

User Guide

12FAX PLUS – USER WEB PORTAL

Oct 2021

Table of Contents

1.	System Requirement	2
2.	Login i2Fax Plus User Web Portal	2
3.	User Web Portal	4
3.1	User Login Status Panel	4
3.2	Service and Profile Setting Panel	5
3.2.1	Phone Book.....	5
3.2.2	WebFax	9
3.2.2.1	Composing a Fax.....	9
3.2.2.1.1	Fax History	11
3.2.2.1.2	Fax Usage.....	14
3.2.3	Service Profile.....	14
3.2.3.1	My Profile.....	14
3.2.3.1.1	Personal Data	14
3.2.3.1.2	Change Password.....	15
3.2.3.1.3	Long Distance Call.....	16
3.2.3.1.4	Alert Language.....	16
3.2.3.2	Value Added Service	17
3.2.3.2.1	WebFax.....	17
4.	Logoff	18
5.	Support	18

1. System Requirement

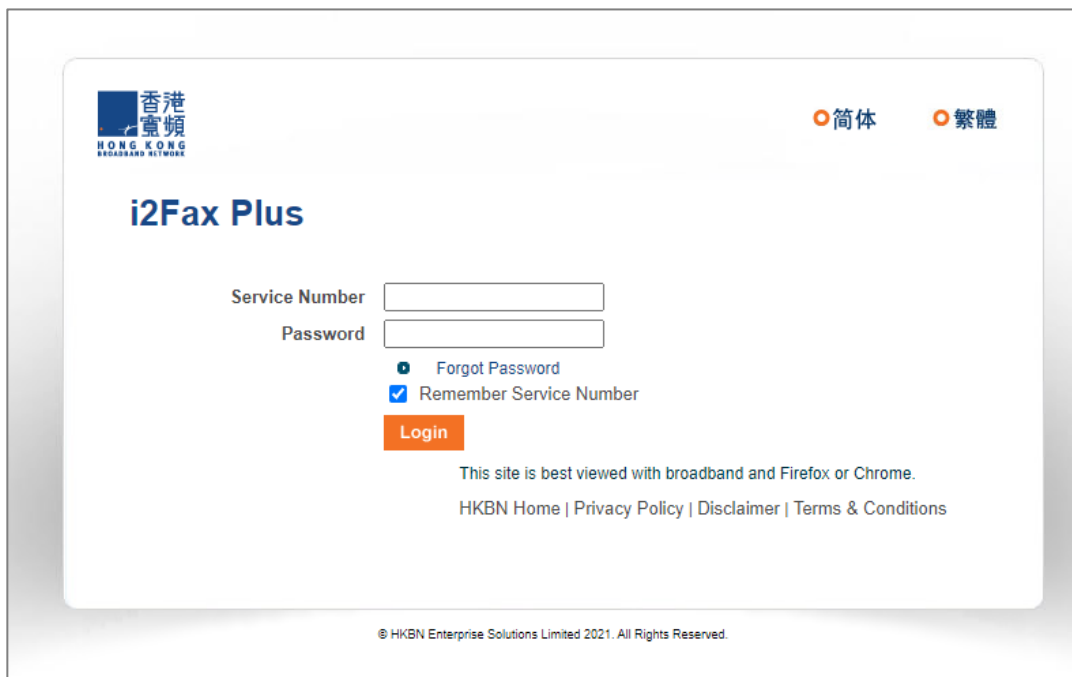
Recommended system requirement for HKBNES i2Fax Plus User Web Portal

- 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 User Web Portal

To log into the i2Fax Plus User Web Portal:

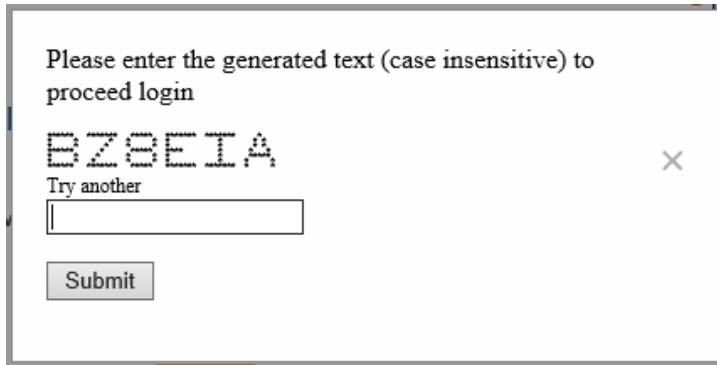
1. Launch your web browser and access the web portal at <https://i2faxplus.hkbnes.net>
2. Enter your “**Service Number**”
3. Enter your “**Password**”
4. Click “**Login**”



