HKBN

WebFax Service

Communication Manager Portal User Guide

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1 SYSTEM REQUIREMENT

Introduction

HKBN WebFax System provides a web portal, Communication Manager for users to perform Fax operations from personal computers (PC) running standard web browser software

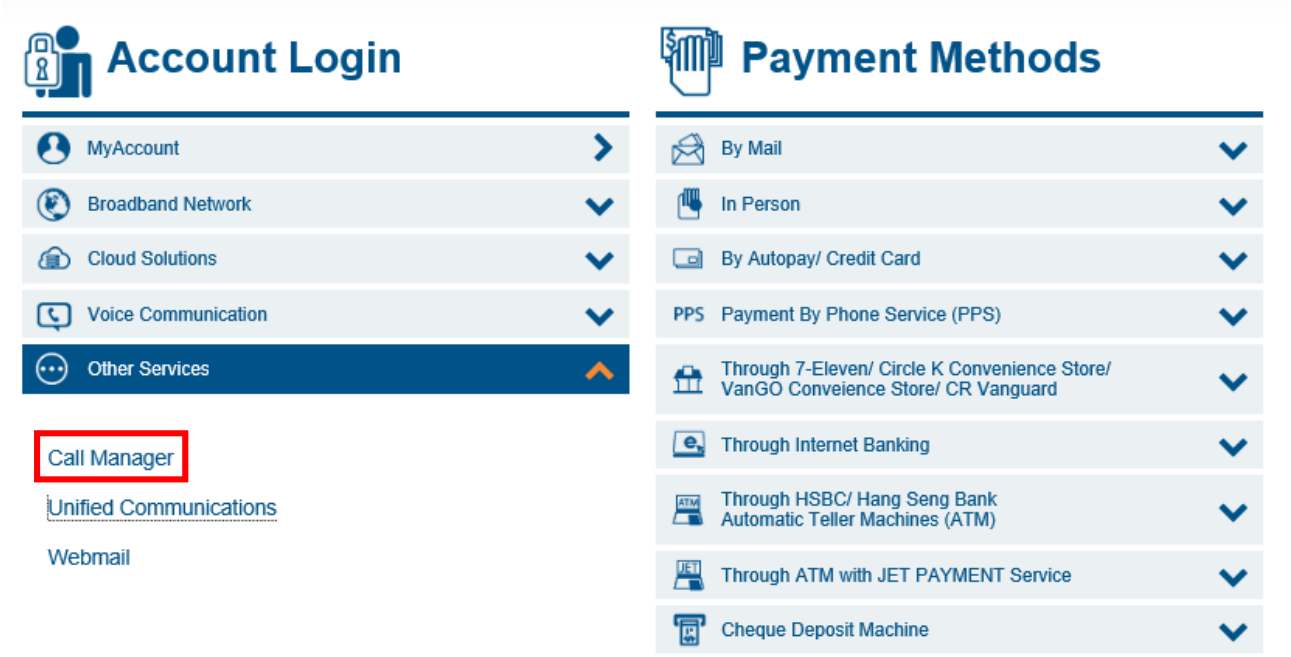
Recommended system and browser requirement for HKBN WebFax Communication Manager

System Requirement	PC (Intel P4 2.0G or above) 1G Ram .Net Framework 3.5 or above
Operating System	Microsoft Windows XP SP2 Windows Vista Windows 7
Internet Browser	Internet Explorer 6 Internet Explorer 7 Internet Explorer 8 Internet Explorer 9 (32-bit) (For Windows 7) Internet Explorer 10 (32-bit) (For Windows 7) Internet Explorer 11 (32-bit) (For Windows 7)

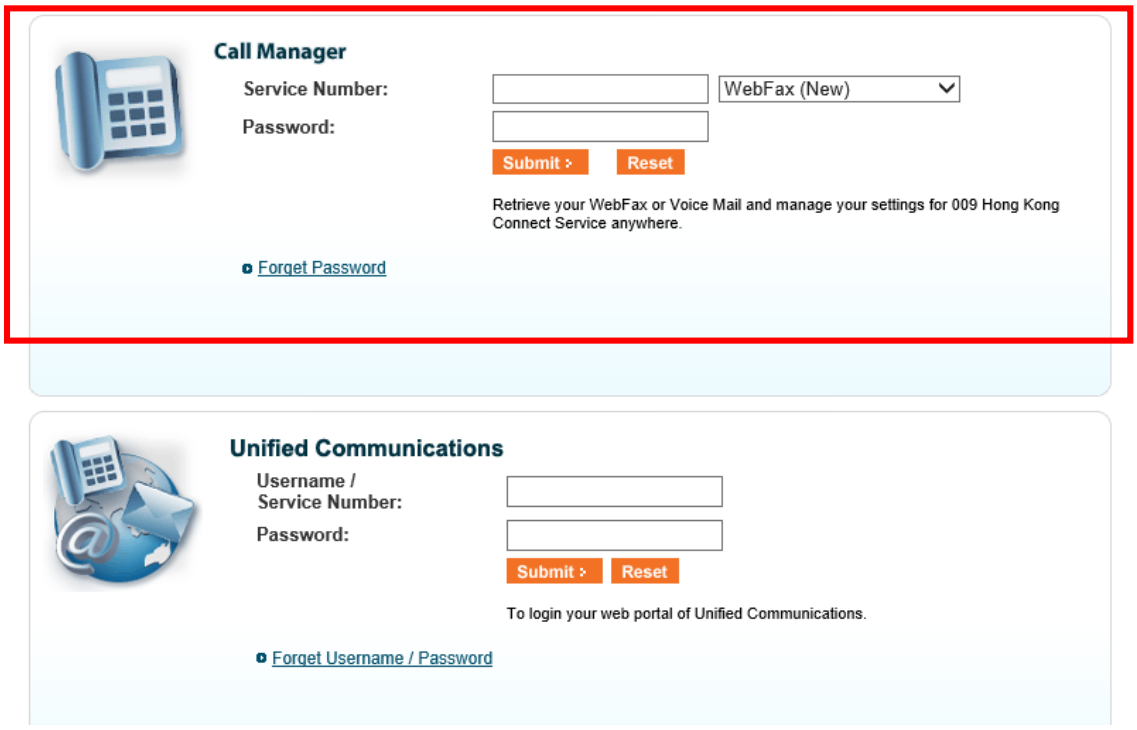
2 LOGIN WEBFAX COMMUNICATION MANAGER (CM) PORTAL

Method 1:

1. On our website hkbnes.net/en/accountservices, select “Other Services” and click “Call Manager”



2. Select **Call Manager** box > **WebFax**



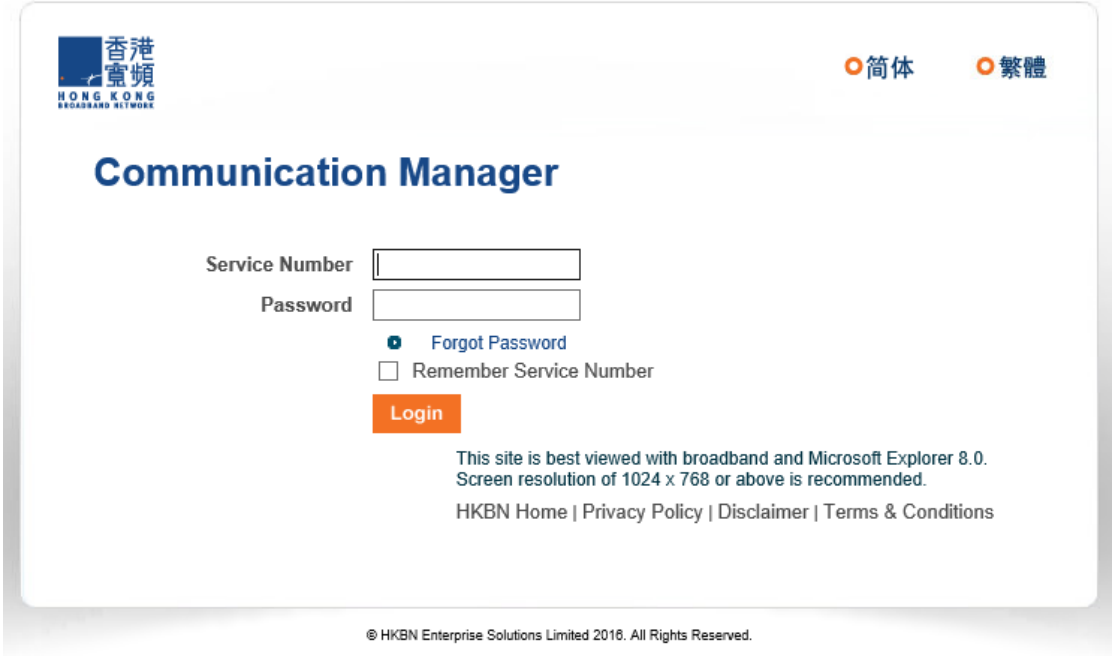
Enter your

- **Service Number** (Registered WebFax number), and **Password**
- Press **Submit**

Note: The default password is preset as the first six digits of <u>your HKID Card / Passport / Business Registration number. For security reasons</u>, please change password after first time login.

