



# **i2FAX Service User Guide**

Version 2.0

HKBN Enterprise Solutions is the brand / trading name of HKBN Enterprise Solutions Limited and/or HKBN Enterprise Solutions HK Limited

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## 1. Login to Web Portal

### 1.1 Login with iFAX Number

- Log in to the iFAX platform with your iFAX number and password on <https://ifax.hkbnes.net> .
- You can select your preferred display language on the login page.

Note:

For security reasons, your iFAX Service account will be signed off automatically when it is idled for 30 minutes.

### 1.2 Forgot Password

- If you forget your web login password, please click the **'Forgot your Password'** link and enter your iFAX number and registered email address.
- Our system will generate a new password and send it to your email. Please check your mailbox to retrieve your new password.

**Forgot Password**

Please enter the following information, we will send you the new password by email.


Please enter your iFAX number and registered email!

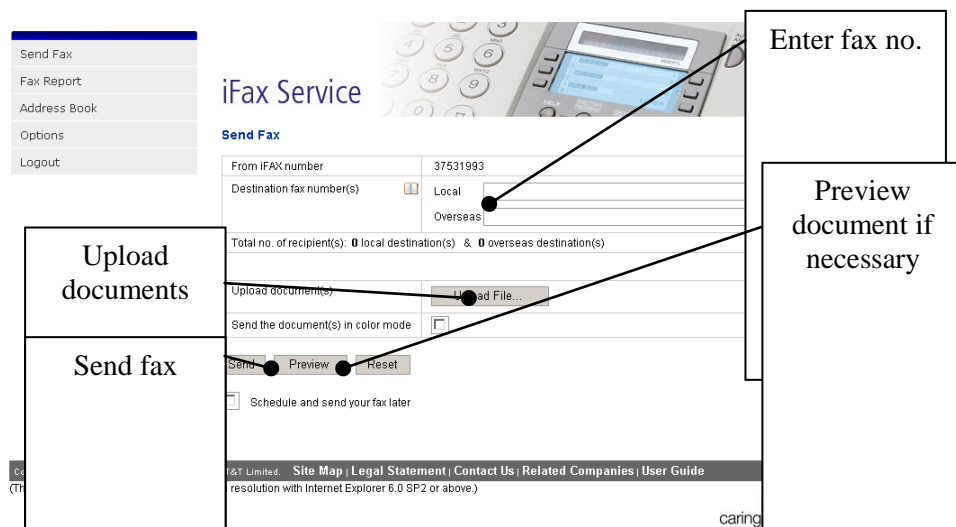
iFAX Number :

Registered Email :

For administrative account (group plan), please contact our customer service hotline on 121-000.

## 2. Send Fax

- Enter the destination fax number directly or click  to select the fax number from Address Book.
- If you are faxing to overseas, please enter the fax number in the ‘**Overseas**’ space. Please remember that you should have registered Business007 service and all fax to overseas will be charged at Business007 standard rates per minute.
- The total number of recipients will be displayed accordingly.
- Click ‘**Upload File**’ to upload the document. The maximum size of each uploaded document is 10MB.
- Repeat step (4) if you want to upload more documents.
- Click ‘**Send**’ to fax the document immediately and you can check the job status by clicking ‘**Fax Report**’ in the menu.
- Click ‘**Preview**’ if you want to view the document before faxing.



