



iFAX BROADCAST
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. Broadcast Report

- Click **Broadcast Report** in the menu bar

1.1 How to check broadcast status

- Select a document name to check the broadcast status
- The broadcast status shows the total number of successful sent pages in current month

| Document name | Pages | Request time | Recipients | Success | Fail | Cancel | Scheduled | InProgress |
|--|-------|---------------------|------------|---------|------|--------|-----------|------------|
| <input checked="" type="checkbox"/> IFAXOUT0003_201101 | 2 | 2011-02-18 20:00:00 | 500 | 500 | 0 | 0 | 1 | 0 |
| <input type="checkbox"/> IFAXOUT0003_201101 | 2 | 2011-02-18 18:04:31 | 500 | 500 | 0 | 0 | 0 | 0 |
| <input type="checkbox"/> test.docx | 1 | 2011-02-18 18:00:53 | 4 | 4 | 0 | 0 | 0 | 0 |
| <input type="checkbox"/> Tarif_2009.DOC | 2 | 2011-02-18 15:51:38 | 2 | 1 | 1 | 0 | 0 | 0 |
| <input type="checkbox"/> IFAXOUT0003_201101 | 2 | 2011-02-18 12:05:15 | 15 | 15 | 0 | 0 | 0 | 0 |
| <input type="checkbox"/> IFAXOUT0003_201101 | 2 | 2011-02-18 11:53:48 | 15 | 15 | 0 | 0 | 0 | 0 |
| <input type="checkbox"/> IFAXOUT0003_201101 | 2 | 2011-02-18 11:40:48 | 15 | 15 | 0 | 0 | 0 | 0 |
| <input type="checkbox"/> IFAXOUT0003_201101 | 2 | 2011-02-18 11:33:18 | 15 | 15 | 0 | 0 | 0 | 0 |
| <input type="checkbox"/> IFAXOUT0003_201101 | 2 | 2011-02-18 11:22:51 | 15 | 15 | 0 | 0 | 0 | 0 |
| <input type="checkbox"/> test.docx | 1 | 2011-02-18 11:15:07 | 15 | 15 | 0 | 0 | 0 | 0 |

1.2 How to view broadcast details/fax document

- You can check the broadcast status by clicking the [**View Details**]
- If you want to view the fax document, please click the document name

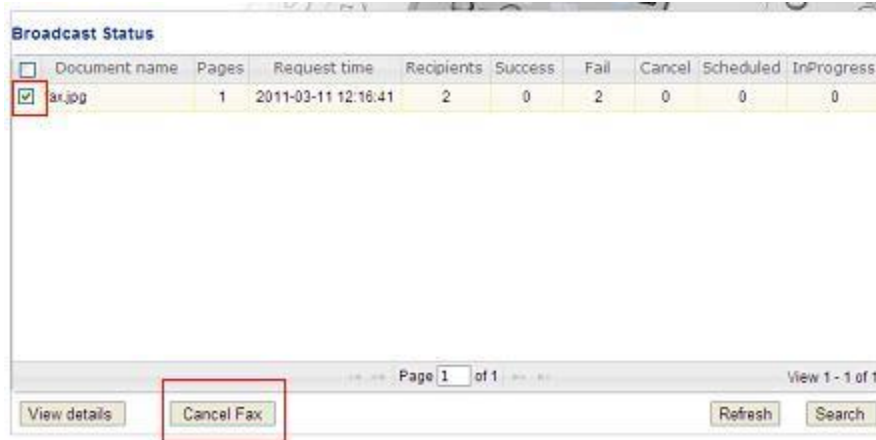
| Fax number | Attempt | Color | Status | End time |
|------------|---------|-------|--------|---------------------|
| 37634123 | 1 | No | Fail | 2011-03-11 12:16:48 |
| 21128255 | 1 | Yes | Fail | 2011-03-11 12:16:42 |

1.3 How to Export Broadcast Report

- If your broadcast has completed, you can export the broadcast status in a CSV file.
- Click Export button to download the report in CSV format.