<u>Method 2:</u>

You can also access the login page via http://uc.hkbnes.net



Enter your

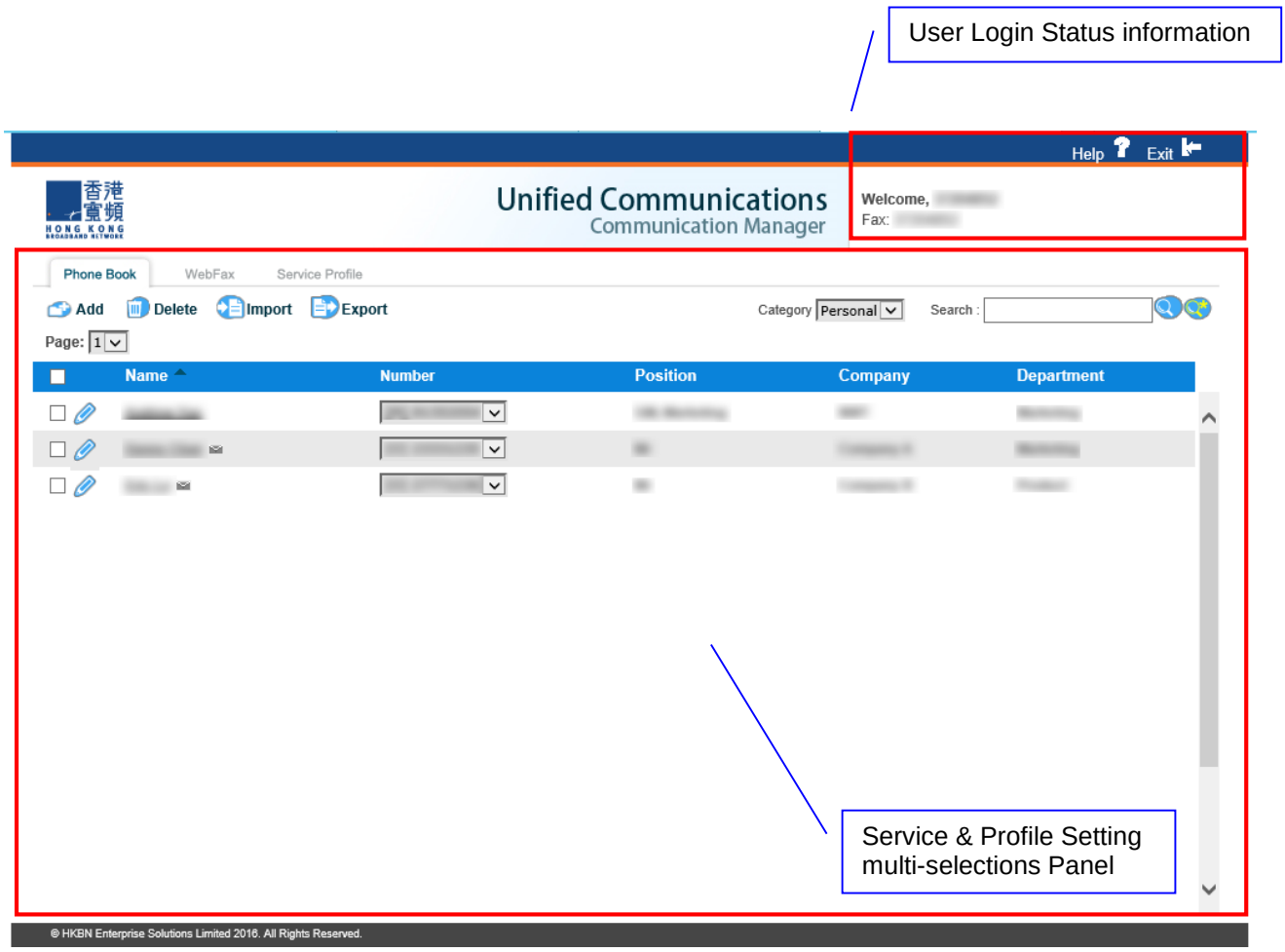
- **Service Number** (Same as above) and **Password** (same as above)
- Press **Login**

You can select the check box "**Save Settings**", so that it is only required to enter the Password in the next login. When you are using public PC, please do not select for security reasons.

3 COMMUNICATION MANAGER PORTAL

Upon successful login, you will enter into the main panel of CM 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

Help : Hyperlink to User Guide download page

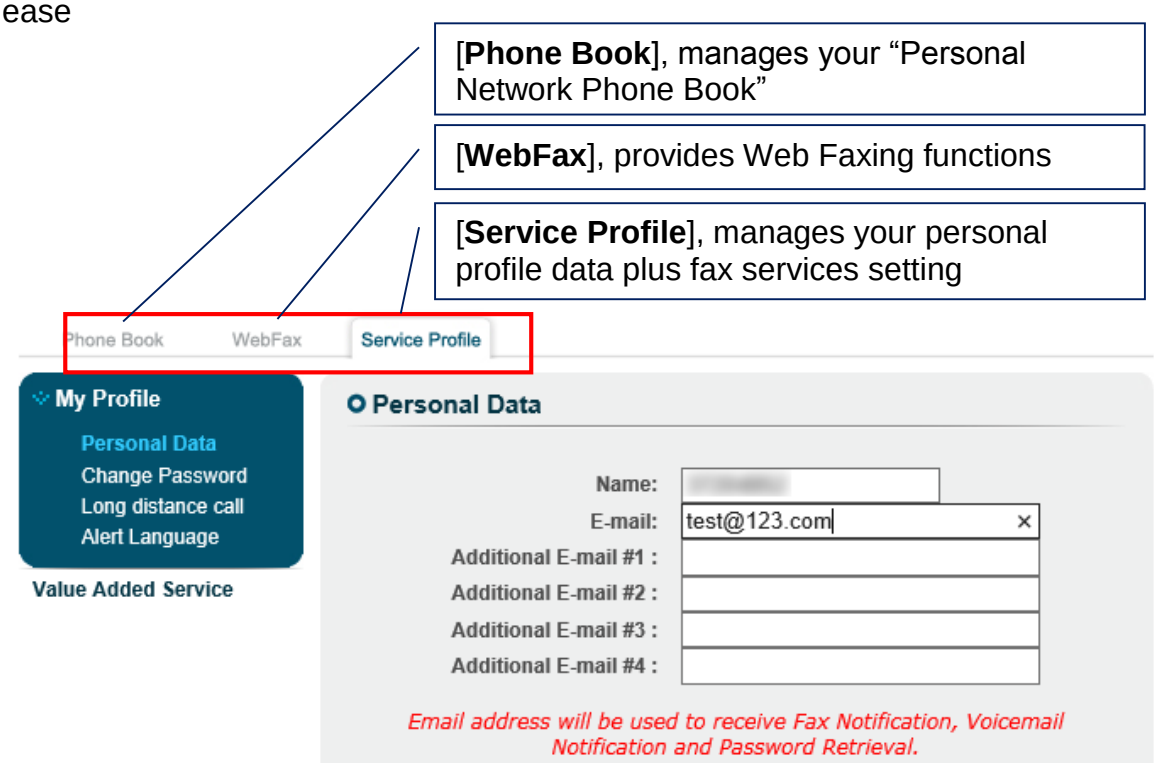
Exit : Logout HKBN WebFax CM User Portal

Fax : Your WebFax Number

Greeting Message : Message showing “Welcome,” plus your name (you may change your name in Service Profile section)

3.2 Service and Profile Setting Panel

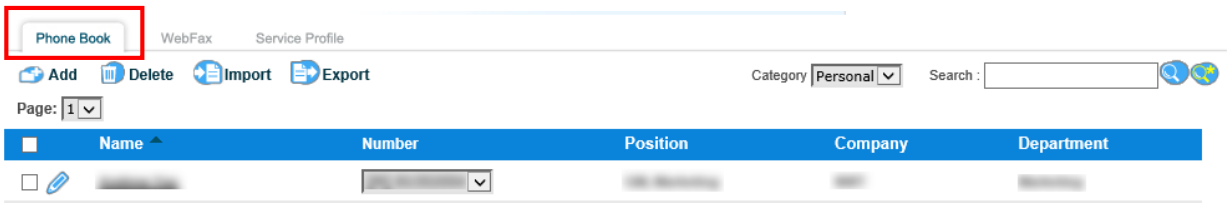
In this “Service and Profile Setting” panel, you can manage all your services with ease



3.2.1 Phone Book

A maximum of 500 contact record can be stored in the personal phone book.

Phone Book View

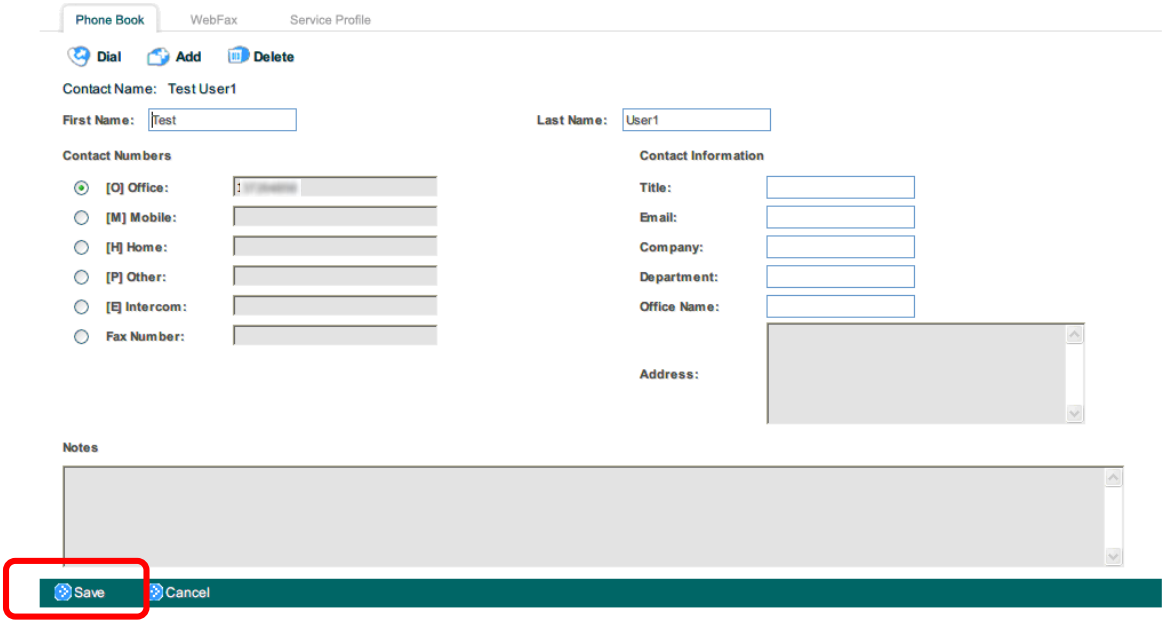


Customer can use following 2 approaches to manage

3.2.1.1 Directly Add, Edit or Delete Function

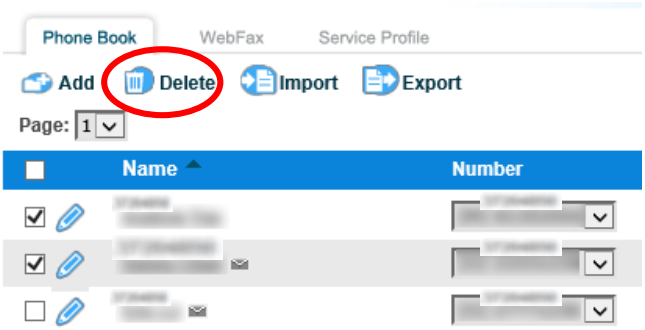
3.2.1.1.1 Add/Edit Personal Phone Book Entry

- Press the Add or icon
- Input or modify the information
- When finish editing, click Save to store.



