



# Pangea

**Internet Fax Solutions**

## INTERNET FAX RESELLER (IFR) GUIDE

**PANGEA COMMUNICATIONS CORP.**

# FAXING NAVIGATION

## Portals

**Reseller Portal** ..... <https://ipfax.net/agent.htm>

**Company Portal** ..... <https://ipfax.net/company.htm>

**User Portal** ..... <https://ipfax.net>

## Contacts

**Support Email**.....[support@pangea-comm.com](mailto:support@pangea-comm.com)

**Fax ATA Orders**.....[ATA.shipping@pangea-comm.com](mailto:ATA.shipping@pangea-comm.com)

**Accounts Payable**.....[Janelle@pangea-comm.com](mailto:Janelle@pangea-comm.com)

**Porting**.....[LNP@pangea-comm.com](mailto:LNP@pangea-comm.com)

# INTERNET FAX RESELLER GUIDE

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# IFR Configuration and Branding

## How to Customize Confirmation Email

A Confirmation email is sent to a User each time they send or receive a fax. Basic information on the fax is included in the email automatically.

In the case of the Sending a Fax, the email confirmation will include a salutation to the User, and the following:

- Subject (the subject of the fax if User defines a subject when sending)
- FaxID (tracking number of the message)
- Creation Time (time the system received the fax for processing)
- Dialed Number (destination number)
- Pages Sent (delivered pages)
- Fax Status (ultimate result-success/failure)
- Country (destination country)
- Duration (delivery duration)

The Result of the sent fax will also show in the Subject Line of the email received.

For **Fax to Email or Fax to Fax with Email delivery** the email will include a salutation to the User. The Salutation text will read that they have received a fax as an attachment on their Internet or Fax to Fax number and include the Fax number they received it on.

Both types of confirmation emails (outbound fax to fax confirmation and fax to email confirmation) will contain a **'Reseller Signature'**. The Reseller Signature is a unique message each Reseller may include in the Confirmation email.

Pangea's white label allows for a customizable Reseller Signature which can include specific signature.

## The Reseller Signature typically will read something as such:

*"Thank you for using Acme Fax Service. We appreciate your business. If you have any comments on our service, please contact us at: [support@acmefax.com](mailto:support@acmefax.com)*

*Sincerely, AcmeFax"*

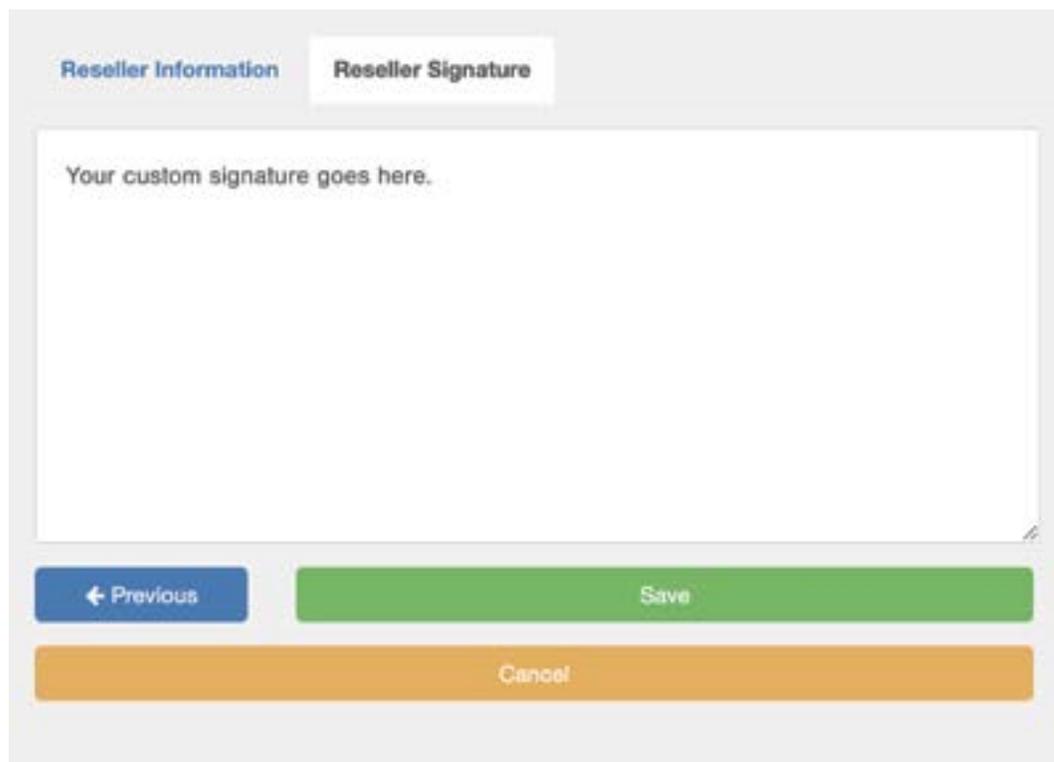
The Reseller Signature is limited to 512 characters and is sent in html format. For this reason, Resellers MUST put any links (such as email addresses OR web site addresses) on its own line (hit enter before putting in a link and enter after putting in a link).

Reseller Signatures may be changed at any time and take effect immediately on the system.

To create Reseller Signature in the Reseller Portal, click on "Account Info" then "Reseller Signature."

Once saved, log back in to ensure the full message is there. If the 512 character limit is exceeded, the message will be cut short or truncated.

Always test a signature by sending a fax to yourself to ensure it is how you wish it to look.



The screenshot shows a web interface for configuring a Reseller Signature. At the top, there are two tabs: "Reseller Information" and "Reseller Signature", with the latter being the active tab. Below the tabs is a large text area containing the placeholder text "Your custom signature goes here.". At the bottom of the interface, there are three buttons: a blue "Previous" button with a left-pointing arrow, a green "Save" button, and an orange "Cancel" button.

## The 'From Address'

Resellers need to create a mail address that will be used as the 'From Address' for all emails sent from the service to their clients. This further brands the service to your company and makes emails easily identifiable for your users.

The inbox for this mail account should be monitored by support staff as any bounced mails or replies will go there and immediate action can be taken.

We recommend the email address to be something such as 'Fax@domain.com' or 'FaxAdmin@domain.com' where domain is your company's domain. Such addresses identify the email as fax related and from your company.

