



User Guide

12FAX PLUS – ADMIN WEB PORTAL

Aug 2021

Table of Contents

| | | |
|---------|--|----|
| 1. | System Requirement | 2 |
| 2. | Login i2Fax Plus Admin Web Portal | 2 |
| 3. | Admin Web Portal | 4 |
| 4. | Features..... | 5 |
| 4.1 | Company..... | 5 |
| 4.1.1 | Profile | 5 |
| 4.1.2 | Company Contact List | 5 |
| 4.1.2.1 | Add Company Phonebook Entry | 6 |
| 4.1.2.2 | Edit Company Phonebook Entry | 7 |
| 4.1.2.3 | Import Company Phonebook Entries (CSV file format)..... | 7 |
| 4.1.2.4 | Export Company Phonebook Entries (CSV file format) | 9 |
| 4.2 | Users..... | 10 |
| 4.2.1 | List of users..... | 10 |
| 4.3 | Line Features | 13 |
| 4.3.1 | List of fax | 13 |
| 4.4 | Group Features | 16 |
| 4.4.1 | Fax | 16 |
| 4.4.1.1 | Add Fax Group | 16 |
| 4.4.1.2 | Delete Fax Group | 17 |
| 4.4.1.3 | Edit Fax Group | 17 |
| 4.4.1.4 | Add Member | 18 |
| 4.4.1.5 | Delete Member | 18 |
| 4.4.1.6 | Edit Member..... | 19 |
| 4.5 | Reports | 19 |
| 4.5.1 | Outgoing Fax..... | 20 |
| 4.5.2 | Incoming Fax..... | 21 |
| 4.6 | Management | 22 |
| 4.6.1 | My Profile | 22 |
| 4.6.2 | Change Password..... | 23 |
| 5. | Logoff | 24 |
| 6. | Support | 24 |

1. System Requirement

Recommended PC requirement for HKBNES i2Fax Plus User Web Portal

- PC (Intel P4 2.0G, 1G Ram or above)
- Microsoft Windows XP SP2 or above
- Microsoft Internet Explorer 6.0 SP2 or above
- Google Chrome (Version 72 or above)
- Firefox (Release 70 or above)

2. Login i2Fax Plus Admin Web Portal

To log into the i2Fax Plus Admin Web Portal:

1. Launch your web browser and access the admin web portal at <https://i2faxplus.hkbnes.net/ipcpaweb>
2. Enter your “**Login Name**”
3. Enter your “**Password**”
4. Click “**Submit**”

香港寬頻
HONG KONG
BROADBAND NETWORK

繁體 简体

Welcome to Communication Manager

Administration Login

Login Name:

Password:

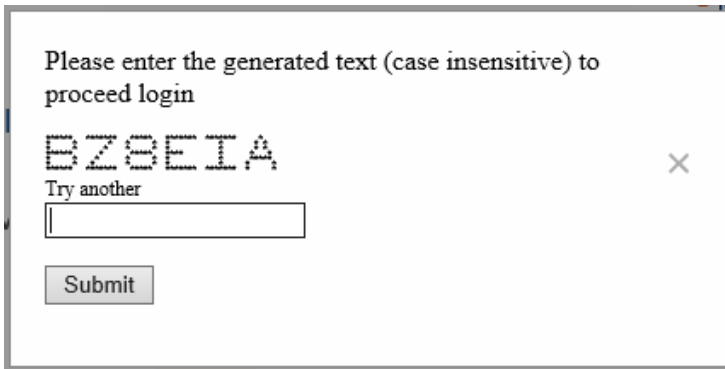
[Forgot Password](#)

This site is best viewed with broadband and Microsoft Explorer 6.0 SP2.
Screen resolution of 1024 x 768 or above is recommended.

[HKBN Home](#) | [Privacy Policy](#) | [Disclaimer](#) | [Terms & Conditions](#)

© HKBN Enterprise Solutions Limited 2019. All Rights Reserved.

Then enter the captcha to proceed login



Please enter the generated text (case insensitive) to proceed login

BZBEIA

Try another

Submit

The image shows a modal dialog box for captcha verification. It contains the instruction 'Please enter the generated text (case insensitive) to proceed login', the captcha text 'BZBEIA', a 'Try another' link, a text input field, and a 'Submit' button. There is also a close 'X' button in the top right corner of the dialog.

Note: Administrators are advised to change a new password at the first login. Please refer to “Change Password” section.

3. Admin Web Portal

The screenshot displays the 'Communication Manager - Admin Portal' interface. At the top left is the HKBN logo (香港寬頻 HONG KONG BROADBAND NETWORK). The top right features a 'Logout' button and language options for '繁體' (Traditional Chinese) and '简体' (Simplified Chinese). Below the header is a navigation menu with tabs for 'Company', 'Users', 'Line Features', 'Group Features', 'Reports', and 'Management'. The 'Company' tab is active, and a sub-menu shows 'Profile' and 'Company Contact List'. The main content area displays the following information:

| Basic Information | |
|--------------------------|---------------------|
| Company ID : | 1002 |
| Company Name : | HKBN-UAT |
| Company Alias : | hkbn-uat |
| Last Updated Timestamp : | 2020-08-06 13:41:44 |

| Subscription | |
|---|--------------------------|
| No. of company phone book records / Quota : | 6 / 500 |
| No. of fax lines : | 8 |
| No. of users : | 8 |
| User Additional Email Address : | User control |
| i2faxplus : | Registered and activated |

A 'Company control' button is visible next to the 'User Additional Email Address' field. At the bottom of the page, a copyright notice reads: © HKBN Enterprise Solutions Limited 2020. All Rights Reserved.