3.2.1.1.2 Delete Personal Phone Book Entry

- Select the left check box of the phone book entry that you want to delete.
- Press Delete

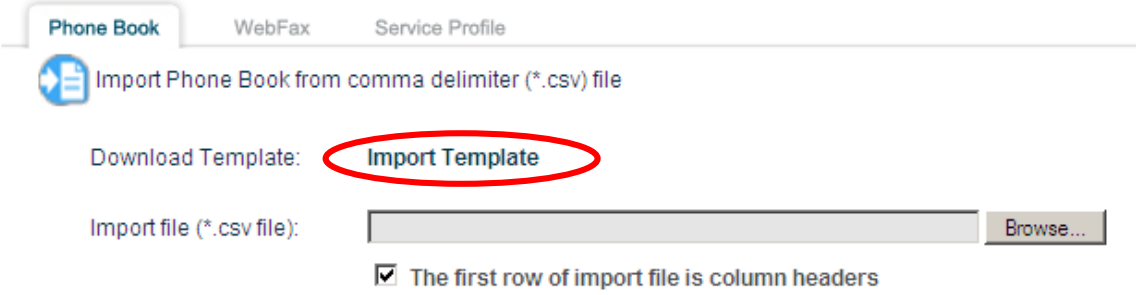


3.2.1.2 Use Import/Export Feature to Add or Edit Phone Book Entry

3.2.1.2.1 Use our "Import template" to Add New Entry

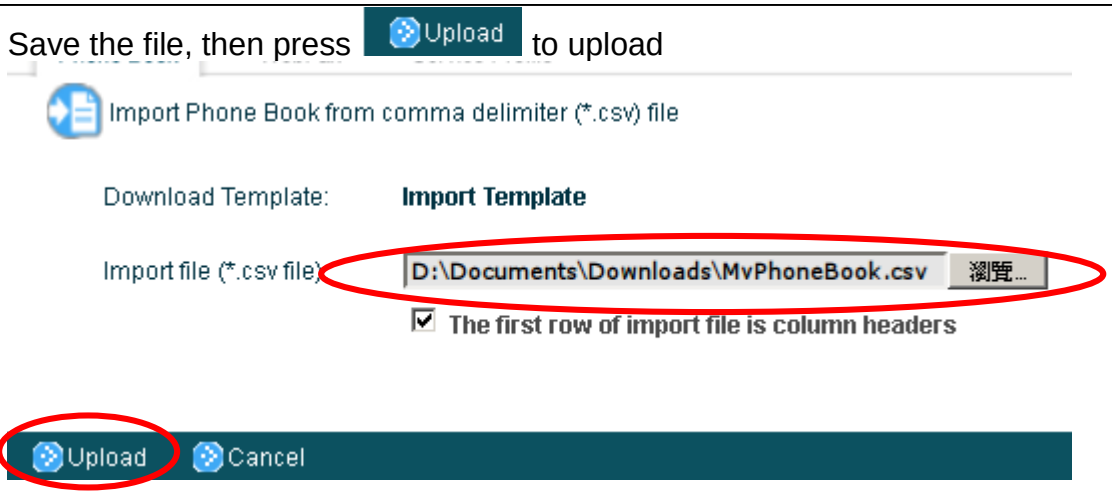
- Press Import

- Press Import Template



- Download and save the ZIP file in your PC
- Extract the CSV file from the ZIP file for adding or editing contact information

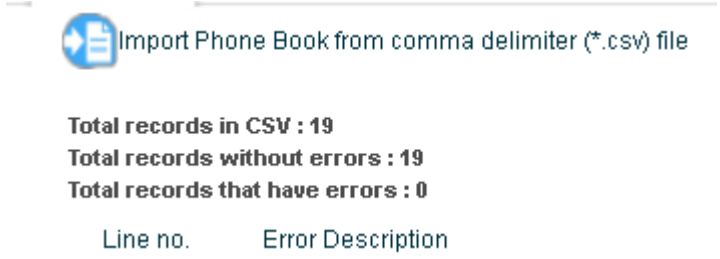
- Save the file, then press Upload to upload



- After successful upload, you can preview the corresponding contact. If necessary, you can also change the information.

- After previewing, press Save

- System will have statistics on the change

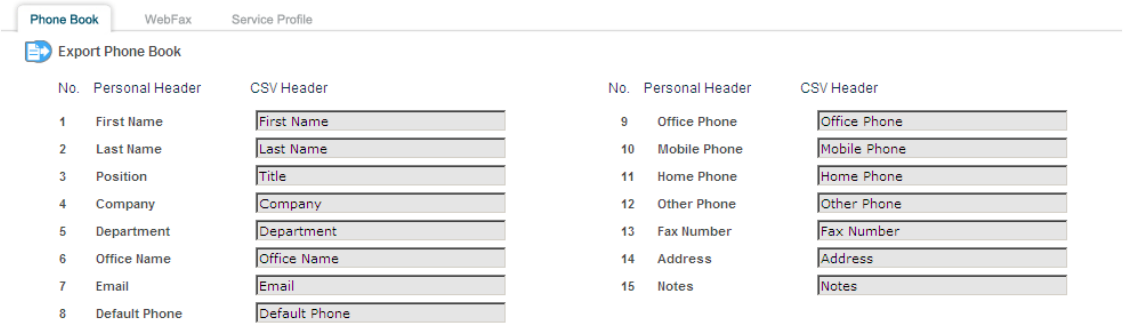


- Press Confirm

3.2.1.2.2 Export Existing Phonebook to Edit

- Press Export

- Preview the description of headers, amend if necessary.



-

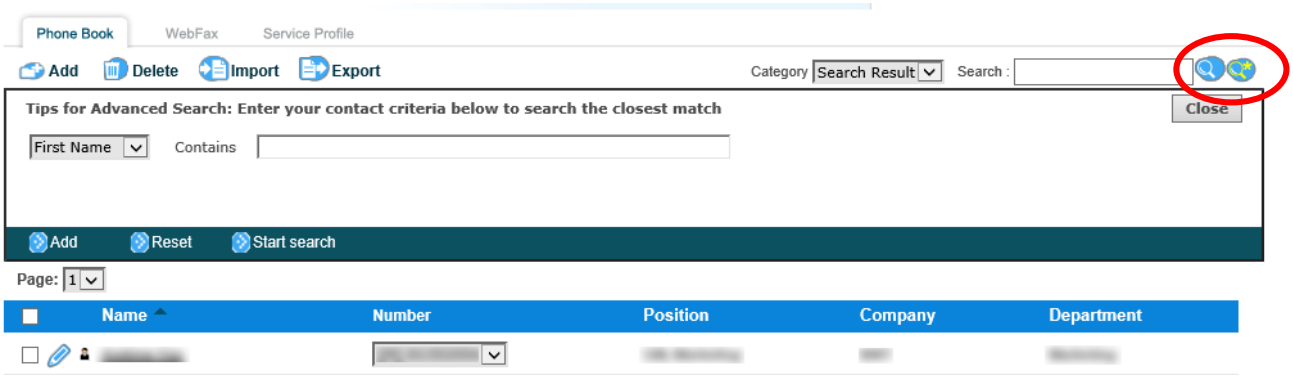
- Then click Export ZIP. The data will be saved as zipped CSV file.
- System will have statistics on the result

- Download and save the ZIP file in your PC.
- Open CSV file for editing if necessary.

3.2.1.2.3 Search Phone Book Entry

- You can enter the contact's name or phone number in the search bar

- Press to start searching. If necessary, press to do advanced search (contact criteria include first name, last name, company, department, title, office phone number, fax number, mobile phone number and email address)



3.2.2 WebFax

In WebFax tab

, you can receive and send WebFax.

3.2.2.1 Receive WebFax

- To view a received fax, please press “Fax History”

.
- If you have set to use Email to receive WebFax, the fax document will be sent to your Email account.

3.2.2.2 Send WebFax

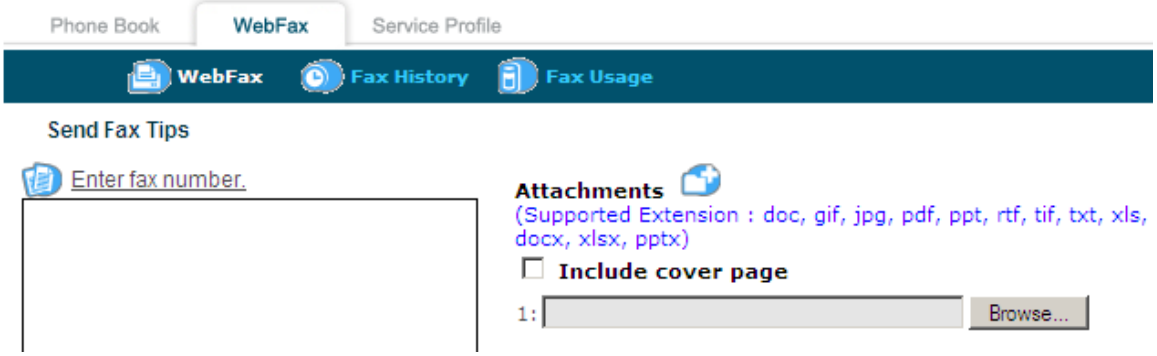
3.2.2.2.1 Systems and Client Components Requirements

- For Compose/ Send Fax function, it is only supported to access Communication Manager (CM) in Microsoft Internet Explorer.
- Please refer to appendix 1 to set the security setting on Microsoft Internet Explorer, and add HKBN Communication Manager into trust site.
- Two client software components must be installed on user’s PC:
  1. File conversion driver → it will help to convert documents into a format that is suitable for faxing out.
  2. ActiveX control → it performs the tasks of instructing conversion driver to do the file conversion and uploading converted file to fax server for subsequent processing.

If your PC and Web browser cannot fulfill with the above systems and components requirements, or you cannot send a fax properly, please refer to the FAQ section in appendix 3.

3.3 Compose WebFax

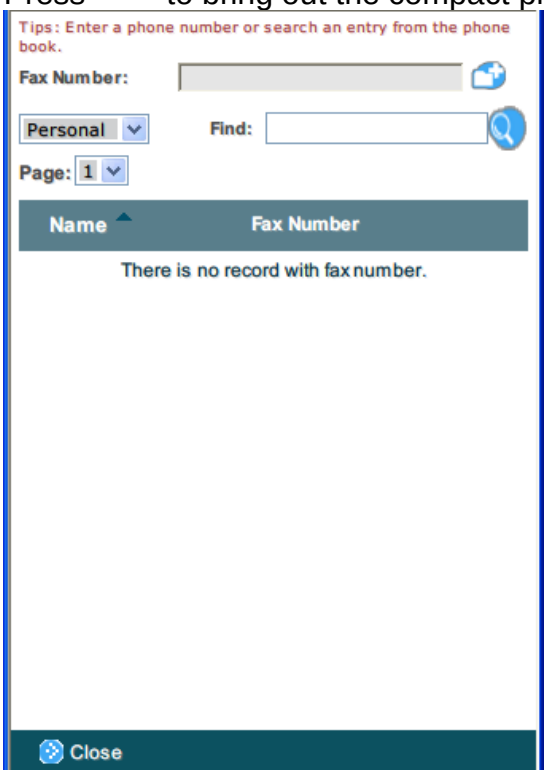
To write a WebFax, press



Press follow the below procedure to send WebFax:

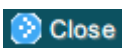
1. Set the Fax Destination Number

   a. Press to bring out the compact phone book.