1.4 How to Cancel a Fax Broadcast Job

- If the job is in 'In progress'/'Scheduled' status, you can cancel the job by clicking 'Cancel Fax'.
- All your outstanding fax numbers will be canceled.



2. Broadcast Fax

- Click **Broadcast Fax** in the menu bar

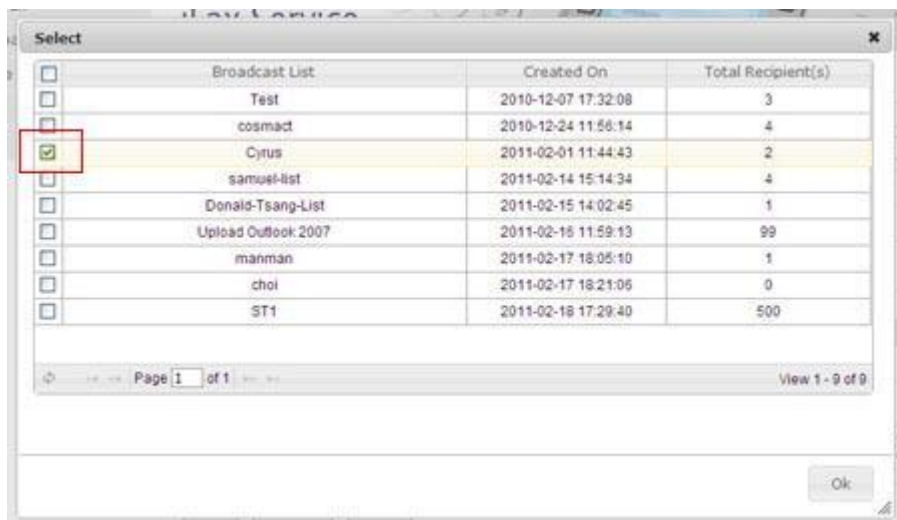
2.1 Step 1: Select your Broadcast List

- Click **[Select]** button to pick your broadcast list
- Click a broadcast list and then press **[OK]** to confirm



Manage Broadcast List

Total no. of recipient(s):



| <input type="checkbox"/> | Broadcast List | Created On | Total Recipient(s) |
|-------------------------------------|---------------------|---------------------|--------------------|
| <input type="checkbox"/> | Test | 2010-12-07 17:32:08 | 3 |
| <input type="checkbox"/> | cosmact | 2010-12-24 11:58:14 | 4 |
| <input checked="" type="checkbox"/> | Cyrus | 2011-02-01 11:44:43 | 2 |
| <input type="checkbox"/> | samuel-list | 2011-02-14 15:14:34 | 4 |
| <input type="checkbox"/> | Donald-Tsang-List | 2011-02-15 14:02:45 | 1 |
| <input type="checkbox"/> | Upload Outlook 2007 | 2011-02-15 11:59:13 | 99 |
| <input type="checkbox"/> | manman | 2011-02-17 18:05:10 | 1 |
| <input type="checkbox"/> | choi | 2011-02-17 18:21:05 | 0 |
| <input type="checkbox"/> | ST1 | 2011-02-18 17:29:40 | 500 |