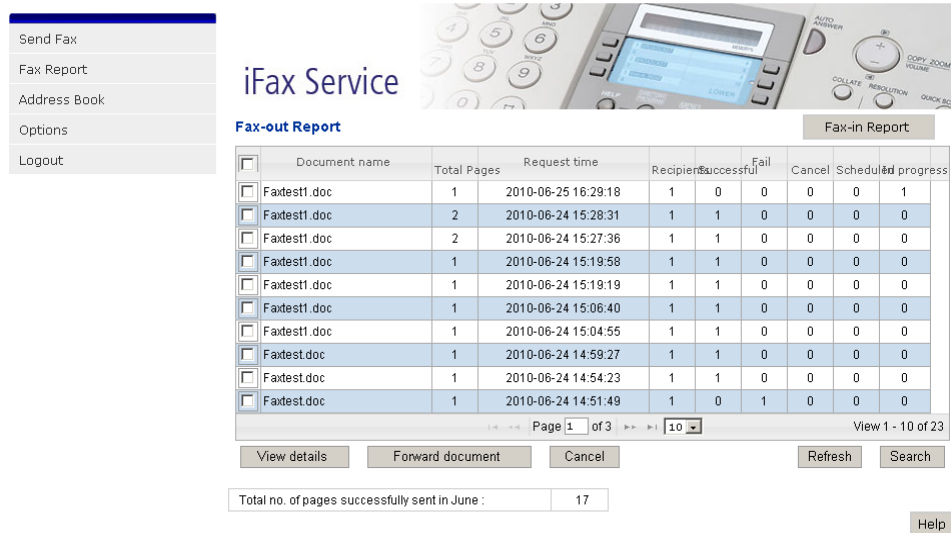
**Note:**

- You can upload documents if you have subscribed to a service plan which allows you to fax in colour. If the destination fax machine supports receiving colour fax, your document will be converted to JPEG format and faxed in full colour. If not, your document will be faxed in TIFF format (black & white only). Please note that it takes longer to do colour fax.
- If you do not want to fax the document immediately, you can click ‘**Schedule and send your fax later**’ and schedule the request at a preferred time slot (The time slot must be within the next 7 days).

### 3. Fax Report

#### 3.1 Fax-out Report

- Click **'Fax-out Report'** to view the job summary of the sent document.
- Check the selection box of the document and click **'View Details'**. The current job status will be displayed.
- If the job is in **'In progress'**/ **'Scheduled'** status, you can cancel the job by clicking **'Cancel Current Job'**.
- Click **'Forward document'** if you want to fax the document to another destination.



The screenshot displays the 'iFax Service' interface. On the left is a navigation menu with options: Send Fax, Fax Report, Address Book, Options, and Logout. The main content area is titled 'iFax Service' and 'Fax-out Report'. It features a table with the following columns: Document name, Total Pages, Request time, Recipient, successful, Fail, Cancel, Scheduled, and In progress. The table contains 10 rows of data for 'Faxtest1.doc' documents. Below the table is a summary bar showing 'Page 1 of 3' and 'View 1 - 10 of 23'. At the bottom, there are buttons for 'View details', 'Forward document', 'Cancel', 'Refresh', and 'Search'. A summary bar at the very bottom indicates 'Total no. of pages successfully sent in June : 17' and a 'Help' button.

<input type="checkbox"/>	Document name	Total Pages	Request time	Recipient	successful	Fail	Cancel	Scheduled	In progress
<input type="checkbox"/>	Faxtest1.doc	1	2010-06-25 16:29:18	1	0	0	0	0	1
<input type="checkbox"/>	Faxtest1.doc	2	2010-06-24 15:28:31	1	1	0	0	0	0
<input type="checkbox"/>	Faxtest1.doc	2	2010-06-24 15:27:36	1	1	0	0	0	0
<input type="checkbox"/>	Faxtest1.doc	1	2010-06-24 15:19:58	1	1	0	0	0	0
<input type="checkbox"/>	Faxtest1.doc	1	2010-06-24 15:19:19	1	1	0	0	0	0
<input type="checkbox"/>	Faxtest1.doc	1	2010-06-24 15:06:40	1	1	0	0	0	0
<input type="checkbox"/>	Faxtest1.doc	1	2010-06-24 15:04:55	1	1	0	0	0	0
<input type="checkbox"/>	Faxtest.doc	1	2010-06-24 14:59:27	1	1	0	0	0	0
<input type="checkbox"/>	Faxtest.doc	1	2010-06-24 14:54:23	1	1	0	0	0	0
<input type="checkbox"/>	Faxtest.doc	1	2010-06-24 14:51:49	1	0	1	0	0	0

Page 1 of 3 View 1 - 10 of 23

View details Forward document Cancel Refresh Search

Total no. of pages successfully sent in June : 17 Help

#### 3.2 Fax-in Report

- Click **'Fax-in Report'** to view the summary of received fax from your business partners.

Note:

- The completion/ received time of fax documents are based on our company's record and for reference only.

## 4. Address Book

### 4.1 Add New Contacts

- Select in 'Group' where you want to add a new contact (e.g. My Contacts).
- Click '**Add**' and enter the information of your business partner. Click '**Submit**' to confirm when finished.