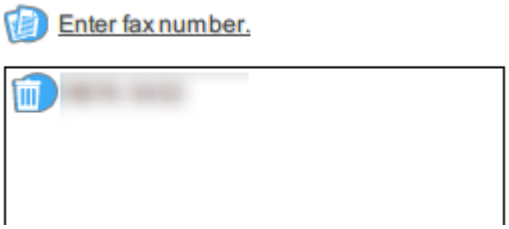
   b. Enter the destination number into , then press .

   c. You can also choose the contact in phonebook.

   d. Press  to close the window after input the destination number.

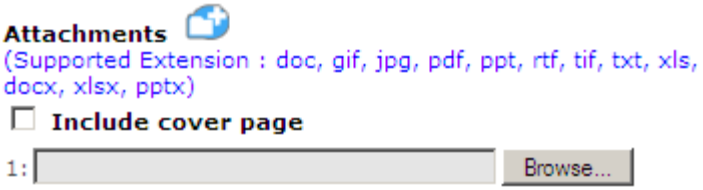
e. Please note that each fax can only enter or select 5 destination numbers.

f. Fax number you entered or selected will be listed as shown below.



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

2. Upload Attachments



a. You need to upload the document into attachment to fax out.

b. Please press “Browse…” to choose the document need to fax, supported file format included: Microsoft Office's Word*, PowerPoint*, Excel*, Adobe PDF*, GIF, JPG, TIF, RTF and plain text (File extensions are doc, docx, ppt, pptx, xls, xlsx, pdf, gif, jpg, tif, rpt, txt). Press to add additional field for more document. You can add maximum 10 attachments and send maximum 20 pages in each fax.

c. The attachments will need to convert before sending, please refer to appendix 2 for installation of converter.

d. You can also select “Include cover page” to add the default cover page into WebFax.

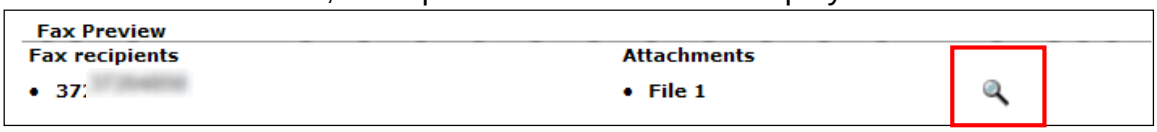
e. After complete the setting, press

to send.

f. System will convert the file into fax format. In between, you can see the system image:

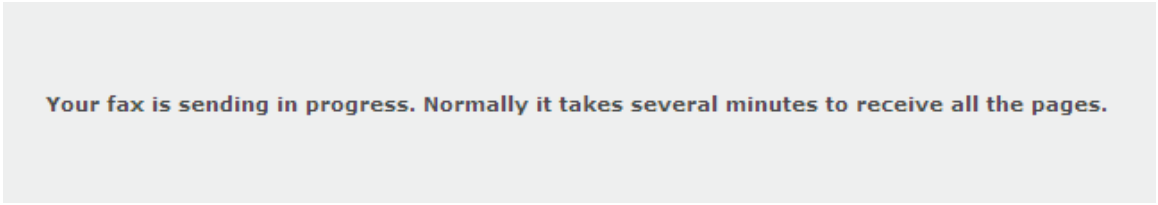
> ***Note:***
>
> *- The file type of the upload document must be able to open in local PC, otherwise Fax image conversion will be fail.*
>
> *- The fax service requires Microsoft Office installed in order to send out the Microsoft Office document files.*
>
> *- The fax service requires Acrobat Reader installed in order to send out the Adobe PDF files.*

3. Preview WebFax
   a. If conversion succeeds, a fax preview screen will be displayed



4. Send WebFax
   a. If you decided that the fax file is ready for faxing out, click the

button in the fax preview screen to start sending.
   b. A notification will be shown to confirm you that the fax will be completed in several minutes.



5. Check outgoing fax status
   a. Go to

and view Fax out status and history

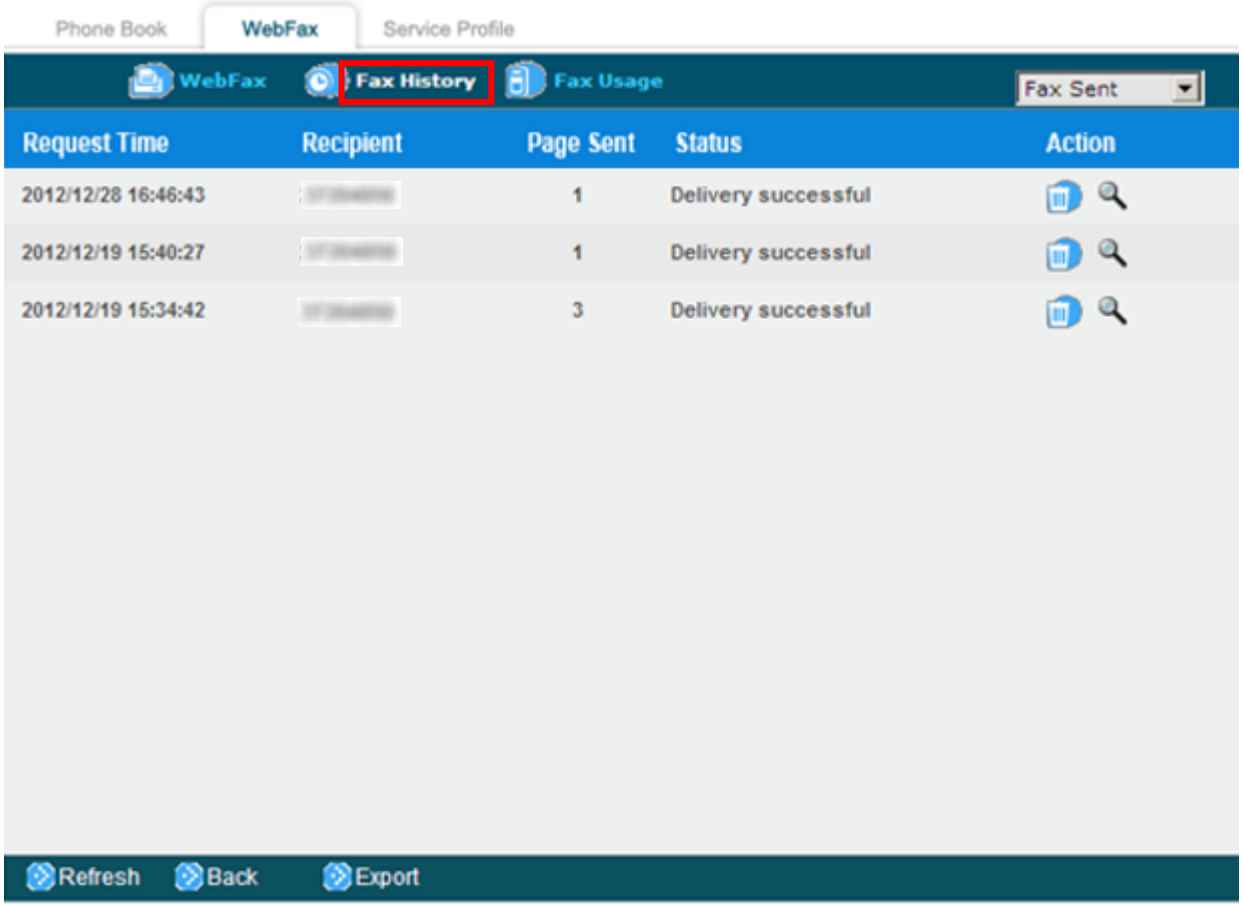
3.3.1 Fax History

You can view your Outgoing/Incoming Fax history/status by press the

tab.

In the page, we can check:

- Sending time, destination numbers, fax page number, and status of sent or being sent WebFax
- Received time, sender number, and fax page number of received WebFax



3.3.1.1 Check Sent or Sending Fax

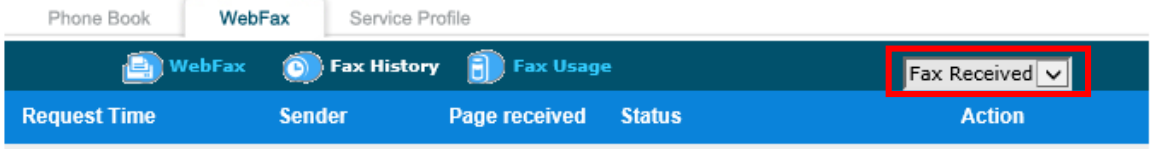
- Select “Fax Sent” in drop down box located at the right most of the “Fax History” tab.

- 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.

- A copy of the fax sent/received can be downloaded by clicking on the icon corresponds to each record. For outgoing fax jobs, the fax copy will not include fax cover page even a fax cover page is included.
- Clicking on the Export icon will export the fax history record into a CSV format file.

3.3.1.2 Check Received Fax

- Select “Fax Received” in drop down box located at the right most of the “Fax History” tab.



- Fax history record can be deleted by clicking on the icon corresponds to each record.
- A copy of the fax sent/received can be downloaded by clicking on the icon corresponds to each record. For outgoing fax jobs, the fax copy will not include fax cover page even a fax cover page is included.
- Clicking on the Export icon will export the fax history record into a CSV format file.

Note: All incoming and outgoing fax message will be kept for 30 days only.

The maximum number of pages per each incoming fax is 20 pages.

The maximum number of pages of all incoming fax is 500 pages. If it reaches the maximum limit, you cannot receive new incoming fax. You may delete the received fax message to reduce the total number of pages so that you can continue to receive new incoming fax.

3.3.1.3 Fax Usage

Fax usage of the current month will be shown when the

tab is clicked.