The screenshot shows the login page for i2Fax Plus. At the top left is the logo for Hong Kong Broadband Network (HONG KONG HONGKONG NETWORK). At the top right are two radio buttons for language selection: '简体' (Simplified) and '繁體' (Traditional). The main heading is 'i2Fax Plus'. Below this are two input fields: 'Service Number' and 'Password'. There are two checkboxes: 'Forgot Password' (unchecked) and 'Remember Service Number' (checked). An orange 'Login' button is positioned below the checkboxes. At the bottom of the form area, there is a note: 'This site is best viewed with broadband and Firefox or Chrome.' and a link: 'HKBN Home | Privacy Policy | Disclaimer | Terms & Conditions'. At the very bottom of the page, there is a copyright notice: '© HKBN Enterprise Solutions Limited 2021. All Rights Reserved.'

If you are using your own PC, you could check the box “**Remember Service Number**”. You will only be requested to enter the **Password** in the next login.

Then enter the captcha to proceed login



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

BZ8EIA

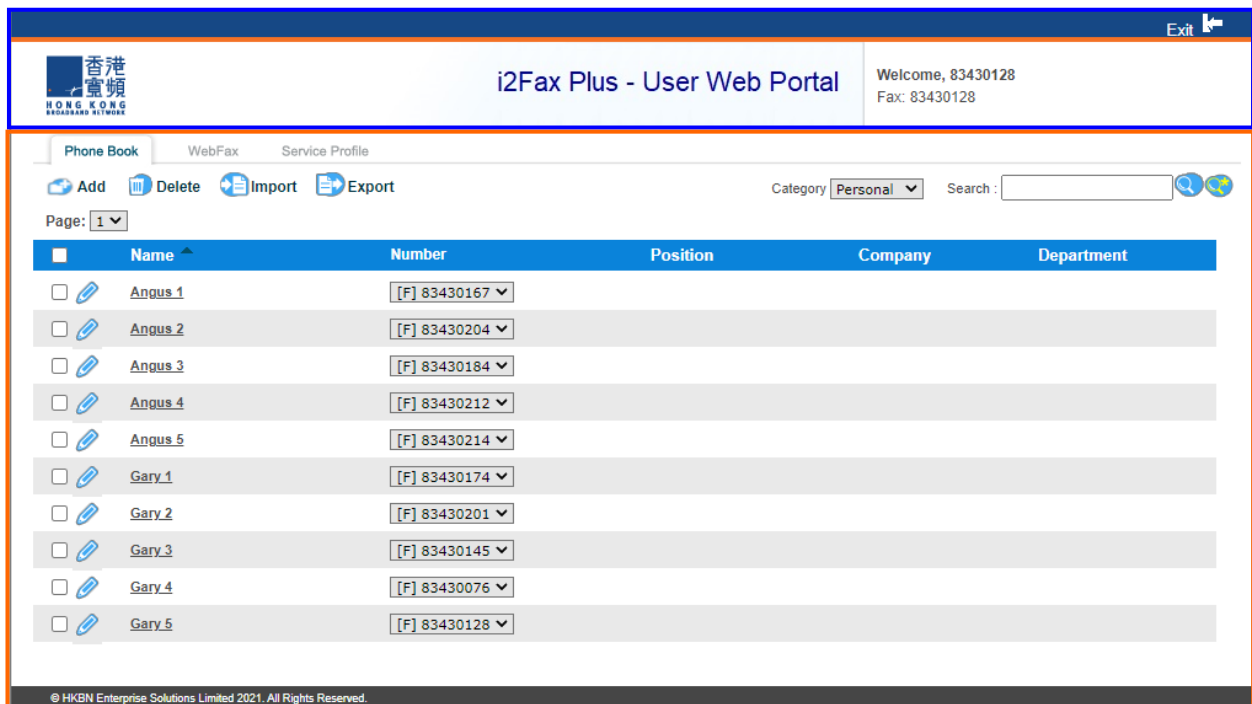
Try another

Submit

The image shows a small dialog box with a grey border. At the top, it says "Please enter the generated text (case insensitive) to proceed login". Below this, the text "BZ8EIA" is displayed in a large, pixelated font. To the right of this text is a small "x" icon. Underneath the text, there is a label "Try another" followed by a rectangular input field. At the bottom left of the dialog box is a button labeled "Submit".

Note: Users are advised to change a new password at the first login. Please refer to "Change Password" section.