Upon successful login, you will enter into the main screen of i2Fax Plus Admin Web Portal.

The main screen is divided into 3 panels:

- Top panel – this area shows the HKBN logo, a hyperlink of logout and tri-lingual.
- Main function panel – this panel is where the admin web portal's menu bars are located, it allows for selection of portal administration function/sub-function from the menu bar structure.
- Content panel – the area provides detailed view of the selected administration function, user interacts with the user interface elements in this area to facilitate the goal of administering his/her company's fax service.

4. Features

4.1 Company

Company based features are grouped in this main tab.

| | | | | | |
|----------------|----------------------|---------------|----------------|---------|------------|
| Company | Users | Line Features | Group Features | Reports | Management |
| Profile | Company Contact List | | | | |

4.1.1 Profile

The first sub menu shown is the company profile, it consists of 2 sections:

| Basic Information | |
|---|--|
| Company ID : | 1002 |
| Company Name : | HKBN-UAT |
| Company Alias : | hkbn-uat |
| Last Updated Timestamp : | 2020-08-06 13:41:44 |
| Subscription | |
| No. of company phone book records / Quota : | 6 / 500 |
| No. of fax lines : | 8 |
| No. of users : | 8 |
| User Additional Email Address : | User control Company control |
| i2faxplus : | Registered and activated |

1. Basic Information: Company ID, Name, Alias and Last Updated Timestamp – the information is for display only.
2. Subscription: No. of company phone book records and quota, No. of fax lines, No. of users, User Additional Email Addresses and i2Fax Plus service status. For User Additional Email Addresses, administrator can change the status from “Company control” to “User control” or vice versa through the “Company/User control” button.

4.1.2 Company Contact List

This sub menu is mainly to manage a phone book for the company.

Filtered by: Full Name Contains Add Reset Search

Records per page: 20 Showing 1 - 6 of 6 records

Add Import Delete All Export

| Action | Full Name ▲ | Company | Office Phone | Mobile Phone | Home Phone | Other Phone | Office Extension | Business Fax | Last Updated Timestamp |
|--------|----------------------------|---------|--------------|--------------|------------|-------------|------------------|--------------|------------------------|
| | FHK Office | | | | | | | 28274724 * | 2020-10-30 14:00:15 |
| | HKBN UAT Phone book | HKBN | | | | | | 81677059 * | 2020-10-30 14:00:15 |
| | HKBN Voice Network testbed | | | | | | | 24800033 * | 2020-10-30 14:00:15 |
| | NWT Production | | | | | | | 21325673 * | 2020-10-30 14:00:15 |
| | NWT Testbed | | | | | | | 37204786 * | 2020-10-30 14:00:15 |
| | TEST ME | 2345 | 23451234 | 90901111 * | 23450001 | 99909990 | 999 | 22334455 | 2020-10-30 14:00:15 |

- To add a new entry to the list, click the **Add** button
- To delete all the existing entry, click the **Delete All** button
- To delete an existing entry, click the icon of that entry
- To edit an existing entry, click the icon of that entry
- To view an existing entry, click the icon of that entry

You can also search individual entry by entering the name or the telephone number and click the **Search** button.

Click the **Add** button to search for multi-filtering.

Filtered by: Full Name Contains

Company Contains Add Reset Search

4.1.2.1 Add Company Phonebook Entry

Click the **Add** button and the following screen will be displayed:

Company phone book > Add

| | | | |
|----------------------|----------------------|--|----------------------|
| Full Name : | <input type="text"/> | Last Name * : | <input type="text"/> |
| First Name * : | <input type="text"/> | Office Phone * : | <input type="text"/> |
| Default Phone * : | Office Extension ▾ | Home Phone * : | <input type="text"/> |
| Office Extension * : | <input type="text"/> | Business Fax * : | <input type="text"/> |
| Mobile Phone * : | <input type="text"/> | for long distance fax, please start with "+" | |
| Other Phone * : | <input type="text"/> | Department : | <input type="text"/> |
| Company : | <input type="text"/> | Email Address : | <input type="text"/> |
| Title : | <input type="text"/> | Address : | <input type="text"/> |
| Office Name : | <input type="text"/> | | |
| URL : | <input type="text"/> | | |
| Note : | <input type="text"/> | | |


* mandatory fields

[Save](#) [Cancel](#)

You can then enter the contact's information to the system through this page.

After finish, click the [Save](#) button to save the entry.

4.1.2.2 Edit Company Phonebook Entry

Click the  icon and the edit phonebook page will show up and filled with existing information.

Company contact list > Modify

| | | | |
|----------------------|--|--|----------------------|
| Full Name : | TEST ME | Last Updated Timestamp : | 2020-09-21 12:02:37 |
| First Name * : | TEST | Last Name * : | ME |
| Default Phone * : | Mobile Phone ▾ | Office Phone * : | 23451234 |
| Office Extension * : | 1567 | Home Phone * : | 23450001 |
| Mobile Phone * : | 90901111 | Business Fax * : | 22334455 |
| Other Phone * : | 99909990 | for long distance fax, please start with "+" | |
| Company : | 2345 | Department : | 999 |
| Title : | TEST | Email Address : | test@999.com |
| Office Name : | 999 | Address : | <input type="text"/> |
| URL : | <input type="text" value="https://999.com"/> | | |
| Note : | <input type="text" value="---"/> | | |

* mandatory fields

[Save](#) [Cancel](#)

You can then modify the phone book record and when finish, click the [Save](#) button to save the entry.