Once you have created this mail account and have access to the inbox, please contact Pangea with the address you have chosen to use. Pangea will then initiate the authorization process with AWS (which is used to send all mail from the platform) to send mail on behalf of your domain.

We recommend setting a SPF record to minimize the likelihood of mail sent from the platform going to your user's spam folder.

You can find information on how to set the SPF record here:

<https://docs.aws.amazon.com/ses/latest/dg/send-email-authentication-spf.html> or Googling 'AWS SES SPF Record'.

## Branding

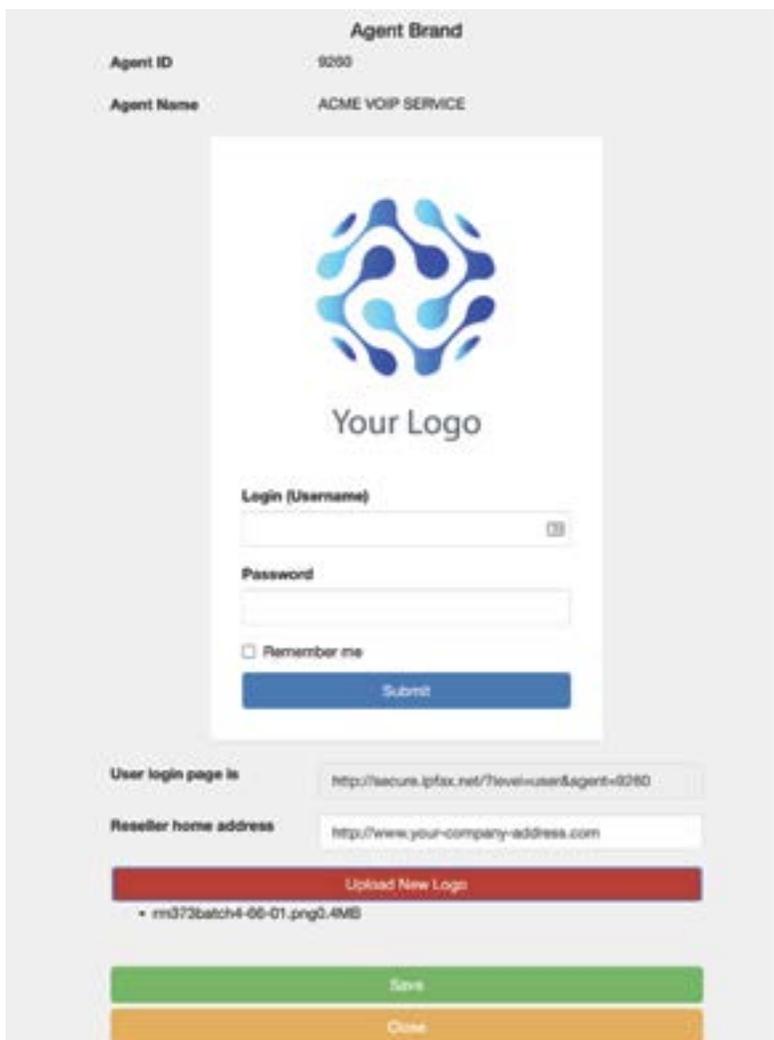
Resellers can add their logo to the User login page to further brand the service to their company.

From the Reseller portal click on the 'Branding' button.

Click on the 'Upload New Logo' button and load your Logo. You may need to do a bit of trial and error with different logos for the best look. Supported formats include: png, .jpg, .gif

Note the 'User login url page' url. This is your unique url for your users to access the portal and show your logo. Many Resellers will create a button on their other portals or home page linking to their url avoiding the long url for their Users.

User may also continue to use the standard <https://ipfax.net> to login but the Reseller logo will not show.



The screenshot displays the 'Agent Brand' configuration page. At the top, it shows the 'Agent ID' as 9200 and the 'Agent Name' as 'ACME VOIP SERVICE'. The main content area features a large white box with a blue circular logo placeholder and the text 'Your Logo'. Below this is a login form with fields for 'Login (Username)' and 'Password', a 'Remember me' checkbox, and a 'Submit' button. At the bottom, there are two input fields: 'User login page is' with the URL 'http://secure.ipfax.net/?level=user&agent=9200' and 'Reseller home address' with 'http://www.your-company-address.com'. A red 'Upload New Logo' button is present, with a file selection below it showing 'm372batch4-00-01.png 0.4MB'. At the very bottom, there are green 'Save' and orange 'Close' buttons.

## How to Create a New User for Internet Fax or Fax to Fax Service

Creating a new User for Internet Fax to Email or Fax to Fax services is simple but please pay close attention to details to avoid any issues. Simply click on the 'Users' button from the Reseller Portal, then click on the 'Create User' button.

You are now shown the User entry page. Simply fill in the fields with the new User's information.

The screenshot shows a 'Create User' form with the following fields and annotations:

- User Information** (selected tab):
  - Next reset
  - User ID: 9273809  ACTIVE
  - Login\*: myemailaddress@mail.com (highlighted with a blue box and an arrow pointing to the text "User's email address.")
  - Password\*: (empty)  Show password
  - Allow Email To Fax without password (highlighted with a blue box and an arrow pointing to the text "Check mark option to fax without password.")
- Reference**: 02/25/2022 12:26
- First Name**: Jim **Last Name**: Stewart
- Email Address\***: myemailaddress@mail.com
- Phone**: 555 444 5555
- Fax**: 2223332222
- Address**: (empty)
- Address 2**: (empty)
- City**: (empty)
- State**: -- No Selection -- **Zip**: (empty)
- Country**: United States
- Time Zone**: (GMT-08:00) Pacific Time (US & Canada); Tijuana

Buttons: Next →, Cancel

**Login:** The login should be the User's primary email address. It is easy for the User to remember and is also used for authorization in Email to Fax.

