BizFAX

E Series
User Manual

Version 9.22.0.15

Yeastar Technology Co., Ltd

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1. Introduction

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 connetion 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 maintaenance, supply and labor costs. All the operations of traditional fax like print, dial, fax, re-dail 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 mange 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.

1.3 Hardware Specification

1) Front Side

Figure 1-1 BizFAX Front Panel Picture

No.	Identifying
①	Green Light: Indicates the power connection is normal.
②	Green Light blink: Indicates the server system is in working.
③	Green Light: Indicates the system is ready.
④	Green Light blink: Indicates the internet interface in use
⑤	Green Light: Indicates the PSTN lines connect successfully.
⑥	Green Light blink: Indicates the PSTN line in use.
⑦	Green Light: Indicates the port is work well.
⑧	Green Light blink: Indicates the FAX machine in use.

2) Back Side

Figure 1-2 MyPBX Back Side Picture

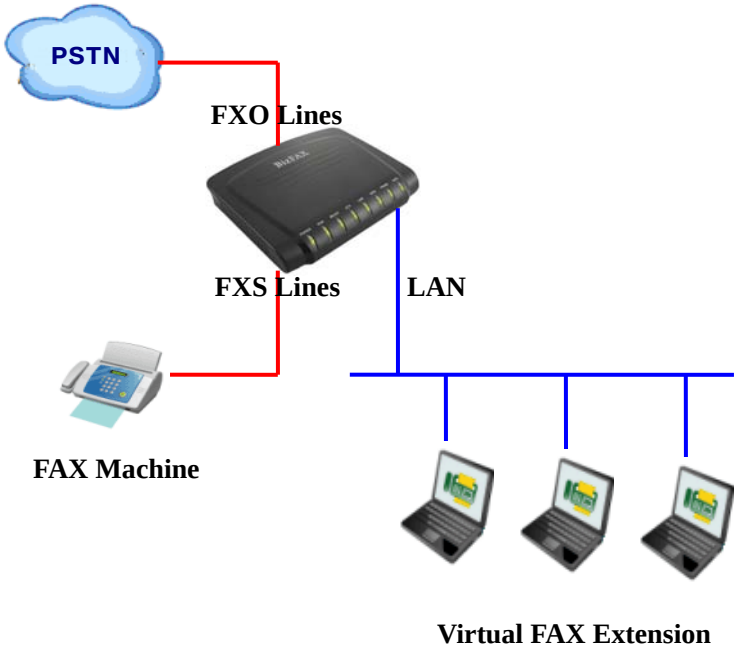
1.4 Package Contents

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

Note: If any of the above items is damaged or missing, contact your reseller.

2. System set up

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-phrase 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.

3. Manage BizFAX

3.1 Manager Log in

Double click icon to open the IE browser, and input the IP address of BizFAX server.
If user is first time to configure BizFAX by web, please use the BizFAX default IP address to log in: http://192.168.5.150

The default Username is **admin** and password is **password**.