3. User Web Portal



Phone Book WebFax Service Profile

Add Delete Import Export

Category Personal Search: []

Page: 1

	Name	Number	Position	Company	Department
<input type="checkbox"/>	Angus 1	[F] 83430167			
<input type="checkbox"/>	Angus 2	[F] 83430204			
<input type="checkbox"/>	Angus 3	[F] 83430184			
<input type="checkbox"/>	Angus 4	[F] 83430212			
<input type="checkbox"/>	Angus 5	[F] 83430214			
<input type="checkbox"/>	Gary 1	[F] 83430174			
<input type="checkbox"/>	Gary 2	[F] 83430201			
<input type="checkbox"/>	Gary 3	[F] 83430145			
<input type="checkbox"/>	Gary 4	[F] 83430076			
<input type="checkbox"/>	Gary 5	[F] 83430128			

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Upon successful login, you will enter the main panel of User Portal. The main panel is divided into 2 portions:

- User Login Status information
- Service & Profile Setting multi-selections Panel

3.1 User Login Status Panel



Exit

HONG KONG TELEPHONE

i2Fax Plus - User Web Portal

Welcome, 83430128
Fax: 83430128

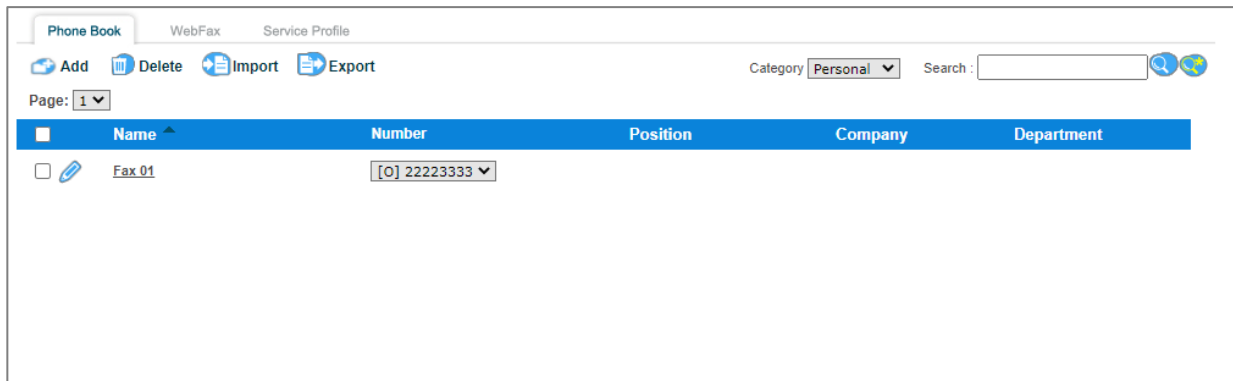
Within the User Login Status Panel, following information are displayed

Greeting Message : Message showing “Welcome,” plus your name

Fax : Your Registered i2Fax Plus Service Number

Exit : Click to logout the User Web Portal

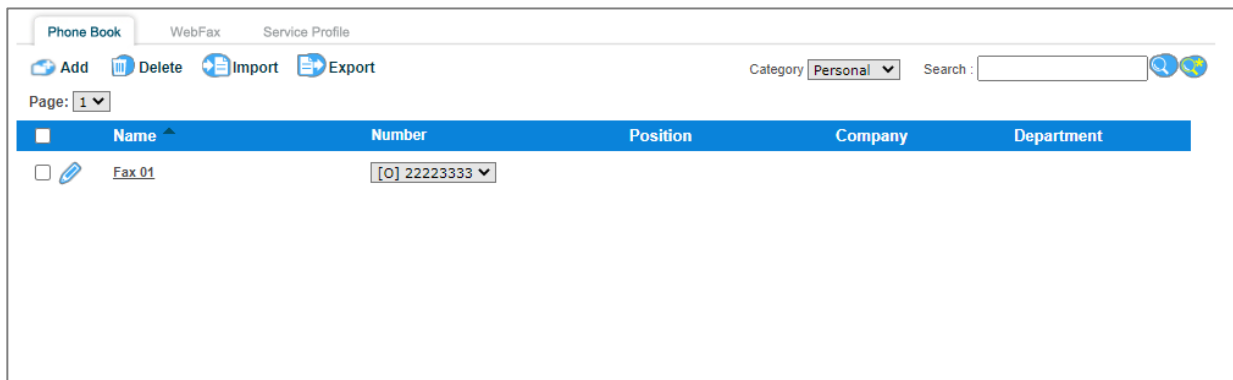
3.2 Service and Profile Setting Panel



In the “Service and Profile Setting” panel, you can manage your services with ease

- **[Phone Book]**, manages your “Corporate and Personal Network Phone Book”
- **[WebFax]**, provides Personal Web Faxing functions
- **[Service Profile]**, manages your personal profile data plus value added services setting

3.2.1 Phone Book



There are two types of user phone book

- Select “**Personal**” from the “Category” dropdown box, your Personal Phone Book records will be displayed. The personal phone book is managed by individual user and will not be shared over the system.
- Select “**Company**” from the “Category” dropdown box, your Company Phone Book records will be displayed. The Company Phone Book is managed via Company Administrator Portal. This phone book will be shared over the system for users of the same company.