**Password:** Case sensitive and contains numbers as well as letters.

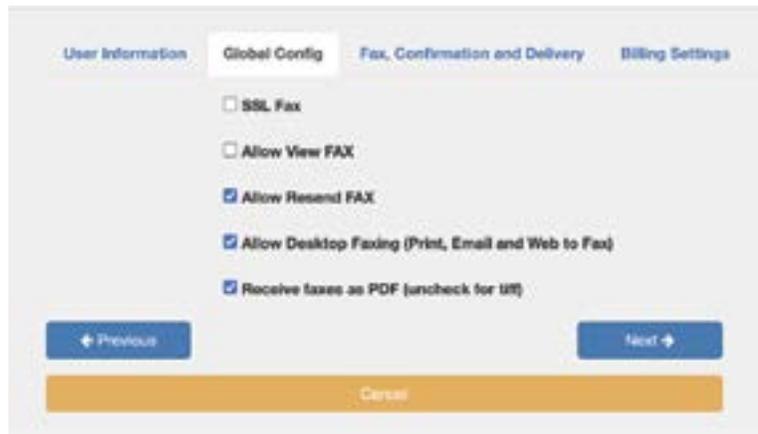
The Address, Phone and Country information are all optional.

A proper Time Zone setting for the User will ensure that each fax is properly recorded and stamped according to the User's time zone.

## Global Configuration:

---

**IMPORTANT!** Global Configurations setting will apply to Users of BOTH Fax to Email or Fax to Fax services.



The screenshot shows a web interface for configuring user settings. At the top, there are four tabs: 'User Information', 'Global Config' (which is selected), 'Fax, Confirmation and Delivery', and 'Billing Settings'. Below the tabs, there are five checkboxes with labels: 'SSL Fax' (unchecked), 'Allow View FAX' (unchecked), 'Allow Resend FAX' (checked), 'Allow Desktop Faxing (Print, Email and Web to Fax)' (checked), and 'Receive faxes as PDF (uncheck for UI)' (checked). At the bottom of the form, there are three buttons: a blue 'Previous' button with a left arrow, a blue 'Next' button with a right arrow, and a wide orange 'Cancel' button.

### SSL Fax

By selecting SSL Fax, Users will not receive any incoming fax in their email as an attachment, but rather receive an HTTPS secure url in their email inbox which they can click on and securely download their received fax.

### Allow View FAX

Selecting '*Allow View Fax*' will enable Users to view the first page of any fax sent or received in Online Reports.

### Allow Resend Fax

Allow Resend Fax enables Users to resend faxes from portal in Online Reports. They may edit the destination number before resending.

### Allow Desktop Faxing

Allow Desktop Faxing enables Users to send faxes via Print to Fax, Email to Fax, Mobile Fax and Web to Fax.

## Receive Faxes as PDF

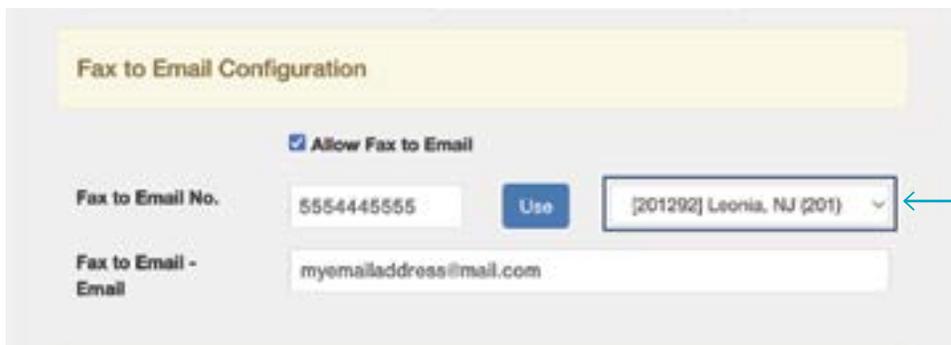
Ticking *'Receive Faxes as PDF'* will set the system to send all incoming faxes for email or Secure Fax (SSL Fax) as a PDF. Faxes will come as Tiff if not.

## Fax to Email Configuration:

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Complete this area **ONLY** if the User will be utilizing Fax to Email. If they will be utilizing Fax to Fax (Fax machine and ATA), it is unlikely you will need to complete the area.

If the User will have a Internet Fax to Email number, ensure that you check the 'Allow Fax to Email' box and select the proper Area Code and Prefix for the User from the Drop Down list. Once you select the Area Code and Prefix for the User, simply click on the 'Use' button and a number will be assigned for this User.



Drop down menu for Area Codes.

1. Select *'Allow Fax to Email'*
2. Fill in *'Fax 2 Email - Email'* field with email address to where faxes will be delivered. If User wishes to receive faxes to multiple email addresses, place a comma (,) after first address then leave a blank space and add the additional address. (e.g. [Jim@abc.com](mailto:Jim@abc.com), [myemailaddress@mail.com](mailto:myemailaddress@mail.com)). Each fax received will then deliver to both email addresses.
3. Select Area Code and Prefix of Desired fax to email number from dropdown list.
4. Click the *'Use'* button and Fax to Email number will populate the *'Fax 2 Email - Number'* with the User's number. If the number is to be ported, simply type in the full number without dashes (-) or spaces.
5. Go to *'Fax Confirmation Settings'* to set confirmation options.

## Fax to Fax Configuration (Fax Machine and Fax ATA):

Complete this section ONLY if a User will be utilizing the Pangea Fax ATA for faxing to and from their fax machine.

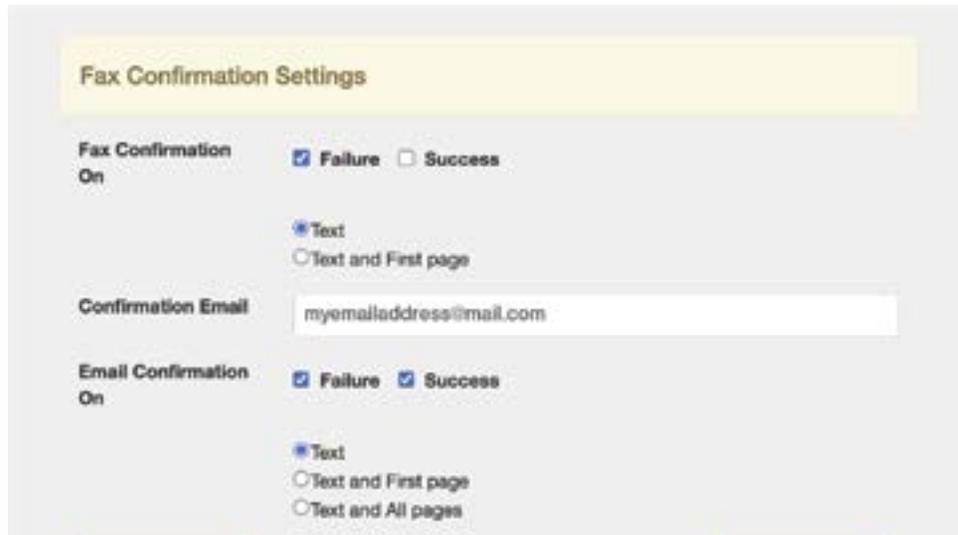
The screenshot shows a web form titled "Fax to Fax Configuration". At the top, there is a yellow header with the title. Below it, there is a checkbox labeled "Allow Fax to Fax" which is checked. The form contains several input fields: "ATA MAC address" with the value "001fc11fac64", "Fax to Fax - Email" with the value "myemailaddress@mail.com, amy@pangea.com", "Line1 Fax2Fax No." with the value "2223332222" and a "Use" button, and "Line2 Fax2Fax No." with the value "8889998888" and a "Use" button. There are also two dropdown menus next to the "Line1" and "Line2" fields, both set to "[-1] Input ATA MAC Before". Below these fields, there is a checkbox labeled "Queue Fax When ATA is Offline" which is checked. To the right of this checkbox is a red button labeled "Terms". At the bottom, there are three radio buttons: "Deliver Incoming Fax to Fax Machine", "Deliver Incoming Fax to Email", and "Deliver Incoming Fax to Fax Machine and Email". The third radio button is selected. A blue arrow points from the text "Choose delivery option." to this selected radio button.

