

BizFAX

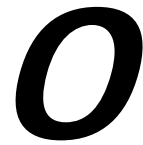
E100

User Manual

Version 1.0.0.1

Yeastar Technology Co., Ltd

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Introduction

1

You may skip section 1- Introduction and directly move to section 2- Before you Proceed. However, we recommend reading through the introduction to familiarize yourself with the features and functions of BizFAX and help improve its operation. Thank you for purchasing BizFAX!

1.1 Product Introduction

BizFAX — Paperless Fax Server

BizFAX paperless fax system is an intelligent fax server that combines the traditional fax technology and network technology.

After connected the PSTN telephone line and built up the connection with the LAN or internet, by using the BizFAX Client software on their computers, users can easily to create a safe, efficient and affordable fax system for enterprise.

Through BizFAX Client software or BizFAX Web Client, every user is able to get the auto-receive, auto-fax and management features. When sending a fax, users only need to submit file to BizFAX server, and then system will auto fax the files in order.

Administrator has the authority to configure the system parameters and manage the users' information.

1.2 Functions

1 . Auto Receive & Send Fax

To receive and send faxes automatically on computer that dispense with additional fax machine, BizFAX delivers a significant reduction in document delivery costs by eliminating the need for paper-based print, stand-alone fax machines and associated maintenance, supply and labor costs. All the operations of traditional fax like print, dial, fax, re-dial when busy, postpone delivery or send in groups can be easily done within few seconds.

2 Electronic Signature

BizFAX system help users to make their own signature and company stamp on a electronic document directly. All the signatures and stamps are safely protected and managed through high-end cryptography technology.

3 Remote Receive & Send Fax

Users are allowed to check and send faxes remotely by using BizFAX Client software at any time any places as long as they can access into internet.

4. Intelligent Voice Operating System

When receiving a fax, BizFAX will auto play the voice prompts. User can customize the voice files according to their own demands.

5. System Shareable

Users will be glad to get rid of an uninteresting task that must run around in order to make a fax. They can send or receive a fax on any of the computers in LAN. Moreover, BizFAX will auto send a document to corresponding extension after received a fax.

6. Multiple-Line Support

If there is quantity of documents waiting to receive or send, system will find an idle line automatically and balance the load among lines.

7. Auto converting format

BizFAX can auto convert documents in any format (word, excel, pdf, jpg and gif) to required TIFF format before sending out.

8. Listing of task

All of the submitted fax tasks will form a fax queue automatically before sending out by BizFAX.

9. Send Group Faxes

Simple organize the different users to a group for sending faxes to they at the same time. All the success and failure fax information are recorded on history for reference.

10. Retry of failed fax

We will try the best to ensure each fax can be sent successfully to the destination in time. When the other party is busy, unanswered or something else that result in the failure, system will auto resend fax. Here user can set the time (when) and number of retry times.

11. Auto Distributing

BizFAX can auto distribute the received faxes to corresponding users by user's extension number. If system is uncertain of the receiver, fax

administrator will get the faxes and manage them together.

12. Internally Transferring

It supports the free fax and document transfer internally among all virtual fax extension users.

13. FAX Notifier

BizFAX will send a notifier to sender whether it successfully finishes the fax task or not. Either of the computers in LAN receives a fax, system auto will notify users in time to view and back up all the received and sent faxes.

14. Fax to E-mail

When system is auto distributing the received faxes, and meanwhile it is sending faxes to a pre-set Email address once users enable the Fax to Email function.

15. Caller ID

BizFAX support the international FSK CID format and recognize the fax source correctly for block spam faxes directly.

1.2 Hardware Specification

1.2.1 Exterior Appearance

1) Front Side



Figure 1-1 BizFAX Front Panel Picture

No.	Identifying
	Green Light: Indicates the power connection is normal.
	Green Light blink: Indicates the server system is in working.
	Green Light: Indicates the system is ready.
	Green Light blink: Indicates the internet interface in use
	Green Light: Indicates the PSTN lines connect successfully.
	Green Light blink: Indicates the PSTN line in use.
	Green Light: Indicates the port is work well.
	Green Light blink: Indicates the FAX machine in use.

2) Back Side



Figure 1-2 MyPBX Back Side Picture

1.3 Package Contents

- 1 unit of BizFAX server
- 1 power supply
- 1 Internet line
- Few telephone cables [RJ-11]

Note: If any of the items is damaged or missing, contact yo1@reseller.4141.com-2

System set up

2

2.1 Connection Drawing



2.2 Connecting Ethernet Line

BizFAX provides two 10/100M Ethernet ports with RJ45 interface and LED. Besides transporting voice, Ethernet port can also send information of managing, maintaining and operating.

Plug Ethernet line into BizFAX's Ethernet port, and then connect the other head of Ethernet line with hub, switch, router, LAN or WAN. Check the status of LED after connection, yellow light indicates port is in connecting process, green light indicates the port is in working.

2.3 Connecting Power

BizFAX utilizes the high-performance switch power, which supply the enough voltage and electrical energy that required by BizFAX system.

AC Input: 100~240V

DC Output: 12V,1A

Note: Prior to connect power, it's better to use the three-phase power outlet of neutral-point joint or multi-function computer power outlet.


Please follow the below steps to connect power socket:

1. Push the switch on 'OFF' on power outlet.
2. Connect one head of the accessory power cable with the power input port on BizFAX's back panel, and plug the other head of power cable into 220V power socket.
3. Push the switch on 'ON' on power outlet.
4. After wired up power, please check the Power LED on front panel whether it lighted or not. Lighted LED indicates the correct operation of power; if unlighted, please repeat the step 1 to 3 again.

Manage BizFAX

3

3.1 Manager Log in

Double click 

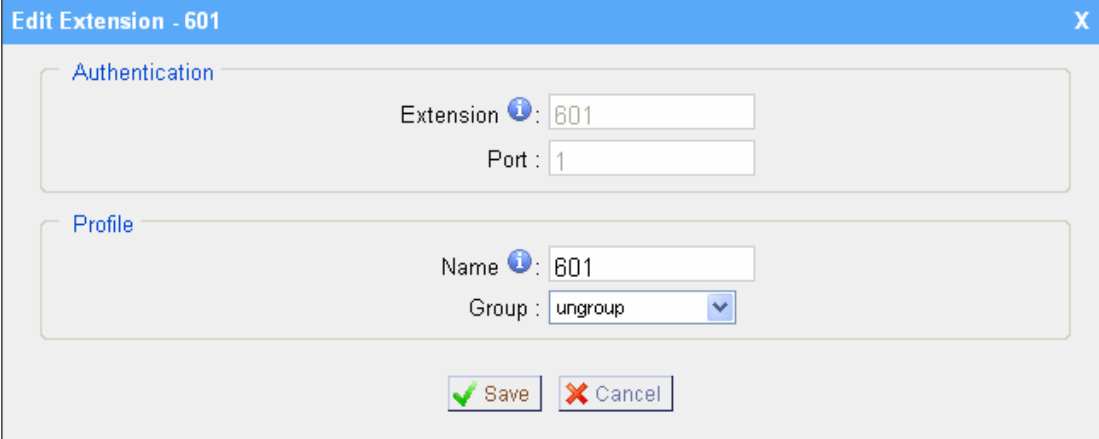
3.2 Basic

3.2.1 Extension

Fax extension has two kinds: physical fax machine extension (FXS) and virtual fax extension.

•Group

Extension's Group.



Edit Extension - 601 X

Authentication

Extension ⓘ : 601
Port : 1

Profile

Name ⓘ : 601
Group : ungroup ▼

✓ Save ✗ Cancel

Figure 3-3

3.2.1.2 Virtual FAX Extension



New Virtual FAX Extension X

Authentication

Extension ⓘ: 501

Password ⓘ: ●●●●

Profile

Name ⓘ: Michael

Group: uncroup ▼

Mobile Phone:

Send Fax to E-Mail ⓘ: chy@yeastar.com

Note: If you want to send FAX to email, please define E-Mail Settings from the 'E-Mail Settings' panel.

✓ Save ✗ Cancel

Figure 3-4

2. Edit SIP Extension

Click 'Edit' on SIP Extension administration page or click 'Modify Selected Extensions' to edit.