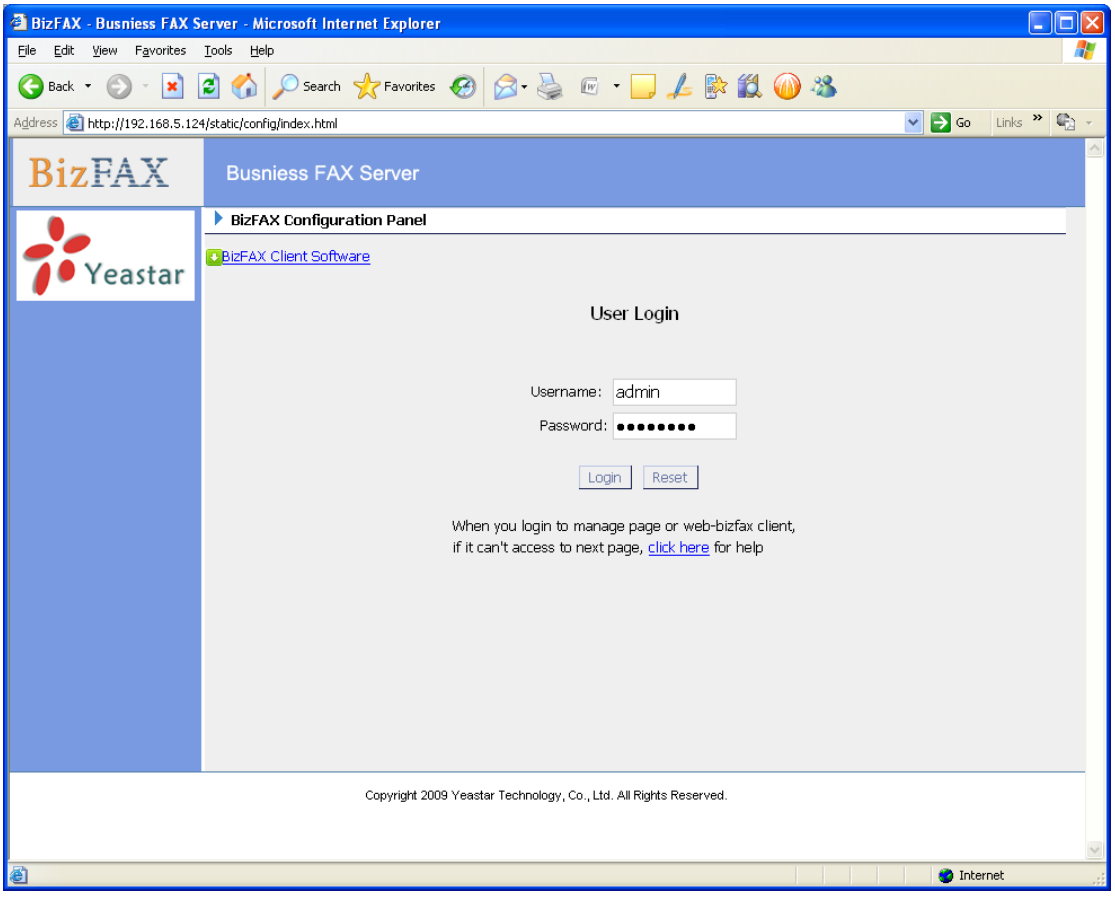


Figure 3-1

3.2 Basic

3.2.1 Extension

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

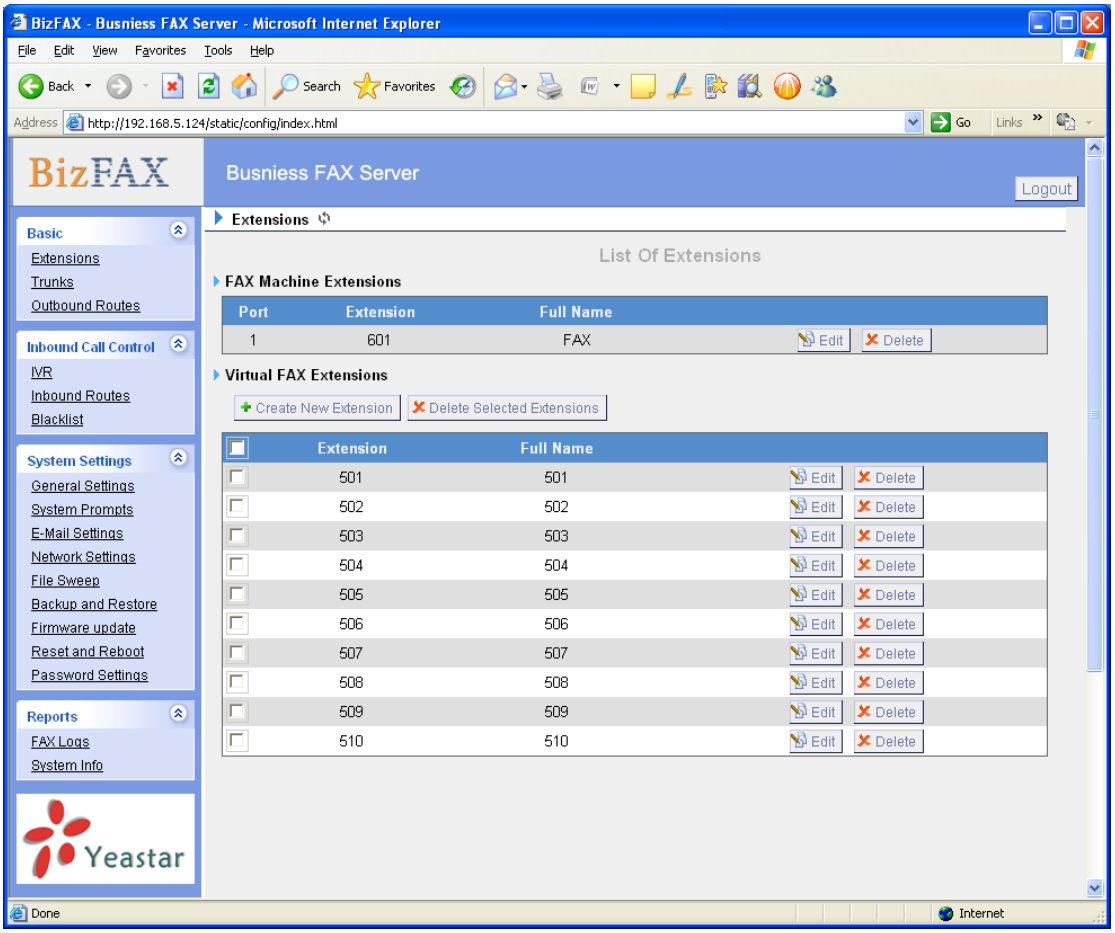


Figure 3-2

3.2.1.1 Physical Fax Machine Extension

Edit Physical Fax Machine Extension

On the administration page of FXS extensions, click ‘Edit’ on the extension that you want to edit, and modify the following information on prompt window:

1) Authentication

·Extension

The numbered extension, i.e. 1234, that will be associated with this particular User / Phone.

2) Profile

·Name

A character-based name for this user, i.e. ‘Bob Jones’