1. Select '*Allow Fax to Fax*'. Failure to do so will not enable the ATA to be programmed and the User will not be able to send or receive a fax.
2. Select '*Queue fax when ATA is offline*' IF the client wishes Pangea to store the fax on the backend until the ATA comes back online. If this option is not selected and the ATA is offline, The DID(s) assigned to the ATA will not accept a fax when senders attempt to fax them.
3. CAREFULLY type in the MAC address for the ATA. MACs are NOT cAsE sensitive but if not completed properly, the ATA will not program.
4. If the User wishes to receive incoming faxes in their email, fill in the '*Fax2Fax - Email*' field.
5. If the User's DID(s) are to be ported, simply type them in the Line 1 and Line 2 Fields. Please leave no spaces or dashes. If they are to use a new number, select area code and prefix from drop-down and click the '*Use*' button. Numbers will then populate the Fax Number fields.
6. Users may have incoming faxes delivered to their fax machine (printout on fax machine), email or both. Select which option the User desires.

## Fax Confirmation Settings:

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**IMPORTANT!** The *'Fax Confirmation Settings'* apply to BOTH Fax to Email Users AND Fax to Fax Users, although *'Receive Fax Confirmation on Fax Machine'* does NOT apply to Fax to Email Users.



The screenshot shows the 'Fax Confirmation Settings' interface. It is divided into two main sections: 'Fax Confirmation' and 'Email Confirmation'. Both sections are currently set to 'On'. Under 'Fax Confirmation', the 'Failure' checkbox is checked, and the 'Success' checkbox is unchecked. The radio button for 'Text' is selected, while 'Text and First page' is unselected. Under 'Email Confirmation', both 'Failure' and 'Success' checkboxes are checked. The radio button for 'Text' is selected, while 'Text and First page' and 'Text and All pages' are unselected. A text input field for 'Confirmation Email' contains the placeholder text 'myemailaddress@mail.com'.

1. For Fax to Fax Users, they may elect to receive confirmation on their fax machine as well as in their email inbox. For Users wishing to receive on their fax machine, please complete the *'Receive Fax Confirmation on Fax Machine'* section. Users may receive confirmation on fax success, failure or both.
2. If User wishes to receive Email Confirmations, complete the *'Email Confirmations'* section. Users may elect to receive on *'Failure'*, *'Success'* or both. Users may receive a simple text email with confirmation information, text and an attached copy of the first page of the fax or text and an attached copy of the full fax. These options apply to BOTH Fax to Email and Fax to Fax Users.

## Billing Settings:

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The Billing Settings will determine how the **User** is treated in the system from a rating/billing standpoint. The system is very flexible in this regard and **Users** can be billed per minute, per page or allocated a set number or minutes/pages per calendar month or every thirty days.

Charge by the Page

Do not reset usage  
 Reset usage every 30days  
 Reset usage every 1st of the month

Rate Plan: Zero USA

Company: \_NO\_COMPANY\_

Agent: ACME VOIP SERVICE

Credit Limit: 0

Credit Used:

**NOTE:** Consult Pangea on the plans you wish to offer your **Users** and for proper configuration for those plans.

1. Select '*Charges by the page*' if you want the User's fax traffic tracked by the page. Default is in minutes.
2. Selecting '*Do not reset usage*' will likely be selected if **Users** is billed monthly for usage OR has an unlimited usage plan.
3. Selecting '*Reset usage every 30 days*' is typically set for Users with '*package*' type plans (e.g. 200 pages per month). The amount they have used will '*zero-out*' every 30 days.
4. 'Reset usage every 1st of the month' is the same as 'Reset usage every 30 days' BUT the usage for the User will 'zero-out' on the first day of each calendar month rather than every 30 days.

5. Select the appropriate *'Rate'* plan for the User.
6. If the User will belong under a *'Company'* in the system, select the appropriate **Company** from the drop-down. You may create a **Company** later and simply edit the User to belong to a **Company** at a later time.
7. Set the *'Credit Limit'*. If the User will be an unlimited usage User OR if you will bill for the cdrs as a post-pay User, set the credit limit to **0**. If the User will have a package plan (e.g. 200 pages/mo) set the Credit Limit to the package limit (e.g. 200). If the User is a *'fax to email'* only User, set the credit limit to *'01'*.

## Items to Remember

### ✓ **User ID**

The User ID is pre-selected in the system and cannot be changed. Call records, will all be identified by the User ID.

### ✓ **Login Username**

Login must be unique and will enable the client (along with their password) to access their call records via the web. Login and passwords will also enable Print to Fax and Email to Fax. We recommend making Login the user's email address.



### **Fax Number**

When using Print to Fax, Web to Fax and Email to Fax, the Fax number will be included in the Fax header.

## What is “Company” and How to Use Company Function

The Company facility within the Internet Fax Reseller interface is optional to use. It is not necessary to utilize the Company feature if you wish not to use it.

The primary function of the Company facility is to group more than one User from related entities into a single reporting, billing and debiting account. If a Reseller expects to only have a single User for each account, it is not necessary to utilize the Company facility.