3.2.2 Trunks

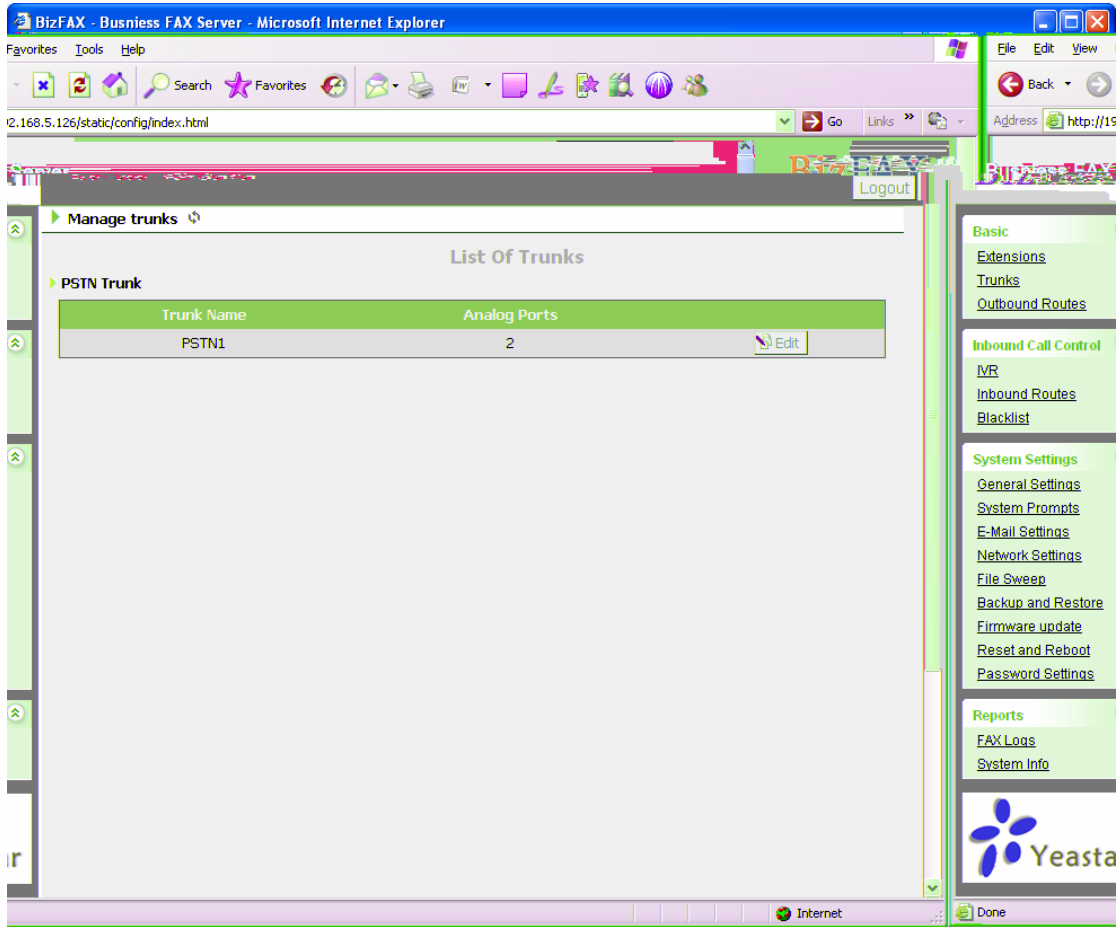


Figure 3-5

Edit PSTN Trunk FXO Port

On PSTN Trunk administration page, click 'Edit' on selected trunk and modify information on prompt window:

1 General

• **Trunk Name**

A unique label to help you identify this trunk when listed in outbound rules, incoming rules etc. Ex: 'Port 5'

• **Audio Setting**

Normally you should not have to adjust your analog ports beyond the initial calibration. Should you still need to fine tune your audio settings, please use the adjustments.

2 Advanced Options

• **Busy Detection**

Busy Detection is used to detect far end hang up or for detecting busy signal. Enable to turn this feature on.

• **Busy Count**

If Busy Detection is enabled, it is also possible to specify how many busy tones

to wait for before hanging up. The default is 4, but better results can be achieved if set to 6 or even 8. Mind that the higher the number, the more time that will be needed to hangup a channel, but lowers the probability that you will get random hangups.

•Busy Pattern

If Busy Detection is enabled, it is also possible to specify the cadence of your busy signal. In many countries, it is 500msec on, 500msec off. Without Busy Pattern specified, BizFAX will accept any regular sound-silence pattern that repeats <Busy Count> times as a busy signal. If you specify Busy Pattern, then BizFAX will further check the length of the sound (tone) and silence, which will further reduce the chance of a false positive.

•Caller ID Start

This option allows one to define the start of a Caller ID signal:

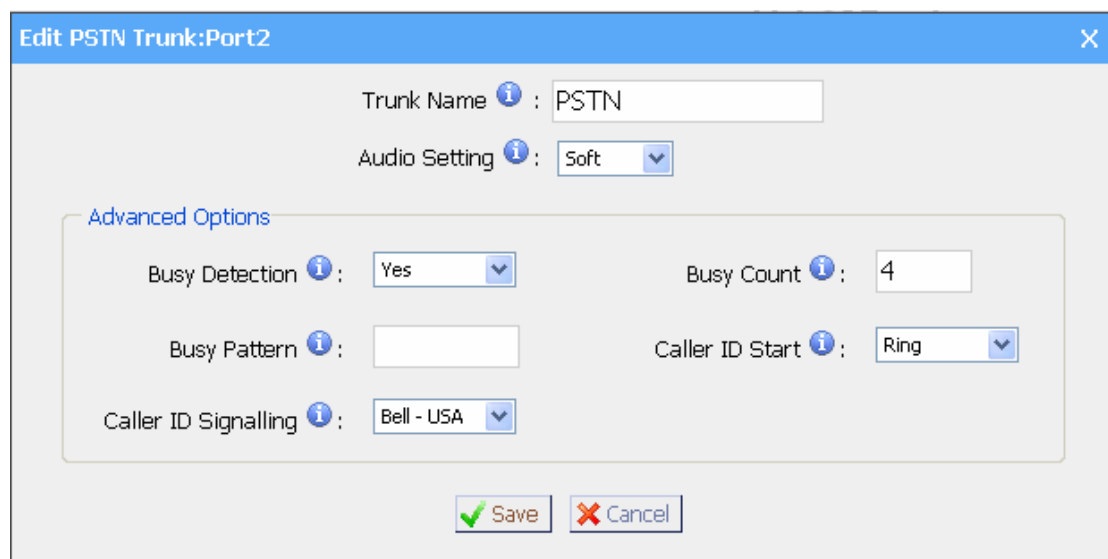
Ring, to start when a ring is received (Caller ID Signaling: Bell_USA, DTMF).

Polarity, to start when a polarity reversal is started (Caller ID Signaling: V23_UK, V23_JP, DTMF).

Before Ring, to start before a ring is received (Caller ID Signaling: DTMF).

•Caller ID Signaling

This option defines the type of Caller ID signaling to use: bell (bell202 as used in the United States), v23_UK (as used in the UK), v23_JP (as used in Japan), or dtmf (as used in Denmark, Sweden, and Holland).



The screenshot shows a configuration window titled "Edit PSTN Trunk:Port2". The "Trunk Name" field is set to "PSTN" and the "Audio Setting" dropdown is set to "Soft". The "Advanced Options" section contains the following settings: "Busy Detection" is set to "Yes", "Busy Count" is set to "4", "Busy Pattern" is an empty text field, "Caller ID Start" is set to "Ring", and "Caller ID Signalling" is set to "Bell - USA". At the bottom of the window are "Save" and "Cancel" buttons.

Figure 3-6

3.2.3 Outbound Routes

Outbound routing mainly works for guides outgoing calls to go through trunks.

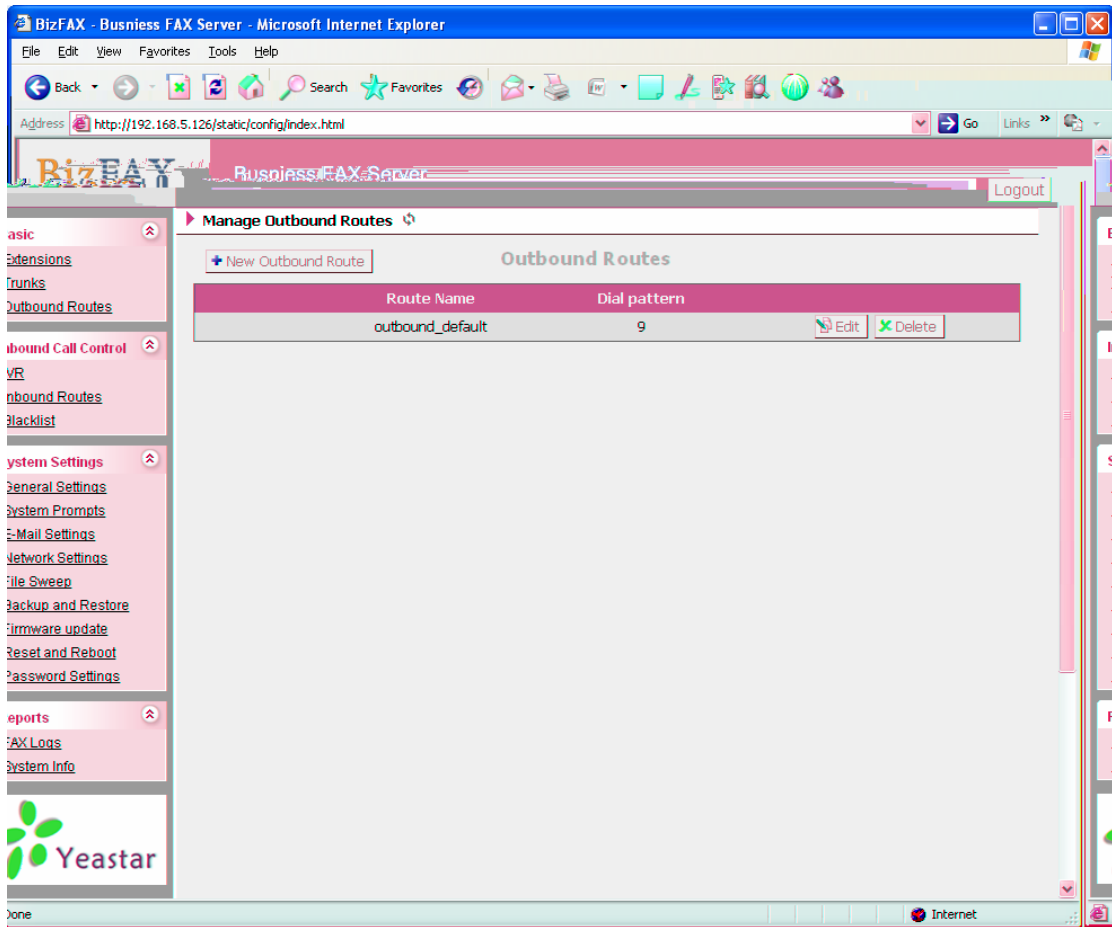


Figure 3-7

preceded by a one.