4.1.2.3 Import Company Phonebook Entries (CSV file format)

Click the **Import** button in the content panel of Company Phone Book page, the phone book import page is showing up

Company phone book > Import

CSV file to be uploaded: No file chosen

First row of CSV file is column header

Click the button and choose the CSV file to import and then click the **Upload** button at the bottom.

Sample CSV header

"First Name", "Last Name", "Title", "Company", "Department", "Office", "Email Address", "Default Phone", "Office Phone", "Mobile Phone", "Home Phone", "Other Phone", "Office Extension", "Business Fax", "Address" and "Note"

Choose the header mapping to map the CSV headers to system used headers or you can manually change the mapping. Finally, click the **Save** button and the import process will proceed.

| No. | CSV Header | Company phone book header | Record No. |
|-----|------------------|---------------------------|------------|
| 1 | First Name | First Name | FHK Office |
| 2 | Last Name | Last Name | |
| 3 | Title | Title | |
| 4 | Company | Company | |
| 5 | Department | Department | |
| 6 | Office | Office | |
| 7 | Email Address | Email Address | |
| 8 | Default Phone | Default Phone | Fax Number |
| 9 | Office Phone | Office Phone | |
| 10 | Mobile Phone | Mobile Phone | |
| 11 | Home Phone | Home Phone | |
| 12 | Other Phone | Other Phone | |
| 13 | Office Extension | Office Extension | |
| 14 | Business Fax | Business Fax | 28274724 |
| 15 | Address | Address | |
| 16 | Note | Note | |

[Save] [Cancel]

A screen will be displayed to show the summary of import process. You can then click the **Confirm** button to confirm the process.

Company phone book > Import

Total records in CSV : 2
 Total records without errors : 2
 Total records that have errors : 0

When the import process is finished, you can then click the **OK** button to complete the process.

4.1.2.4 Export Company Phonebook Entries (CSV file format)

Click the **Export** button to bring out the CSV header mapping screen.

| Company phone book > Export | | |
|-----------------------------|---------------------------|---|
| No. | Company phone book header | CSV Header |
| 1 | First Name | <input type="text" value="First Name"/> |
| 2 | Last Name | <input type="text" value="Last Name"/> |
| 3 | Title | <input type="text" value="Title"/> |
| 4 | Company | <input type="text" value="Company"/> |
| 5 | Department | <input type="text" value="Department"/> |
| 6 | Office | <input type="text" value="Office"/> |
| 7 | Email Address | <input type="text" value="Email Address"/> |
| 8 | Default Phone | <input type="text" value="Default Phone"/> |
| 9 | Office Phone | <input type="text" value="Office Phone"/> |
| 10 | Mobile Phone | <input type="text" value="Mobile Phone"/> |
| 11 | Home Phone | <input type="text" value="Home Phone"/> |
| 12 | Other Phone | <input type="text" value="Other Phone"/> |
| 13 | Office Extension | <input type="text" value="Office Extension"/> |
| 14 | Business Fax | <input type="text" value="Business Fax"/> |
| 15 | Address | <input type="text" value="Address"/> |
| 16 | Note | <input type="text" value="Note"/> |

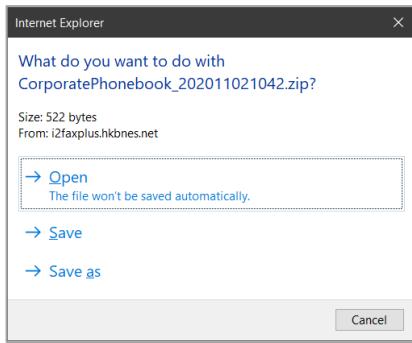
Export ZIP **Cancel**

Complete CSV header mapping and click the **Export ZIP** button to start the phone book export process. When the export process is completed, the Admin Web Portal will display a completion screen and send a zipped version of the CSV file to client.

Export Phone Book

There are total 6 record(s) to be download. Simply click the dialog box to save or open the zipped CSV file.

The following screen will then be displayed. Click “Save” or “Open” to proceed with the export process or “Cancel” to quit the request.



When the export process is finished, you can then click the **Back** button to complete the process.

4.2 Users

This is the top level menu tab that provides company administrators with access to some user based services such as viewing and changing user’s profile name, email, IDD security code and etc. The available sub service tabs include:

4.2.1 List of users

A paginated table listing all the fax lines of the company is displayed.

