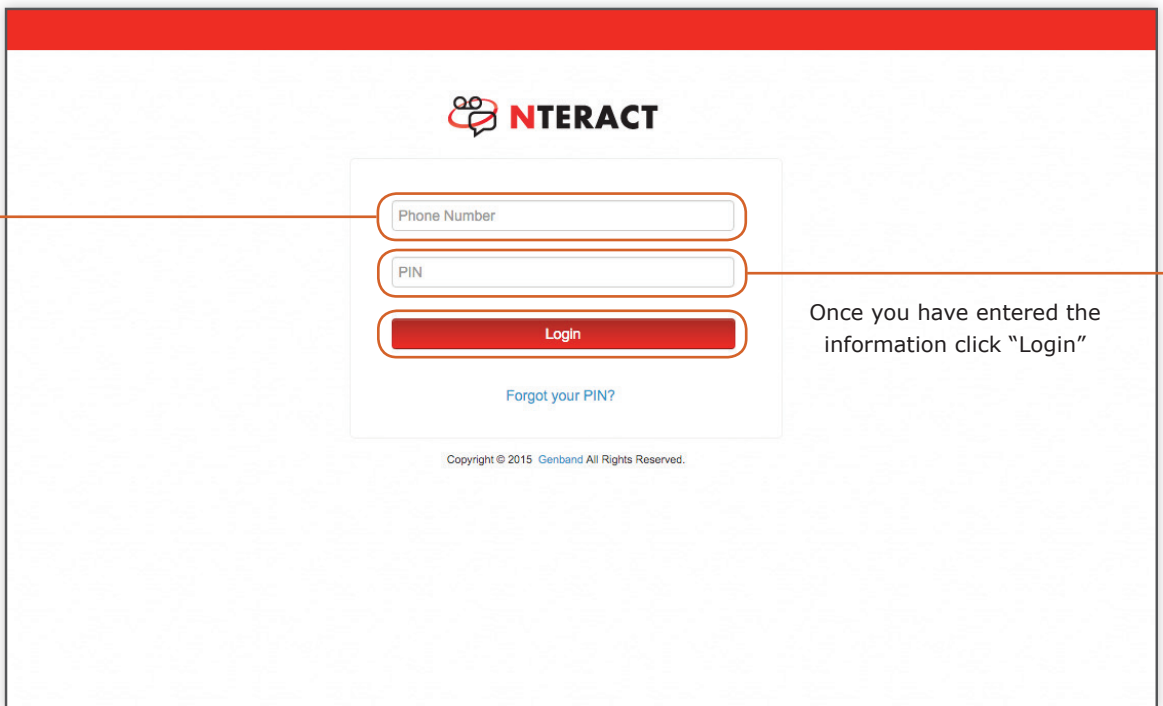


## Nteract Fax

Many organizations still heavily rely on faxing as a form of reliable and secure communications — Nteract Fax takes the hassle out of sending and receiving faxes. Running in parallel with traditional stand-alone fax machines, Nteract Fax eliminates the need to print every document manually to send or view it. It's easy to send and manage most content as electronic documents. Before accessing the Nteract Fax service your organization's service provider will need to provide a few fundamental pieces of information:

- The URL for the Nteract Fax. This URL is specific to your organization.
- Your fax number and pin

Browse to the service provider provided URL. At the login screen enter your user name and password and click "Login". This page will likely look different than the example shown below as the End-User Portal will be branded with your service provider's or your organization's colors and logos.



The screenshot shows the Nteract login interface. At the top is a red header bar. Below it is the Nteract logo, which consists of a stylized 'N' icon followed by the word 'NTERACT' in bold, uppercase letters. The main content area contains a white login form with three input fields: 'Phone Number', 'PIN', and a red 'Login' button. Below the 'Login' button is a blue link that says 'Forgot your PIN?'. At the bottom of the page, there is a small copyright notice: 'Copyright © 2015 Genband All Rights Reserved.' Three orange lines with text annotations point to the form elements: one points to the 'Phone Number' field with the text 'Enter the fax number associated with your account', another points to the 'PIN' field with the text 'Enter the PIN number associated with your fax account', and a third points to the 'Login' button with the text 'Once you have entered the information click "Login"'. The entire screenshot is enclosed in a black border.

