



## **System Overview**

VMan is a web interface to Amvia's fax to email service allowing users to send and receive faxes and keep a history of their sent and received faxes.

### **Managing your Faxes**

After logging in to VMan, your fax inbox will be displayed. If you have outbound faxing enabled, you will also be able to view your sent faxes.

To navigate between your inbox and sent items, use the links near the top left of the screen.

The "Create Fax" button is only visible to outbound faxing subscribers.

In the list of faxes, four buttons appear next to each fax, and provide the following functionality:

### **Preview Fax**

Opens a new window in which the fax document is displayed in either PDF or TIFF format.

### **Resend Fax**

The following message box is displayed:

1. Click the "Resend" link to resend the fax
2. Click the "Cancel" link to close the message box without resending the fax

### **Forward Fax**

Forwards the selected fax to a fax number. (if you have outbound faxing enabled)

The following message box is displayed.

1. Enter a fax number (no spaces or non numeric characters)
2. Click the "Forward to fax number" link to forward the fax
3. Click the "Cancel" link to close the message box without forwarding the fax

### **Fax History**

Displays a list of events occurring for the selected fax.

### **Creating a Fax**

To create a new fax, click on the "Create Fax" link.

The following window is displayed:

1. The fax number of the recipient must be specified.
2. The name of the recipient must be specified.
3. Enter any text you would like to fax into the "Body text" box.
4. If your organization has predefined cover pages you can select a cover page from the drop down list.
5. Attachments (MS Word, MS Excel, PDF, JPG, etc.) can be added to the fax by clicking the "Add" button, you can then select a file(s) from your computer to attach to the fax.

## **Technical Support**

### **Submitting your Incident 24x7**

You can log your incident by either calling The Service Centre on 0861 717171 or emailing [support@interprise.co.za](mailto:support@interprise.co.za) . Please provide as much information as possible and we will need your username and or fax number when logging the incident.