HKBN
ENTERPRISE SOLUTIONS

User Guide

I2FAX PLUS – USER WEB PORTAL

Oct 2021
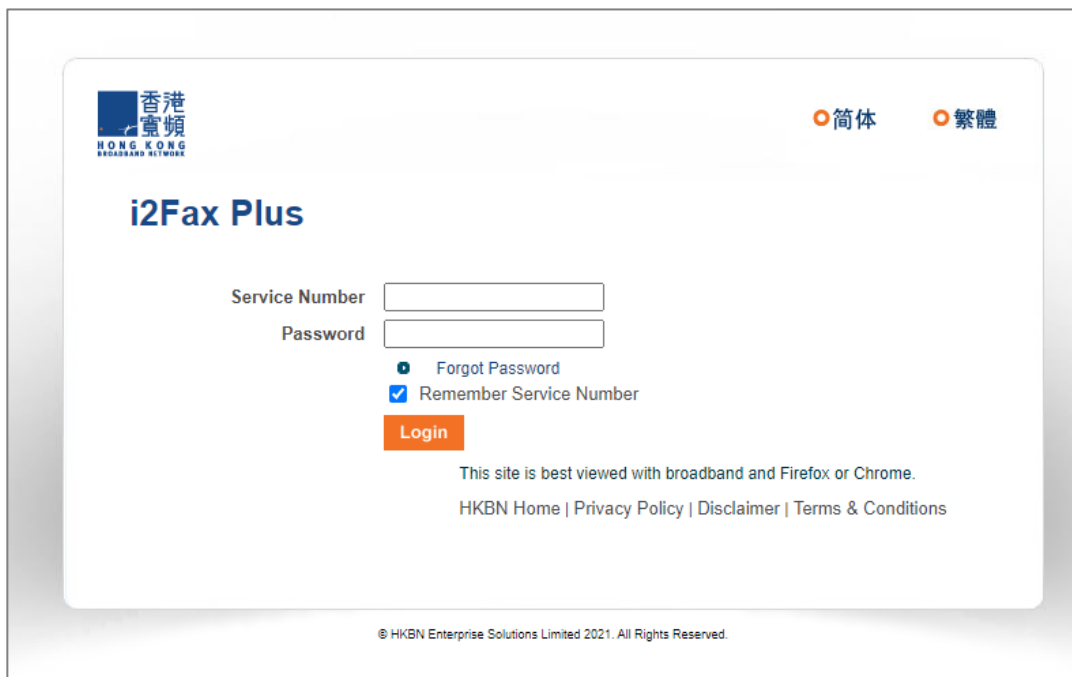
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1. System Requirement

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

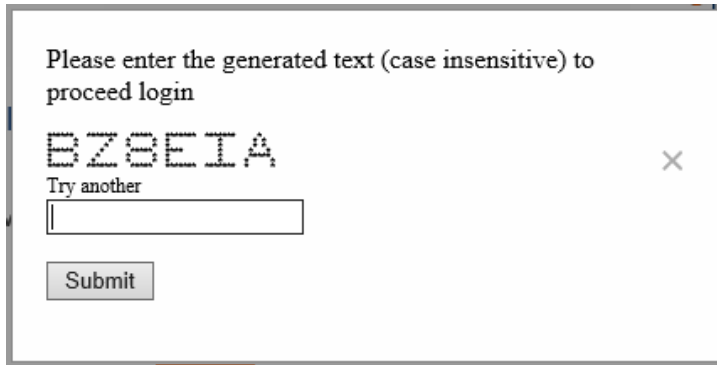**To log into the i2Fax Plus User Web Portal:**