Search (Directory Number, Login Name, Full Name) : **Search** **Clear**

[Export] Records per page : 20 Showing 1 ~ 8 of 8 records

| i2faxplus lines | | | | | | | | | | | | | |
|-----------------|------------|-----------|------------|--------------------------|-------------------|--------------------|-------------------|----------|-----------------|----------------------|------------------------|------------------------|---------------------|
| Action | Fax Number | Full Name | Fax Status | Temporary Out of Service | Fax Service Class | Fax Gateway Number | IDD | IDD Lock | Reject Junk Fax | Advanced Fax Feature | Scheduled Outgoing Fax | Last Updated Timestamp | |
| | | | 34608601 | Ryan Fung | Active | Normal | 2. Superior usage | | | | | 2020-09-01 00:00:01 | |
| | | | 34608602 | Raymond Chan | Active | Normal | 2. Superior usage | | | | | 2020-09-01 00:00:01 | |
| | | | 34608603 | Nocvn | Active | Normal | 2. Superior usage | | | | | 2020-09-01 00:00:01 | |
| | | | 34608604 | Gary Lit | Active | Normal | 2. Superior usage | | | | | 2020-09-01 00:00:01 | |
| | | | 34608605 | angus | Active | Normal | 2. Superior usage | | | | | 2020-09-01 00:00:01 | |
| | | | 34608606 | ESPDM1 User | Active | Normal | 2. Superior usage | | | | | 2020-09-01 00:00:01 | |
| | | | 34608607 | Fax User 7 | Active | Normal | 2. Superior usage | | | | | 2020-09-01 00:00:01 | |
| | | | 34608608 | FHK Account HK | Active | Normal | 2. Superior usage | | | ✓ | ✓ | ✓ | 2020-09-01 00:00:01 |


The search input box provides filtering of users based on name or fax number, enter the desired user name or fax number and press the keyboard “Enter” key or click **Search** button to start searching. If the input box is blank, the default is to return all records.

The basic information displayed in this screen includes:

- Action (View/Edit/Reset Password)
- Fax Number
- Full Name


- Fax Status (indicates the current status of the i2faxplus service)
- TOS (indicates the i2faxplus is temporary out of service or not)
- Fax Service Class (Low/High/Superior/Platinum usage)
- Fax Gateway Number
- IDD (On/Off)
- IDD Lock (assigned or not)
- Reject Junk Fax (On/Off)
- Advanced Fax Feature (On/Off)
- Scheduled Outgoing Fax (On/Off)
- Last Updated Timestamp

It gives the company administrator a quick view on the service assigned to each i2faxplus lines user.


To view i2faxplus line user information, click the  icon to bring out the user information screen.


| Basic information | |
|----------------------------|-----------------------|
| Fax Number : | 34608608 |
| Name : | FHK Account HK |
| Status : | Active |
| Temporary Out of Service : | Normal |
| Fax Service Class : | 2. Superior usage |
| Email Language : | English |
| Email Address : | ccng@hk.fujitsu.com |
| Fax Gateway Number : | |
| Last Updated Timestamp : | 2020-09-01 00:00:01 |
| Value added services | |
| IDD : | IDD destination check |
| IDD Lock : | (Not applicable) |
| Junk Fax Rejection : | Yes |
| Advanced Fax Feature : | Yes |
| Scheduled Outgoing Fax : | Yes |

[Back]

To edit i2Fax Plus line user information, click the  icon to bring out the user information editing screen.

| Basic information | |
|---|---|
| Fax Number : | 34608608 |
| Name * : | <input type="text" value="FHK Account HK"/> (maximum 100 letters) |
| Status * : | <input type="text" value="Active"/> |
| Temporary Out of Service : | Normal |
| Fax Service Class : | 2. Superior usage |
| Email Language * : | <input type="text" value="English"/> |
| Email Address * : | <input type="text" value="ccng@hk.fujitsu.com"/> (maximum 100 characters) |
| | <input type="text"/> (maximum 100 characters) |
| | <input type="text"/> (maximum 100 characters) |
| | <input type="text"/> (maximum 100 characters) |
| Fax Gateway Number : | |
| Last Updated Timestamp : | 2020-09-01 00:00:01 |
| Value added services | |
| IDD : | IDD destination check |
| IDD Lock * : | <input checked="" type="radio"/> No <input type="radio"/> Yes |
| Junk Fax Rejection * : | <input type="radio"/> No <input checked="" type="radio"/> Yes |
| Advanced Fax Feature * : | <input type="radio"/> No <input checked="" type="radio"/> Yes |
| Scheduled Outgoing Fax * : | <input type="radio"/> No <input checked="" type="radio"/> Yes |
| * mandatory fields | |
| <input type="button" value="Save"/> <input type="button" value="Cancel"/> | |

Edit name, status, email language, email address and value added services. To save your work, click the  button at the bottom.

To reset i2faxplus line user password, click the  icon to bring out the user information reset password screen.

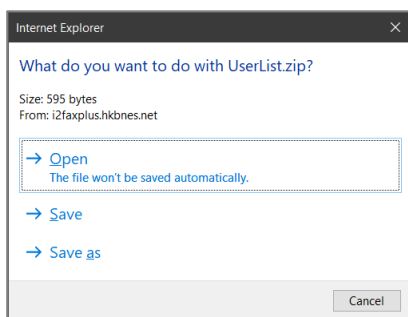
| Basic information | |
|---|--|
| Fax Number : | 34608608 |
| Name : | FHK Account HK |
| New Portal Password * : | <input type="text"/> (6-16 characters) |
| Confirm New Portal Password * : | <input type="text"/> |
| Status : | Active |
| Temporary Out of Service : | Normal |
| Fax Service Class : | 2. Superior usage |
| Email Language : | English |
| Email Address : | ccng@hk.fujitsu.com |
| Fax Gateway Number : | |
| Last Updated Timestamp : | 2020-09-01 00:00:01 |
| Value added services | |
| IDD : | IDD destination check |
| IDD Lock : | (Not applicable) |
| Junk Fax Rejection : | Yes |
| Advanced Fax Feature : | Yes |
| Scheduled Outgoing Fax : | Yes |
| <input type="button" value="Save"/> <input type="button" value="Cancel"/> | |

Enter the new password and click the  button to reset your password.