• **Strip**

Allows the user to specify the number of digits that will be stripped from the front of the dialing string before the call is placed via the trunk selected in 'Use

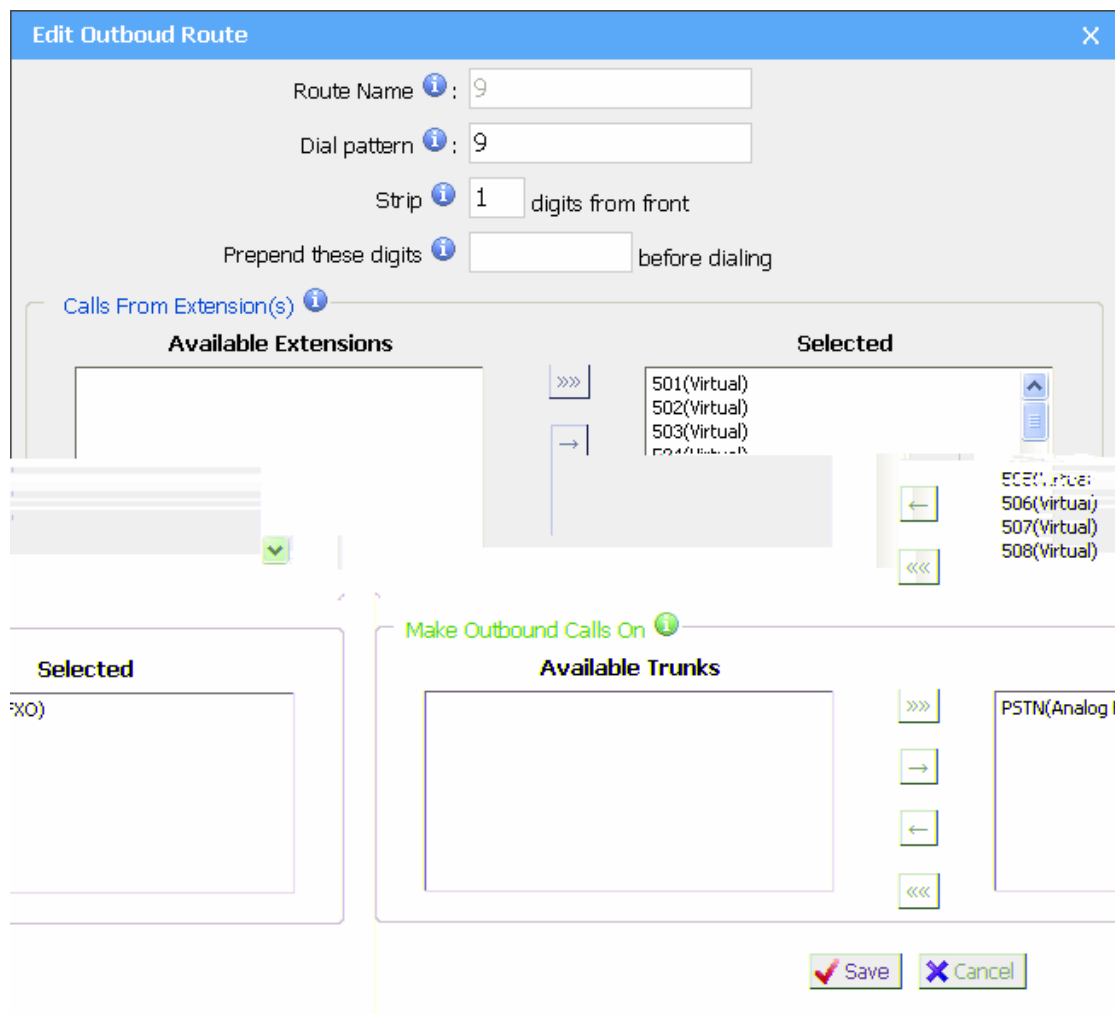


Figure 3-8

3.2.3.2 Delete Outbound Route

Click 'Delete' on selected trunk to remove the trunk.

3.3 Inbound Call Control

3.3.1 IVR

When there's an incoming call aims at Auto Attendant, BizFAX will play the IVR and guide the caller to the required extensions (such as 'Welcome to XX company, for sales press 1, for technical support press 2, for operation press 0, or dial ext. number directly. System will transfer the call to corresponding extension according to DTMF).

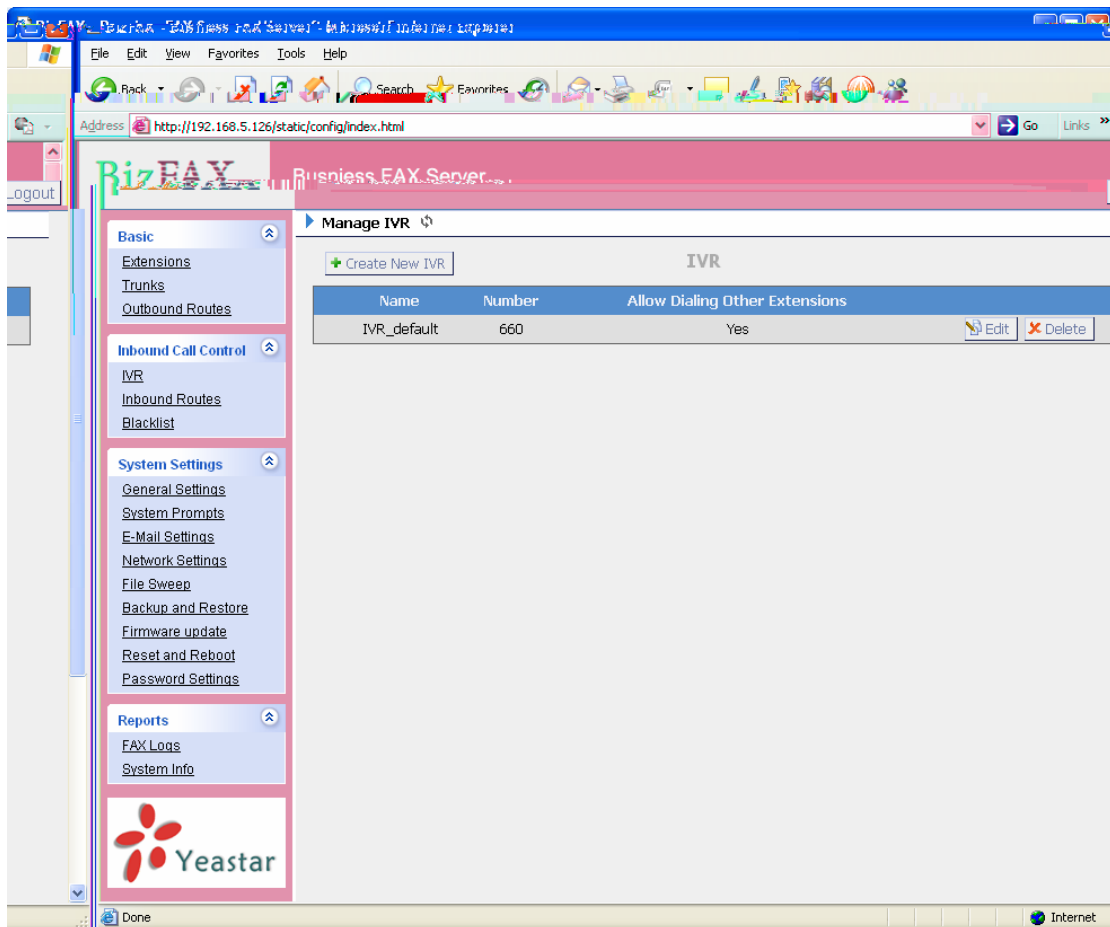


Figure 3-9

3.3.1.1 Auto Attendant

Click 'Create New IVR' as shown on Figure 3-10.

1 General

•Number

My PBX treats IVR as an extension; you can dial this number access the IVR.