Add/Edit Personal Phone Book Entry

- Press the Add or icon will bring you to the phone book entry “Edit Contact” page. When finish editing, click Save to store.

Delete Personal Phone Book Entries


- Select the left Check Boxes of those phone book entries you want to delete.
- Press Delete icon to delete.

Import Personal Phone Book Entries (CSV file format)


- Press Import icon to import your designated CSV file into your personal phone book.

The phone book import screen will be shown:



- Press Choose File button to pick a phone book CSV file that is with compatible i2Fax Plus phone book format into the “Import file” input box.


- Click  **Upload** to finish the import process. If succeeds, entries in the CSV file will be populated to your personal phone book.


Phone Book
WebFax
Service Profile

 Import Phone Book from comma delimiter (*.csv) file


No.	CSV Header	Personal Header	Record No. 1
1	First Name	<input type="text" value="First Name"/>	tst
2	Last Name	<input type="text" value="Last Name"/>	tst
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"/>	Office Phone
9	Office Phone	<input type="text" value="Office Phone"/>	43432
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	Business Fax	<input type="text" value="Business Fax"/>	
14	Address	<input type="text" value="Address"/>	
15	Note	<input type="text" value="Note"/>	aa

 Save
 Cancel


You can optionally manipulate the mapping of Personal Phone Book headers with the export CSV file and click  **Save** to confirm.

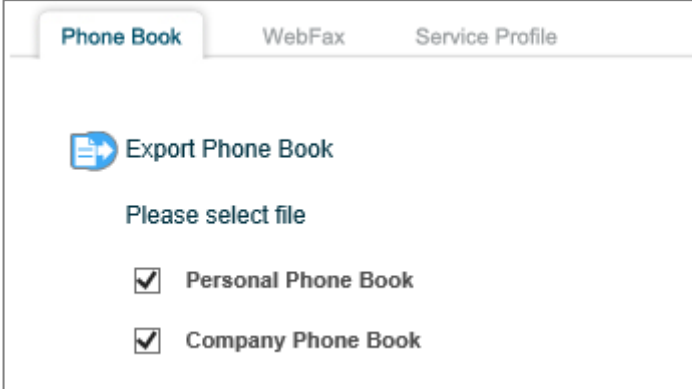
 Import Phone Book from comma delimiter (*.csv) file

Total records in CSV : 1
 Total records without errors : 1
 Total records that have errors : 0

- Click  **Confirm** to complete.

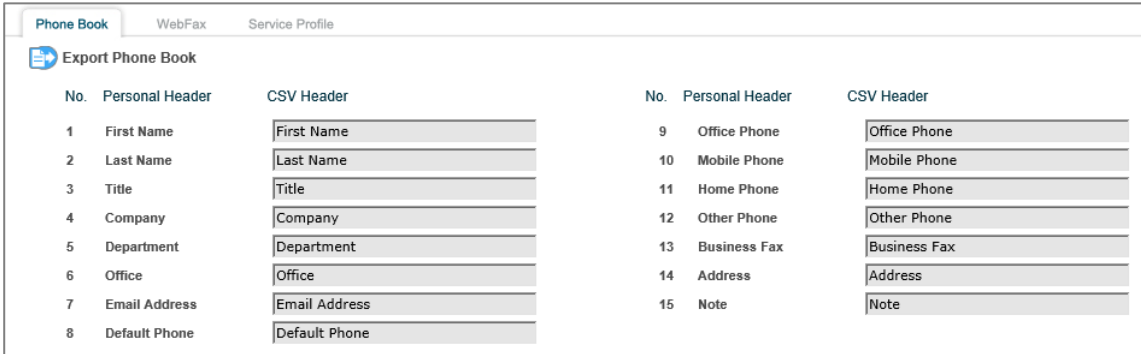
Export Personal Phone Book Entries (CSV file format)

- Press  **Export** icon to export your personal/company phone book to CSV file.




- Select phone book then click  **Next** to export.

