

Zangi Business products are the following:

- 1) Admin Panel
- 2) Mobile apps for users
- 3) Desktop app for users

ZANGI BUSINESS WEBSITE

How companies get started: Automated Account Creation

By visiting Zangi's business.zangi.com website's [Zangi Business page](#) and filling out the form, company admins (referred in this documentation as "you") get to automate the process of receiving a panel.

Within seconds after filling out the form, you will then receive an email with a link and credentials to enter the panel. Also included in the email is a helpful guide for the admin to follow. **Note:** The day you fill out the form is the same day that your 14-day free trial will start.

ZANGI BUSINESS ADMIN PANEL

Admin Panel: Getting Started

After clicking on the email's link you'll be taken to the panel login page, where you'll enter your unique credentials. You can change your password (editable from settings) once you're inside the panel.

After entering the panel you will see your team name on the top left (editable from settings) and your free trial countdown on the top right. The free trial is 14 days, or less if you entered the panel at a later date.

There's also a 3-step guide on the first page of the panel to guide the admin.

The first step is to add all your team with their work emails. Go to the "Users" section → "New User". Enter their emails.

The second step is to have all your team download and open the Zangi Business apps. All added users will automatically be emailed info on how to join your network. The email includes a link to download the mobile and desktop apps, and a unique connection link to auto-register & enter the app.

The third step is to add your credit card. Once you've given the Panel and the Business apps a test run, and are ready to start your billing period, go to the "Billing" section to add a credit card and purchase the paid plan.

Zangi: Still haven't added the Zangi apps download links in the email, as they are not live.

Admin Panel: Free Trial

The free trial is 14 days, starting from the day the company panel is created, which is the same day the admin fills out the registration form.

Within the 14 days, all panel and app functions are open. Admins can add as many users as they would like. When the free trial ends the panel and apps will freeze until the admin adds a payment method.

Zangi: We can easily change the free trial days from 14 to another number.

Admin Panel: Adding a payment method

- 1) The admin can add their credit card before the trial ends from the “Billing” section.
- 2) Or once the trial is over, and the panel freezes, an “Add new card” window will appear in the panel, where admins can directly enter their card info to continue with their accounts.

Adding your credit card initiates the purchasing of the monthly plan. Adding a card will automatically activate your paid subscription, charging you \$8 user/month. Your monthly renewal date is at the end of each month, and is when you’ll automatically be billed.

The added card will become the default credit card. You can add more cards, but you’ll always be charged from your default card, unless there are problems with it.

When your trial ends, you delete your card, cancel your plan, or your card stops working for any reason, and there’s no other card linked to the account, the panel and apps will freeze and you’ll see an error message about the issue. Inside the error message pop-up you’ll be asked to enter a new payment method to unfreeze your accounts. If you have any due payments, you’ll be paying for the due amount once you add a new card.

You can cancel your plan or delete your card anytime from the “Billing” section. Doing so will freeze your panel and apps.

Zangi: We can easily change the \$8 user/month charge to another number. Also on the website it’s mentioned that the price goes down with the more users you add. We do not have this automatically set, will have to change the user pricing by hand.

Admin Panel: Billing Policy

What constitutes a billable user?

(Not billable) During trial period: It’s free to add/delete as many users as you’d like.

(Billable) After trial period: After adding a credit card & purchasing the monthly plan, your subscription will start. All registered users still remaining from the trial period will now become billable users. Delete any users you don’t want to pay for.

Going forward, all new users you add will become billable from the first day they register/ enter the app. Charges for the user are dropped when you delete them.

How will I be billed?

For Zangi Business, the bill date is the last day of each month. You’ll be billed for the number of users registered at any point during that month.

Also we'll round down the total of the month in your favor, rounding down to the nearest per user price unit.

For subscriptions that are purchased halfway or towards the end of the month, the invoice amount will be smaller for the first invoice.

When does the billing period start?

Your billing period starts the day you add your credit card/purchase the monthly plan.

Your monthly renewal date is at the end of each month, and is when you'll be billed and see credit card changes.

Adding/ Deleting users during your billing period

Any changes to the number of users during your billing period will be reflected in your billing statement. We'll keep track of this for you, and bill you accordingly.

How we calculate the costs: if new users were added/deleted partway through the billing period, we'll calculate the prorated cost (cost for the days used) and bill you at the end of the month.

You can see your latest billing history for the last month in the "Billing" Overview section. To search through full billing history you'll have to search through the "Billing" Billing History section.

This is how we calculate the costs from our side.

Used days by all users / days in that month, rounded down to nearest whole number X \$8
for example 142 days used/30 days in that month = 4.73 , rounded down to 4 X 8 dollars price = \$32 charge

Admin Panel: Stats Section

The Stats are the same as the Zangi Console. Needs to be tested, country bug noticed.