Enter the fax number associated with your account

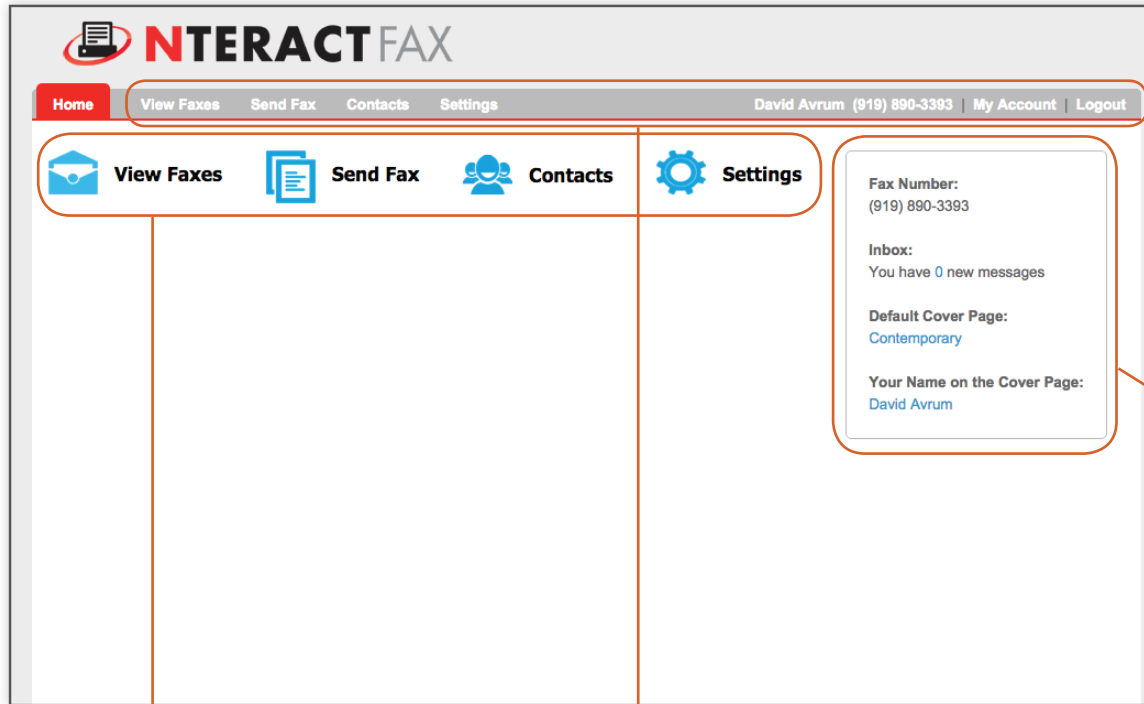
Enter the PIN number associated with your fax account

Once you have entered the information click "Login"

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## Home Page

Logging into the portal automatically opens the "Home" page. The "Home" page provides quick links to primary functions. It also displays a quick look at the information that is on your fax headers



Quick links to the primary functions of the Nteract Fax

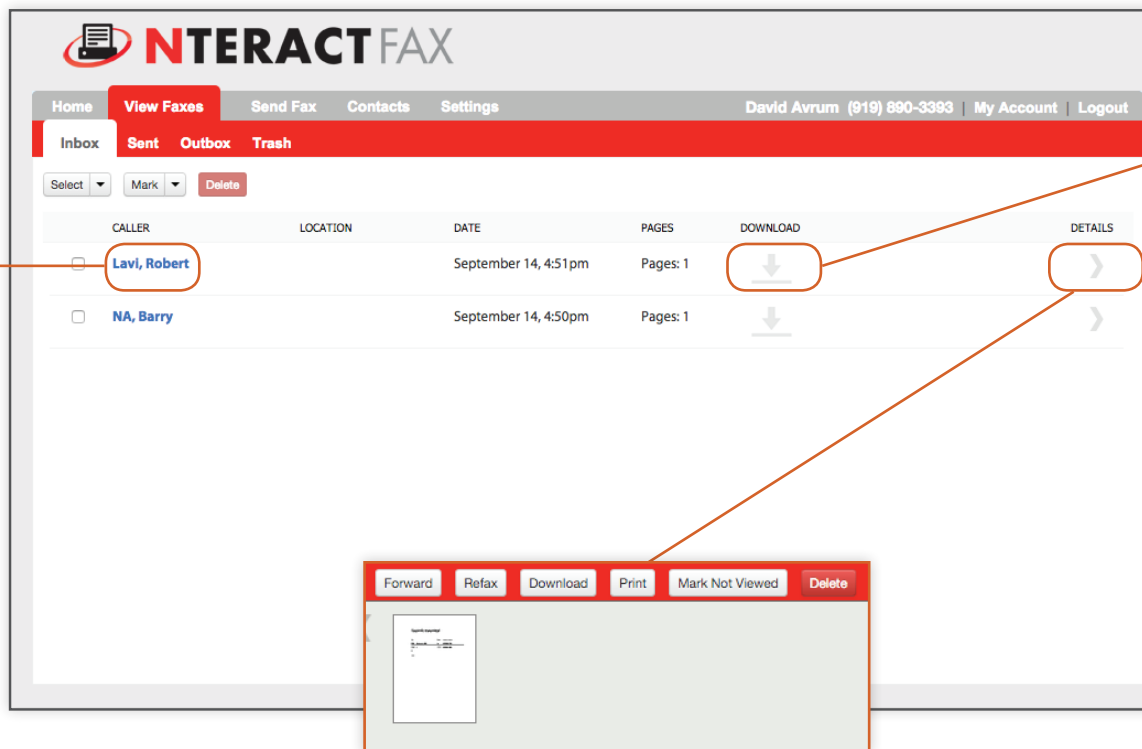
Main navigation. This navigation mirrors the quick links allowing you to easily navigate to other sections of Nteract Fax from any other pages.