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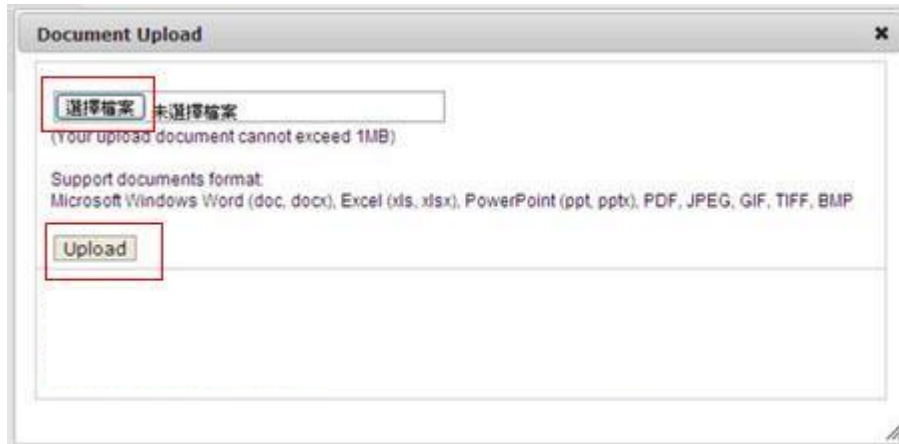
2.2 Step 2: Upload document

- Click **[Upload document(s)]** button to select your fax-out document
- Press **[Browse]** to choice a document you are going to send
- Click **[Upload]** to confirm



Upload document(s)

Send the document(s) in color mode



2.3 Step 3: Send document in color mode

- You can fax your color leaflet to a color-enabled fax machine by enable the **Send the document(s) in color mode** option
- Please unclick this option when you want to send your faxes in black-and-white
- Our system will convert the color document into black-and-white automatically when the recipient's fax machine is a traditional black-and-white fax machine



2.4 Step 4: Enable your Unsubscribe Facility Statement

- Please turn on the **Add Statement in the footer**. Our system will generate your inputted unsubscribe statement at the bottom of your fax automatically.

Important:

You can customize the statement under Options page. Remember to provide a valid unsubscribe contract number to handle the opt-out requests. The unsubscribe statement supports English only.

Please enable Unsubscribe Facility Statement and provide a valid contact number handling the unsubscribe requests to comply the Unsolicited Electronic Messages Ordinance (UEMO). You may contravene the Unsolicited Electronic Messages Ordinance (UEMO) if you cannot provide a valid unsubscribe facility.

| Unsubscribe Facility Statement | |
|---|--|
| Add Statement in the footer: | On ▾ |
| Statement (Editable under Options page) | To unsubscribe this fax, please contact Peter at 39098124. |
| <small>Important: Please enable Unsubscribe Facility Statement and provide a valid contact number handling the unsubscribe requests to comply the Unsolicited Electronic Messages Ordinance (UEMO). You may contravene the Unsolicited Electronic Messages Ordinance (UEMO) if you cannot provide a valid unsubscribe facility.</small> | |

2.5 Step 5: Preview and Start your Broadcast

- Press [**Preview**] button to view your uploaded document, or simply press [**Send**] to start your broadcast

| Unsubscribe Facility Statement | |
|---|--|
| Add Statement in the footer: | On ▾ |
| Statement (Editable under Options page) | To unsubscribe this fax, please contact Peter at 39098124. |
| <small>Important: Please enable Unsubscribe Facility Statement and provide a valid contact number handling the unsubscribe requests to comply the Unsolicited Electronic Messages Ordinance (UEMO). You may contravene the Unsolicited Electronic Messages Ordinance (UEMO) if you cannot provide a valid unsubscribe facility.</small> | |

Schedule and send your fax later

- 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).

Scheduled Fax Job [X]

Preferred start time:

Start at: 2011-02-21 18 : 45

Preferred end time

End at: when fax job is completed
 2011-02-21 18 : 45

You can only schedule the fax-out job within 7 days.