**Add**

**Contact**

Group: My Contacts

Title	<input type="text"/>
First Name*	<input type="text"/>
Middle Name	<input type="text"/>
Last Name	<input type="text"/>
Job Title	<input type="text"/>
Company	<input type="text"/>
E-mail Address	<input type="text"/>
Business Phone	<input type="text"/> - <input type="text"/> - <input type="text"/>
Mobile Phone	<input type="text"/> - <input type="text"/> - <input type="text"/>
Business Fax*	<input type="text"/> - <input type="text"/> - <input type="text"/>

Note:  
\*Mandatory fields

### 4.2 Add New Group

- You can create a new group by clicking '**Add group**' and enter the group name.
- Click '**Submit**' to confirm.

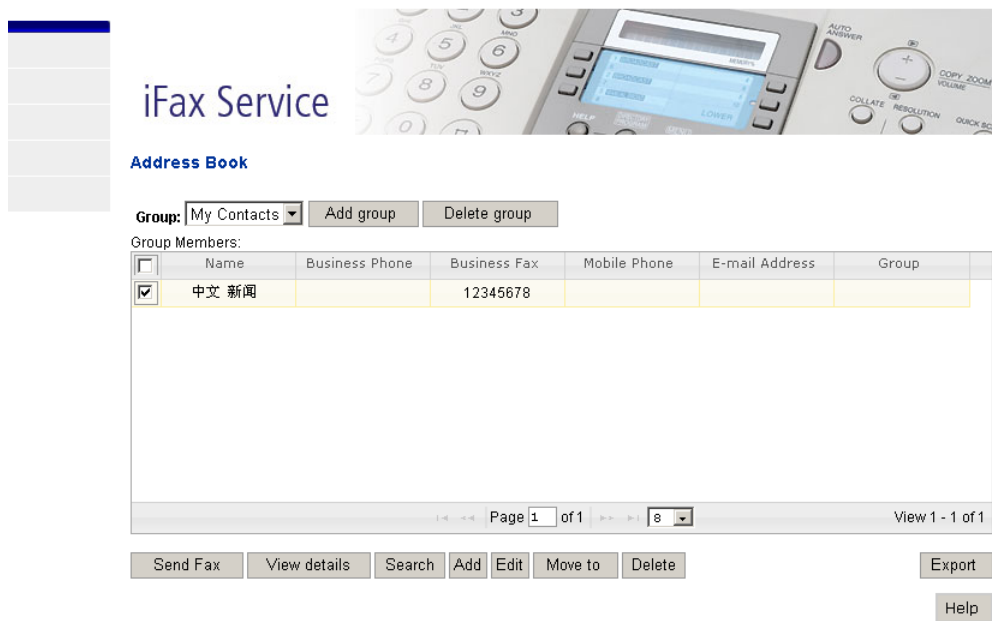
**Add**

**Add group :**

Group name:

### 4.3 Edit Contacts

- Check the selection box of the business partner you want to edit.
- Click '**Edit**' to update his/her information.
- Click '**Submit**' to confirm.



**iFax Service**

**Address Book**

Group: My Contacts Add group Delete group

Group Members:

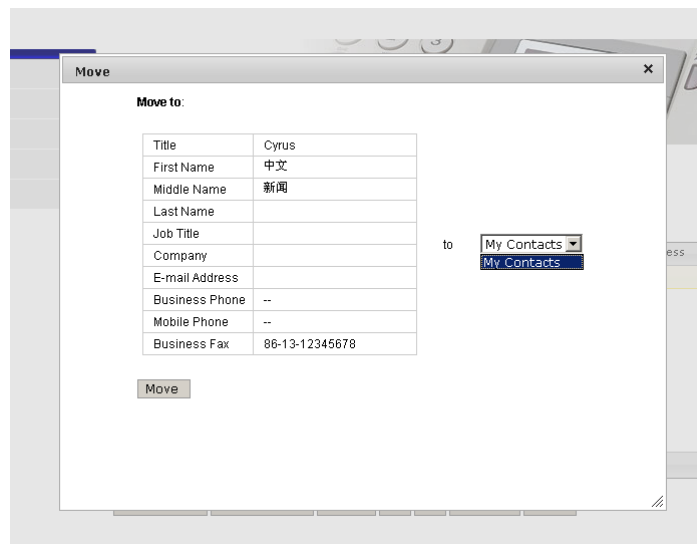
<input type="checkbox"/>	Name	Business Phone	Business Fax	Mobile Phone	E-mail Address	Group
<input checked="" type="checkbox"/>	中文 新闻		12345678			