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"**

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
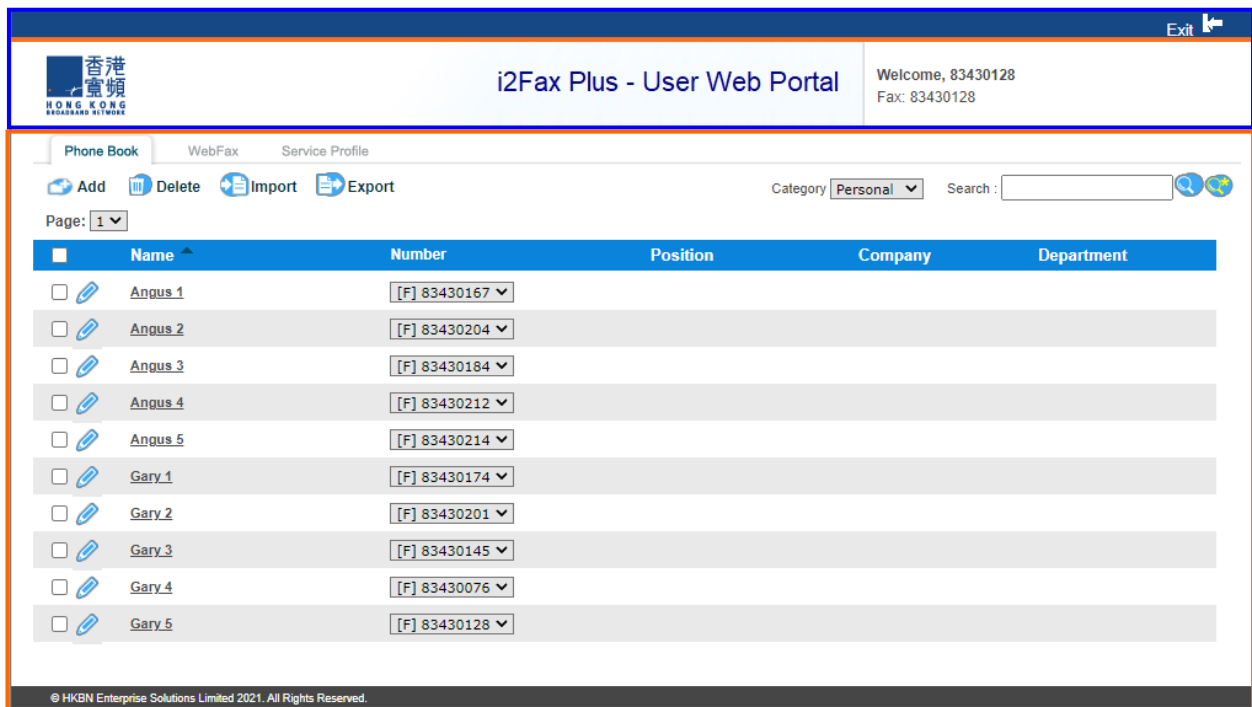
BZ8EIA   ✕

Try another

Submit

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

3. <u>User Web Portal</u>

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
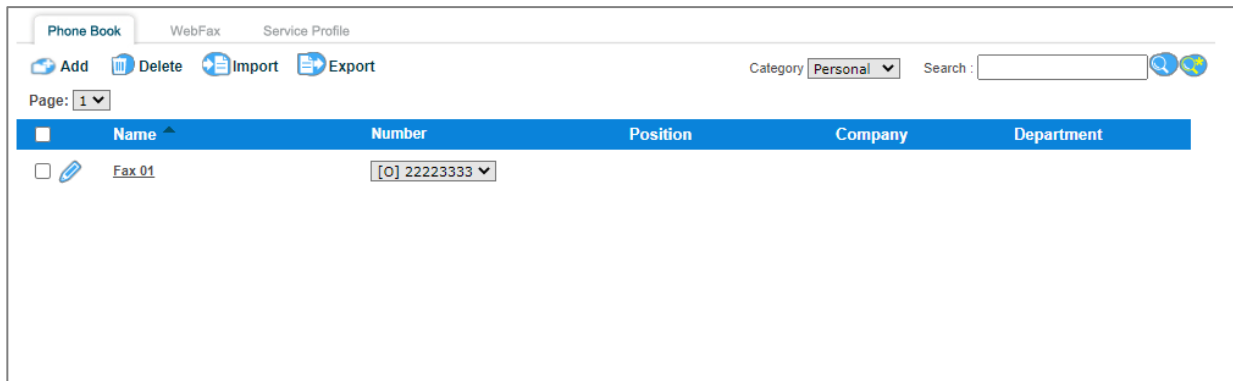
3.1 User Login Status Panel