Ok

3. Broadcast List

- Click **Broadcast List** in the menu bar

3.1 Step 1: Add a new Broadcast List

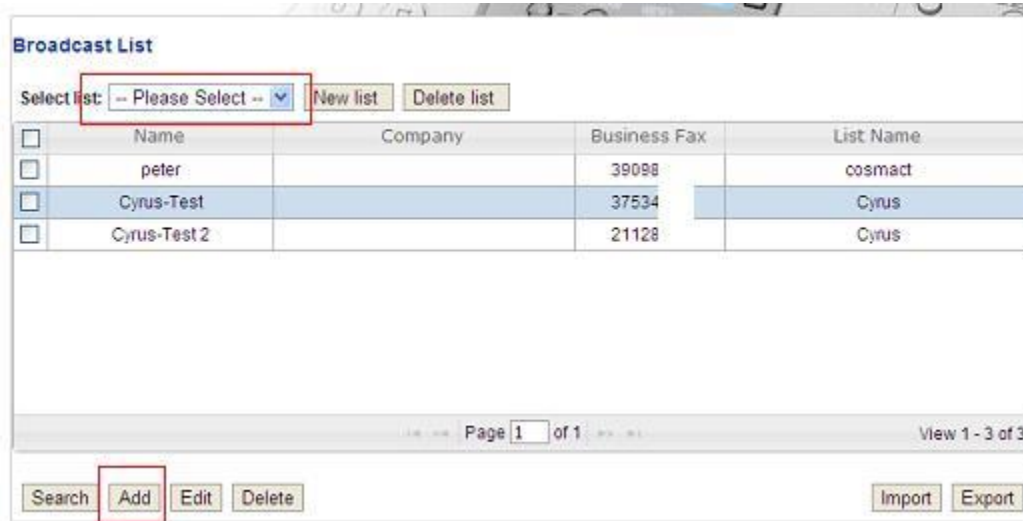
- Click **[New list]** button
- Enter the list name
- Click **[Submit]** button to add the list



A dialog box with a title bar that says "Please enter a new broadcast list name." and a close button (X). Inside the dialog, there is a text input field labeled "List Name:" and a "Submit" button below it.

3.2 Step 2: Add a fax number to the list

- Please select a broadcast list that you want to add a new recipient



The screenshot shows the "Broadcast List" interface. At the top, there is a "Select list:" dropdown menu with "-- Please Select --" selected, and "New list" and "Delete list" buttons. Below this is a table with the following data:

| <input type="checkbox"/> | Name | Company | Business Fax | List Name |
|--------------------------|--------------|---------|--------------|-----------|
| <input type="checkbox"/> | peter | | 39098 | cosmact |
| <input type="checkbox"/> | Cyrus-Test | | 37534 | Cyrus |
| <input type="checkbox"/> | Cyrus-Test 2 | | 21128 | Cyrus |

At the bottom of the interface, there are buttons for "Search", "Add", "Edit", "Delete", "Import", and "Export". The "Add" button is highlighted with a red box.

- Press **[Add]** button and then enter the recipient information. Both name and business fax fields are mandatory. Press **[Submit]** when you completed your input.

Add x

Broadcast List

| | |
|---------------|---|
| Name* | <input type="text"/> |
| Company | <input type="text"/> |
| Business Fax* | <input type="text" value="Country code"/> - <input type="text" value="Area code"/> - <input type="text" value="Destination Num"/> |

Note:
* Mandatory fields

3.3 Step 3: Import a Broadcast List

- You can import an Outlook Express/Outlook CSV or edit your own CSV list directly into a broadcast list
- Press **[Import]** button to upload a new broadcast list

Fax Broadcast iFax Service

Broadcast List

Select list:

| <input type="checkbox"/> | Name | Company | Business Fax | List Name |
|--------------------------|--------|---------|--------------|-----------|
| <input type="checkbox"/> | Test | | 37531993 | Test |
| <input type="checkbox"/> | Color | | 34284520 | Test |
| <input type="checkbox"/> | Test 2 | | 37534123 | Test |

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- Click **[Browse]** button to select a broadcast list and the select your target list name under the selection box
- Click **[Import]** to confirm



Remember:

- The maximum recipient should be 5,000
- Business fax number should be mandatory in numeric format.
- The maximum broadcast list should be 100