To view the further details of individual fax number, click on the hyperlinked fax number of corresponding record and the following screen is shown.

| Fax Number : 34608608 | |
|--|----------------------------|
| Fax Subscription Fax Usage | |
| Subscription | |
| Fax Number: | 34608608 |
| Temporary Out of Service | No |
| Status | Active |
| Fax Service Class | Superior usage |
| Fax IDD | No |
| Reject Junk Fax | Yes |
| Reject Anonymous Fax | No |
| Fax-to-email | |
| Email Address | ipcpsupport@hk.fujitsu.com |
| Email Language | English |

All the i2Fax Plus lines information of your company can be exported to a CSV format file. To start the export process, click on the **Export** button, following message will be prompted for confirmation to proceed.



Click “Save” or “Open” to proceed with the export process or “Cancel” to quit the request. When the export process is finished, you can then click the **Back** button to complete the process.

4.3 Line Features

This is the top level menu tab that provides company administrators with access to some user based services such as viewing and changing user’s profile name, email, IDD security code and etc. The available sub service tabs include:

4.3.1 List of fax

A paginated table listing all i2faxplus lines of the company is displayed.

Search (Fax Number, Login Name, First Name, Last Name):

[Export] Records per page : 20 Showing 1 ~ 8 of 8 records

| Fax Number | Status | Temporary Out of Service | Fax Service Class | IDD | Reject Junk Fax | Directory Number | Login Name ▲ | Last Updated Timestamp |
|--------------------------|--------|--------------------------|-------------------|-----|-----------------|------------------|--------------|------------------------|
| 34608601 | Active | Normal | 2. Superior usage | | | 34608601 | 34608601 | 2020-09-01 00:00:01 |
| 34608602 | Active | Normal | 2. Superior usage | | | 34608602 | 34608602 | 2020-09-01 00:00:01 |
| 34608603 | Active | Normal | 2. Superior usage | | | 34608603 | 34608603 | 2020-09-01 00:00:01 |
| 34608604 | Active | Normal | 2. Superior usage | | | 34608604 | 34608604 | 2020-09-01 00:00:01 |
| 34608605 | Active | Normal | 2. Superior usage | | | 34608605 | 34608605 | 2020-09-01 00:00:01 |
| 34608606 | Active | Normal | 2. Superior usage | | | 34608606 | 34608606 | 2020-09-01 00:00:01 |
| 34608607 | Active | Normal | 2. Superior usage | | | 34608607 | 34608607 | 2020-09-01 00:00:01 |
| 34608608 | Active | Normal | 2. Superior usage | | ✓ | 34608608 | 34608608 | 2020-09-01 00:00:01 |

The search input box provides filtering of users based on name or fax number, enter the desired user name or fax number and press the keyboard “Enter” key to start searching. If the input box is blank, the default is to return all records.

Expect the Directory Number and Login Name columns, all are shared with the Users Information table and the following fields are dedicated to Fax Services view:

- Fax Number
- Status (indicates the current status of the i2faxplus service)
- TOS (indicates the i2faxplus service is temporary out of service or not)
- Fax Service Class (Low/High/Superior/Platinum usage)
- IDD (On/Off)
- Reject Junk Fax (On/Off)
- Directory Number
- Login Name
- Last Updated Timestamp

To view the fax subscription of individual fax number, click on the hyperlinked fax number of corresponding record and the following screen is shown.

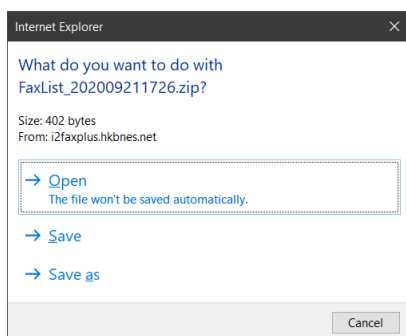
| | |
|--|---------------------|
| Fax Number : 34608608 | |
| Fax Subscription Fax Usage | |
| Subscription | |
| Fax Number : | 34608608 |
| Temporary Out of Service : | No |
| Status : | Active |
| Fax Service Class : | Superior usage |
| IDD : | No |
| Reject Junk Fax : | Yes |
| Reject Anonymous Fax : | No |
| Advanced Fax Feature : | Yes |
| Scheduled Outgoing Fax : | Yes |
| Fax-to-email | |
| Email Address : | ccng@hk.fujitsu.com |
| Email Language : | English |

From there, you can click on the “Fax Usage” tab to see the fax usage of the fax line.

| | |
|--|-----------|
| Fax Number : 34608608 | |
| Fax Subscription Fax Usage | |
| Incoming fax | |
| Maximum number of simultaneous fax call : | 3 |
| Maximum number of fax pages per fax call : | 50 |
| Maximum fax pages stored (From 1 st September 2020 up to now) : | 0 |
| Total number of fax received (From 1 st September 2020 up to now) : | 0 |
| Total fax pages received (From 1 st September 2020 up to now) : | 0 |
| Outgoing fax | |
| Quota / Remains of fax request per month : | 100 / 100 |
| Quota / Remains of total fax pages per month : | 100 / 100 |
| Maximum number of fax pages per request : | 50 |

Note: The figure reflects the usage of the calendar month, which do not present the usage of the bill cycle month

To export all the fax line list of the company to a CSV format file, click on the “Export” hyperlink under all list fax sub-screens. A message will be prompted for confirmation to proceed.