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
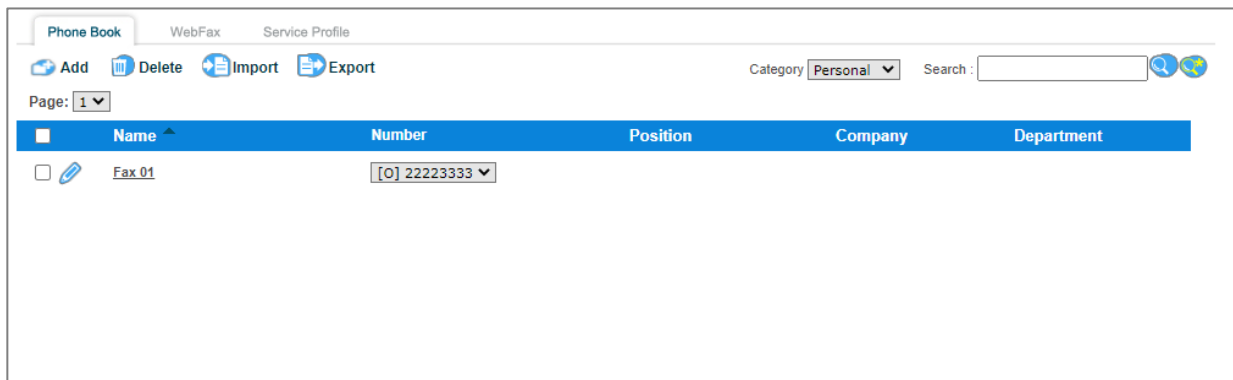
There are two types of user phone book

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

No.	CSV Header	Personal Header	Record No. 1
1	First Name	First Name	tst
2	Last Name	Last Name	tst
3	Title	Title	
4	Company	Company	
5	Department	Department	
6	Office	Office	
7	Email Address	Email Address	
8	Default Phone	Default Phone	Office Phone
9	Office Phone	Office Phone	43432
10	Mobile Phone	Mobile Phone	
11	Home Phone	Home Phone	
12	Other Phone	Other Phone	
13	Business Fax	Business Fax	
14	Address	Address	
15	Note	Note	aa

You can optionally manipulate the mapping of Personal Phone Book headers with the export CSV file and click **Save** to confirm.
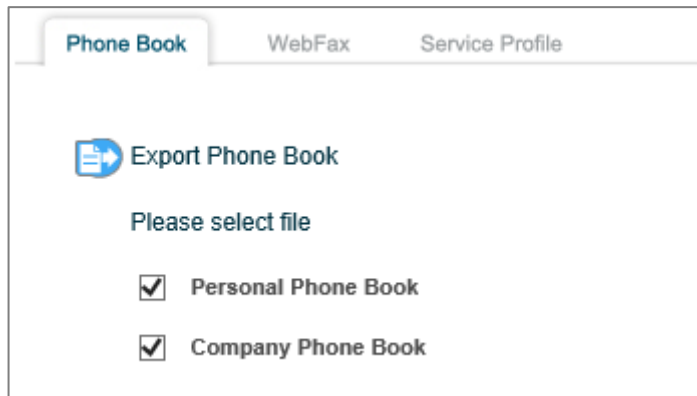
Import Phone Book from comma delimiter (*.csv) file

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 icon to export your personal/company phone book to CSV file.

- Select phone book then click to export.

The phone book export screen will be shown:

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

- Then click 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.
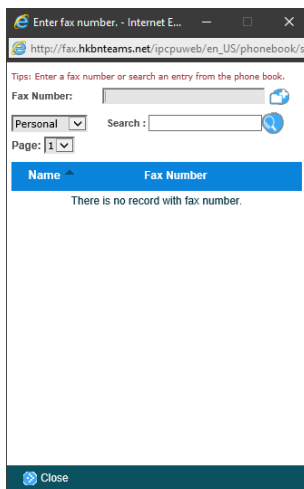
Select the phone book entry you want or enter fax number in the "Fax Number" input box and click

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.
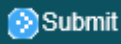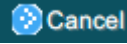
Schedule Send

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

☑ **Schedule Send**
Date: `2020-09-22` 📅 Time: `10` : `00`

Fax conversion action

- When all the above actions are finished, click 🔵Submit to start fax conversion or click 🔵Cancel to stop the operation.