3.4 How to create a CSV file

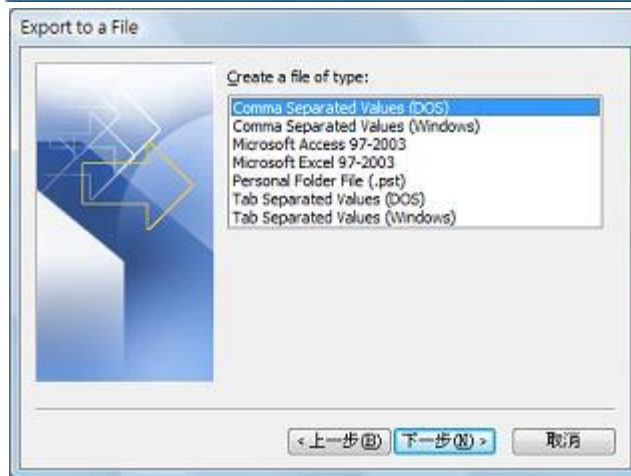
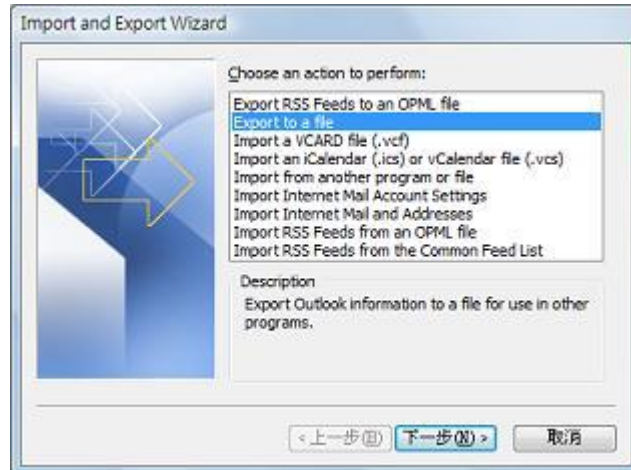
We support importing CSV files from Outlook. We also support importing a custom CSV file base on the following format.

- Customized CSV format should be: Country Code, Area Code, Fax Number ,Company Name. [Both fax number and company name should be mandatory]. For example:

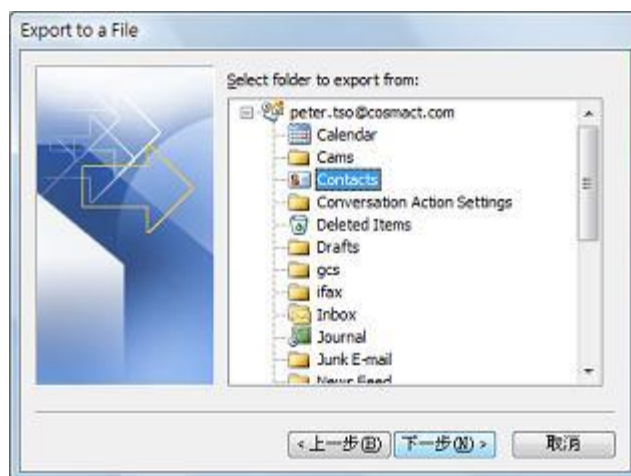
852,,2112XXXX,ABC Company, Peter Chan
86,20,60XXXXXX,DEF,John Wong

Please refer to the below guideline to export an Outlook CSV file.

- Launch Outlook application and select [File] > [Import and Export]
- Select Export to a file and press [Next] button
- Select Common Separate Value (DOS) item and press [Next]