The phone book export screen will be shown:






No.	Personal Header	CSV Header	No.	Personal Header	CSV Header
1	First Name	First Name	9	Office Phone	Office Phone
2	Last Name	Last Name	10	Mobile Phone	Mobile Phone
3	Title	Title	11	Home Phone	Home Phone
4	Company	Company	12	Other Phone	Other Phone
5	Department	Department	13	Business Fax	Business Fax
6	Office	Office	14	Address	Address
7	Email Address	Email Address	15	Note	Note
8	Default Phone	Default Phone			


You can optionally manipulate the mapping of Personal Phone Book headers with the export CSV file.

- Then click  **Export ZIP** to start the export process. When it is completed, system will push the exported personal phone book in CSV format to your PC.

Search/Advanced Search Phone Book Entries

- Searching will be done on both Personal/Company Phone Book based on the searching key input


- You can enter name or telephone number at the box   and press  to start searching

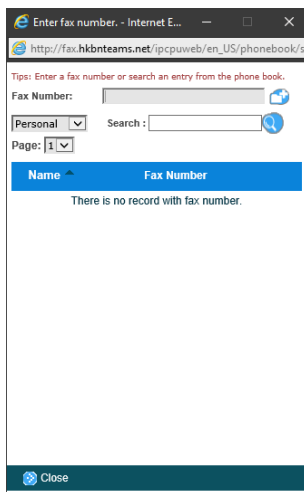
Press  to do advanced search (searching criteria including first name, last name, position, email, company, department, office name, office phone number, mobile phone number, home phone number, other phone number, fax number and notes)


3.2.2 WebFax

3.2.2.1 Composing a Fax


Set the Fax Destination Number

You can set the fax destination number by the press  [Enter fax number.](#) to bring out the compact phone book.




Select the phone book entry you want or enter fax number in the “Fax Number” input box and click .

The destination number will then be listed in the “**Enter fax number**” list.

To delete the entry, click the  icon at the left hand side of the entered fax number

Attachment

You can attach the Fax attachment from your PC by press “**Browse**” button and choose the file that you are going to fax out from a popup file chooser. The currently supported file formats include Adobe’s PDF, TIF. To add more attachments to the outgoing fax, click the  icon next to the “Attachments” label and a new attachment input control group will be added for file selection. You can have at most up to 10 attachments for each outgoing fax. Those attachments will be converted to fax file and sent out.


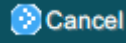
Schedule Send

You can enter a fax date and time and system will perform the fax sending after the scheduled date time.

Schedule Send


Date:  Time: :

Fax conversion action


- When all the above actions are finished, click  to start fax conversion or click  to stop the operation.
- When fax conversion is started, a dialog box will be shown to indicate that file conversion is in progress






- If conversion succeeds, a fax preview screen will be displayed

Fax Preview		
Fax recipients	Attachments	Action
<ul style="list-style-type: none"> • 98765432 	<ul style="list-style-type: none"> • File 1 	

Previewing fax to be sent

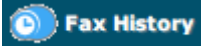
If you want to preview the fax message that you are going to send out, click the  icon to receive a copy of the fax file in zip file format. You could then open the zip file and use the default TIF file viewer of your PC to take a look at the preview file.


Sending out fax file

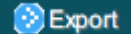
If you decided that the fax file is ready for faxing out, click the  icon in the fax preview screen to start sending. A notification will be printed to confirm you that the fax will be completed in several minutes. Click  icon to complete and return to the main WebFax screen. If you want to check the status of the outgoing fax, click the  tab.

Note: Fax will not be sent out if the “Send” button is not clicked.




















3.2.2.1.1 Fax History

The user can view your Outgoing/Incoming Fax history/status by press the  tab.





Outgoing and Incoming fax is filtered by the drop down box located at the right most of the “Fax History” tab. The number of pages sent in each job is shown in the “Page Sent” column. If cover page is included in the job, a tick mark “✓” is also shown in the “Page Sent” column. Fax history record can be deleted by clicking on the  icon corresponds to each record.

Clicking on the  icon will export the Outgoing/Incoming fax history record into a CSV format file.





















Fax Sent (Outgoing fax) history

Phone Book		WebFax	Service Profile		
WebFax		Fax History	Fax Usage		
		Fax Sent			
Request Time	Recipient	Page Sent	Status	Action	
+2020/09/23 10:00:00	37204786	0	Ready to Send	  	
+2020/07/14 16:50:00	37204786	4	Complete	 	
+2020/07/14 16:41:49	37204786	5	Complete	 	
+2020/07/06 14:49:11	37204786	4	Complete	 	
+2020/05/22 09:11:26	37204786	3	Complete	 	
+2020/03/24 21:34:17	98765432	0	Fail	 	
+2020/01/08 10:45:09	21325673	3	Partial Complete	  	
+2020/01/07 17:43:18	21325673	3	Partial Complete	  	



User can perform the following function upon items listed in the “Outgoing Fax History”:

- Suspend sending - Select fax sending request in the list which are in “Ready to Send” state and suspend the sending process by click  icon.
- Resume sending - Select fax sending request in the list which are in “Suspend” state and resume the sending process by click  icon.
- Cancel sending - Select fax sending request in the list which are in “Suspend” state and cancel the sending process by click  icon.
- Resend - Select fax sending request in the list and copy the requests as new sending requests by click  icon.