•Name

A name for the IVR

•Prompt

A Prompt file for the IVR.

·Custom IVR Prompt

If you want to use your prompts, please click this link, and upload the sound file.

·Play Times

The times of the selected IVR prompt file will be played.

·WaitExten

Wait for the user to ennew extens ion for a specified number of seconds.

·Allow Dialing Other Extensions

Check this option if the user want to dial extensions directly.

2 Key Press Events

Allow key press events will cause the system to listen for DTMF input from the callDC And define the actions that occur when a user presses the corresponding digit.

·Time Out

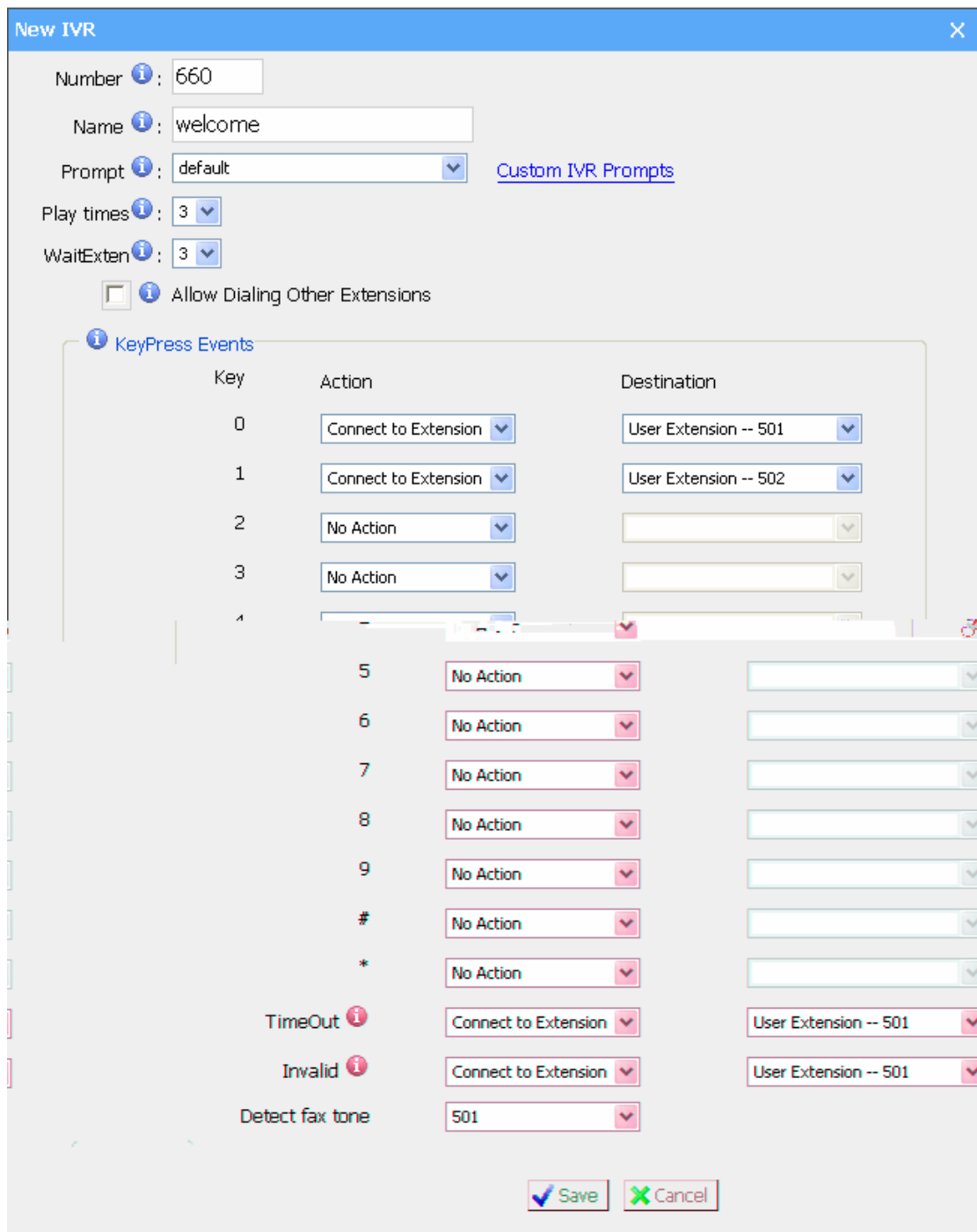
Defines the timeout action. Timeout occurs when no DTMF entry is detected for 3 times afBDC the IVR has finished playing its prompts.

·Invalid

Defines the invalid action. The invalid action is triggered if the user enters A DTMF that is not otherwise defined for the IVR.

·Detect FAX Tone

The detect fax tone action is triggered if it receive the fax tone And user not input the extension number.



Key	Action	Destination
0	Connect to Extension	User Extension -- 501
1	Connect to Extension	User Extension -- 502
2	No Action	
3	No Action	
4		
5	No Action	
6	No Action	
7	No Action	
8	No Action	
9	No Action	
#	No Action	
*	No Action	
TimeOut	Connect to Extension	User Extension -- 501
Invalid	Connect to Extension	User Extension -- 501
Detect fax tone		501

Figure 3-10

3.3.1.2 Delete IVR

Select the item you'd like to remove and click 'Delete' key.

3.3.2 Inbound Routes

Inbound routing mainly works for guides incoming calls to reach destination extension within the working hours.