Resellers may have a combination of Users with Company and Users without Company.

The Company facility will enable larger companies with multiple Users of the system to internally monitor and manage company’s usage and users. The Company facility offers no real benefit to a company with only a single User on the system.

To add a Company, click on Companies link from the Reseller Portal Home Page and then click on [Create Company](#).

Company Information    Billing Settings

Next reset

Company ID    105117     ACTIVE

Company Name\*    Clarkson Co.   

Login\*    user123   

Password\*    \*\*\*\*\*   

Reference   

First Name\*    Jim    Last Name\*    Stewart

Email Address\*    myemailaddress@mail.com   

Phone\*    5554445555   

Fax    2223332222   

Address    1234 Road Ave.   

City    Portland   

State    OR    Zip    2222

Country    United States   

Time Zone    (GMT-08:00) Pacific Time (US & Canada); Tijuana   

Optional Fields

1. Complete the Login and Password (login must be unique across all Companies).
2. Complete the Company details. These details are for the Reseller's information only and do not affect the use of the system.

## Billing Settings:

1. Select a Rate plan for the Company. Companies CAN be rated differently than the Users under them BUT will be rated according to the Users under them on a Per Page/Per minute basis. So if the Users are rate Per Page, the Company will also be rated Per Page.
2. Set Credit limit to '0' if the Company will be an unlimited or post-pay account. If you wish to limit the usage of the Company, set the limit here.

**NOTE:** the Company Limit supersedes any limit set on the Users under the Company and ALL usage from Users under the Company aggregate to the Company's usage.

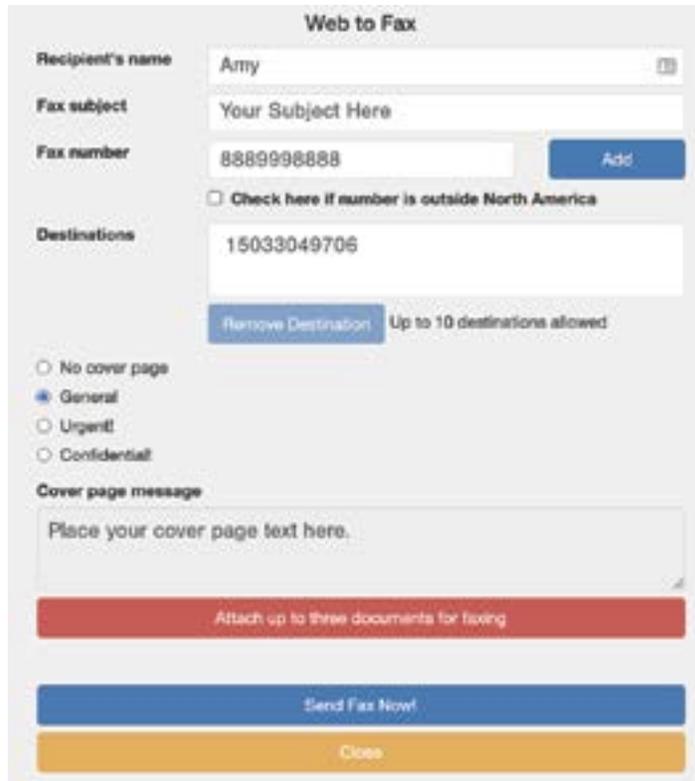
1. Selecting 'Allow Edit Users' will enable the Company Administrator (which you are setting up here) to Add, Edit and Delete Users under the Company. If not selected, the Company Administrator will only be allowed to monitor Usage of Users and the Company as a whole.
2. If the Company is a Post-pay or unlimited usage account, select 'Do not Reset Usage'. If the Company has a limited account select 'Reset Usage Every 30 Days' or 'Reset Usage Every 1st of the month' according to when you would like their usage zeroed-out.

Save and you may now create Users under the new Company or edit existing Users to add them to the new Company.

The screenshot shows the 'Billing Settings' tab for a company. The 'Allow Edit Users' checkbox is checked. Under the 'Reset Usage' section, there are three radio button options: 'Do not reset usage', 'Reset usage every 30 days', and 'Reset usage every 1st of the month'. A blue arrow points from the text 'Company usage' to the 'Reset usage every 30 days' option. Below these options are dropdown menus for 'Rate Plan' (set to 'Zero USA') and 'Agent' (set to 'ACME VOIP SERVICE'). There is a text input field for 'Credit Limit' containing the value '0'. At the bottom, there are four buttons: 'Previous' (blue), 'Save' (green), 'Delete' (red), and 'Cancel' (orange).

## How Users can send a Web to Fax

Users can send a Web to Fax from any browser they have access to.



The screenshot shows a 'Web to Fax' form with the following fields and options:

- Recipient's name:** Text input field containing 'Amy'.
- Fax subject:** Text input field containing 'Your Subject Here'.
- Fax number:** Text input field containing '8889998888' and an 'Add' button.
- Check here if number is outside North America:** A checkbox that is currently unchecked.
- Destinations:** Text input field containing '15033049706' and a 'Remove Destination' button. Below this field is the text 'Up to 10 destinations allowed'.
- Cover page options:** Radio buttons for 'No cover page', 'General' (selected), 'Urgent!', and 'Confidential!'.
- Cover page message:** A text area containing the placeholder text 'Place your cover page text here.'.
- Attachments:** A red button labeled 'Attach up to three documents for faxing'.
- Buttons:** A blue 'Send Fax Now!' button and a yellow 'Close' button.