·Group

Extension's Group.

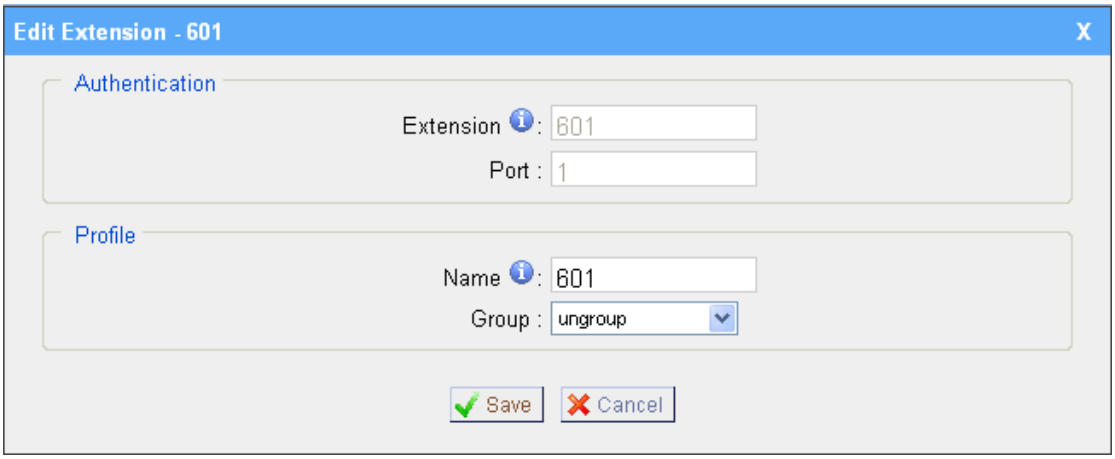


Figure 3-3

3.2.1.2 Virtual FAX Extension

Virtual Fax Extension is an Account allows BizFAX Client or BizFAX web Client to Login.

1. Add Virtual FAX Extension

Go to Extensions → Virtual FAX Extensions → Create New Extension

1) Authentication

·Extension

The numbered extension, i.e. 1234, that will be associated with this particular User / Phone.

·Password

The password for the BizFAX Client, Ex: '12t3f6'

2) Profile

·Name

A character-based name for this user, i.e. 'Bob Jones'

·Group

Extension's Group.

