enter the host information. You can validate that you have correctly entered the information with "TEST CONNECTION" at the bottom of the window.

3. Turn ON "SCHEDULE CONFIGURATION" and select the frequency that you'd like the faxes deleted from cloud storage with the "DELETE FAX ON" drop down. The file format information is shown here, as well.

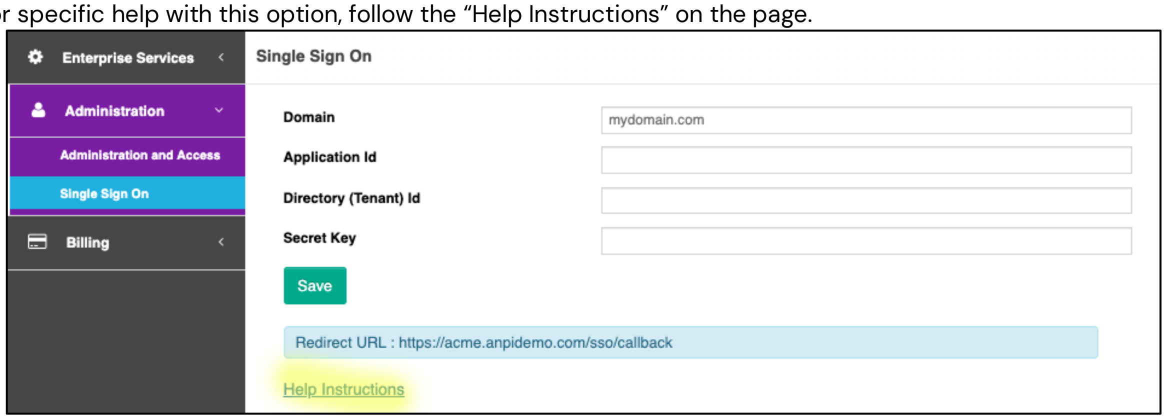
4. Press "SUBMIT" to finalize your selections.

Configure Single Sign-On (optional)

You can set the service up to comply with your company's single sign-on service as an Admin.

In the Single Sign-On widget (Administration > Single Sign On) you can enter the information for your company's service to include the Customer Admin Portal in the options for single sign-on.

For specific help with this option, follow the "Help Instructions" on the page.

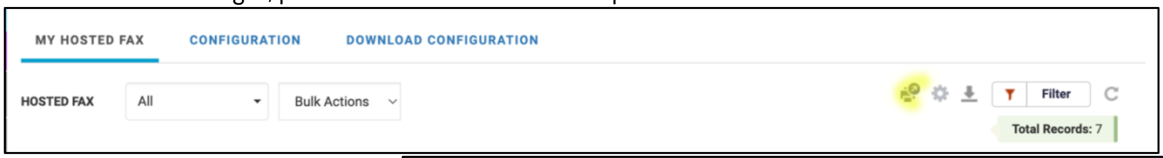


Sending and Receiving Faxes

Sending a Fax

Any authorized user can send a fax from the portal in the Enterprise Services > Cloud Fax section.

1. In the Hosted Fax widget, press the “Send Fax” icon to open the SEND FAX window.



The sender name will automatically populate based on the identity of the user.

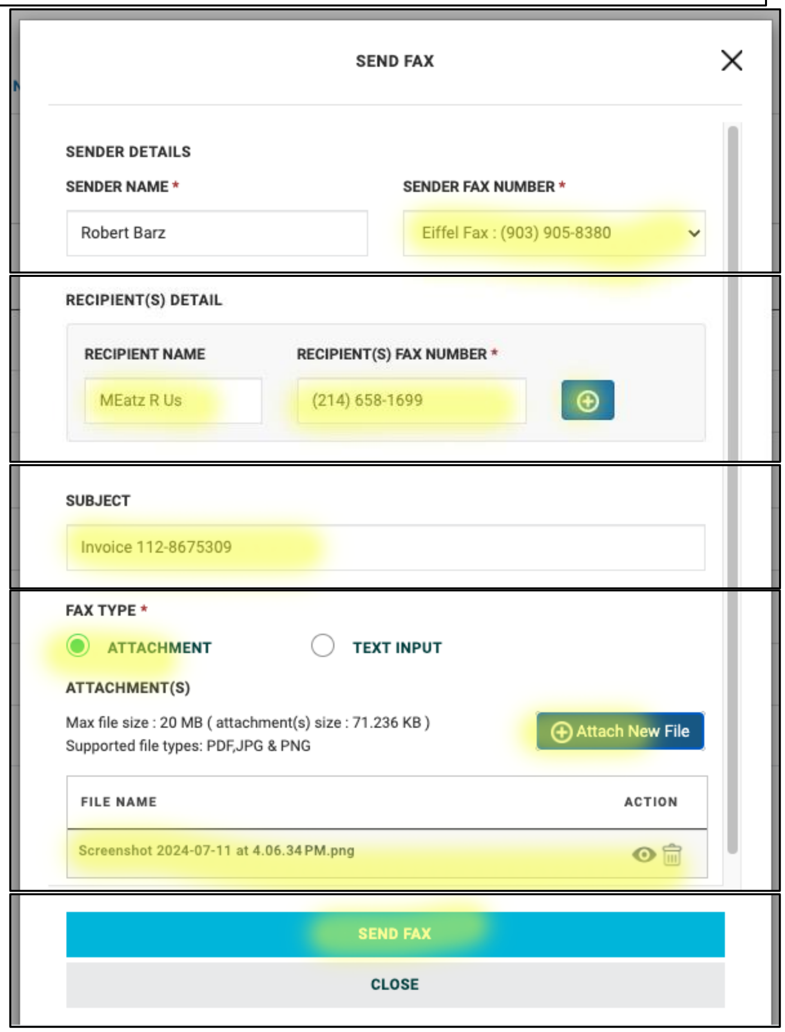
2. Select the fax service you would like to use from the “SENDER FAX NUMBER” drop down.