To send a **Web to Fax**, a User will log into the User Portal and do the following:

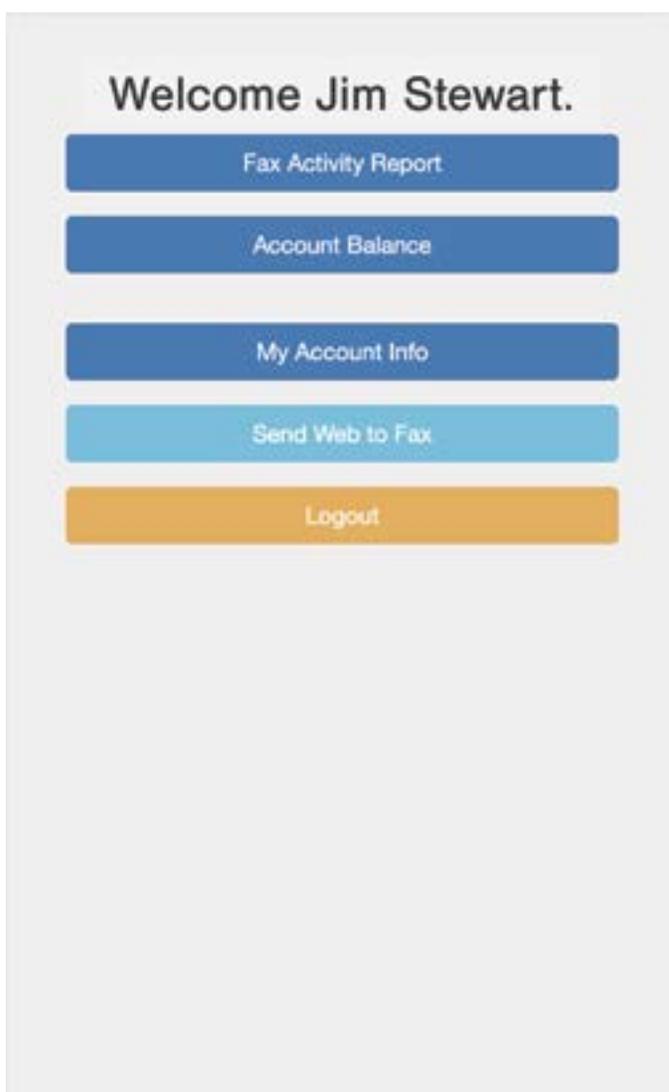
1. Users can login to the user portal at [ipfax.net](http://ipfax.net) with user's credentials
2. Once logged in, to send Web to Fax, click the '**Send Web to Fax**' button.
3. In the form screen fill the following required fields including: Recipients Name, Fax Subject and Fax Number.
4. Click '**Add**' after filling in the number field to add the number will show up in the '**Destinations**' field.
5. Once you have completed the required fields, attach up to three files you want to send by clicking the attach button in red. The maximum size of attachment is 1.5MB per file .
6. Click '**Send Fax now!**' Once the fax has been sent, the user will receive confirmation emails as configured on their account and may check Online Reports for real-time status.

# Mobile Fax

## How Users can Fax from a Mobile Device

Users can utilize the Pangea Mobile Fax to send faxes or view status of faxes easily from their Internet-enabled phone or other mobile device.

From their mobile browser, Users will go to <https://ipfax.net/m> and login with their Username and password.



Here they can check User Report for real time status of any fax sent or received. Check **Account Balance** or send **Web to Fax**.

By clicking '*Web to Fax*', Users can send a fax directly from their mobile device.

Users should do the following to send a **Web to Fax** from their phone:

1. Address the fax to the Recipients name in the *'To'* field
2. Include a Subject if desired. The subject will be included on any cover page as well as email confirmation and Online Reports for easy identification by the User.
3. Include destination fax number including country code ('1' for N. America)
4. Include any messaging they would like to appear on cover page of fax sent.
5. Upload a file for faxing. Users may upload up to three files for faxing. Almost all file formats are supported.
6. Click *'Send Fax now!'* and the fax will be processed. Users can check Online Reports for fax status or wait for an email confirmation.

The image shows a mobile-style form for sending a fax. It includes the following fields and controls:

- Recipient's name:** A text input field containing "Amy" with a small icon to its right.
- Fax subject:** A text input field containing "Your Subject Here".
- Fax number:** A text input field containing "888-888-8888". Below it is a blue "Add" button.
- Check here if number is outside North America**
- Destinations:** An empty text area. Below it is a blue button labeled "Remove Destination" and the text "Up to 10 destinations allowed".
- Radio button options:  No cover page,  General,  Urgent!,  Confidential!
- Cover page message:** A text input field containing "Place your cover page text here." Below it is a red button with the text "Attach up to three documents for faxing".
- At the bottom are two large buttons: a blue "Send Fax Now!" button and an orange "Close" button.

# Print to Client Fax

## Download and Customize Print to Fax Client Software

Print to Fax can provide Reseller's clients with a valuable fax tool and can increase a Reseller's revenue. Print to Fax enables Reseller's clients to fax directly from their Internet-Enabled PC to any fax number in the world. Users simply need to download the Print to Fax client software, install on their PC, do a small amount of configuration and they are ready to fax. Of course, the User must have sufficient credit in their fax account and be enabled to send Print to Fax in the Portal.

Resellers need to prepare their customized Print to Fax client software for their clients to start using it.

Download the customizable Print to Fax client software from the Online Reseller Resource page. <https://pangea-comm.com/resource>

Unzip this file into its own directory. Now you can begin to brand the Print to Fax Client software and your Company.

First open the [params.ini](#) file. There are some instructions in this file on how to configure it.

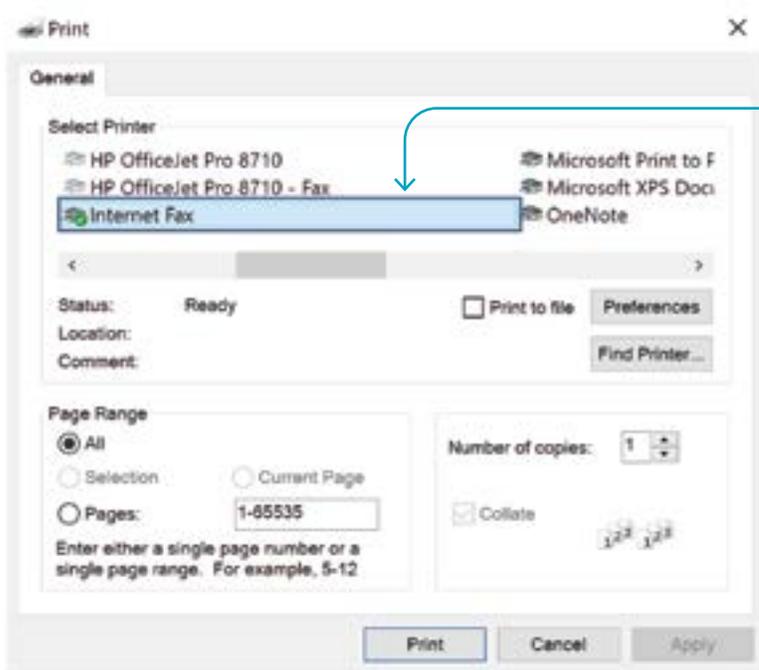
In the **[App]** section, please update the lines that read:

**SHOWLOGO=1** Setting this value to 1 will show the logo described later in this document.

**COMPANYLINE="PROMOTIONAL MESSAGE THAT APPEARS ON COVER PAGE"** This message will appear on any fax cover sheet in small print. It is a good tool to use to promote your service

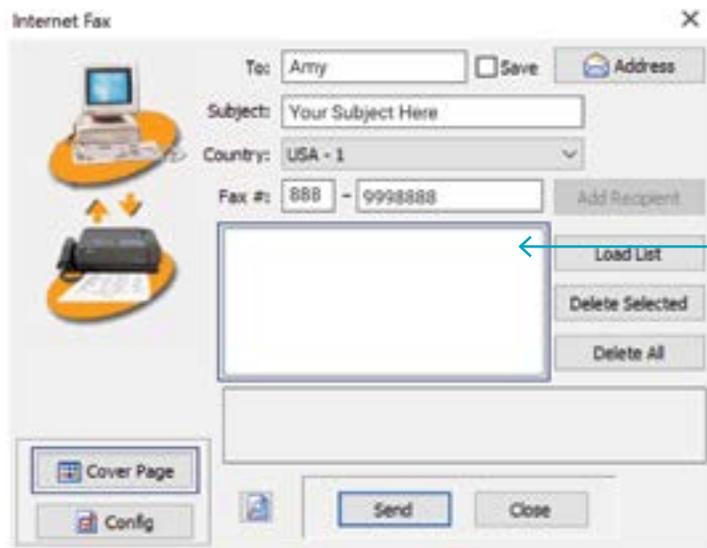
Do not make any other changes in this file other than what is listed here. Now you may open the [logo.bmp](#) file. This is a bitmap and you may edit it in Microsoft Paint. Do Not change its size. This logo will show on the Print to Fax GUI.

Once the Print to Fax client software is installed, users can send faxes from any open document by printing to the Internet Fax print driver.



Once the Internet Fax driver has been downloaded, this option should be available when printing documents.

The user will then be prompted by the Internet Fax GUI below where they can manually address the fax number and recipient, or easily choose from saved contacts in the Address Book.



After adding the recipient, the number should appear here in this fashion:

1888999888@Recipient

Select Cover Page to edit the content.

The user can then view the Fax File Cabinet from their system tray where that can see the status of the fax they sent in real time. Here the user can also view, save, or resend fax that were sent via Print to Fax.



Status	To	Subject	Date
In Process	18889998888@Amy	Your Subject Here	3/4/2022 9:26:15 AM
In Process	15032059845@Brett Williams	no subject	3/4/2022 9:23:41 AM
Success	15032059845@Brett Williams	no subject	3/4/2022 8:49:23 AM
Voice Answer	17185007755@Devon	test	2/23/2022 9:27:33 AM
Success	15032059845@Brett	Testing	2/21/2022 10:48:38 AM
Success	18889998888@Brett Williams	Test Fax E	3/11/2022 9:52:46 AM

To change the *'Default country'* (Currently USA), open the [cprefix.txt](#) file and simply place the country you want as the default at the top of the list. You may also add city codes and cities to this list.

You may want to do some test installations to test the changes and configurations you have made.

Now that you have customized your Print to Fax Client for your Users, you may wish to create a self-executable file (see Winzip for this) for it and post it on your web site for your clients to easily download and install.

To run the Print to Fax Client software, Users will simply download and install it on their PC.

To send a fax, Users will simply open the document they want to fax, go to file print and select Internetfax as their printer. This will activate the GUI and clients can begin faxing.

# Email to Fax

## How to Setup Email to Fax Service

Internet Fax Resellers may utilize Email to Fax as a way for their clients to send faxes. It is easy for a Internet Fax Reseller to setup email to fax by doing the following:

1. Setup a 'catchall' email account for the Internet Fax Reseller's domain. A 'catchall' email account will accept all undefined emails sent to the domain. Example, if a IFR's domain is abc.com, the catchall account will receive all emails that are not addressed to a defined email user such as bob@abc.com. The format for receiving email to fax is destinationnumber@domain.com (destination number is replaced with the actual number the client wishes to fax to). It is impossible to define ALL possible destinations and thus the requirement for a 'catchall' email account.
2. Forward the catchall emails to catchall@ipfax.net
3. If you do not wish to setup a catchall account with your domain, emails can be sent to destinationnumber@ipfax.net directly.

The above configuration will allow Internet Fax Resellers to maintain their branding and continuity for their clients if a catchall account is setup.

## How to send email to fax

Format:

1. Email to Fax must be sent to: destinationnumber@ifrdomain.com
2. Users MUST send from the email address they are registered to on the system as the system utilizes the 'from' email address as their Username or Login for authorization. Clients are to be registered in the system with their email address as their Login/Username. (If user is not set to send email to fax without a password.)
3. The '*Subject*' line of the email MUST include the word 'pass' followed by the User's password. If not set to : "allow Email to Fax without pass" in portal.

4. Email to Fax is recommended be sent in *Plain Text* format.
5. Clients may attach up to three attachments for faxing. Almost all attachment formats are supported.
6. Anything in the body of the email will be included in the cover page of the fax. An empty body will result in no cover page being sent and only the attachment(s) being faxed.
7. Clients may include the fax recipient's name (on cover page) by including it as the first words in the '*Subject*' field of the email.
8. Clients may include a subject for the fax by including '*s=subject*' in the '*Subject*' field of the email for faxing. (the word subject to be replaced by actual subject)

### Example of addressing of email for faxing:

**To:** 15032213080@ifrdomain.com

**Subject:** John Smith s='resume' pass secret

**Attachment:** resume.doc

#### Body of email:

Hi John:

Please review this resume'

Thanks

In the above example, the fax would be sent to the US number 15032213080 (all email to fax number must be country code, area code, number format...no prefix such as 011 for international)

'*John Smith*' would be the recipient.

'*secret*' is the User's password

The body of the email would appear on the cover page of the fax sent.

# Fax Reports

## Fax Reports and Status Definitions:

**Delivered:** Inbound fax was successfully delivered to the recipient's fax machine connected to the Fax ATA.

**Fax to Email:** Inbound fax was sent to the recipient's email address.

**SUCCESS:** Outbound fax completed successfully.

**Failure:** Outbound call could not be completed, and the fax was not sent.

**Sent to ATA:** Inbound fax has been received by Pangea's fax service but has not yet been delivered to the recipient's fax machine connected to the Fax ATA.