- When fax conversion is started, a dialog box will be shown to indicate that file conversion is in progress

Processing...

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

Fax Preview		
Fax recipients	**Attachments**	**Action**
• 98765432	• 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 🔵 Send 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 🔵 OK icon to complete and return to the main WebFax screen. If you want to check the status of the outgoing fax, click the 🔵 Fax History 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 🔵 Fax History 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 🔵 Export icon will export the Outgoing/Incoming fax history record into a CSV format file.

Fax Sent (Outgoing fax) history

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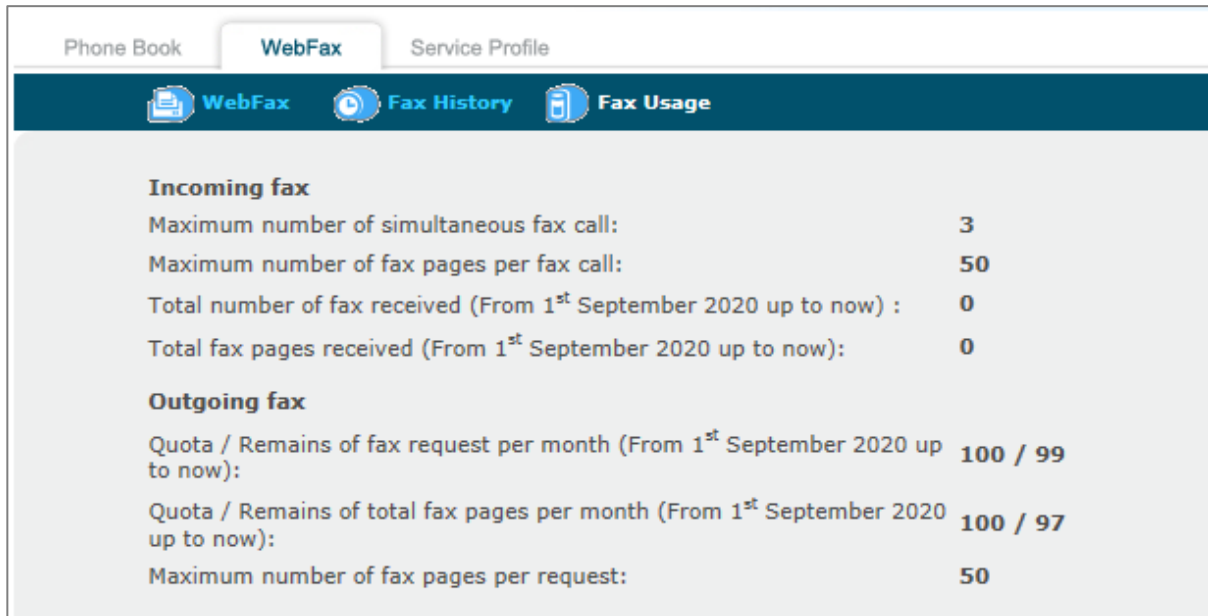
User can perform the following function upon items listed in the "Incoming Fax History":

- 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.

Phone Book	WebFax	Service Profile

WebFax   Fax History   Fax Usage

Incoming fax

Maximum number of simultaneous fax call:	3
Maximum number of fax pages per fax call:	50
Total number of fax received (From 1st September 2020 up to now) :	0
Total fax pages received (From 1st September 2020 up to now):	0