Shows quick reference information as well as your cover page defaults

## View Faxes - Inbox

The Nteract Fax inbox provides one place to view, download, and manage faxes that you have received.

Show the phone number or name (if they are in your Contacts list) of the fax sender.



Allows you to download a PDF version of the fax you received

Clicking details provides a group of additional actions you can perform on received faxes.

- **Forward:** You can forward a received fax to an email address
- **Refax:** You can fax a received fax to a new fax number
- **Download:** You can download the fax as a file
- **Print:** You can print a fax on a printer
- **Mark Not Viewed:** Allows you to mark a fax as not viewed. This will make it displayed bold in the Inbox.
- **Delete:** Moves the fax to the Trash. This does not permanently delete the fax. You must go to the Trash tab to delete it permanently.

## View Faxes - Sent Faxes

Nteract Fax gives you the ability to track the status of your sent faxes and choose additional actions.

A "check mark" means a fax was sent successfully. Click "Info" to find out more information.

The screenshot shows the 'View Faxes' interface with a table of sent faxes. The table has columns for Recipient, Status, Date Sent, Pages, Download, and Details. The status column contains checkmarks for successful sends and exclamation marks for failures. Callouts provide more detail on these statuses.

RECIPIENT	STATUS	DATE SENT	PAGES	DOWNLOAD	DETAILS
(919) 890-3395	✓ Info	September 22, 4:27pm	Pages: 3	↓	➤
(987) 654-3210	✓ Info	September 22, 3:49pm	Pages: 3	↓	➤
(919) 890-3395	! Info	September 16, 11:06am	Pages: 81	↓	➤
(919) 890-3395	! Info	September 16, 10:52am	Pages: 81	↓	➤
(919) 890-3395	! Info	September 16, 10:41am	Pages: 81	↓	➤
(973) 470-9471	! Info	September 16, 10:28am	Pages: 81	↓	➤
(919) 890-3395	✓ Info	September 14, 4:51pm	Pages: 1	↓	➤
(973) 470-9471	✓ Info	September 14, 2:29pm	Pages: 1	↓	➤
(919) 890-3395	✓ Info	September 14, 2:26pm	Pages: 1	↓	➤
(919) 890-3395	! Info	September 14, 1:35pm	Pages: 1	↓	➤

Callout for successful fax: (919) 890-3395, September 22, 4:27pm. Outcome: Sent Successfully.

Callout for failed fax: (973) 470-9471, September 16, 11:06am. Outcome: Transmit Failure.

Callout showing action menu: Forward, Refax, Download, Print, Delete.

Click the "Details" arrow to show additional functions such as forwarding the fax to an email address, refaxing to a fax number, and downloading, printing, or deleting the fax.

An X means that a fax was sent unsuccessfully. Click "Info" to find out more information and to attempt to "Refax"

Download a file of your sent fax

## Sending a Fax

Nteract Fax provides a step-by-step process for sending a fax.

### Step 1: Choose a Cover Page

You can choose the style of your fax cover. If you have set up a default style for you fax cover page in settings that choice will be automatically highlighted.

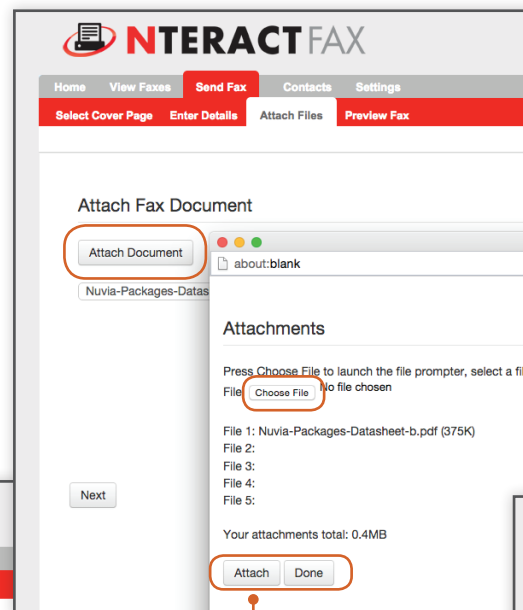
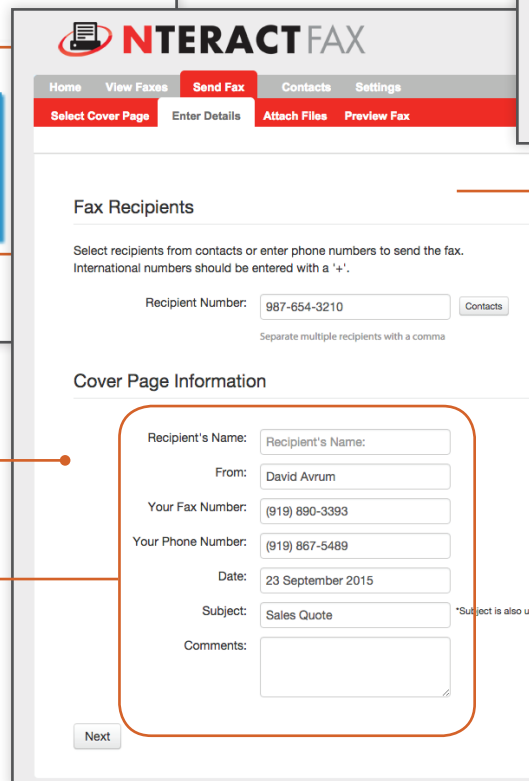
Click "Next" to move to the next screen.