Click “Save” or “Open” to proceed with the export process or “Cancel” to quit the request. When the export process is finished, you can then click the [Back](#) button to complete the process.





4.4 Group Features

System Administrators can manage group based features of i2faxplus through the Admin Web Portal

4.4.1 Fax

Through the Fax Group management function, administrators can add, edit, delete Fax group and add/remove member to the Fax group created. Users can use the defined Fax Group to send fax to a group of fax numbers through i2faxplus User Web Portal.

Click “Group Features” then “Fax” tab to bring out the main screen for Fax Group management.

| Action | Fax No. ▲ | Name | Last Updated | Timestamp |
|---|----------------|-------|---------------------|-----------|
|   | 00185228371514 | test1 | 2020-10-28 17:26:54 | |
|   | 00185228371520 | test2 | 2020-10-28 17:27:07 | |

4.4.1.1 Add Fax Group

To add a new Fax Group, click the **Add Group** button from the Fax Group Information screen. An Add Group screen is displayed. Fill out the group name, Fax number, Name and click the **Save** button to save the group.

Fax group > Add

Group Name * :

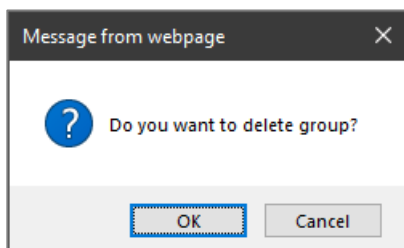
| Item No. | Fax No. * | Name | Last Updated Timestamp |
|----------|----------------------|----------------------|------------------------|
| 1. | <input type="text"/> | <input type="text"/> | |
| 2. | <input type="text"/> | <input type="text"/> | |
| 3. | <input type="text"/> | <input type="text"/> | |
| 4. | <input type="text"/> | <input type="text"/> | |
| 5. | <input type="text"/> | <input type="text"/> | |
| 6. | <input type="text"/> | <input type="text"/> | |
| 7. | <input type="text"/> | <input type="text"/> | |
| 8. | <input type="text"/> | <input type="text"/> | |
| 9. | <input type="text"/> | <input type="text"/> | |
| 10. | <input type="text"/> | <input type="text"/> | |

* mandatory fields

When the add group process is finished, you can then click the button to complete the process.

4.4.1.2 Delete Fax Group

To delete an existing Fax Group, select the group through the Group Name drop down box from the Fax Group Information screen and then click the “Delete Group” hyperlink. A confirmation prompt is displayed. Click “OK” to delete the selected group.



4.4.1.3 Edit Fax Group

Administrators can change the group name of an existing Fax Group. Select the group to be modified through the Group Name drop down box from the Fax Group Information screen. Click the “Edit Group” hyperlink and the Edit Group screen is displayed.

Fax group > Edit

Group Name :

Last Updated Timestamp 2020-06-17 16:45:30

** mandatory fields*

Fill out the new group name, and click button to update the group name and then click the button to complete the process.

4.4.1.4 Add Member

To add member (Fax number) to a Fax Group, select the group through the Group Name drop down box from the Fax Group Information screen. Click the button located at the bottom of the table to bring out the Add Member screen.

Fax group > Fax group number > Add


Group Name *: Both IDD Last Updated Timestamp : 2020-06-17 16:45:30





| Item No. | Fax No. * | Name | Last Updated Timestamp |
|----------|----------------------|----------------------|------------------------|
| 1. | <input type="text"/> | <input type="text"/> | |
| 2. | <input type="text"/> | <input type="text"/> | |
| 3. | <input type="text"/> | <input type="text"/> | |
| 4. | <input type="text"/> | <input type="text"/> | |
| 5. | <input type="text"/> | <input type="text"/> | |
| 6. | <input type="text"/> | <input type="text"/> | |
| 7. | <input type="text"/> | <input type="text"/> | |
| 8. | <input type="text"/> | <input type="text"/> | |
| 9. | <input type="text"/> | <input type="text"/> | |
| 10. | <input type="text"/> | <input type="text"/> | |

** mandatory fields*

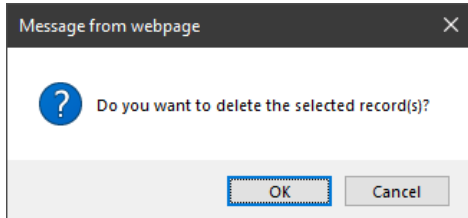
Enter Fax number and name into the Fax No. and Name input box and click the button to update the Fax group number. Then click the button to complete the process.

4.4.1.5 Delete Member


To remove existing member from a Fax Group, click the  icon of that entry.

| Action | Fax No. ▲ | Name | Last Updated Timestamp |
|---|----------------|-------|------------------------|
|   | 00185228371514 | test1 | 2020-10-28 17:26:54 |
|   | 00185228371520 | test2 | 2020-10-28 17:27:07 |

A confirmation prompt is displayed; click “OK” to go ahead with the deletion.



4.4.1.6 Edit Member

To edit existing member name from a Fax Group, click the  icon of that entry to bring out the editing screen.