·Mobile Phone

User's mobile phone number.

·Send FAX to E-mail

This option defines whether or not FAX are sent to the Email Address as attachments. Note: You need to have an smtp server configured for this functionality.

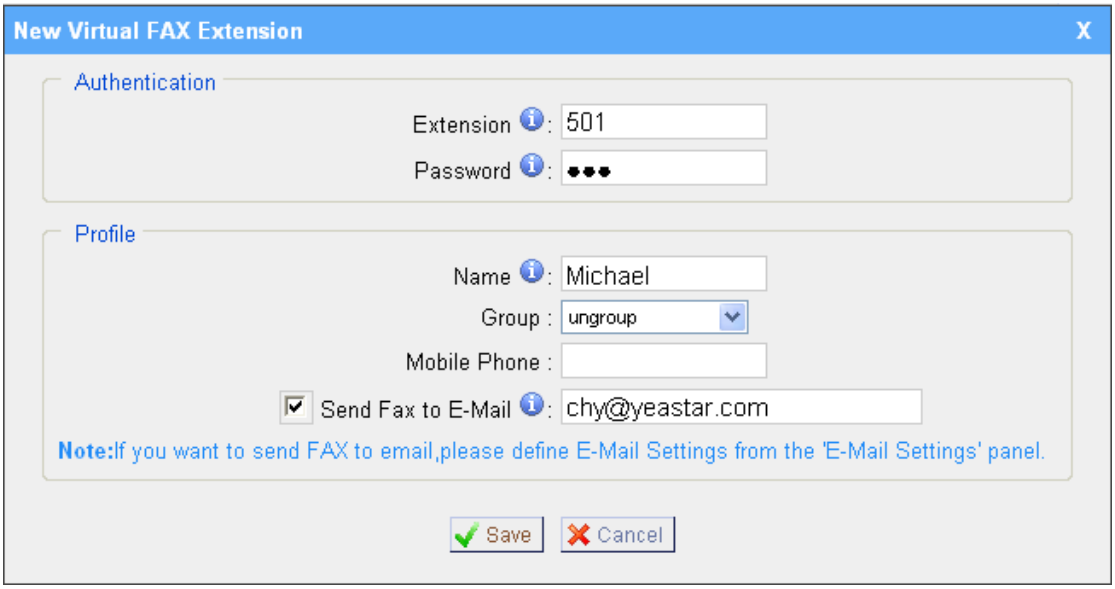


Figure 3-4

2. Edit Extension

Click ‘Edit’ on Extension administration page or click ‘Modify Selected Extensions’ to edit.