Outgoing fax

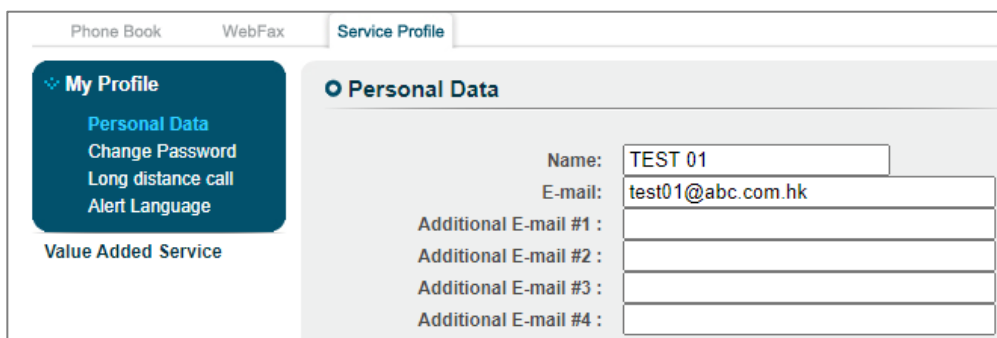|	
Quota / Remains of fax request per month (From 1st September 2020 up to now):	100 / 99
Quota / Remains of total fax pages per month (From 1st September 2020 up to now):	100 / 97
Maximum number of fax pages per request:	50

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.
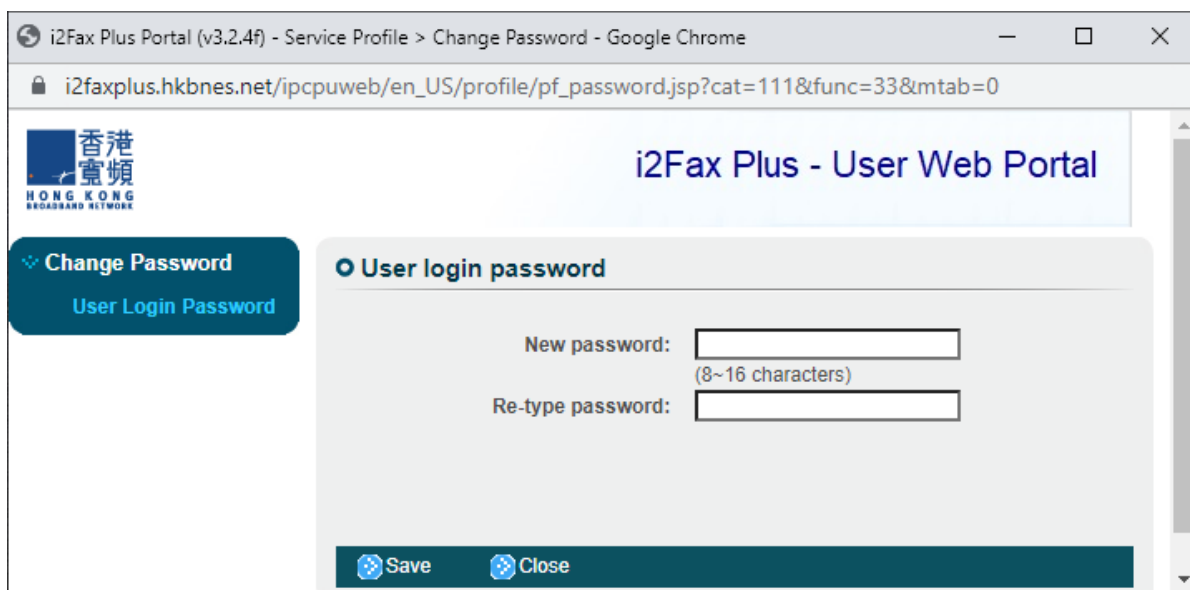
3.2.3.1 My Profile

3.2.3.1.1 Personal Data

Phone Book	WebFax	Service Profile

My Profile
- Personal Data
- Change Password
- Long distance call
- Alert Language

Value Added Service

O Personal Data

Name:	TEST 01
E-mail:	test01@abc.com.hk
Additional E-mail #1 :	
Additional E-mail #2 :	
Additional E-mail #3 :	
Additional E-mail #4 :	