### Step 2: Enter Details

Fill out the recipient and sender information. If you have From, Your Fax Number, Your Phone Number, assigned in settings these fields will automatically populate.

Click "Next" to move to the next screen.



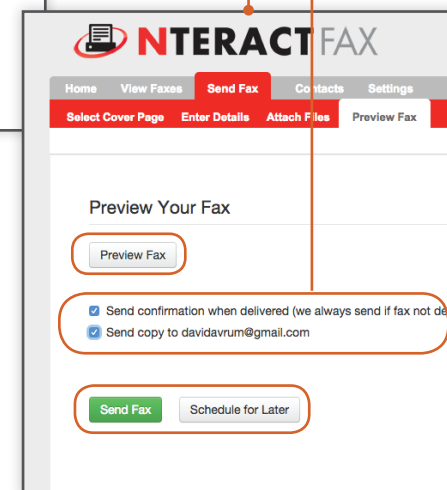
### Step 3: Attach Documents

Click "Attach Document". Choose the file or files that you wish to fax. Then click "Attach". You can repeat this process to attach more files. When you are done choosing files click "Done".

This will bring you back to the Attach Files screen. You will see the files you attached from the drop down menu. You can delete attachments on this screen by choosing the file from the drop down and clicking "Delete".

Click "Next" to move to the next screen.

You can choose to receive delivery confirmation and a copy of your fax to your e-mail address.



### Step 4: Preview Fax and Send

You can preview your fax before you send. Click "Preview Fax" to download a PDF version of the fax you are about to send. When you are ready click "Send Fax" or "Schedule for Later" to send it at a different time.

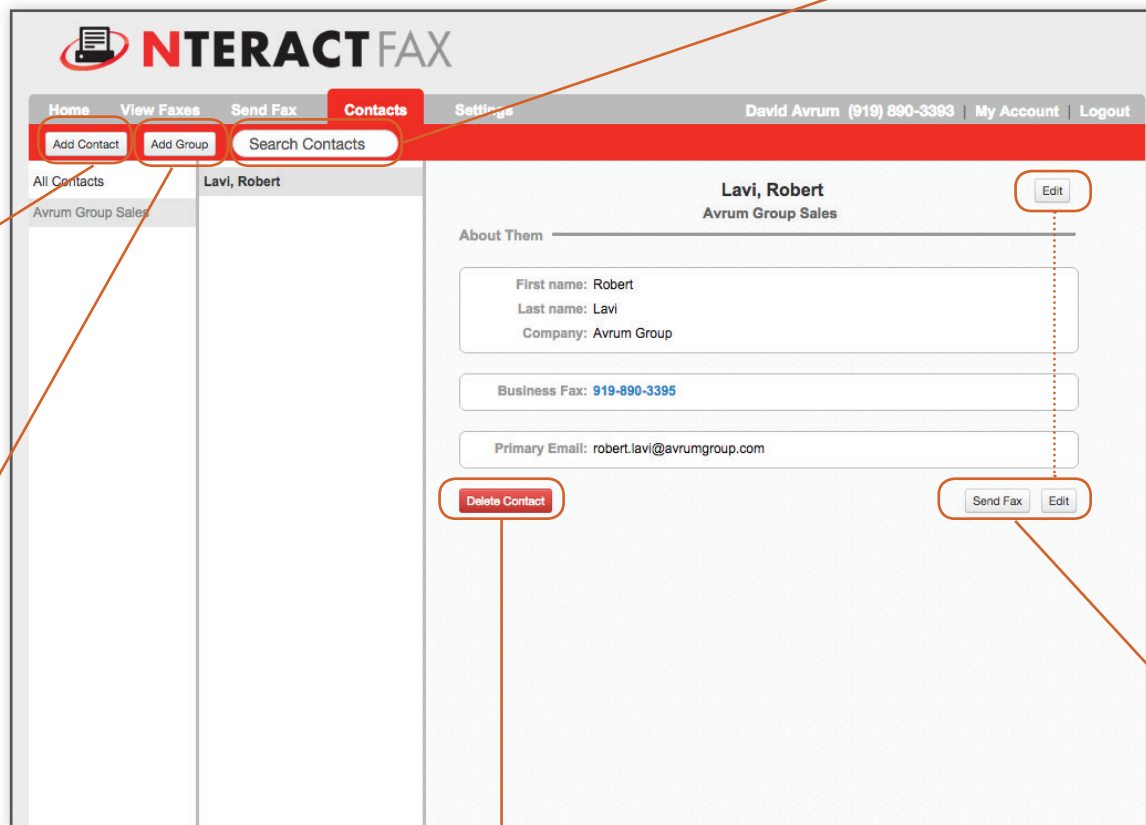
## Contacts

Nteract Fax allows you to create a customer contact list for contacts or organizations that you fax frequently. Adding contacts makes it easier to send faxes to them in the future.