Fax group > Fax group number > Edit

| | |
|------------------------|------------------------------------|
| Group Name : | Both IDD |
| Fax No. : | 00185228371514 |
| Name : | <input type="text" value="test1"/> |
| Last Updated Timestamp | 2020-10-28 17:26:54 |

* mandatory fields

To save your work, click the button at the bottom and then click the button to complete the process.

4.5 Reports









The Report view provides Company Administrators with functions to view all fax call log reports. Fax call report is filtered by parameters such as originating fax no., destination fax no. and time ranges. It also supports call report export to CSV file format.



4.5.1 Outgoing Fax

| | | | | | | | |
|----------|-----------|-----------|----|----------|---------|-------------------------------|--|
| From: | 2018 | January | 1 | - HOUR - | - MIN - | Originating Fax No. : | |
| To: | 2020 | September | 21 | - HOUR - | - MIN - | Destination Fax No. : | |
| Status : | -- All -- | | | | | | <input type="button" value="Search"/> <input type="button" value="Clear"/> <input type="button" value="Export ZIP"/> |
| | | | | | | Records per page : | 20 |
| | | | | | | Page : | 1 |
| | | | | | | Showing 1 ~ 20 of 169 records | |

- From: Filter start time in the format of Year/Month/Day/Hour/Minute
- To: Filter end time in the format of Year/Month/Day/Hour/Minute
- Status: Filter with status match
- Originating Fax No.: ALL, Normal, IVR Flow, Call Center Agent, User ID
- Destination Fax No.: Destination Number with prefix match

The search filter of the corresponding fax call report view is shown when the tab menu item below the Reports Tab is clicked. To start searching of fax call report, fill out the search filter form and click the **Search** button. To export search results to CSV file, click the **Export ZIP** button.

| Action | Originator Type | Originator | Destination Fax No. | Request Time | Request Pages | Status | Pages Sent | ACK Status | Error Number <small>*.*</small> |
|---|-----------------|------------|---------------------|---------------------|---------------|---------------------|------------|------------|---------------------------------|
|   | Normal | 34608608 | 98765432 | 2020-03-24 21:34:17 | 2 | Delivery failure | 0 | 0 | 540 |
|   | Normal | 34608601 | 34608602 | 2020-01-08 11:49:29 | 8 | Delivery successful | 8 | 0 | 0 |
|   | Normal | 34608602 | 34608604 | 2020-01-08 11:43:56 | 8 | Delivery successful | 8 | 0 | 0 |
|   | Normal | 34608602 | 81677059 | 2020-01-08 11:10:12 | 8 | Delivery successful | 8 | 0 | 0 |

- To delete an existing entry, click the  icon of that entry
- To view the further details of that entry, click the  icon and the following screen is shown

| Fax Request Information | | | |
|--------------------------|--|-------------------|---------------------------------------|
| Message ID : | 27113_20200324213411883web1 | | |
| Job ID : | 95609873303592 | | |
| Originator Type : | Normal | | |
| Originator : | 34608608 | | |
| Request Time : | 2020-03-24 21:34:17 | | |
| Request Pages : | 2 | | |
| Status : | Delivery failure | | |
| Pages Sent : | 0 | | |
| ACK Status : | 0 (Not Sent) | | |
| Error Number : | 540 (The called fax terminal did not send a DIS signal.) | | |
| Server ID : | web1 | | |
| Fax Server ID : | MTAS01FAX01F_0_1 | | |
| Web Server ID : | web1 | | |
| Call Related Information | | | |
| Destination Fax No. : | 98765432 | | |
| Duration : | 0 (seconds) | | |
| IDD Fax : | No | | |
| Send Status : | No | | |
| Retry Count : | 3(2020-03-24 21:40:33) | | |
| Fax Attachment | | | |
| Cover Page : | No | | |
| Filename | Number of Pages | Original Filename | Web Filename |
| 0 | 2 | dummy_0.tif | 27113_20200324213411883web1_0.tif.enc |









[Back]



4.5.2 Incoming Fax

| | |
|---|--|
| Originating Fax No. : | <input type="text"/> |
| Destination Fax No. : | <input type="text"/> |
| Status : | -- Please select -- <input type="button" value="v"/> |
| From : | 2020 <input type="button" value="v"/> January <input type="button" value="v"/> 1 <input type="button" value="v"/> - HOUR - <input type="button" value="v"/> - MIN - <input type="button" value="v"/> |
| To : | 2020 <input type="button" value="v"/> March <input type="button" value="v"/> 26 <input type="button" value="v"/> - HOUR - <input type="button" value="v"/> - MIN - <input type="button" value="v"/> |
| <input type="button" value="Search"/> <input type="button" value="Export ZIP"/> | Filtered entries : 13 record(s) Page: 1 <input type="button" value="v"/> |

- Originating Fax No.: Originating Number with prefix match
- Destination Fax No.: Destination Number with prefix match
- Status: Filter with status match
- From: Filter start time in the format of Year/Month/Day/Hour/Minute
- To: Filter end time in the format of Year/Month/Day/Hour/Minute

The search filter of the corresponding fax call report view is shown when the tab menu item below the Reports Tab is clicked. To start searching of fax call report, fill out the search filter form and click the button. To export search results to CSV file, click the button.