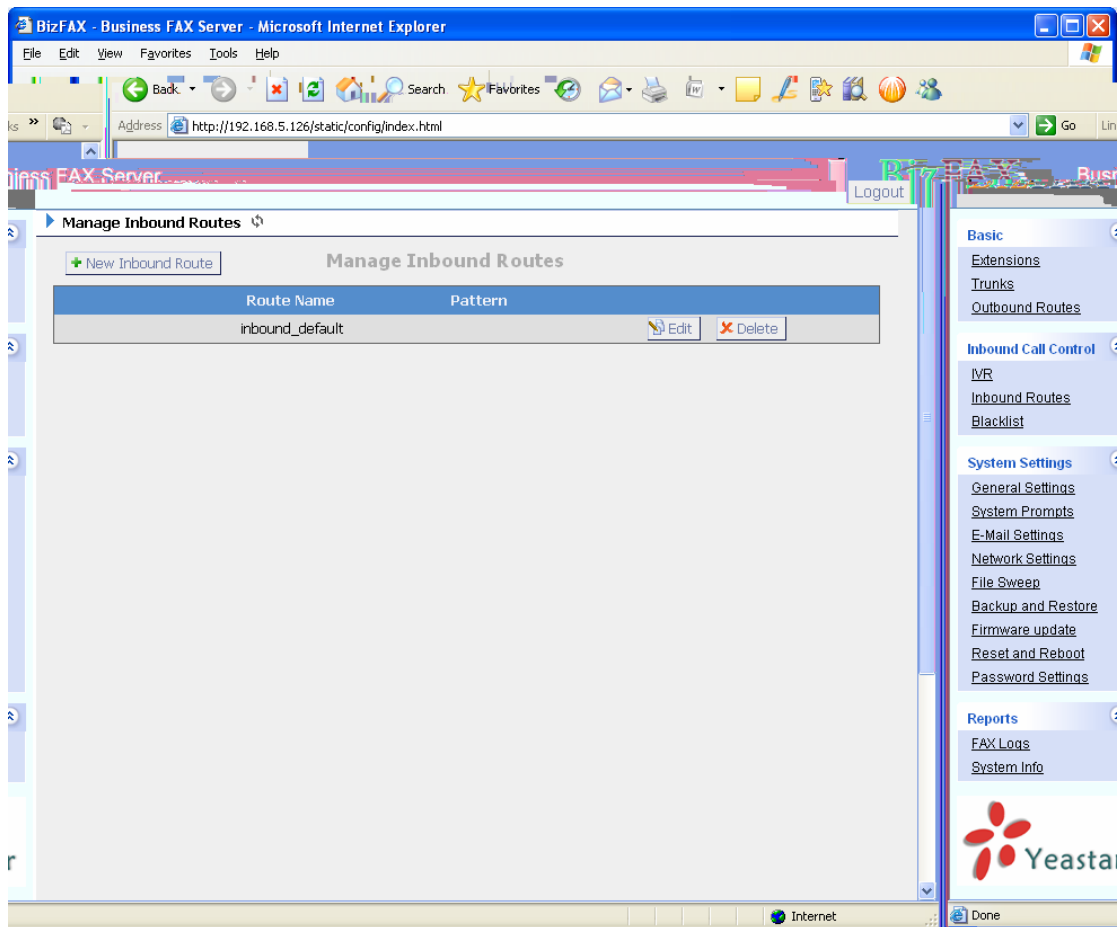


Figure 3-11

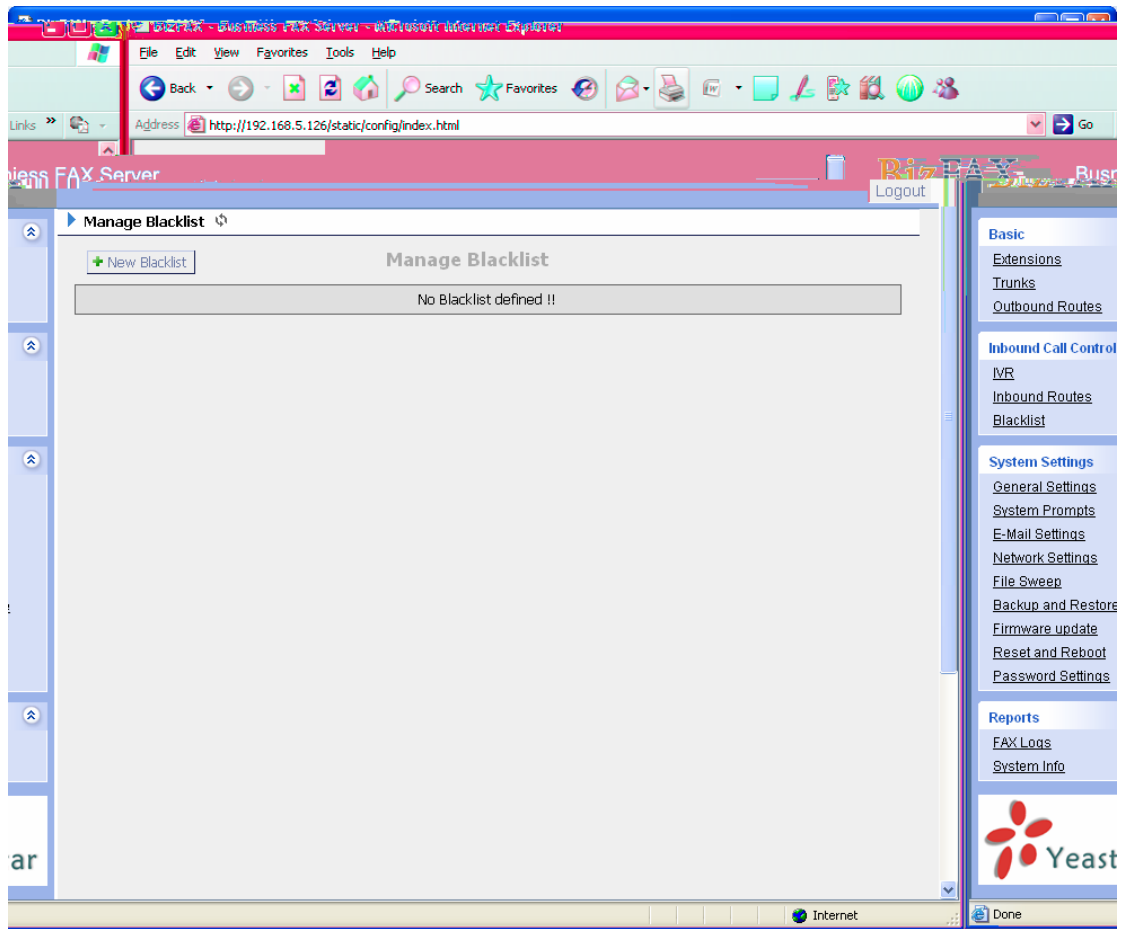
2 Trunk Sequence

This selection shows all Trunks. Checking Trunk here makes them a member of the Inbound Route.

3 Destination

You can choose the options for receive the incoming fa.6l3d me49wxgineShatypio0R(&t4.m

If the incoming call number in the blacklist, system will prompt "The number you have dialed is not in service. Please check the number and try again", and then system hang up the call.



3.4 System Settings

3.4.1 General Settings

1) FAX Settings

• **The fax left page header** this value will be showed on the fax left page head wh(g)-6n

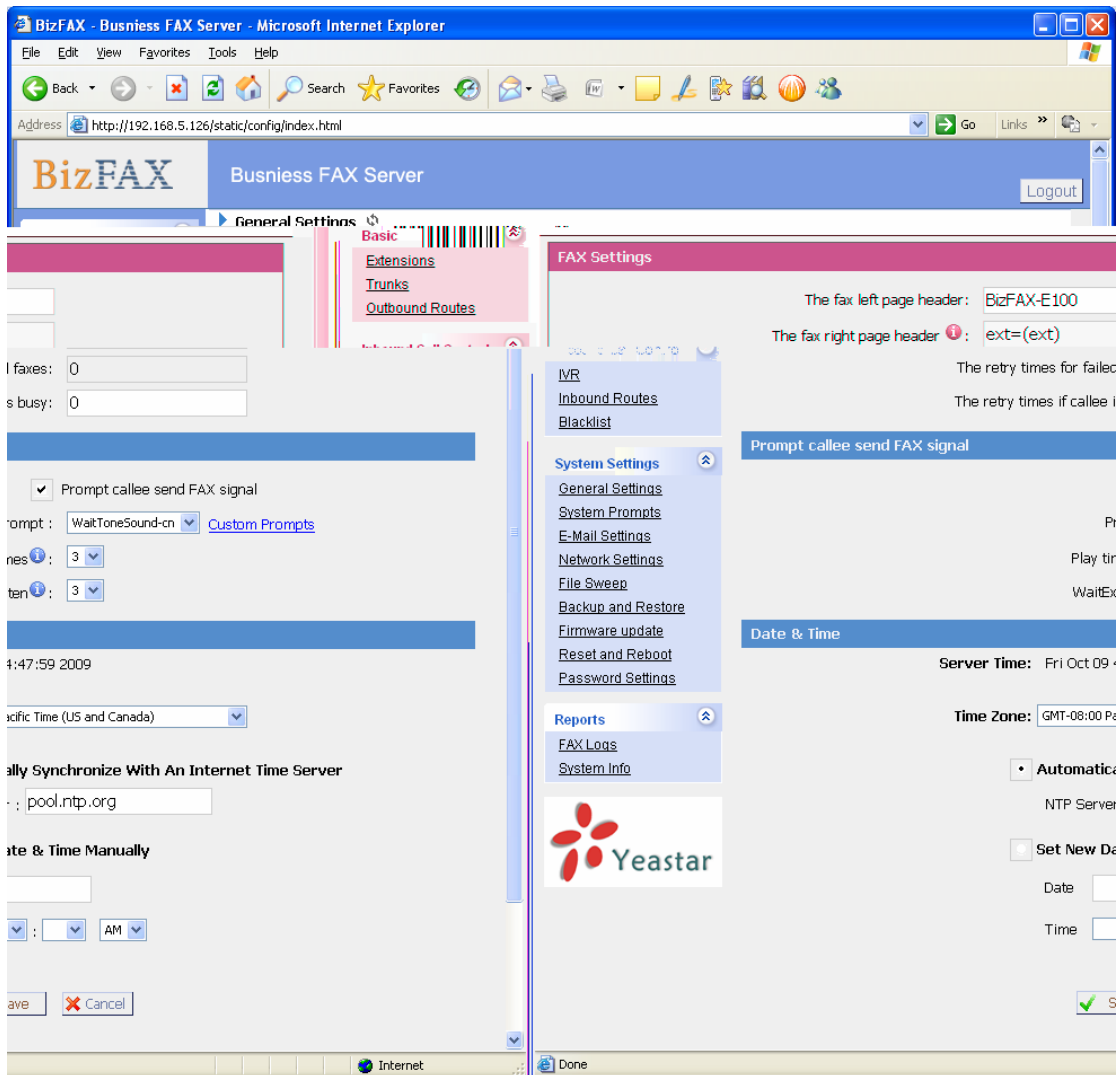


Figure 3-15

3.4.2 System Prompts

Admin can upload prompt as follow:

- 1) Click 'Upload a system Prompt'.
- 2) Click 'Browse' to choose the file to upload.
- 3) Click 'Upload' to upload the selected Prompt.

Note: The sound file format: GSM 6.10, 8.000kHz, Mono, 1kb/sec

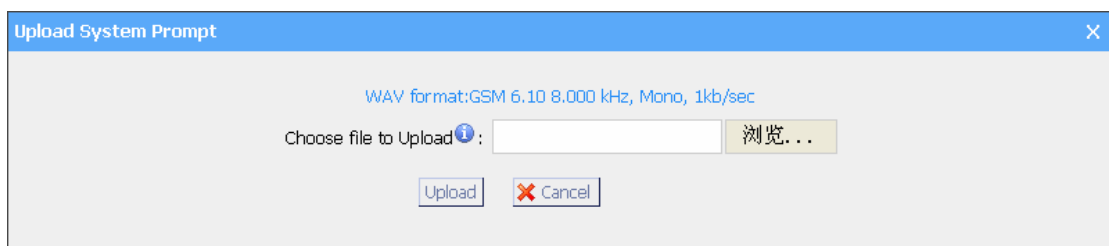


Figure 3-16

3.4.3 E-Mail Settings

•E-mail Address

The E-mail Address that BizFAX will use to send voicemail to users' email.

•Password

The E-mail password.