Click inside the search box. Type all or part of the name of the contact you are searching for and hit the enter/return key. This will create a list of contacts with matching criteria.

Click "Add Contact" to create a new contact. You can also assign these contacts to a group for easier organization.

Click "Create Group" to create a new contact group. You can then assign several contact to that group. This make it easier to find contact later, and it also allows you send a fax to the entire group.

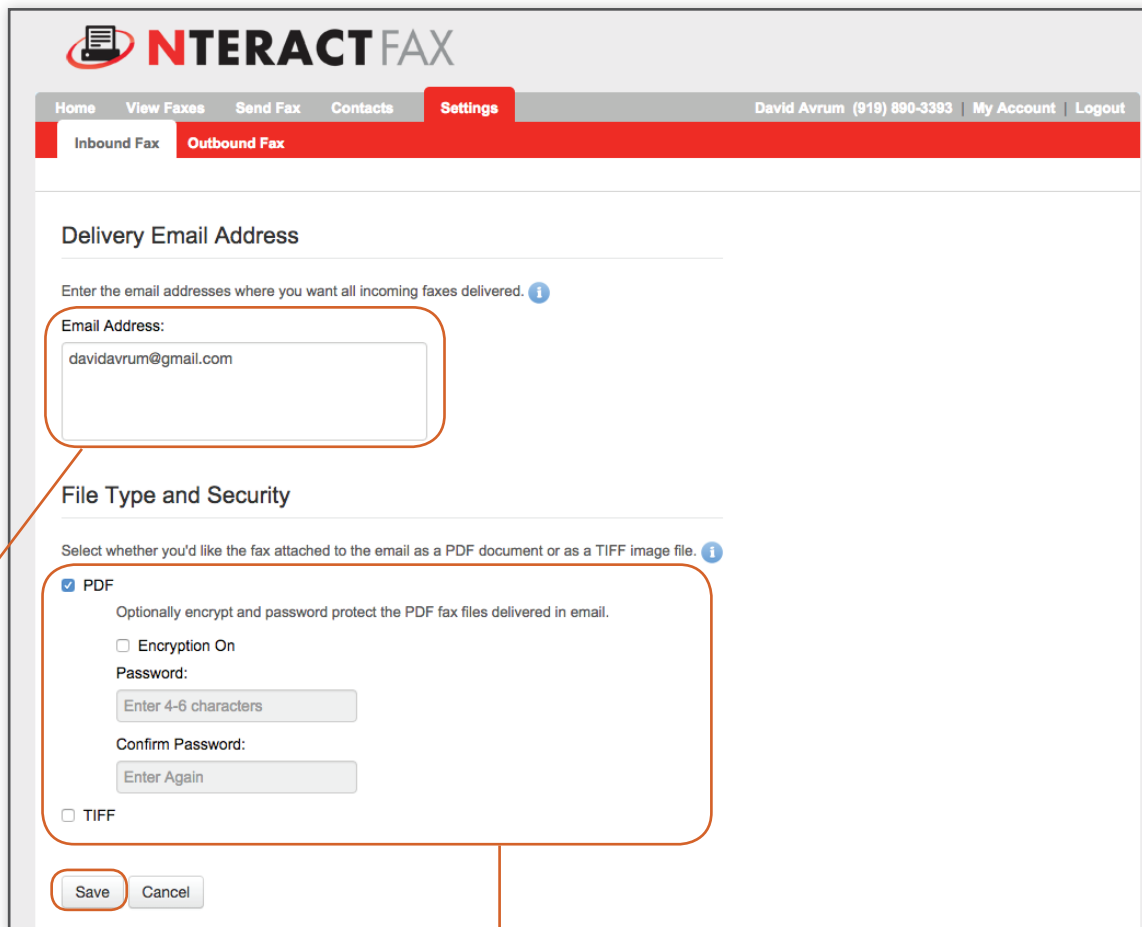


Delete a contact you no longer wish to have in your Contact list by clicking "Delete Contact"

Click one of the "Edit" buttons to edit your contact. You can also send a fax directly from the contact listing by clicking "Send Fax". This will take you to the Send Fax screen and will prepopulate your contacts information.

## Settings - Inbound Fax

To get the most of Nteract Fax, and provide an extra layer of security, there are a few default settings that can be changed.