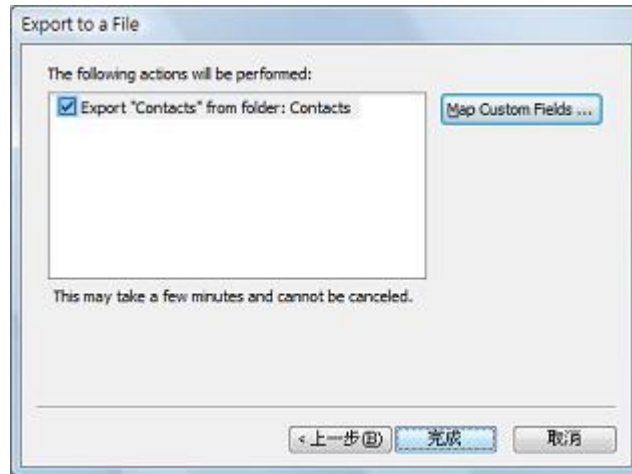


- Press "Contact" to export your contact list into a CSV file and click [Next] to continue



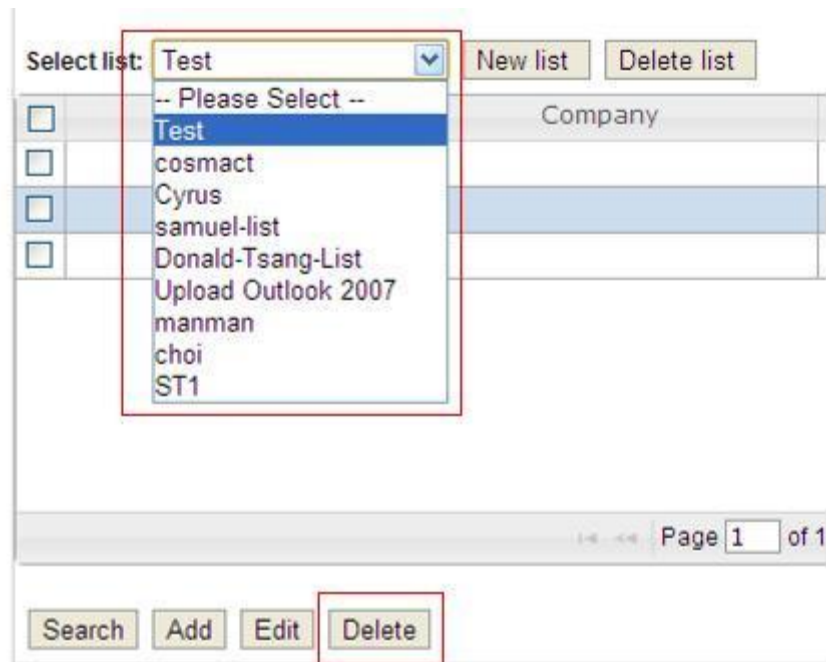
- Select "Map Custom Field" and drag "Notes" item from left to right panel, not to export the "Notes" field

- Enter your CSV file name and click [Finish]. A CSV file will be export accordingly



3.5 How to delete a broadcast list

Please select a list under the selection box



- Click [**Delete list**] button to delete
- Press [**OK**] to confirm the delete

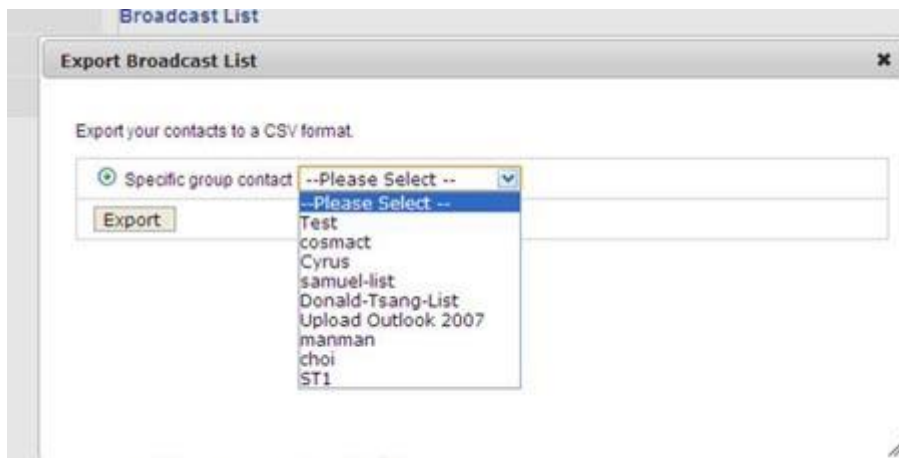
3.6 How to export a broadcast list

- Click [**Export**] button to export your broadcast list into a CSV file format

- The CSV format will be:
 - **Country Code, Area Code, Business Fax, Company, Name**



- Please select a broadcast list under the selection box
- Click **[Export]** to download the list



4. Unsubscribe List

- Click the Unsubscribe List item under the menu bar.