Fax Received (Incoming fax) history

Request Time	Sender	Page received	Status	Action
2020/07/15 09:45:07	Private	0	Received unsuccessfully	 
2020/07/10 13:55:38	37204780	4	Received successfully	  
2020/01/03 14:33:34	34608604	3	Received successfully	  
2019/07/04 16:23:48	34608604	3	Received successfully	  
2019/07/04 16:20:33	34608604	3	Received successfully	  
2019/07/04 15:29:33	34608604	3	Received successfully	  
2019/07/04 10:16:34	34608604	2	Received successfully	  

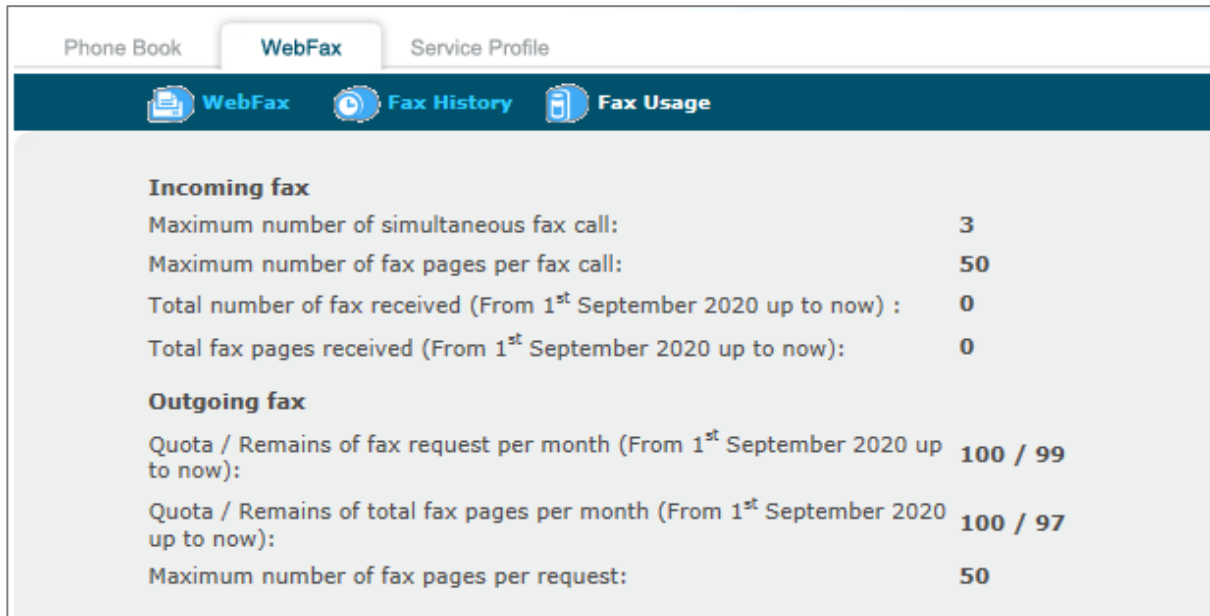
User can perform the following function upon items listed in the “Incoming Fax History”:

- Forward Fax - Select one incoming fax entry in the list and forward the fax by clicking  icon. A fax sending dialog will be brought up for the user to perform normal fax sending with the fax content copied to the fax sending page.
- Reply Fax - Select one incoming fax entry in the list and reply the fax by clicking  icon. A fax sending dialog will be brought up for the user to perform normal fax sending with the destination fax number is pre-filled to the fax sending page.

Note: HKBN will not store any fax image owing to privacy reason

3.2.2.1.2 Fax Usage

Fax usage of the current period will be shown when the  Fax Usage tab is clicked.