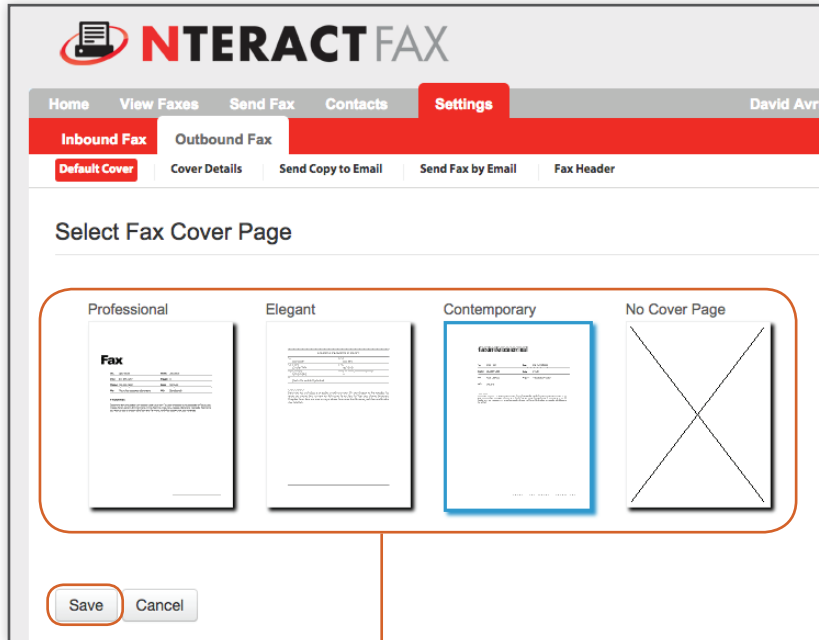


Enter the e-mail address that you would like to receive incoming faxes as file attachments.

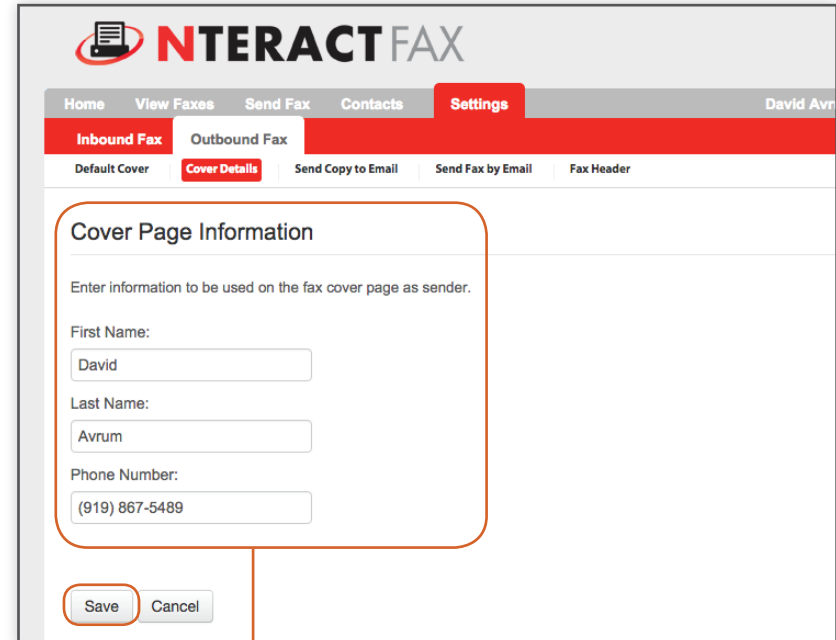
Choose between PDF and TIFF file formats. If you chose the PDF file format you can also enable encryption. When you turn on encryption you must choose a password and confirm it. This means that only someone with the password will be able to open these fax attachments.

## Settings | Outbound Fax | Setting Fax Cover Defaults

Nteract Fax allows you to set defaults for your outbound faxes. This makes sending faxes much faster because Nteract Fax will prepopulate these defaults into your outbound faxes so you won't need to repeatedly enter the same information.



Choose a default cover

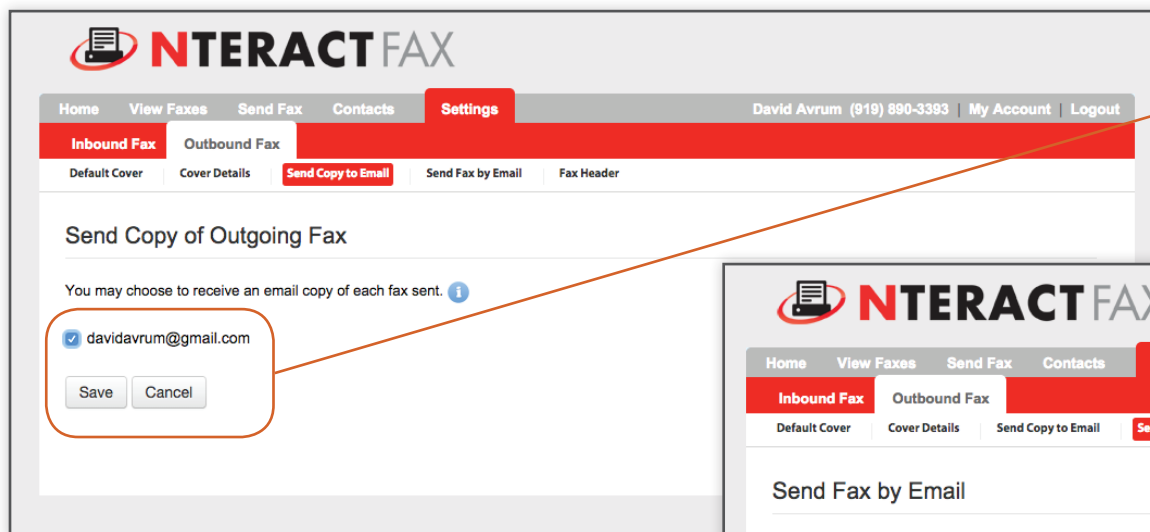


Choose the default information that will be displayed on your cover page.