**Fast Busy:** When dialing the number, the sender hears a busy signal rather than fax tones and is unable to connect. It is likely a bad number in this case.

**Voice answer:** When dialing the number, the sender hears a voice rather than fax tones, and is unable to connect as a fax. Possibly bad number or answered by a person or recording.

Status	Fax ID - Download/View/Resend	Dest No.	Country	CallerID	Fax Machine
Processing	57221414	15032059846	USA	5032059846	2/28/2022 11:08:08 AM PST 15032059846
Sent to ATA	57221243	15032059846	Fax to Fax	+15032059846	5032059846
Fax to Email	57220609	15032059846	Fax to Fax	+15032059846	5032059846
SUCCESS	57220634	15032059846	USA	5032059846	2/28/2022 10:56:48 AM PST 15032059846
Failure	57220575	18013164161	USA	5032059846	2/28/2022 10:55:56 AM PST 18013164161
Fast Busy	57219978	18147810591	USA	5032059846	2/28/2022 10:47:37 AM PST 18147810591
SUCCESS	57218060	15032059846	USA	5032059846	2/28/2022 10:22:17 AM PST 15032059846
Fax to Email	57217785	15032059846	Fax to Fax	+15032059846	5032059846
Delivered	57216801	15032059846	Fax to Fax	+15032059846	5032059846

## Process for Porting Numbers

To ensure efficiency and the fastest port times, please follow the requirements diligently.

### Port Requests Must Include:

#### 1. Completed Letter of Authorization (LOA):

Pangea LNP can provide an LOA template that can be modified with your own branding. You may also use your own LOA form, provided it contains substantially the same information as required below.

- End User Business Name - *required*
- End User Address
- Service address (may be different than billing address) - *required*
- Current Provider - Losing Carrier (LEC)
- Billing Telephone Number (BTN) - *required*
- Telephone Number(s) being ported - *required*
- Authorized Signature, including a legible printed name, dated within 30 days. - *required*
- Portout PIN (if applicable) - *required*
- Account Number - *highly advisable to avoid delays*
- Do not include non-porting numbers on LOA, and make sure the BTN is clearly labeled.

#### 2. Invoice or Copy of Bill (COB) or Customer Service Record (CSR) from Current Provider:

While a current CSR or COB will greatly increase the likelihood of a successful port, we will process the port request if unavailable.

In the event of a rejection for data mismatch, COB/CSR may be required to continue the port request.

We cannot initiate a dispute over rejections without a COB or CSR dated within 30 days and showing the disputed information.

A CSR is more effective in resolving carrier disputes than COB and should

be supplied whenever possible. Some DIDs are 'resold' or 'off-netted' and have different underlying carrier data than what is shown on the customer COB. In these cases, the only way to resolve the issue is for the line holder to obtain a CSR from the current provider.

### **3. Email all Documentation to:**

[lnp@pangea-comm.com](mailto:lnp@pangea-comm.com)

#### **Porting Timeframes**

- 2 business days to review and submit the order to losing carrier.
- 4-7 business days for the port to complete.
- Please be aware that external factors may dictate the porting interval. Slow response by losing carrier, or rejections may lead to significantly longer port intervals.
- Requested FOC dates are estimates only, and subject to change. You will be advised of actual FOC date once it is issued.
- No change of service, cancellation orders, or new port out requests should be placed with the LEC until after pending ports have completed.
- Simultaneous port out requests for voice and fax number from the same account will cause a 'pending port rejection' with most carriers.

### **4. Create User:**

Once port request is submitted or an FOC has been received. This will ensure no downtime for User when port completes. Pre-building a user with the DID that is to be ported will have no impact on the user's current FAX line operation.

- Before submitting a port request, verify that no pending port orders exist on the customer's account with LEC.
- When an order is rejected, there is a carrier-imposed maximum of 30 days to make necessary corrections and/or provide supporting documentation. If the order remains rejected, the order will be cancelled. A new port request will need to be submitted along with corrections.
- Although we make every effort to have the largest footprint possible, not all numbers can be ported to the Pangea Network. We regret any inconvenience this may cause.

- For porting a large quantity of DIDs, we have a bulk ordering spreadsheet. Please contact Pangea LNP for more details if you will be doing a large porting project.
- Toll Free Number (TFN) ports require a RESPORG form in place of the LOA. If you plan to port a TFN please contact Pangea LNP for the specific form required.

## Letter of Authorization (LOA)

Customer hereby requests service(s) through Pangea Communications Corp. Customer appoints Pangea Communications Corp. as its agent for ordering changes from its local carrier to Pangea Communications Corp. Pangea Communications Corp. may deal directly with the Customer's Local Company, or with any vendor, in all matters pertaining to this agency. Customer understands that only one local company may be designated for the telephone numbers listed below. Undersigned represents that he/she has the authority to order changes in local service(s) for Customer. This letter remains in effect until written cancellation is received from the Customer Pangea Communications Corp. reserves the right to perform a customer credit profile and deny service on a negative customer credit profile.

BTN (\_\_\_\_) \_\_\_\_-\_\_\_\_ (Billing Telephone Number)

Current Provider:

**Please convert the following number(s) to Pangea Communications Corp.**

(\_\_\_\_) \_\_\_\_-\_\_\_\_ Fax to Email \_\_\_\_ Fax to Fax \_\_\_\_

(\_\_\_\_) \_\_\_\_-\_\_\_\_ Fax to Email \_\_\_\_ Fax to Fax \_\_\_\_

(\_\_\_\_) \_\_\_\_-\_\_\_\_ Fax to Email \_\_\_\_ Fax to Fax \_\_\_\_

(\_\_\_\_) \_\_\_\_-\_\_\_\_ Fax to Email \_\_\_\_ Fax to Fax \_\_\_\_

(\_\_\_\_) \_\_\_\_-\_\_\_\_ Fax to Email \_\_\_\_ Fax to Fax \_\_\_\_

**Please provide the billing information for the above number(s). The information provided needs to match with your current provider.**

Company/End User Name:

Billing Address: \_\_\_\_\_

Service Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_\_

By Signing in the Authorized Signature space, customer accepts the terms of the LOA.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

**© Pangea Communications Corp.**

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