•SMTP Server

The IP address or hostname of an SMTP

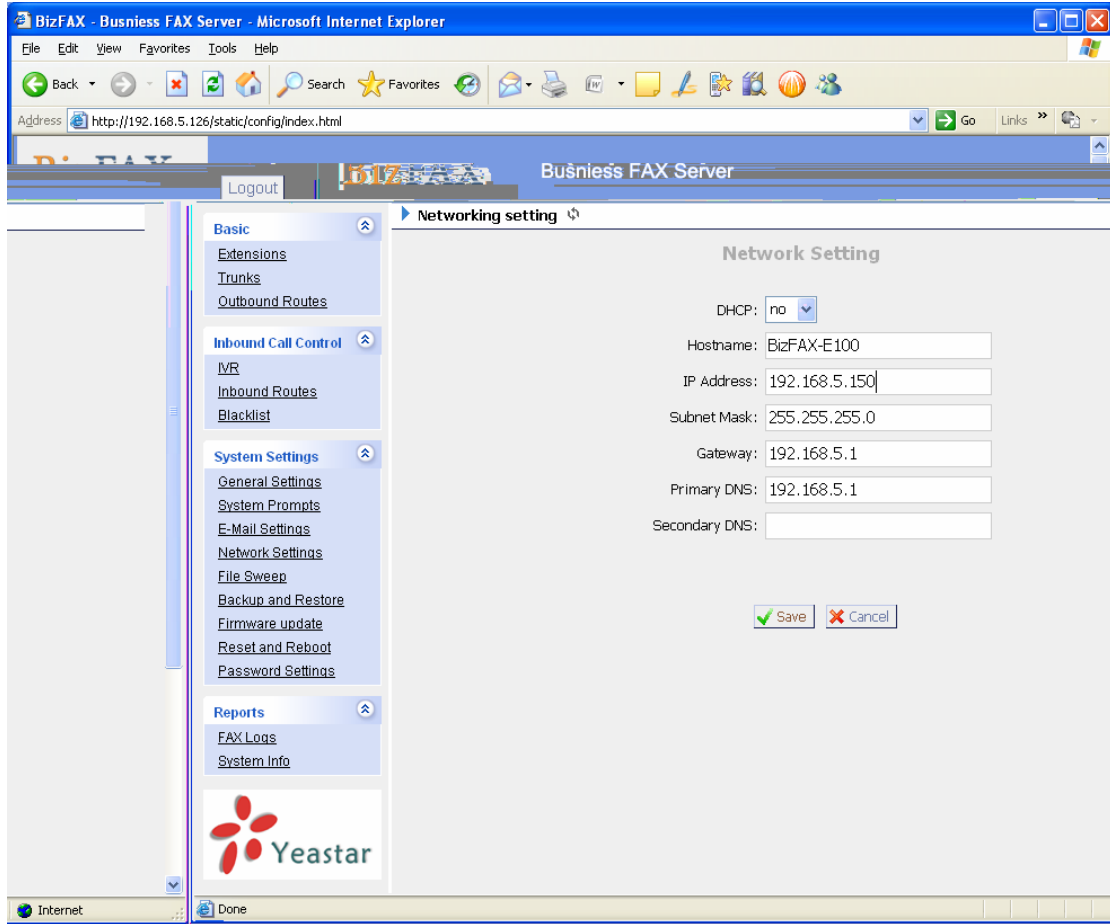


Figure 3-17

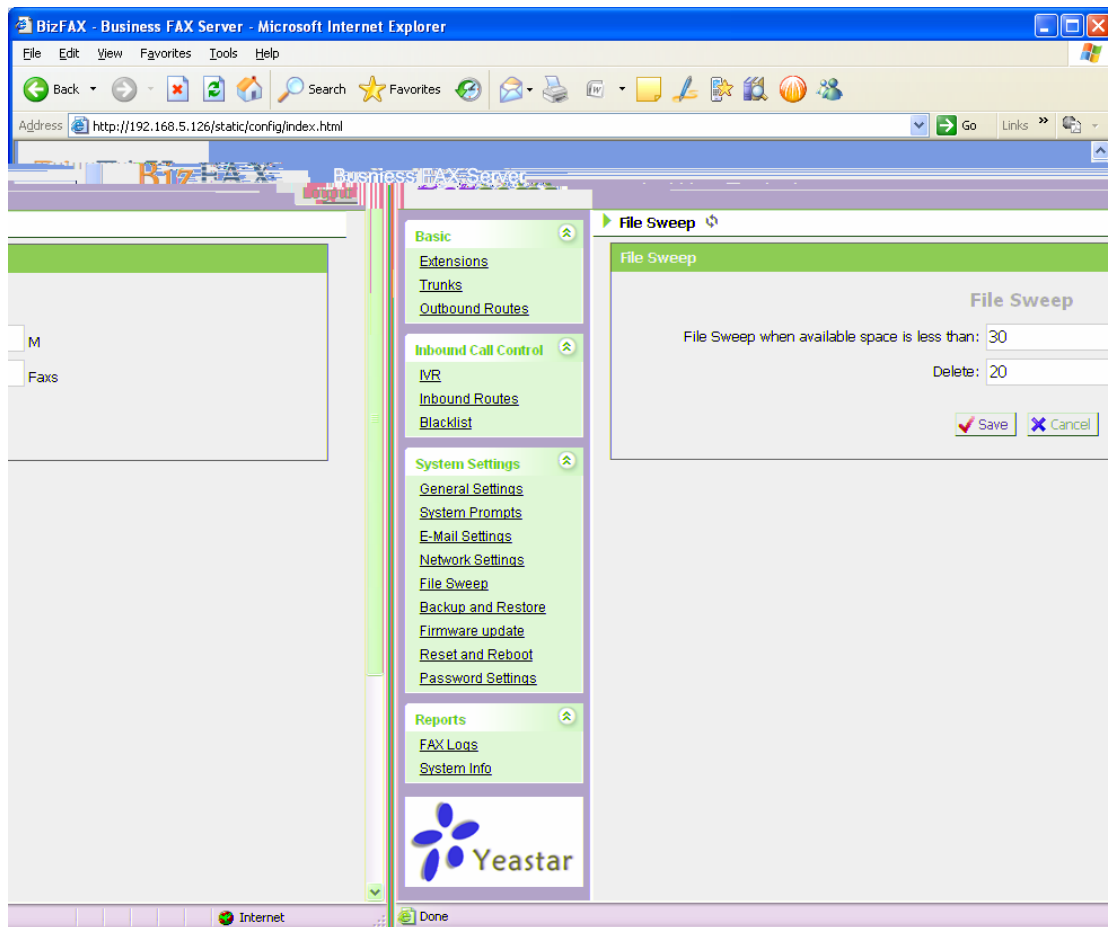


Figure 3-18

3.4.7 Firmware UpgT121

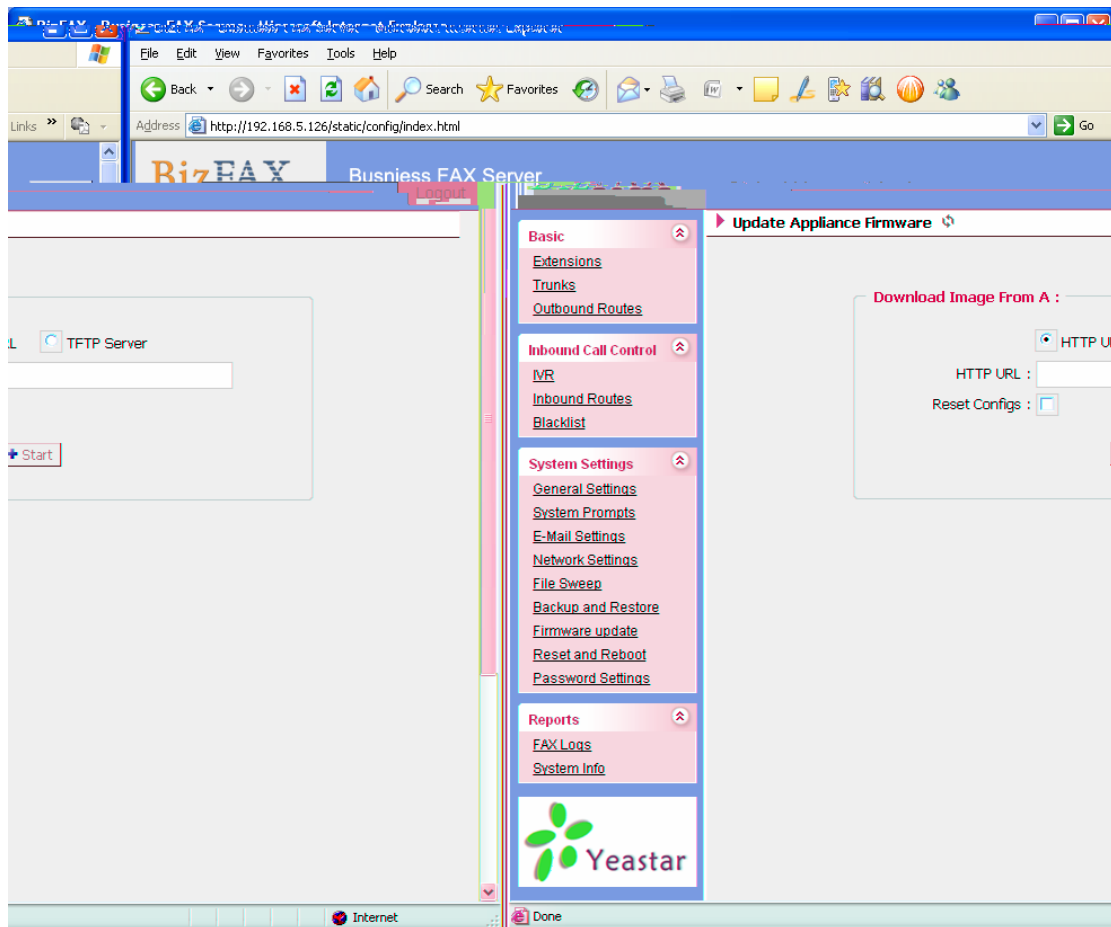


Figure 3-19

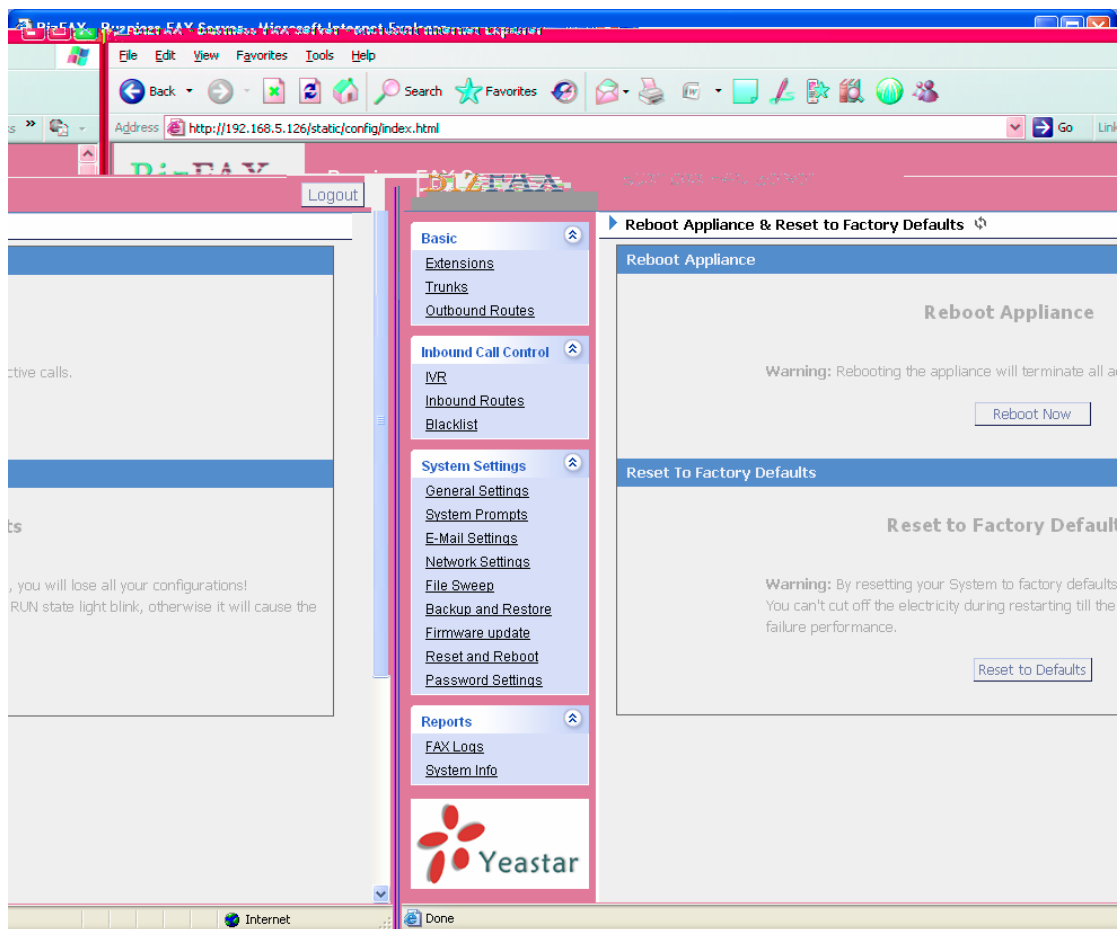


Figure 3-20

3.4.9 Passwe/ImSe