## Settings - Sending and Receiving Faxes Via E-mail

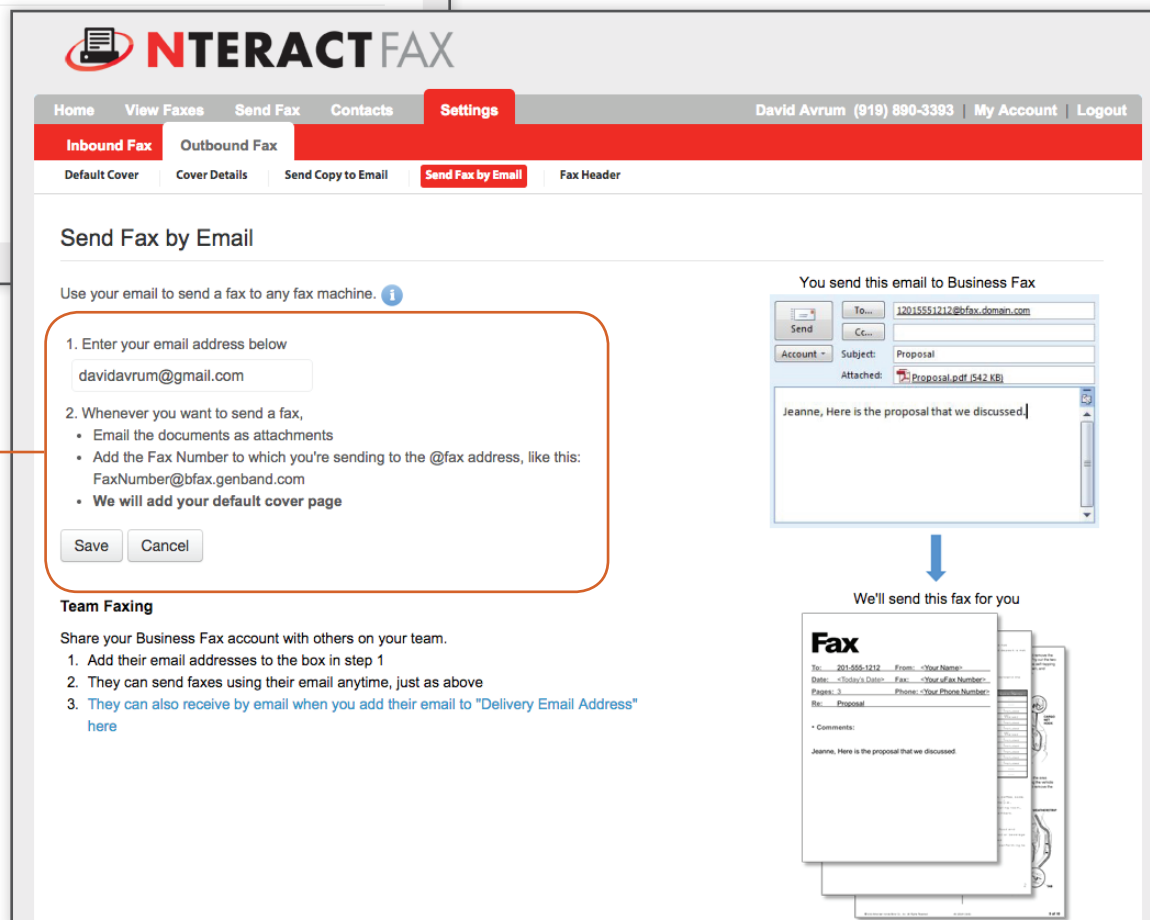
Nteract Fax allows you to e-mail yourself copies of your outgoing faxes, it also allows you to send faxes directly from your e-mail without having to go to the web interface.



Check the box beside your email address if you automatically want to receive e-mail attachments of your outbound faxes.