Your faxes will not be delivered to the opt-out numbers below when you turn on the Unsubscribe features under Options page. Please enter or upload your opt-out fax numbers.

4.1 Step 1: Add an unsubscribe fax number

- Press [**Add**] and enter the information accordingly.
- Click [**Submit**] to add.



The screenshot shows a dialog box titled "Add" with a close button (X) in the top right corner. Below the title bar, the text "Broadcast List" is displayed. There are three input fields: "Name*" (with an asterisk indicating it is mandatory), "Company", and "Business Fax*" (with an asterisk). The "Business Fax*" field is split into three sub-fields: "Country code", "Area code", and "Destination Num". Below the input fields are two buttons: "Submit" and "Reset". At the bottom left, there is a "Note:" section with the text "* Mandatory fields".

4.2 How to import an unsubscribe list

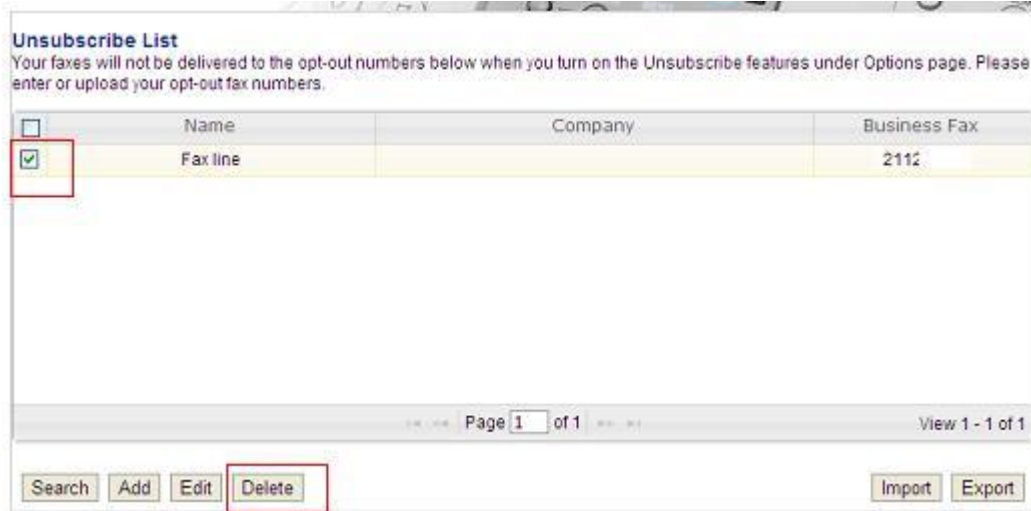
You can import a custom CSV file base on the following format.

- Customized CSV format should be: Country Code, Area Code, Fax Number, Company Name. [Both fax number and company name should be mandatory]. For example:

852,2112XXXX,ABC Company ,Peter Chan
86,20,60XXXXXX,DEF,John Wong

4.3 How to delete an unsubscribe number

- Please select a fax number and click [**Delete**] button.