Incoming fax	
Maximum number of simultaneous fax call:	3
Maximum number of fax pages per fax call:	50
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 (From 1 st September 2020 up to now):	100 / 99
Quota / Remains of total fax pages per month (From 1 st September 2020 up to now):	100 / 97
Maximum number of fax pages per request:	50

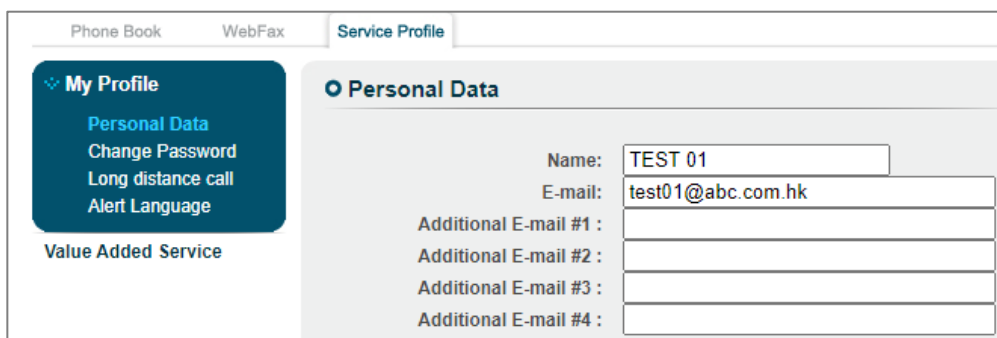
Note: The figure reflects the usage of the calendar month, which do not present the usage of the bill cycle month

3.2.3 Service Profile

Within the Service and Profile Setting Panel, you can view/change your personal profile and value-added service setting.

3.2.3.1 My Profile

3.2.3.1.1 Personal Data



Personal Data	
Name:	<input type="text" value="TEST 01"/>
E-mail:	<input type="text" value="test01@abc.com.hk"/>
Additional E-mail #1 :	<input type="text"/>
Additional E-mail #2 :	<input type="text"/>
Additional E-mail #3 :	<input type="text"/>
Additional E-mail #4 :	<input type="text"/>


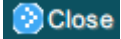
- [Name] : Your name for system greeting
- [Email] : Your email address for Personal Fax service
- [Additional E-mail] : Additional email address for Personal Fax service

Note: Maximum 5 email address could be set

3.2.3.1.2 Change Password

To change the password of the User Web Portal.

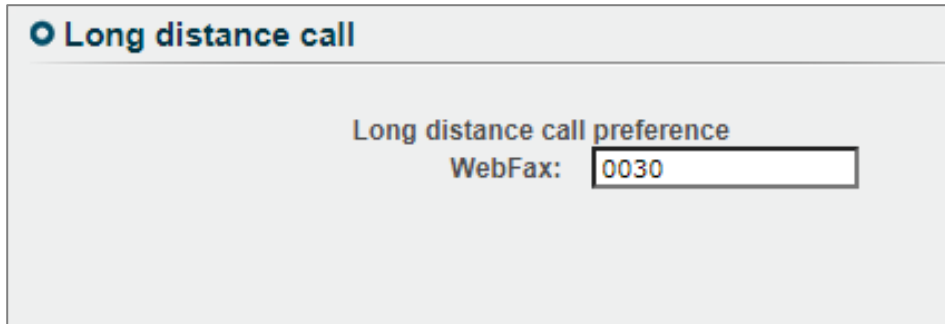
The screenshot shows a web browser window titled "i2Fax Plus Portal (v3.2.4f) - Service Profile > Change Password - Google Chrome". The address bar shows the URL: "i2faxplus.hkbnes.net/ipcpuweb/en_US/profile/pf_password.jsp?cat=111&func=33&mtab=0". The page header includes the Hong Kong Broadband Network logo and the title "i2Fax Plus - User Web Portal". On the left sidebar, there are two buttons: "Change Password" (selected) and "User Login Password". The main content area is titled "User login password" and contains two input fields: "New password:" and "Re-type password:". The "New password:" field has a note "(8~16 characters)". At the bottom of the form, there are two buttons: "Save" and "Close".

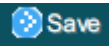
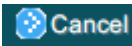
After changing the password, click  to store the new password or click  to cancel the operation.

Password rule: Length from 8-16 characters, with at least 1 capital letter and 1 special character

3.2.3.1.3 Long Distance Call

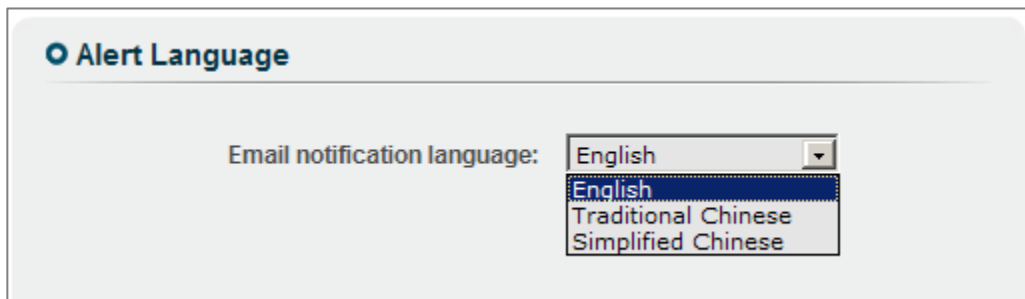
The setting allows for user to set the long distance call preference (e.g. 0030). If the fax destination number starts with plus (+) sign, the plus sign will be replaced by this long distance call preference (e.g. +4428371111 => 00304428371111).