Enter the email address you will sending faxes from. Then simply send an email with an attachment to the faxnumber@bfx.genband.com

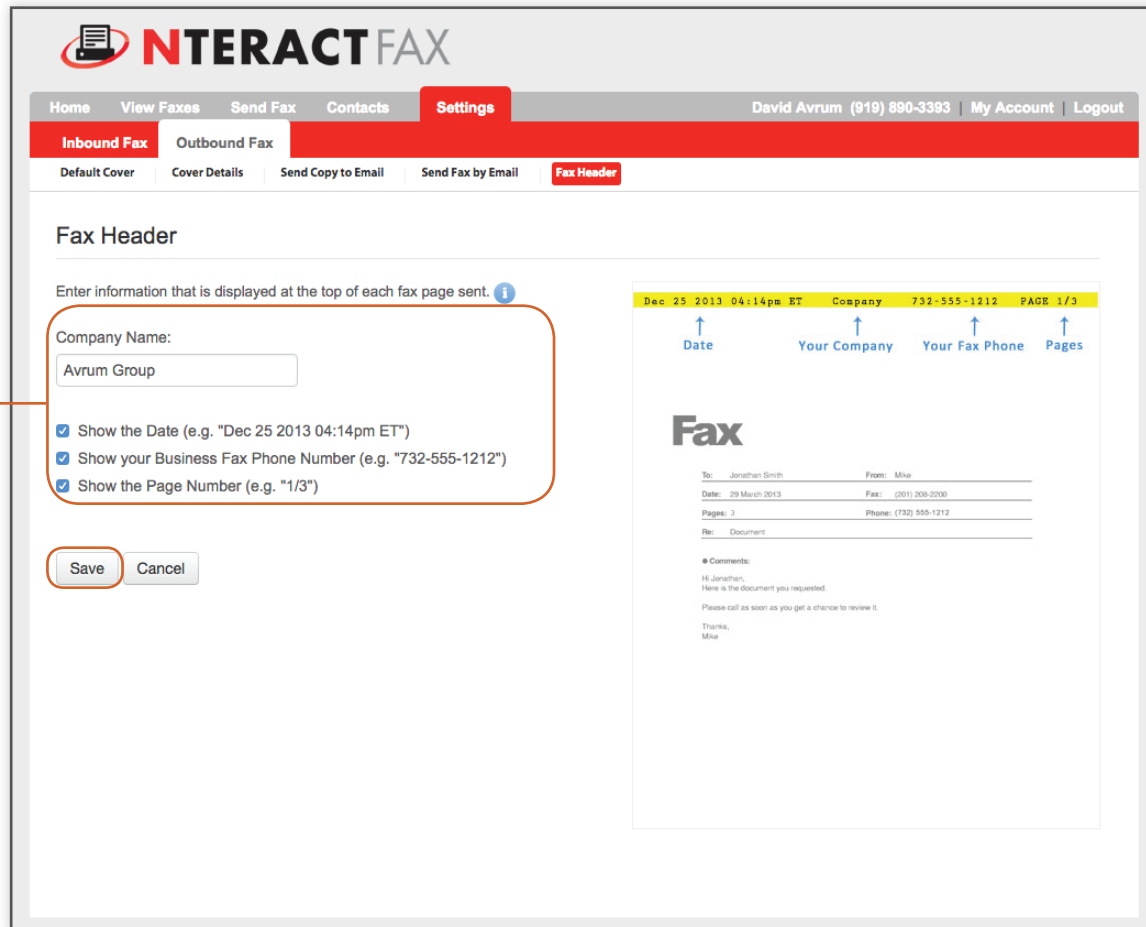
*\*Note\* Check with your service provider to verify the send to address*



## Settings - Setting Up Default Fax Header

Nteract Fax allows you to choose defaults that will always appear on your fax header.

Enter the company name and choose what information you would like to have appear on your fax header.



The screenshot shows the Nteract Fax web interface. At the top, there is a navigation bar with the Nteract logo and the text "NTERACT FAX". Below this is a secondary navigation bar with links for Home, View Faxes, Send Fax, Contacts, and Settings (which is highlighted). To the right of the Settings link, there is user information: "David Avrum (919) 890-3393 | My Account | Logout".

Below the navigation bar, there are two main tabs: "Inbound Fax" and "Outbound Fax". Under "Outbound Fax", there are several sub-tabs: "Default Cover", "Cover Details", "Send Copy to Email", "Send Fax by Email", and "Fax Header" (which is highlighted).

The "Fax Header" section is titled "Fax Header" and includes a sub-header "Enter information that is displayed at the top of each fax page sent." with an information icon. Below this, there is a "Company Name:" label and a text input field containing "Avrum Group". To the right of this input field, there is a red box with an orange border containing three checked checkboxes:

- Show the Date (e.g. "Dec 25 2013 04:14pm ET")
- Show your Business Fax Phone Number (e.g. "732-555-1212")
- Show the Page Number (e.g. "1/3")

At the bottom of this section, there are "Save" and "Cancel" buttons.

To the right of the settings form, there is a preview of a fax header. The preview shows a yellow header bar with the following text: "Dec 25 2013 04:14pm ET Company 732-555-1212 PAGE 1/3". Below this bar, there are four blue arrows pointing up to the corresponding text in the header bar, labeled "Date", "Your Company", "Your Fax Phone", and "Pages". Below the header bar, the word "Fax" is displayed in a large font. Underneath, there is a form with the following fields:

To: Jonathan Smith	From: Mike
Date: 29 March 2013	Fax: (201) 208-2200
Pages: 3	Phone: (732) 555-1212
Re: Document	

Below the form, there is a "Comments:" section with the following text:

H. Jonathan,  
Here is the document you requested.  
Please call as soon as you get a chance to review it.  
Thanks,  
Mike