3. Fill out the Recipient Name and Fax Number in the next fields. You can press the “+” button to add another line for additional recipients

4. The fax header will be sent based on what you place in the SUBJECT box.

5. Add ATTACHMENTS with the “+ Attach New File” button. As you can see, there is a max file size of 20 MB and the supported file types are PDF, JPG, and PNG. Continue to add files until you are satisfied. You can use the ACTION icons to view your attachment or delete it.

6. When you are satisfied with your composition, press “SEND FAX”.

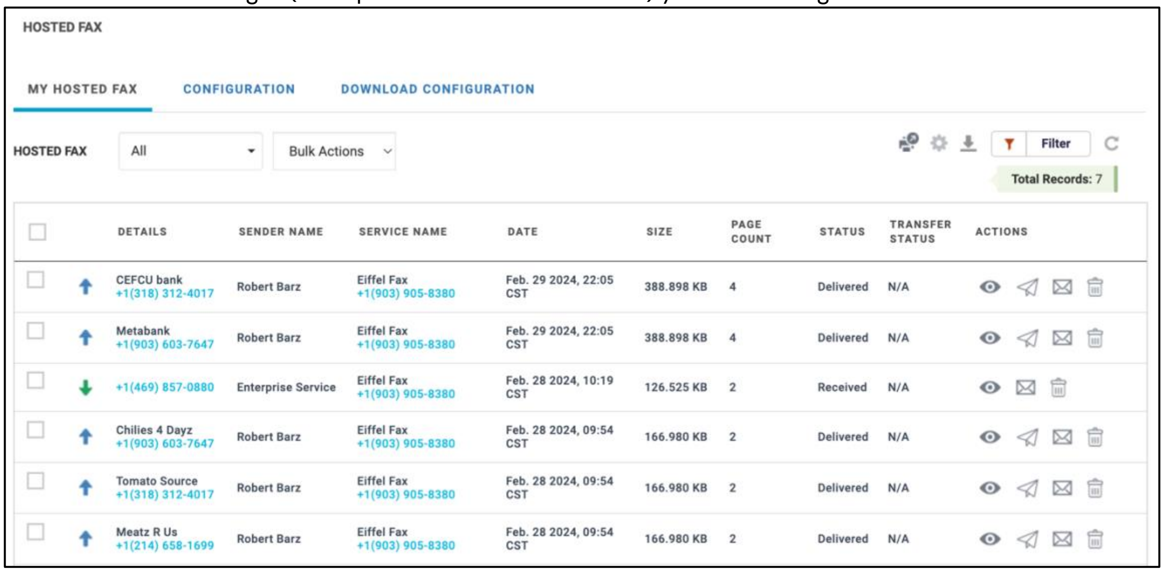


Note: The fax protocol is very slow by modern standards, so it could be several minutes before the message is delivered. The progress will be visible on the Hosted Fax widget.

Viewing Received Faxes

A user can view any faxes from services assigned to them. Admins can see any faxes that are not marked Personal, and only the user assigned to a Personal Fax Product will be able to access those.

1. On the Hosted Fax widget (Enterprise Services > Cloud Fax) you can manage individual faxes.



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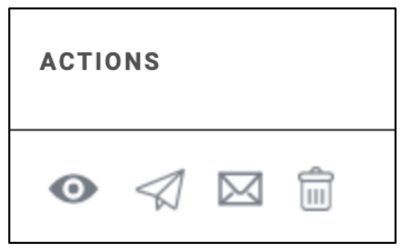

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