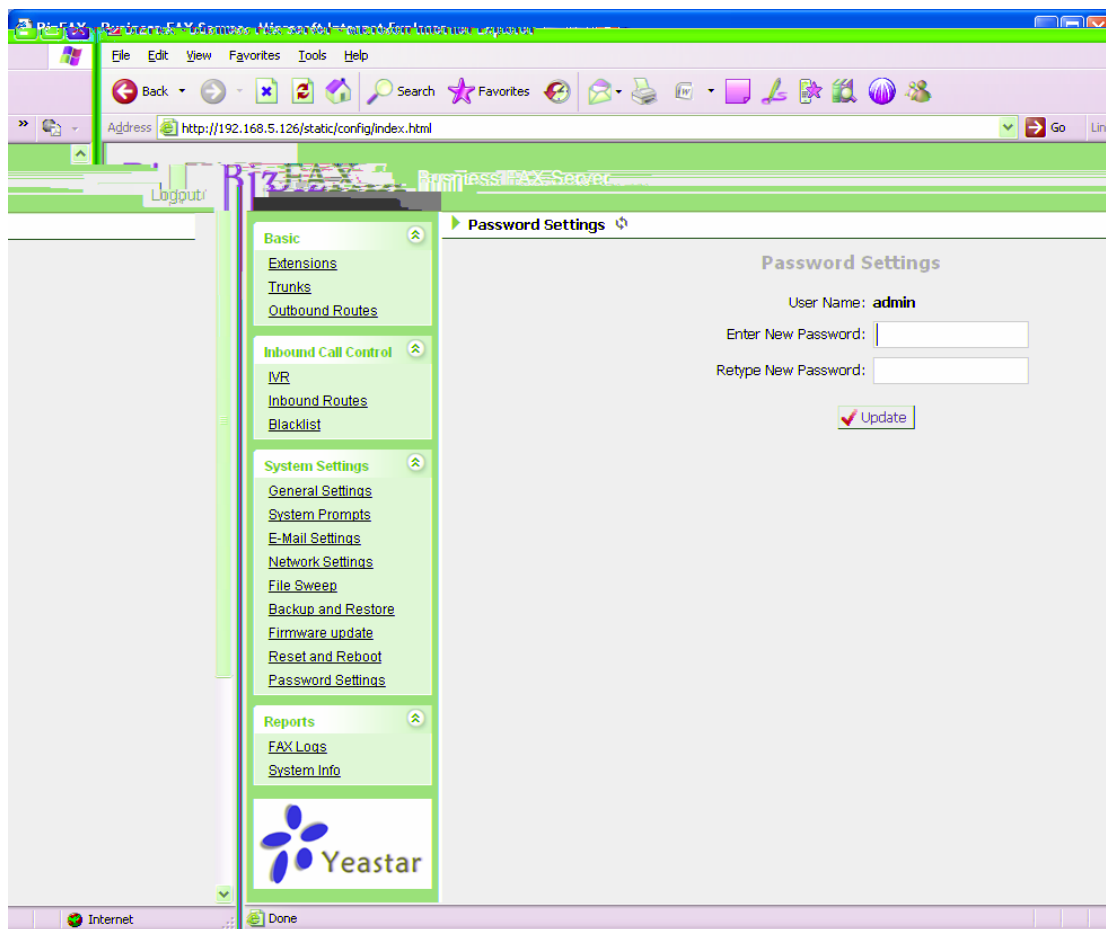


Figure 3-21

3.5 Reports

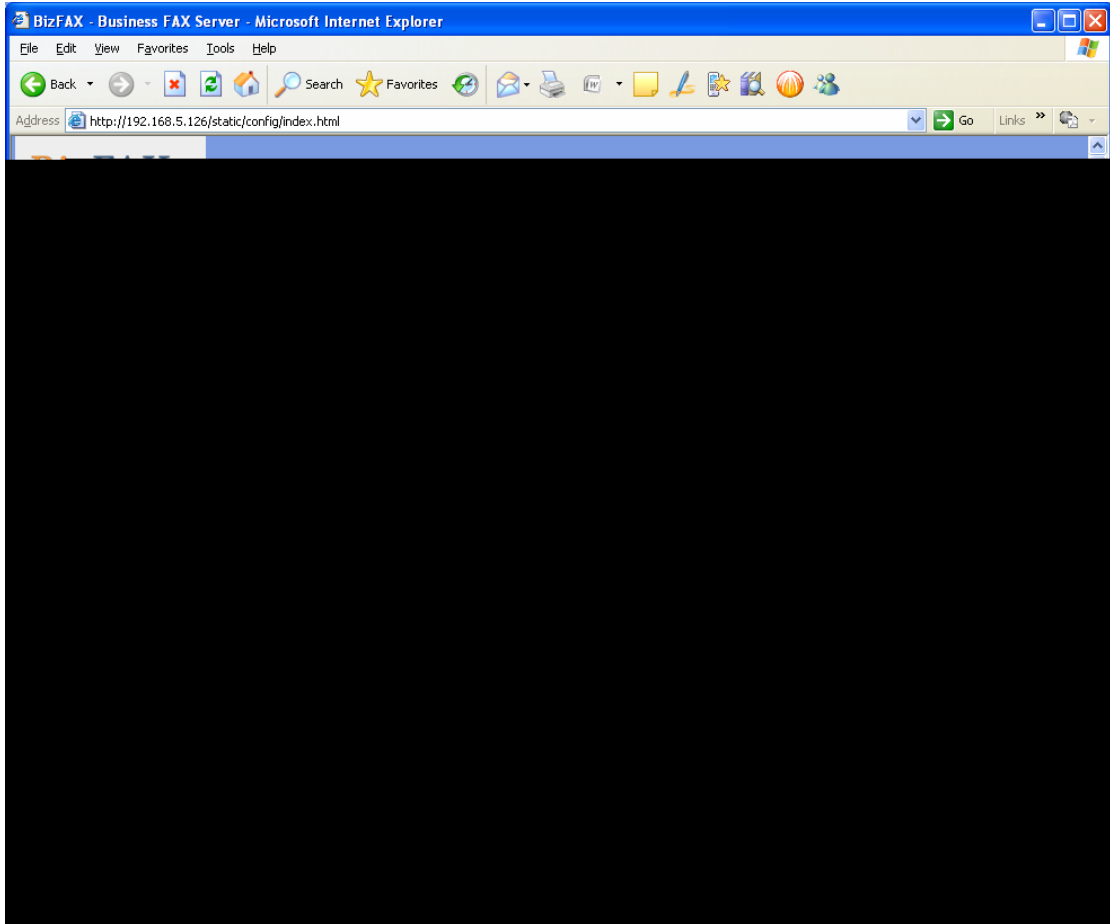


Figure 3-22

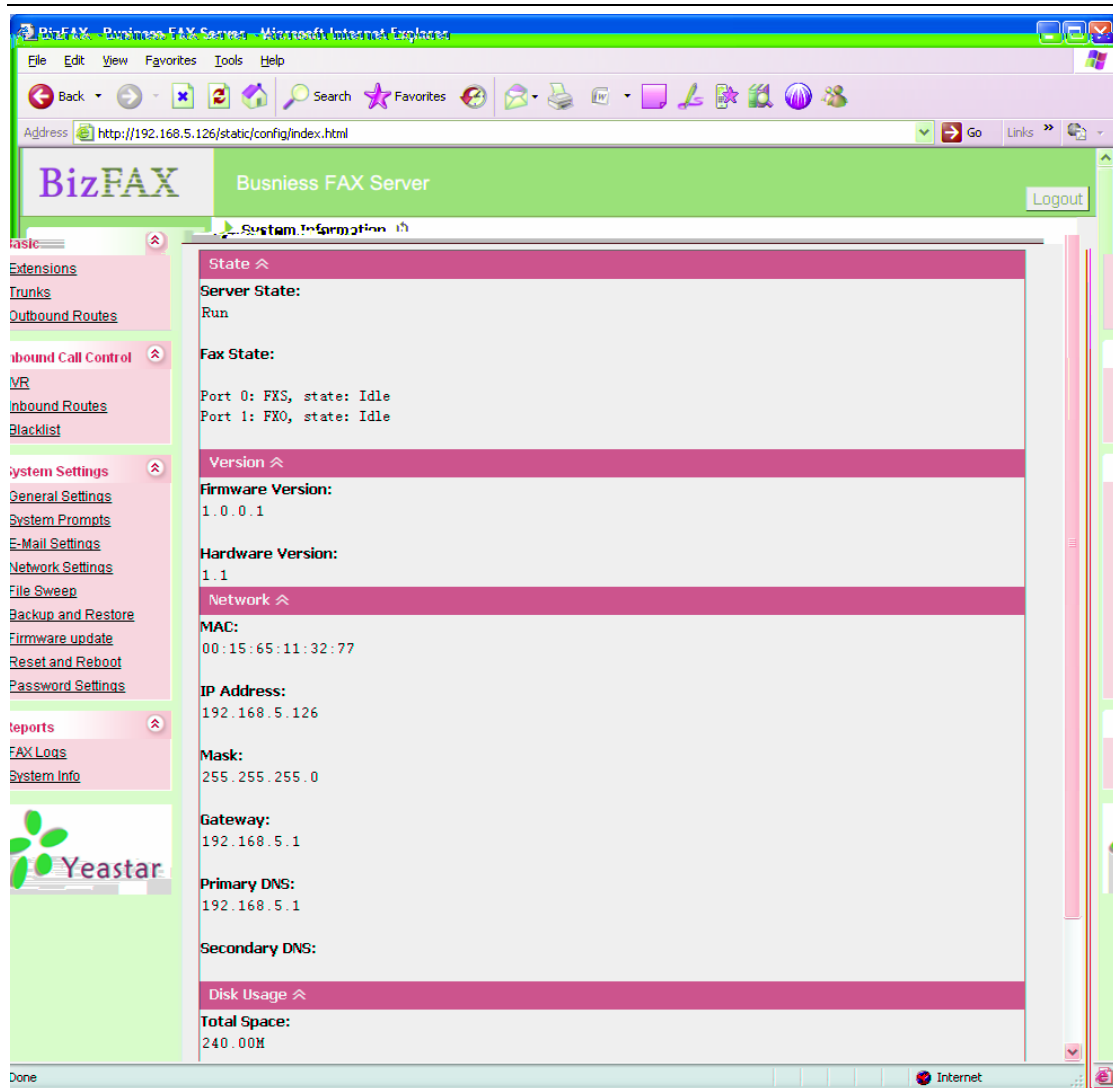


Figure 3-23

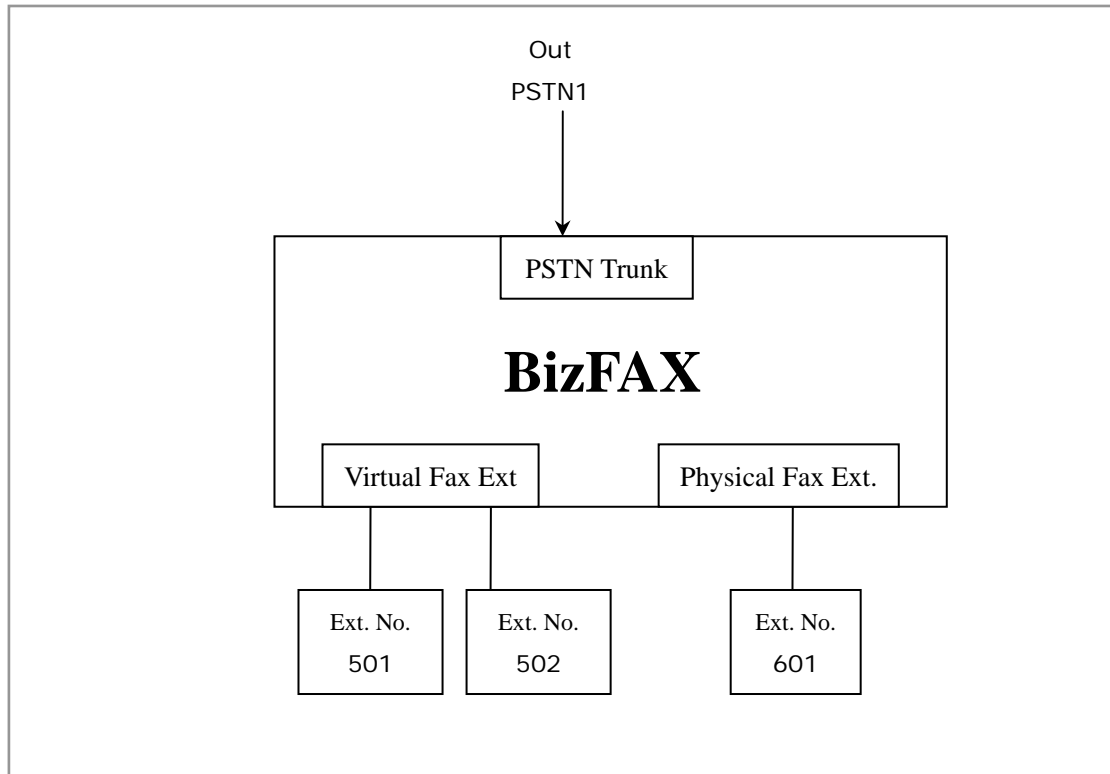
Use BizFAX

4

Make two examples for the below typical applications

4.1 Usage of Sending Fax

4.2 Usage of Receiving FAX



On the above demonstrated environment:

Suppose the settings of inbound routes are as below:

Route Name: All

Source: Trunk Sequence——All Trunks

Route calls to: Destination——IVR 7777

For example: All the incoming calls will be answered by IVR 7777 and then forwarded to corresponding extension according to the transferring list.

<Finish>