After the update, click  to save the setting or click  to cancel the operation.

3.2.3.1.4 Alert Language

The setting allows for user to set the desired alert language for Email notification.



To change email notification language, select the desired language from the drop down selection box and then click  to save the setting.



3.2.3.2 Value Added Service

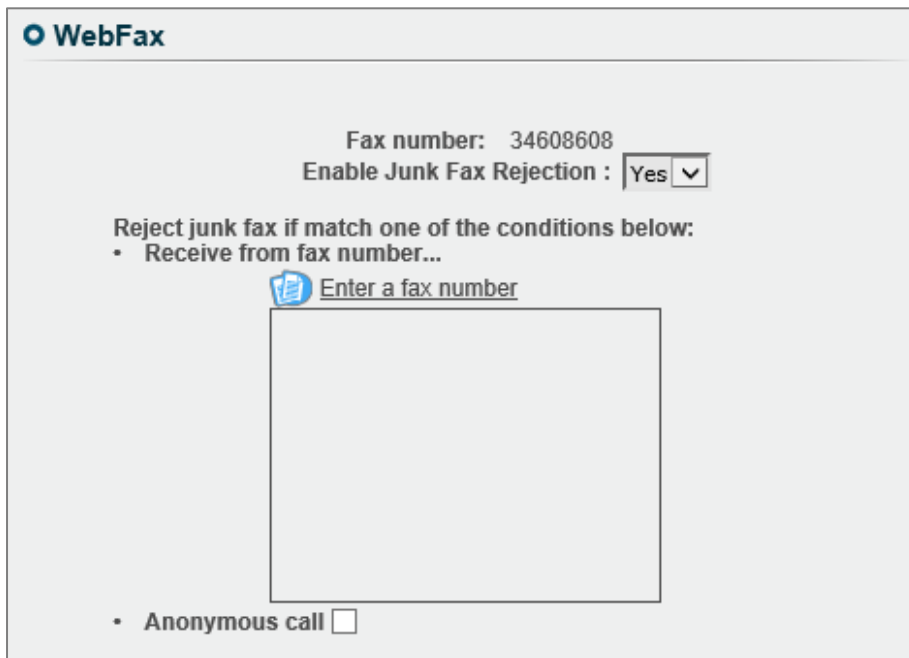
3.2.3.2.1 WebFax

This setting helps to filter out Junk Faxes.

Fax number : User's i2Fax Plus service number

Enable Junk Fax Rejection : Yes/No



Click the  icon to add number to be blocked from compact phone book or click  to remove such number from the blocked list.



The image shows a configuration window titled "WebFax". It contains the following elements:

- Fax number: 34608608
- Enable Junk Fax Rejection : Yes (with a dropdown arrow)
- Reject junk fax if match one of the conditions below:
 - Receive from fax number...
 - Enter a fax number (with a plus icon)
 - [Empty input box]
 - Anonymous call

User can also determine to block anonymous calls or not by selecting the Anonymous call check box.

After the changing, click  to save the setting or click  to cancel the operation.

4. Logoff

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

- Click “Exit” at the top right corner of the screen

The screenshot shows the i2Fax Plus User Web Portal interface. The 'Exit' button is highlighted with a red box in the top right corner. The interface includes a header with the logo, title, and user information. Below the header are navigation tabs and a search bar. The main content area displays a table of contact entries.

	Name	Number	Position	Company	Department
<input type="checkbox"/>	Angus 1	[F] 83430167			
<input type="checkbox"/>	Angus 2	[F] 83430204			
<input type="checkbox"/>	Angus 3	[F] 83430184			
<input type="checkbox"/>	Angus 4	[F] 83430212			
<input type="checkbox"/>	Angus 5	[F] 83430214			
<input type="checkbox"/>	Gary 1	[F] 83430174			
<input type="checkbox"/>	Gary 2	[F] 83430201			
<input type="checkbox"/>	Gary 3	[F] 83430145			
<input type="checkbox"/>	Gary 4	[F] 83430076			
<input type="checkbox"/>	Gary 5	[F] 83430128			

5. Support

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

Customer Service Hotline: 128 180