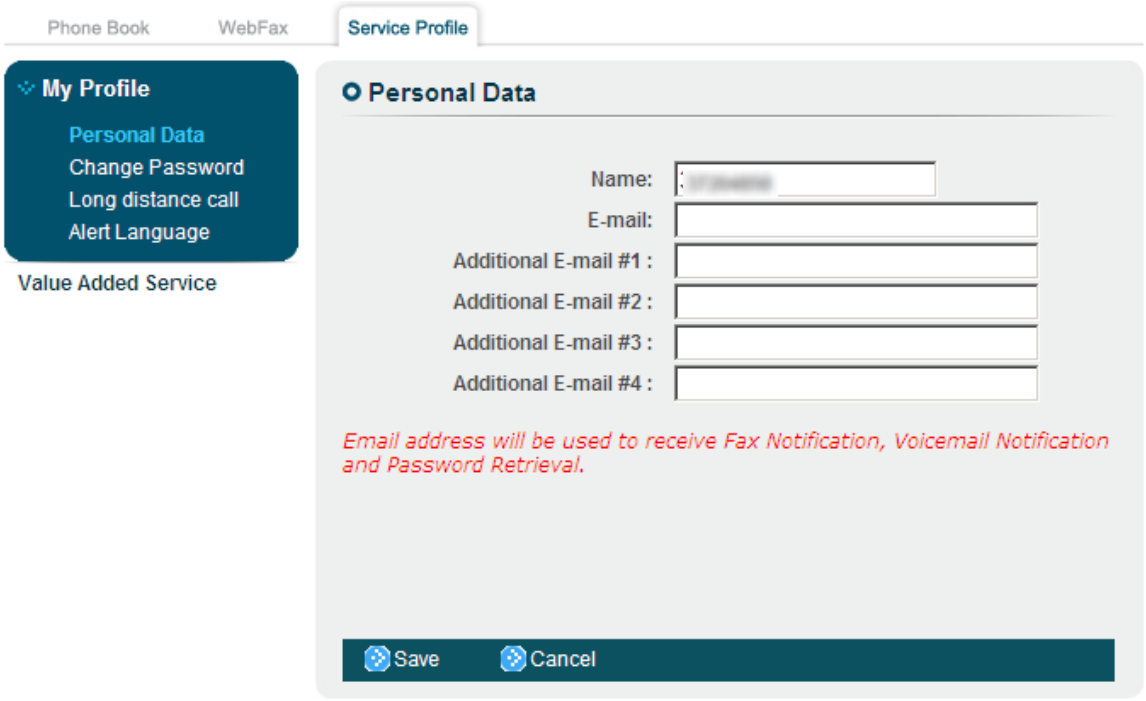
Note: Please note your monthly invoice will show the WebFax usage record according to your account invoice cycle date. It may show different period if invoice cycle is not 1st.

3.3.2 Service Profile

Under “Service Profile”, you can view/change your personal profile and settings of the service.

3.3.2.1 My Profile

3.3.2.1.1 Personal Data



[**Name**] : Your name for system greeting

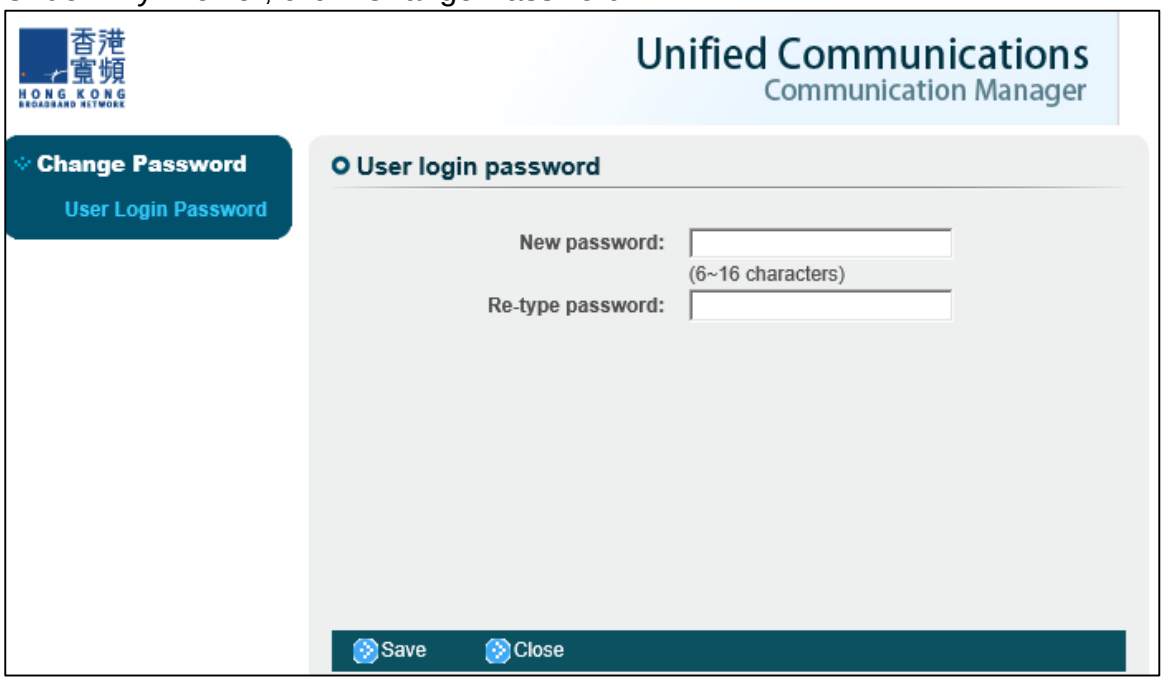
[**Email**] : Your email address for receiving fax message notification (with fax document attached) and receiving password reset notification

[**Additional Email**] : Additional email address for receiving fax message notification and receiving password reset notification (if necessary)

Click

3.3.2.1.2 Change Password

Under “My Profile”, click “Change Password”



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

User Login Password:

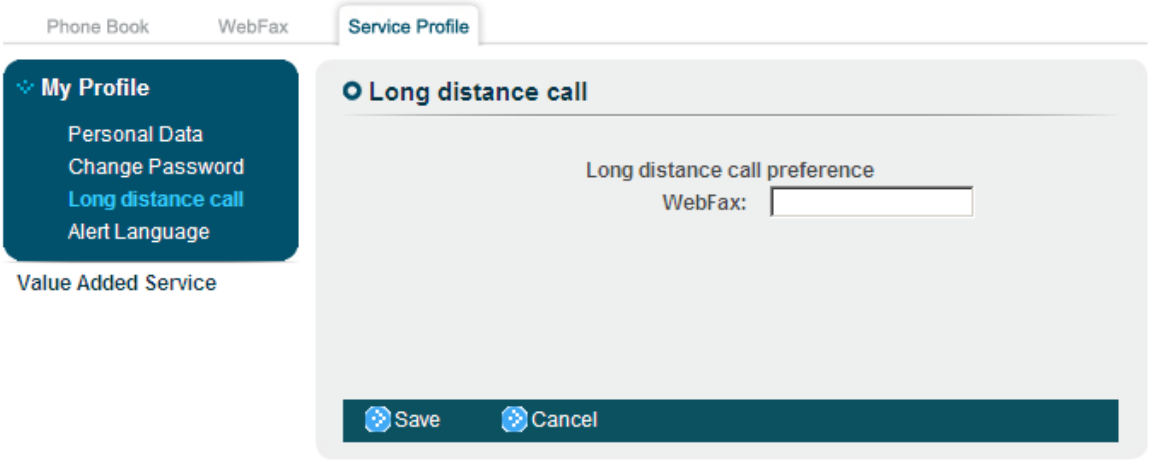
The password for login Communication Manager Portal

Voice Mail Password:

The password for accessing our Voice Mail Interactive Voice Response (IVR) System

3.3.2.1.3 Long distance call

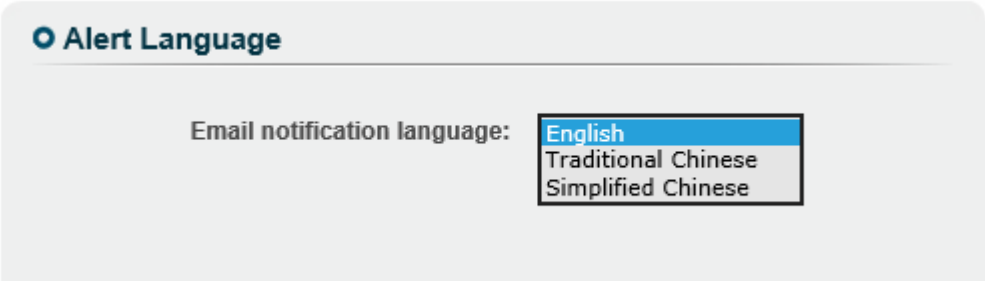
Under “My Profile”, click “Long distance call”



You can default the long distance call prefix for WebFax number. By entering number in the box and click Save to save. Then, every time when you make an IDD call, you can input "+" to replace default prefix. For example, if you fax out a document to ShenZhen China, you need not to dial "001" as prefix, and directly dial +8620XXXXXXXX.

3.3.2.1.4 Alert Language

Under "My Profile", click "Alert Language"



To change the language of fax message notification received via email , select the desired language and then click Save

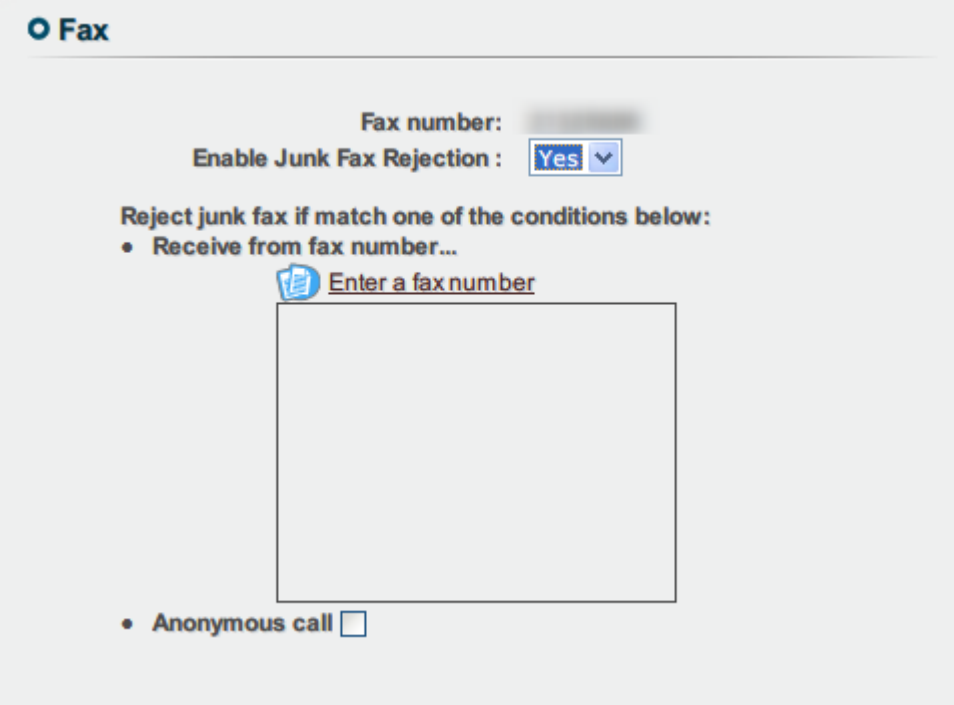
3.3.2.2 Value Added Service

3.3.2.2.1 WebFax Junk Fax Rejection

For users with WebFax service, this setting helps to filter out Junk Faxes.