[**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
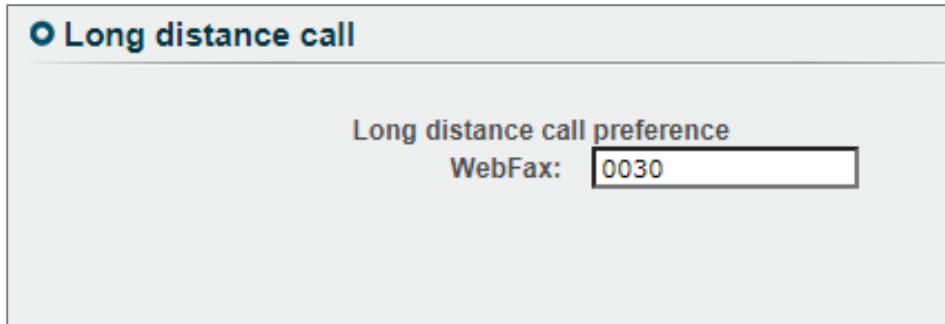
To change the password of the User Web Portal.

After changing the password, click ⊗Save to store the new password or click ⊗Close to cancel the operation.
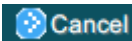
Password rule: Length from 8-16 characters, with at least 1 capital letter and 1 special character
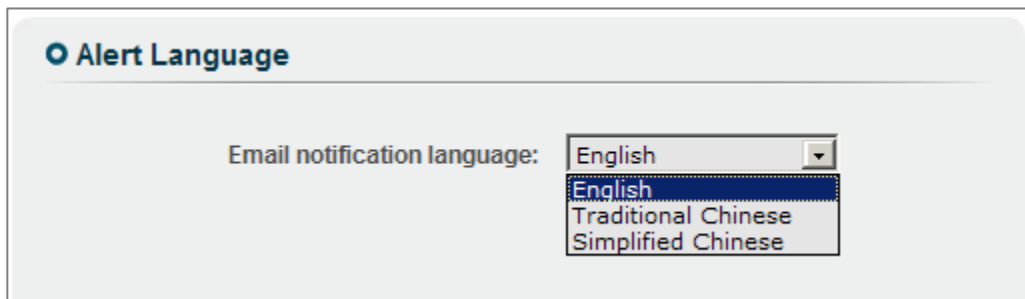
3.2.3.1.3 Long Distance Call

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.
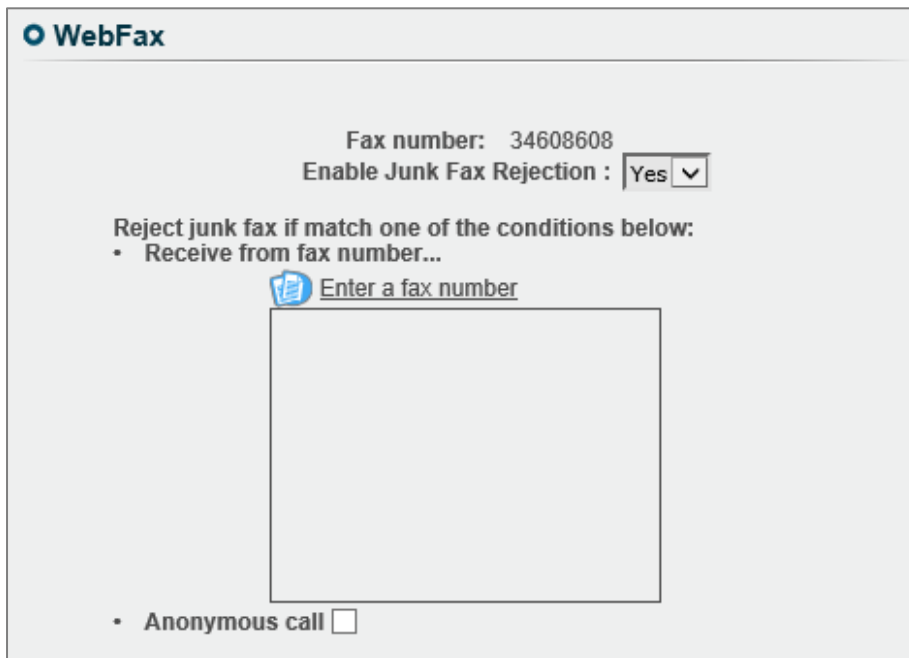
3.2.3.2   Value Added Service

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.

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

After the changing, click 🔵Save to save the setting or click 🔵Cancel 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

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