| Action | Originating Fax No. | Destination Fax No. | Request Time | Status | Pages | Error Number ** |
|---|---------------------|---------------------|---------------------|-----------------------|-------|-----------------|
|   | 34608601 | 34608602 | 2020-01-08 11:49:48 | Received successfully | 8 | 0 |
|   | 34608602 | 34608604 | 2020-01-08 11:45:18 | Received successfully | 8 | 0 |
|   | 34608601 | 34608602 | 2020-01-08 11:14:36 | Received successfully | 9 | 0 |
|   | 34608602 | 34608601 | 2020-01-08 11:12:33 | Received successfully | 8 | 0 |

- To delete an existing entry, click the  icon of that entry
- To view the further details of that entry, click the  icon and the following screen is shown


| | |
|---------------------------------|--|
| Fax Receive Information | |
| Originating Fax No. : | 34608602 |
| Status : | Received successfully |
| Error Number : | 0 N/A |
| Server ID : | TACS01FAX01F_0_0 |
| Call Related Information | |
| Destination Fax No. : | 34608602 |
| Answer Time : | 2020-01-08 11:49:49 |
| End Time : | 2020-01-08 12:01:40 |
| Email Status : | Received successfully |
| Retry Count : | 0 |
| Fax Attachement | |
| Filename : | FAX_101_00000001_20200108114948_707260.tif |
| Number of Pages : | 8 |

[Back]

4.6 Management

The management tab provides functions for company administrators to modify their email address and login password to company admin web portal.

4.6.1 My Profile

To change/set the email address of company administrator, click the Management tab and then select the My Profile tab and click  button. The My Profile view is shown.

| | |
|----------------------------------|--|
| Login Name : | admin@hkbn-uat |
| Email Address : | <input type="text" value="hkbn-uat@hkbn.net"/> |
| Last login success timestamp : | 2020-11-02 11:50:14 |
| Last login failure timestamp : | 2020-09-10 16:46:38 |
| Last password change timestamp : | 2020-09-10 16:46:51 |
| Last Updated Timestamp : | 2020-09-10 17:00:06 |

**Note: If you forgot password, reset password procedure will be sent to this email address after identity verification.*

Enter a valid email address into the input box provided and click the to save your email address and then click the button to complete the process.

4.6.2 Change Password

To change your login password to company admin web portal, click the Management tab and then select the Change Password tab. The change password page is displayed.

| | |
|---------------------------------|---|
| Login Name : | admin@hkbn-uat |
| Current Password * : | <input type="text"/> <input type="button" value="Visible"/> |
| New Portal Password * : | <input type="text"/> <input type="button" value="Visible"/> (6-16 characters) |
| Confirm New Portal Password * : | <input type="text"/> <input type="button" value="Visible"/> |
| Last Updated Timestamp : | 2020-09-10 17:00:06 |

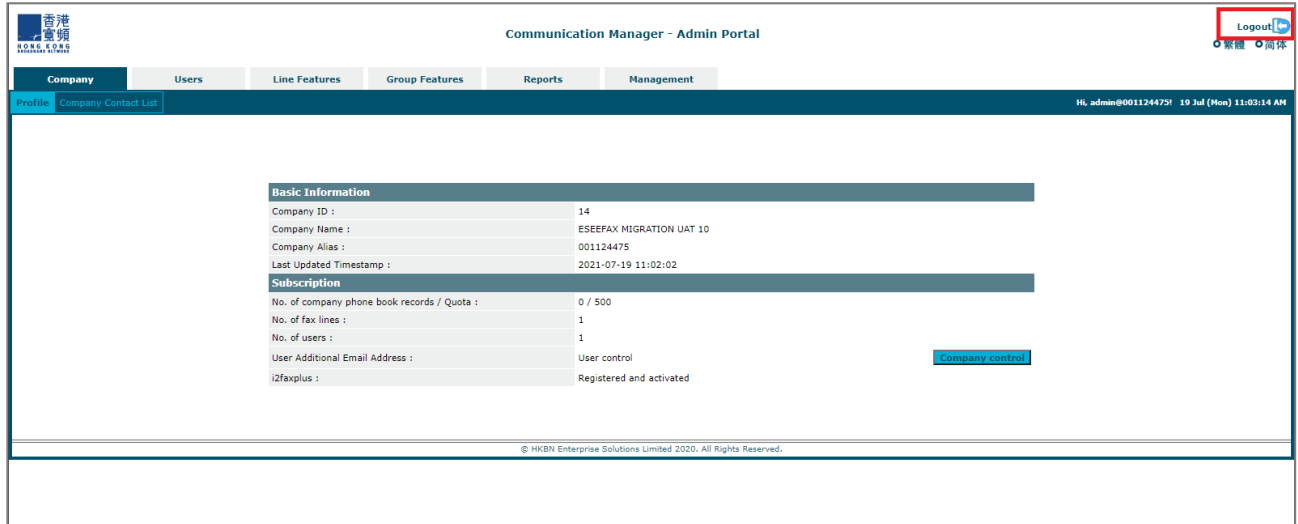
** mandatory fields*

Enter your existing password and new password and click the button to change your password. When finished, click the button to complete the process.

5. Logoff

Always log off from the Admin Web Portal after use to prevent unauthorized access.

- Click “**Logout**” at the top right corner of the screen



6. Support

If you have any questions about using the i2Fax Plus Admin Web Portal, please contact your dedicated Account Manager or call Customer Service Hotline as following.

Customer Service Hotline: 128 180