Fax number :	it is displaying the User's WebFax number
Enable Junk Fax Rejection:	Yes/No
Fax number list box:	display a list of the blocked fax numbers

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



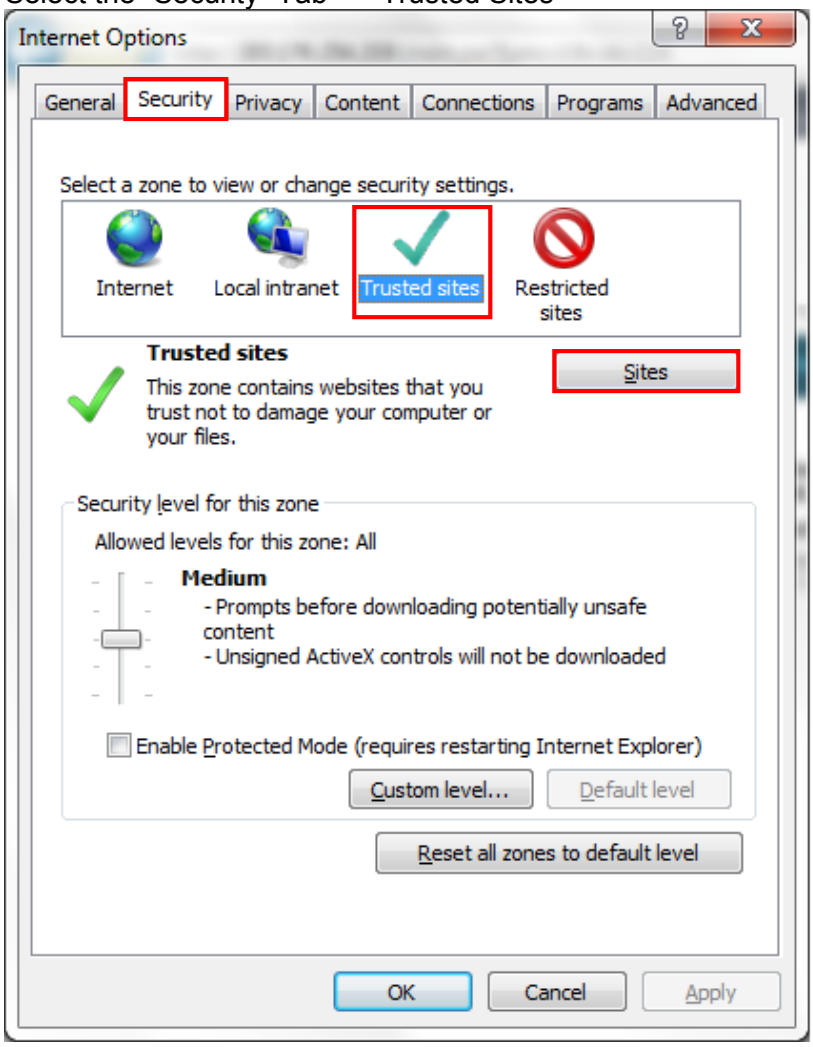
User can also determine to block anonymous calls or not by checking the Anonymous call check box.

4 APPENDIX

4.1 Appendix 1 Internet Explorer Security Settings

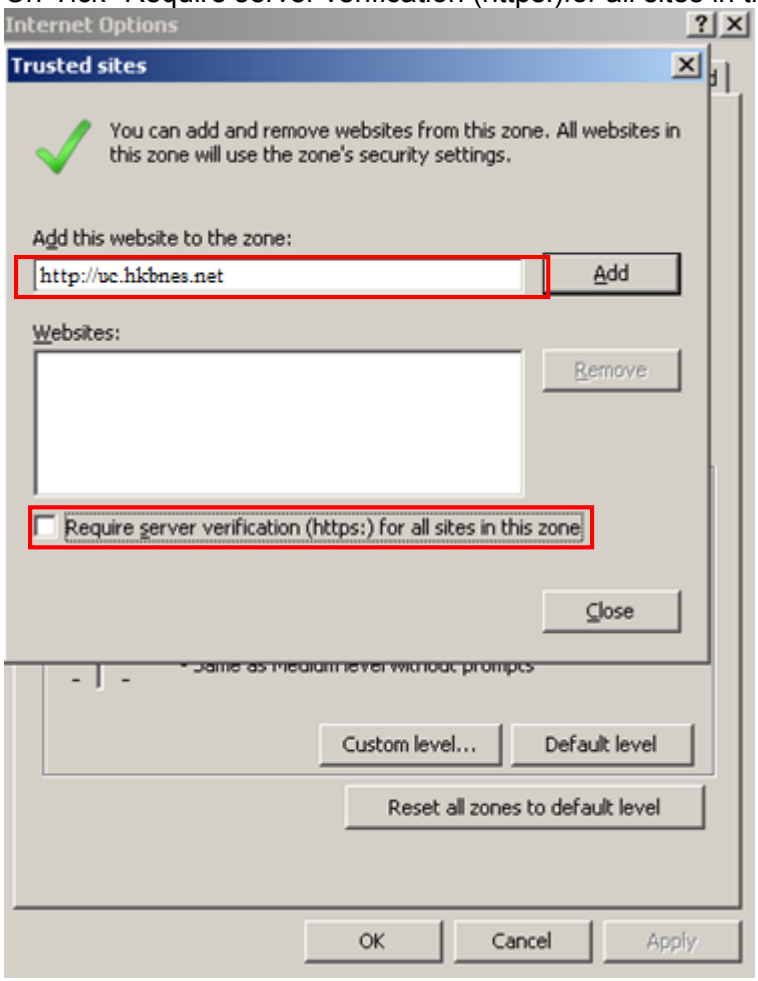
4.1.1 Setting HKBN CM Portal as Trusted Site

1. Make sure the Internet explorer is a 32-bit version
2. In Internet explorer, Select “Tools” -> “Internet options”
3. Select the “Security” Tab -> “Trusted Sites”