Page 1 of 1 8 View 1 - 1 of 1

Send Fax View details Search Add Edit Move to Delete Export Help

#### 4.4 Move Contacts

- Check the selection box of the business partner you want to move.
- Click '**Move to**' and the information of your business partner will be displayed.
- Select the group where you want to move the contact.
- Click '**Move**' to confirm.



**Move**

Move to:

Title	Cyrus
First Name	中文
Middle Name	新闻
Last Name	
Job Title	
Company	
E-mail Address	
Business Phone	--
Mobile Phone	--
Business Fax	86-13-12345678

to My Contacts My Contacts

Move

#### 4.5 Delete Contacts

- Check the selection box of the business partner you want to delete from Address Book.
- Click '**Delete**' to submit deletion request.
- Click '**Delete**' to confirm.

#### 4.6 Send Fax to Contacts from Address Book

- Check the selection box of the business partner you want to send fax to.
- Click '**Send Fax**' and follow the same steps as in the '**Send Fax**' section.

#### 4.7 Import Contacts

- You can import contacts from other sources (e.g. Outlook, Outlook Express, Yahoo!Mail, Hotmail, Gmail or other applications) to iFAX Service.
- Click '**Import**' to import contacts via CSV file.
- Click '**Browse**' to upload the CSV file and select the designated group (e.g. **My Contacts**).
- Click '**Import**' to start the import of contacts.

#### 4.8 Export Contacts

- You can also export the contacts in iFAX Service to other applications.
- Click '**Export**' to export contacts to CSV file.
- Select '**All my contacts**' or specific group contact you want to export.
- Click '**Export**' to start exporting the contacts.



## 5. Options

- To suit your business needs, you can also change the following settings accordingly.
- Click '**Submit**' to confirm when all changes are done.

Send Fax	1
<b>Email Notification</b>	
Email for receiving fax-in & fax-out notification.	From existing email 1 change to <input type="text"/>
Notification options	Always inform me for all documents sent
<b>Fax Compliance Manager (FCM) for fax-out</b>	
Enable FCM	<input checked="" type="checkbox"/>
<b>Display Fax Header for Outgoing fax</b>	
Enable fax number display	<input checked="" type="checkbox"/>
Your company name in fax header	<input type="text"/> maximum 40 characters
<b>Change Login Password</b>	
Existing password	<input type="text"/>
New password	<input type="text"/>
Re-enter new password	<input type="text"/> The password should be 6-digit.
<input type="button" value="Submit"/>	

### 5.1 Send Fax

You can specify the number of redials for each fax attempt.

### 5.2 Email Notification

- You can edit and change the email address for receiving notification of incoming /outgoing fax.
- The updated email address will be displayed for your reference.
- You have the following options to receive fax alert:
  - 'Inform Send Failure only'
  - 'Inform Send Completion only'
  - 'Inform me of all documents sent'
  - 'Do not send me any report'

### 5.3 Display your Information on Fax Document

- You can display your iFAX number on the fax document by checking the '**Enable fax number display**' box.
- You can also edit your company's name with the maximum length of 40 characters and display it on the fax header.

#### 5.4 Change Web Login Password

- For security reason, you are recommended to change your login password regularly.
- To change your password, please enter the existing password as well as a new 6-10 digits password.
- Enter the new password again to confirm.

#### 5.5 Fax Compliance Manager (FCM) (Only applicable to i2Fax plan including FCM function)

- In compliance with the **Unsolicited Electronic Messages Ordinance (UEMO)**, please check the '**Enable FCM**' box to enable recipients filtering.
- Our iFax system will check your recipients' list against the the **unsubscribe database** at the **Office of the Telecommunications Authority (OFTA)**.
- In case the fax number is registered under OFTA's unsubscribe list, the fax request to that number will be terminated immediately and a failure status will be shown in the fax report.

END