- Press [OK] to confirm the delete

4.4 how to export an unsubscribe list

- Click [Export] button to export your unsubscribe numbers into a CSV file format
- The CSV format will be:
 - **Country Code, Area Code, Business Fax, Company, Name**

5. Options

- Click **Options** in the menu bar

5.1 How to set send fax option

- You can specify the number of redials for each fax attempt by selecting 1 attempt or 2 attempts accordingly
- You can enable "**Filter OFTA Do-not-call Register for fax**" or "**Filter unsubscribe list**" to check your broadcast list against the unsubscribe database at the Office of the Telecommunications Authority (OFTA) and uploaded your Unsubscribe list respectively
 - "Filter OFTA Do-not-call Register for fax" will check your Broadcast list against the unsubscribe database at the Office of the Telecommunications Authority (OFTA)
 - "Filter unsubscribe list" will check against your own uploaded Unsubscribe list

| Send Fax | |
|--|-------------------------------------|
| Number of attempts | 1 |
| Filter OFTA Do-not-call Register for fax | <input type="checkbox"/> |
| Filter unsubscribe list | <input checked="" type="checkbox"/> |

Important: Please enable both "Filter OFTA Do-not-call Register for fax" and "Filter unsubscribe list" to comply the Unsolicited Electronic Messages Ordinance (UEMO). "Filter OFTA Do-not-call Register for fax" will check your Broadcast list against the unsubscribe database at the Office of the Telecommunications Authority (OFTA), whereas the "Filter unsubscribe list" will check against your own uploaded Unsubscribe list.

5.2 How to change email address for fax notification

- You can edit and change the email address for receiving notification
- The updated email address will be displayed for your reference
- Press [**Submit**] to confirm

| Email Notification | |
|---------------------------------------|-----------------------------------|
| Change fax notification email address | From existing email to: cyrusvip@ |
| Options | Inform me of all documents sent |

5.3 How to change fax header

- You can display your iFAX number and your company name on each of your fax document by checking the '**Enable fax number display**' box.
- Please edit your company's name with the maximum length of 11 characters and display it on the fax header.

Important: Only black-and-white fax document can support Fax Header Display. Color fax documents will not have fax header.

| Display Fax Header | |
|---|--|
| Enable fax header | <input checked="" type="checkbox"/> |
| Your company name in fax header | <input type="text" value="Cyrus"/> maximum 11 characters |
| Recommend to enable fax header to provide sender information in the fax header to comply with Unsolicited Electronic Messages Ordinance (UEMO). | |
| Display Fax Footer | |
| Unsubscribe statement | <input type="text" value="To unsubscribe this fax, please contact Peter at 390"/> 67 characters left |
| Important: Please provide a valid contact number under the Unsubscribe statement. You may contravene the Unsolicited Electronic Messages Ordinance (UEMO) if your contact number is invalid in the unsubscribe statement. | |

5.4 How to change fax footer information

- Remember to enter your unsubscribe statement. The statement supports English only. If you want to have Chinese unsubscribe statement, please add your statement in your fax content.

Important: Please provide a valid contact number under the Unsubscribe statement. You may contravene the Unsolicited Electronic Messages Ordinance (UEMO) if your contact number is invalid in the unsubscribe statement.

| Display Fax Header | |
|---|--|
| Enable fax header | <input checked="" type="checkbox"/> |
| Your company name in fax header | <input type="text" value="Cyrus"/> maximum 11 characters |
| Recommend to enable fax header to provide sender information in the fax header to comply with Unsolicited Electronic Messages Ordinance (UEMO). | |
| Display Fax Footer | |
| Unsubscribe statement | <input type="text" value="To unsubscribe this fax, please contact Peter at 390"/> 67 characters left |
| Important: Please provide a valid contact number under the Unsubscribe statement. You may contravene the Unsolicited Electronic Messages Ordinance (UEMO) if your contact number is invalid in the unsubscribe statement. | |

5.5 How to change 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 4-10 digits password.
- Enter the new password again to confirm.

| Change Login Password | |
|---------------------------------------|--|
| Existing password | <input type="password" value="....."/> |
| New password | <input type="password"/> |
| Re-enter new password | <input type="password"/> |
| The password should be 4-10 digits. | |
| <input type="button" value="Submit"/> | |

END