4. Press on “Sites”

5. Un-Tick “Require server verification (https:)for all sites in this zone”

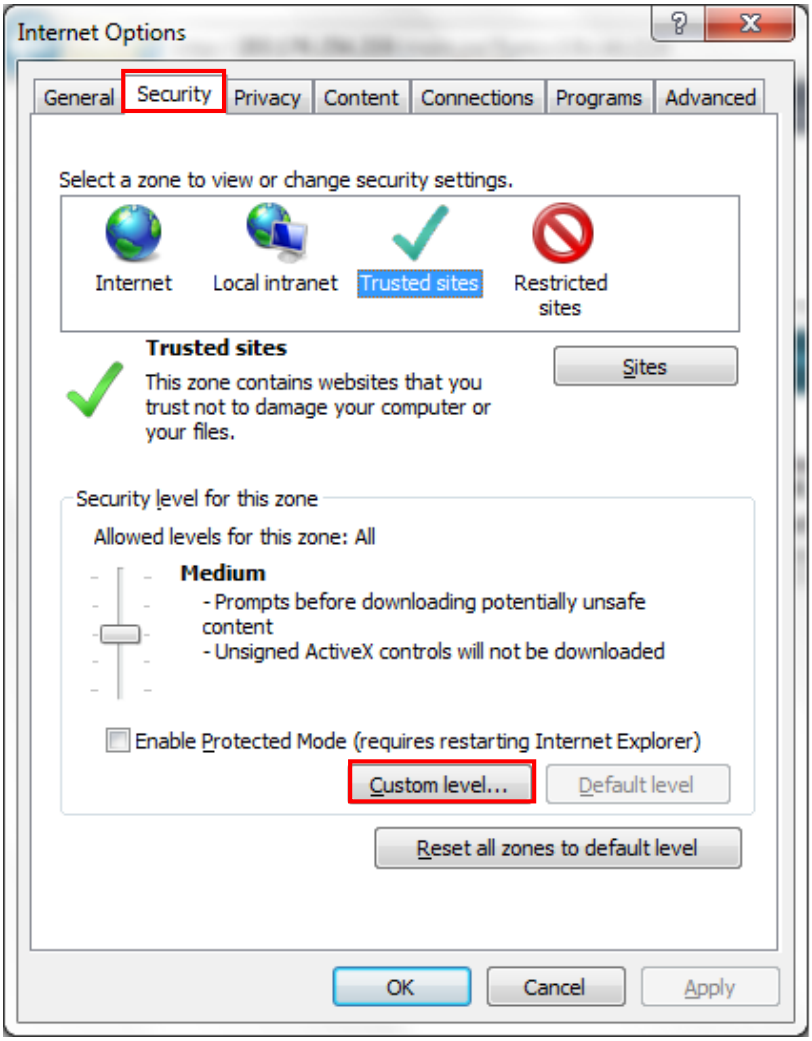


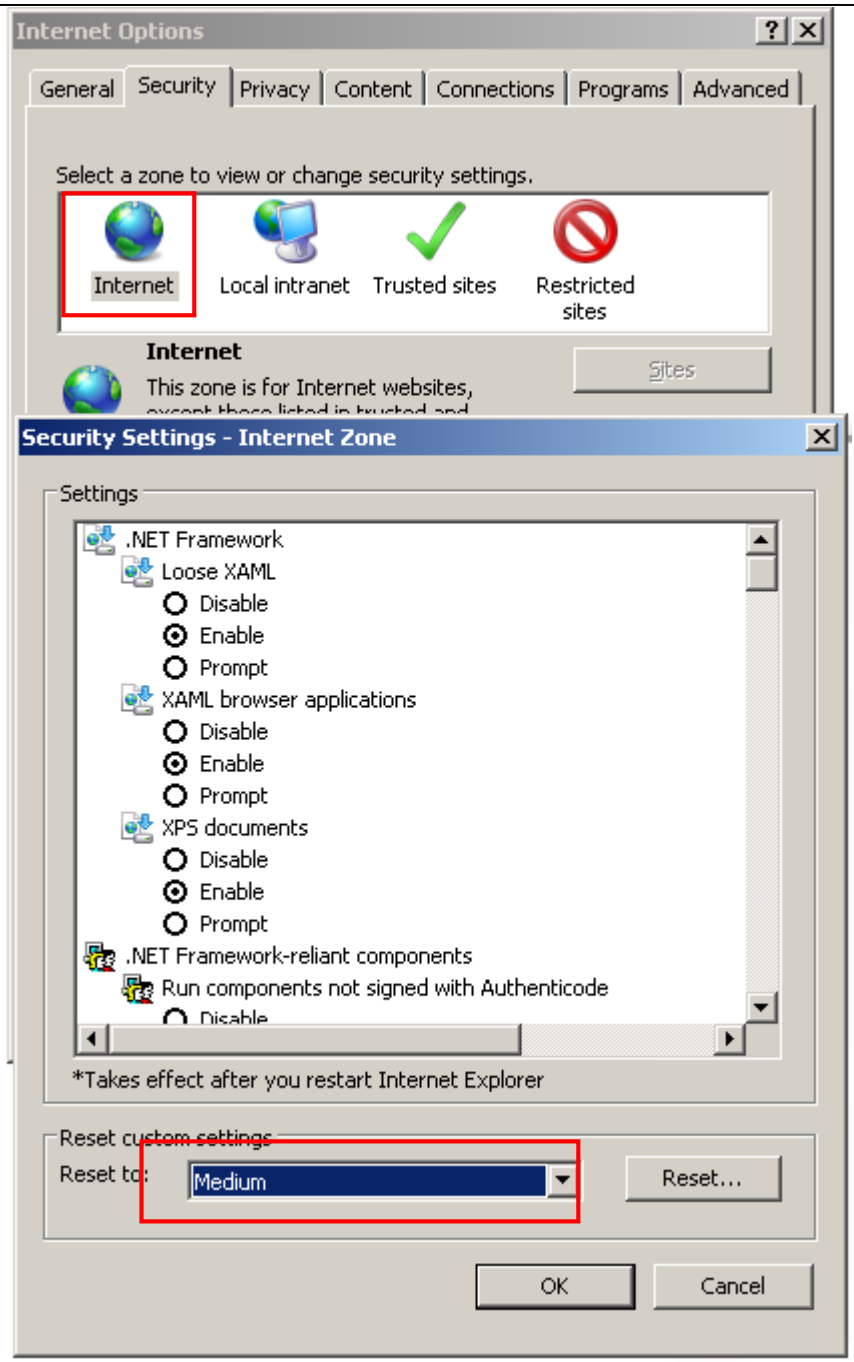
6. Input and Add the following domains in “Add this website to this zone”
   - http://uc.hkbnes.net/
   - https://uc.hkbnes.net/

4.1.2 Setting Security level for HKBN CM

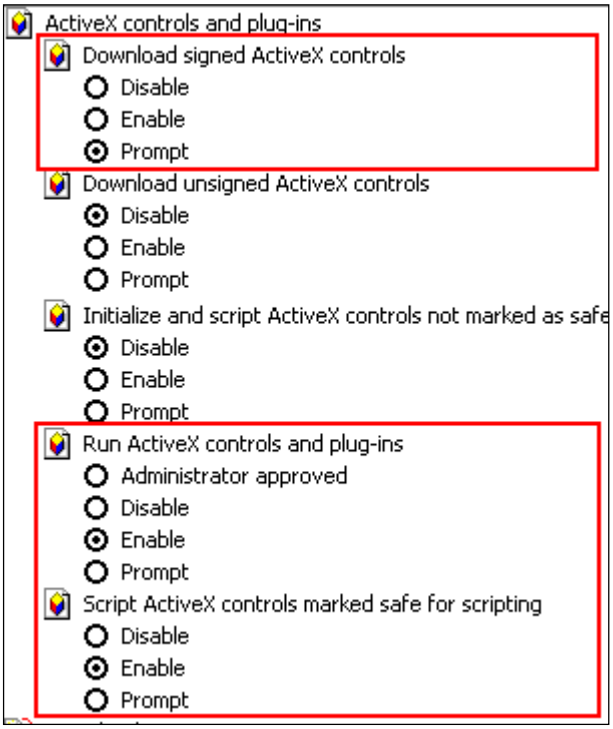
1. In Internet explorer, Select “Tools” -> “Internet options”

2. Select the “Security” Tab -> “Custom level…”
   - Set the Security level of “Internet” and “Trusted sites” to "Medium" or "Medium Low"



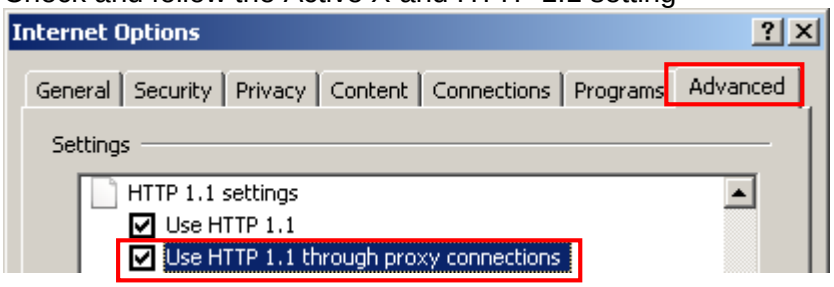

Internet Options
General
Security
Privacy
Content
Connections
Programs
Advanced
Select a zone to view or change security settings.
Internet
Local intranet
Trusted sites
Restricted sites
Internet
This zone is for Internet websites,
Sites
Security Settings - Internet Zone
Settings
.NET Framework
Loose XAML
Disable
Enable
Prompt
XAML browser applications
Disable
Enable
Prompt
XPS documents
Disable
Enable
Prompt
.NET Framework-reliant components
Run components not signed with Authenticode
*Takes effect after you restart Internet Explorer
Reset custom settings
Reset to:
Medium
Reset...
OK
Cancel

3. Make sure that the following security settings for ActiveX controls and plug-ins are set:
   - Download signed ActiveX controls: Enable or Prompt
   - Run ActiveX controls and plug-ins: Enable
   - Script ActiveX controls marked safe for scripting: Enable



4.1.3 Change HTTP1.1 setting – Only Applied to Internet connection with Proxy

1. In Internet explorer, Select “Tools” -> “Internet options”
2. Select the “Security” Tab -> “Advanced”
3. Check and follow the Active X and HTTP 1.1 setting



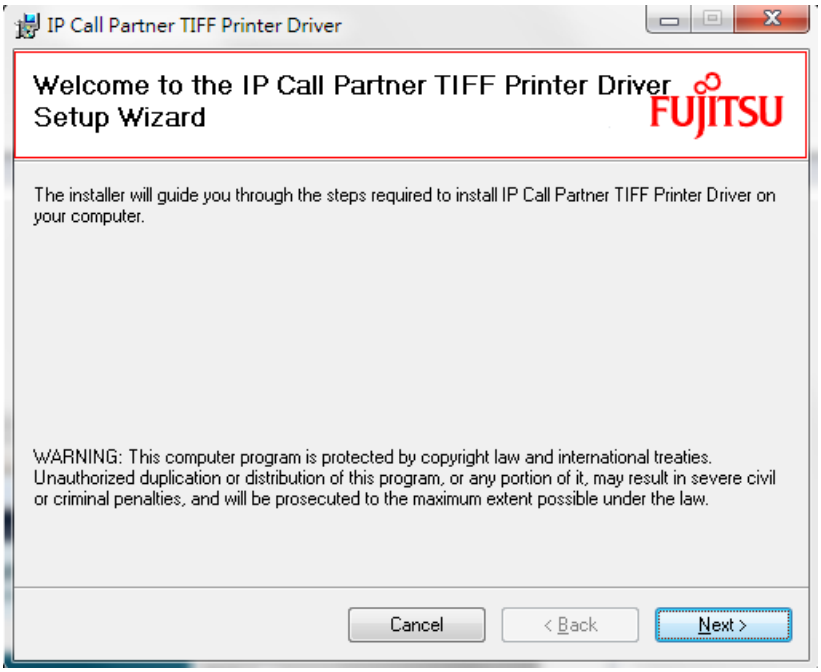
4.2 Appendix 2 Installing the file conversion driver (Only for customer with Fax out service plan)

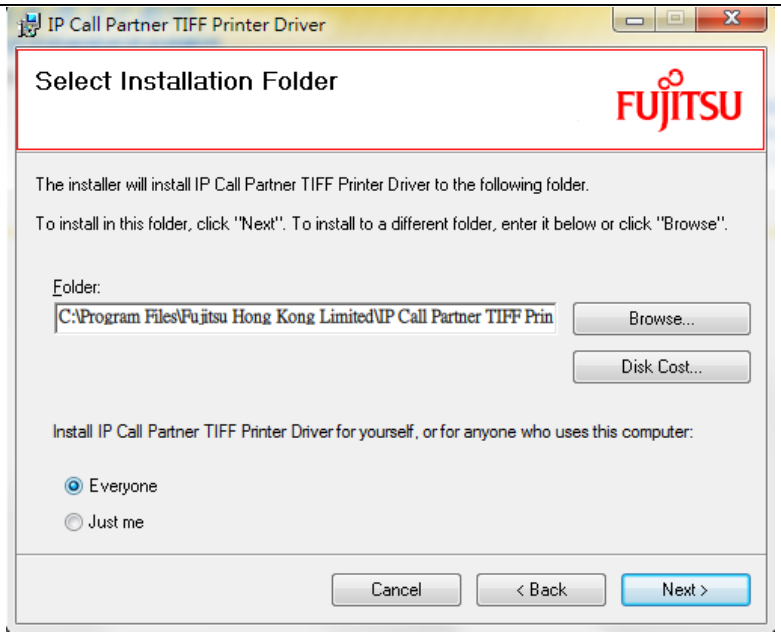
- User is required to have Windows administrator rights for installation
- User can install the driver after service effective, or being first fax out.