Admin Panel: Users Section

This is where you'll be adding new users. There's a "+ New User" button on the top right side of the page. You'll just need to enter your user's work emails to add them to the Zangi Business apps. Once you create a user, an email will be sent to them with a link to download the Zangi Business apps on Google Play or the App Store, and another link to tap and autoregister themselves into the app.

All the added users you create will appear in the "Users" Not Verified Users section. Once users tap on their deep link to enter the app, they will be moved to the "Users" Registered Users section. Note: If you're on the paid subscription, and you add a user from the panel, they will not become a billable user until they register (tap on the deep link and enter the app.)

You can also delete, block and add balance to users from each user's details page. **Note:** Deleting a user will terminate billing payments for that user from that day onward. We'll keep track of this for you, and bill you accordingly. Deleting the user will kick them out of the app.

User Groups are the same as the Zangi Console. Blocking user is undefined. DID number undefined. Not verified users “attempted at” undefined.

Admin Panel: SIP Trunks

If your company would like to call external users securely from the Zangi app, you would have to add a SIP Trunk. And add balance for your users.

The SIP Trunk section is the same as the Zangi Console. Not tested yet. How do you add balance for all users?

Admin Panel: Notifications & Calls Section

The Notifications and Calls sections are the same as the Zangi Console. Do we need phone number here?

Admin Panel: Settings & More

This is where you can add & delete admins, edit your user profile, change password.

To logout of the panel, you would have to click on the top right drop down menu. To delete the panel or change the name of your team you would have to contact Zangi.

Should we deactivate the app release section? Can they change their team name from the panel?

ZANGI BUSINESS MOBILE APPS

Zangi Business Apps: Getting Started

The company admin would first have to add users with their work emails from the panel, for users to be able to access the Zangi Business apps. The Zangi Business apps are publicly available on the marketplaces. Users can download the app beforehand, but can't enter the app without a special deep link they'll receive via email.

Once the admin adds users from the admin panel, all added users will automatically be emailed info on how to join your company network. The email includes a link to download the app, and a unique connection link to auto-register & enter the app. Users must tap on these links from their mobile devices.

Users are required to add their name, and are recommended to add a photo and their work position to their profile info, for others to see.

Users cannot log out of the app, they can only delete the app or move to another company.

Note: Deleting the app does not mean that the user's company will stop paying for them. Notify the company about your departure so that the admin can delete you from the panel. When moving to another company that also uses Zangi Business, the new company will send the user

a new connection link and when they tap on it the app will ask for confirmation to delete all history from the old account to proceed with the new company account.

Will logging out of the app or leaving the company stop the billing process? We should have an option for them to download the desktop version first, if they enter via the web.

Zangi Business Apps: Settings

The Settings are the same as the Zangi app.

Zangi Business Apps: Team & External Contacts

All company users will see their whole team on the app. Team members will be listed by name. If users need to see their team member's email, position or other info, they would need to open that user's profile info.

To message, call or group call team members the steps are self-explanatory.

If the company has a SIP trunk set up, users can create *external contacts* and make Out-Calls with them. An external contact is a contact added on the Zangi Business app with a phone number of a person from outside your team, which your user wishes to contact. Users can create external contacts by dialing their numbers on the keypad or by adding a new contact in the Team section.

Users can still add new external contacts if their company does not have a SIP trunk set up, but they will not be able to make out-calls. Out-Calls charges are paid by the company, but the company may set limits for how much a user can spend on out-calls.

How do the Out-Call charges work?

Zangi Business Apps: Connecting to the Desktop

Users would need to download the desktop version of Zangi Business, then go to their app settings "Web /Desktop" section to scan the QR code on the Desktop to connect their mobile app to the Desktop app.

Needs to be tested.

ZANGI BUSINESS DESKTOP

Zangi Business Desktop: Getting Started & Usage

Users will first have to download and enter the mobile apps (Android or iOS) to then enter the desktop app (Windows or MacOS). They can download the desktop app from Zangi's business.zangi.com website's [Zangi Business page](#) . Users should then enter their mobile app's Settings -> Web/Dashboard to open the app's QR scanner. Upon opening the desktop app they'll see a QR code which they should scan with their mobile app. Users must have a connection for the scanner to work. Once the scan is complete, the two will sync. Only external

contacts created on the mobile app will not appear on the desktop app. And you can not make out calls.

The rest is similar to the mobile apps.

Needs to be tested, some problems with syncing. The languages of the desktop are only English, Arabic, Russian, and Spanish. We should remove the dialing function if it doesn't work.