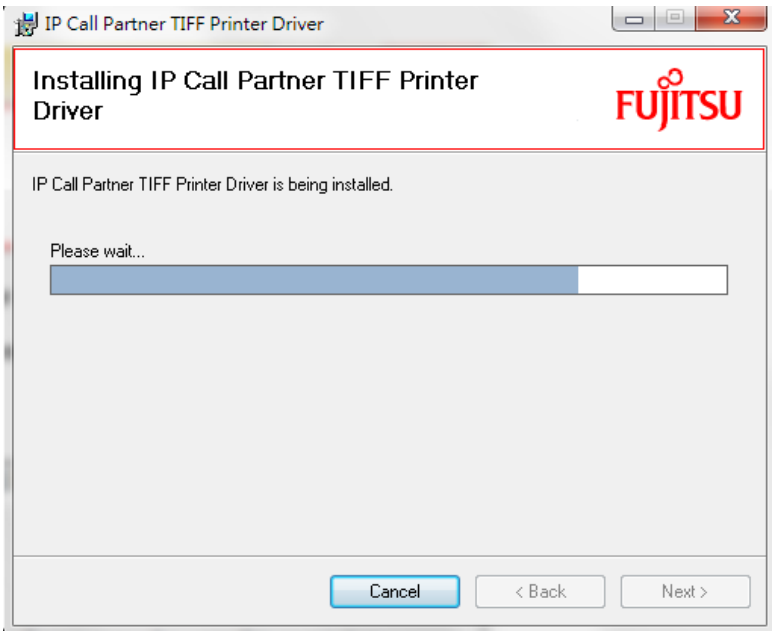
4.2.1 Install the driver after service effective

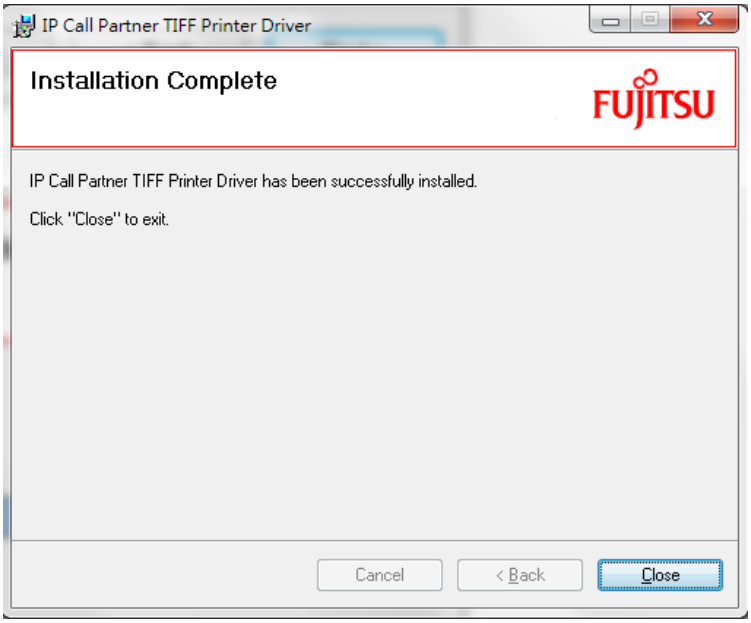
Please reference to following procedure:

1. Access the Windows with **administrator right**
2. Download and install the drivers:
   - http://uc.hkbnes.net/common/installer/IPCPFaxDrv.zip (for 32 bit Windows OS)
   - http://uc.hkbnes.net/common/installer/IPCPFaxDrv64.zip (for 64 bit Windows OS)
3. Start installation:




IP Call Partner TIFF Printer Driver
Select Installation Folder
FUJITSU
The installer will install IP Call Partner TIFF Printer Driver to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files\Fujitsu Hong Kong Limited\IP Call Partner TIFF Prin
Browse...
Disk Cost...
Install IP Call Partner TIFF Printer Driver for yourself, or for anyone who uses this computer:
Everyone
Just me
Cancel
< Back
Next >


IP Call Partner TIFF Printer Driver
Installing IP Call Partner TIFF Printer Driver
FUJITSU
IP Call Partner TIFF Printer Driver is being installed.
Please wait...
Cancel
< Back
Next >



4. After installation, please restart the PC
5. Login the HKBN Communication Manager Portal (please ensure you are using Internet Explorer to access)
6. System will prompt to request for install Active X component (please ensure you have authority to install Active X)
7. If you are using Window 7, please select “Install for all users”

About sending WebFax, please refer to the section 3.3.

4.2.2 Install the driver in first fax out

Please reference to following procedure:

1. Access the Windows with **administrator right**
2. Login the HKBN Communication Manager Portal (please ensure you are using Internet Explorer to access)
3. System will prompt to request for install Active X component (please ensure you have authority to install Active X)
4. If you are using Window 7, please select “Install for all users”

5. During first fax out, system will prompt to install the file conversion driver. For the detail, please refer to section 4.2.1
6. After installation, please restart the PC

About sending WebFax, please refer to the section 3.3.

4.3 Appendix 3 FAQs, error messages and solutions

4.3.1 Login Communication Manager Portal

4.3.1.1 Fail to login Communication Manager Portal

Make sure you have inputted correct number and password. Service default password is the first 6 digits of your Hong Kong identity card, passport or Business Registration Certificate. If necessary, you can press the login page "Forgot password" to reset the password.

4.3.2 Driver / Active X Installation / Internet Explorer Security Level setup

4.3.2.1 Fail to install file convert driver

Make sure your login Windows as **Administrator** and download / run the appropriate version driver installation file.
If you are using 64-bit Windows OS, please download and run the 64-bit version.
If you are using 32-bit Windows OS, please download and run the 32-bit version.

4.3.2.2 Fail to install Active X

Make sure you are using 32-bit version Internet Explorer to login Communication Manager Portal and do not block our domain's pop-up.
If you enable the Active X Filtering function of Internet Explorer, our Active X installation option may not display properly.
Besides, please ensure your Windows Login account has authority to install Active X for your Internet Explorer.

4.3.2.3 How to check whether the printer driver installed or not?

In your Windows Control Panel, select "Printer and Faxes", you can find a printer named "IP Call Partner TIFF" if our printer driver is installed.

4.3.2.4 How to check whether the Active X installed or not?

Open Internet Explorer, click the Tools button, and then click "Manage Add-ons". You can find an item named "IpCpWebFax. IpCpWebFaxXX" if the Active X is installed.

4.3.2.5 Can I install your Driver in Windows 8?

Sorry, Windows 8 is not supported.

4.3.3 Sending Fax

4.3.3.1 Fail to enter the fax number input page

The page is a pop-up window, make sure that your web browser does not block our domain popup.

4.3.3.2 Fail to upload attachments

Make sure you are using Internet Explorer to login Communication Manager Portal and the attachment format must be Microsoft Office's Word, PowerPoint,

Excel, Adobe PDF, GIF, JPG, TIF, RTF and plain text (File extensions are doc, docx, ppt, pptx, xls, xlsx, pdf, gif, jpg, tif, rpt, txt).

4.3.3.3 After clicking "Send", System prompts out error message

It may be because it had already exceeded the total number of fax out pages or it did not include fax out function of the plan you applied, please refer to your service plan or contact us.

4.3.3.4 After clicking "Send", System freezes in processing

In general, it is due to fail to configure security settings, or fail to install file conversion TIFF printer driver (IPCP). Please make sure that you have completed settings as stated in Appendix 1 and 2 and client components are installed.

4.3.3.5 After clicking "Send", System prompts out IP Call Partner TIFF printer driver installation incomplete

In general, it is due to our system found the file conversion driver or Active X control component is/are not installed. Please make sure that you have completed settings as stated in Appendix 1 and 2 and client components are installed.

4.3.3.6 After clicking "Send", System show error message "convert file to TIF failed"

In general, it is due to the uploaded document failed to convert to our specified TIF format. It may because of below reasons:

- Your PC environment or IE Trust Site configuration doesn't meet our system requirement
- TIFF printer driver / Active X control component is not installed properly.
- If it is Microsoft Office (Word / Excel / Powerpoint) document files failed to be convert to TIF, please check whether Microsoft Office is installed properly. The fax service requires Microsoft Office installed in order to send out the Microsoft Office document files.
- If it is Adobe PDF files failed to be convert to TIF, please check whether Adobe Reader is installed properly. The fax service requires Adobe Reader installed in order to send out the Adobe PDF files.
- If it is TIF / JPG files failed to be convert to TIF, please check whether the original TIF / JPG file format contains any error. You may try to open the original file by Microsoft Windows's Paint and save it to JPG / TIF format again. Normally the format error can be fixed.

4.3.3.7 Can I use smart phone to send WebFax

You can use smart phone to access Communication Manager Portal. However, sending WebFax will require file conversion driver, and is not available in smart phone.

4.3.3.8 Can I send WebFax to long distance number

You need to register IDD service for your WebFax number, and add IDD prefix (provided by service provider), and area code, as normal IDD call. Take HKBN IDD 009 as example, you may need to dial 009+86+20 for sending WebFax to ShenZhen. Please note that you will likely be charged international long distance calls as normal IDD call, please refer to your IDD service provider.

4.3.3.9 Any fax sending retry

Fax sending will be retry for Busy or No-answer fax call only. There is no retry for unallocated / invalid number or if at least one page has successfully send. Usage will be counted for the number of pages being delivered or partial delivered.

4.3.3.10 After selected a jpg/jpeg file and completed conversion, the converted result is blank of incomplete.

It may be because the jpg format is incompatible with WebFax system. Try to use "Paint" software in Windows to open and save the image again.

4.3.4 Receiving Fax

4.3.4.1 Fail to receive fax

Please check whether it had reached the maximum number of pages (500).

4.3.4.2 Can I choose not to receive fax from anonymous

You can set to reject the fax from anonymous in "Service Profile". Please refer to section 3.3.2.2.1.

4.3.4.3 Can I create a black-list for incoming Fax

You can set to reject the fax from specific sender in "Service Profile". Please refer to section 3.3.2.2.1.

4.3.5 Previewing Fax

4.3.5.1 Fail to preview fax after clicking

After clicking , fax image will be zipped and available to download into PC. You can unzip the file and open the TIF image to preview Fax. Please make sure you have corresponding software to open ZIP file and TIF image.

4.3.5.2 Can I preview fax in smart phone

You can use smart phone to access Communication Manager Portal. Please make sure you have corresponding Apps to open ZIP file and TIF image. Or, you can also set to receive fax by Email, in "Service Profile". Please refer to section 3.3.2.1.1.

4.3.6 Fax History

4.3.6.1 Some Fax message is disappear

The fax message will only be stored for 30 days. System will then remove the message without notification.

4.3.6.2 How to check the Fax usage in previous month

Please contact our customer service.

4.3.6.3 Fax usage in portal do not match with the billing

Communication Manager Portal will only show current Fax usage according the date you checked. For example, if you check the usage in 30th April, system will only show the usage between 1st April and 30th April. If your billing is not using started from 1st April, the usage will be different.

-END-