3.2.2 Trunks

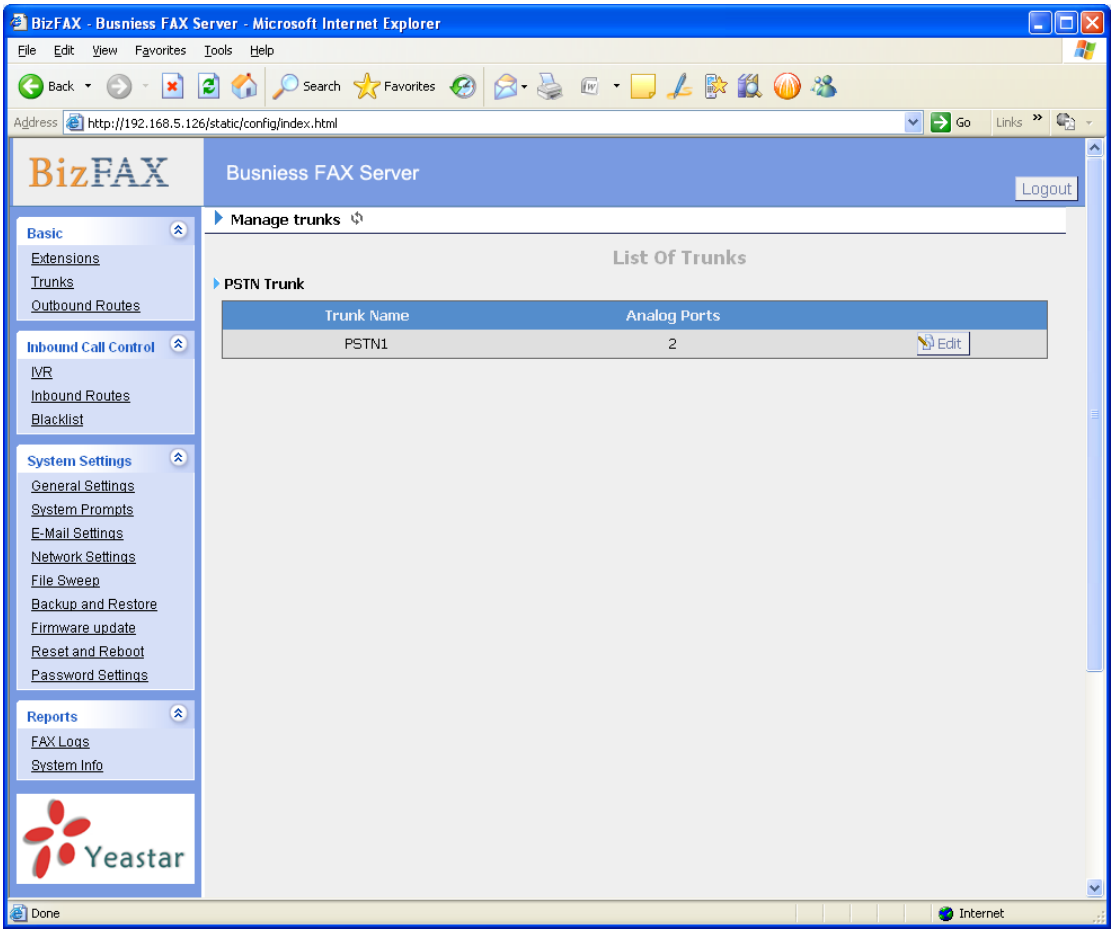


Figure 3-5

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).

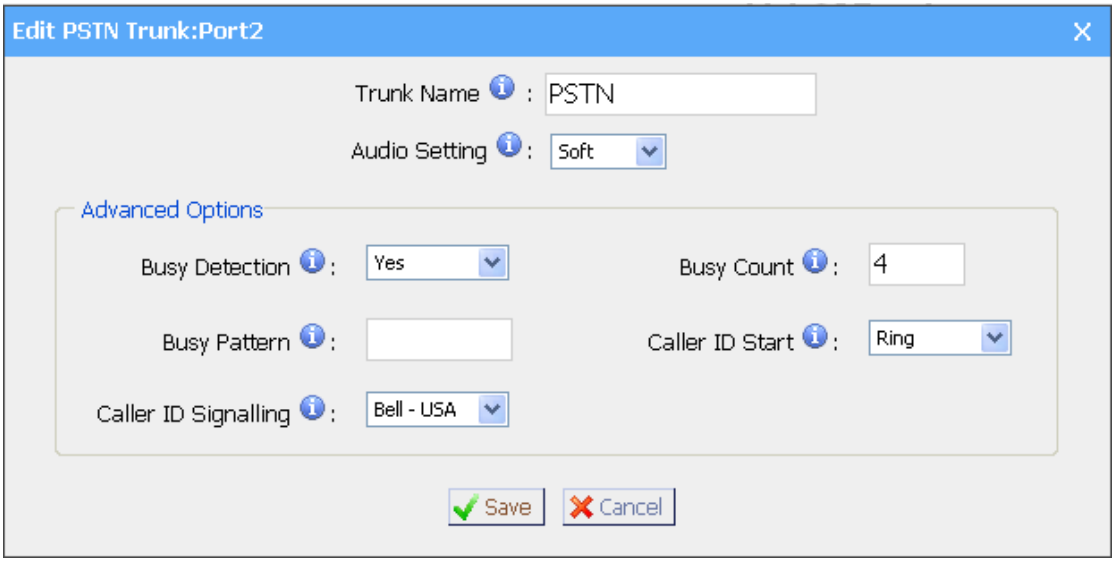


Figure 3-6

3.2.3 Outbound Routes

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

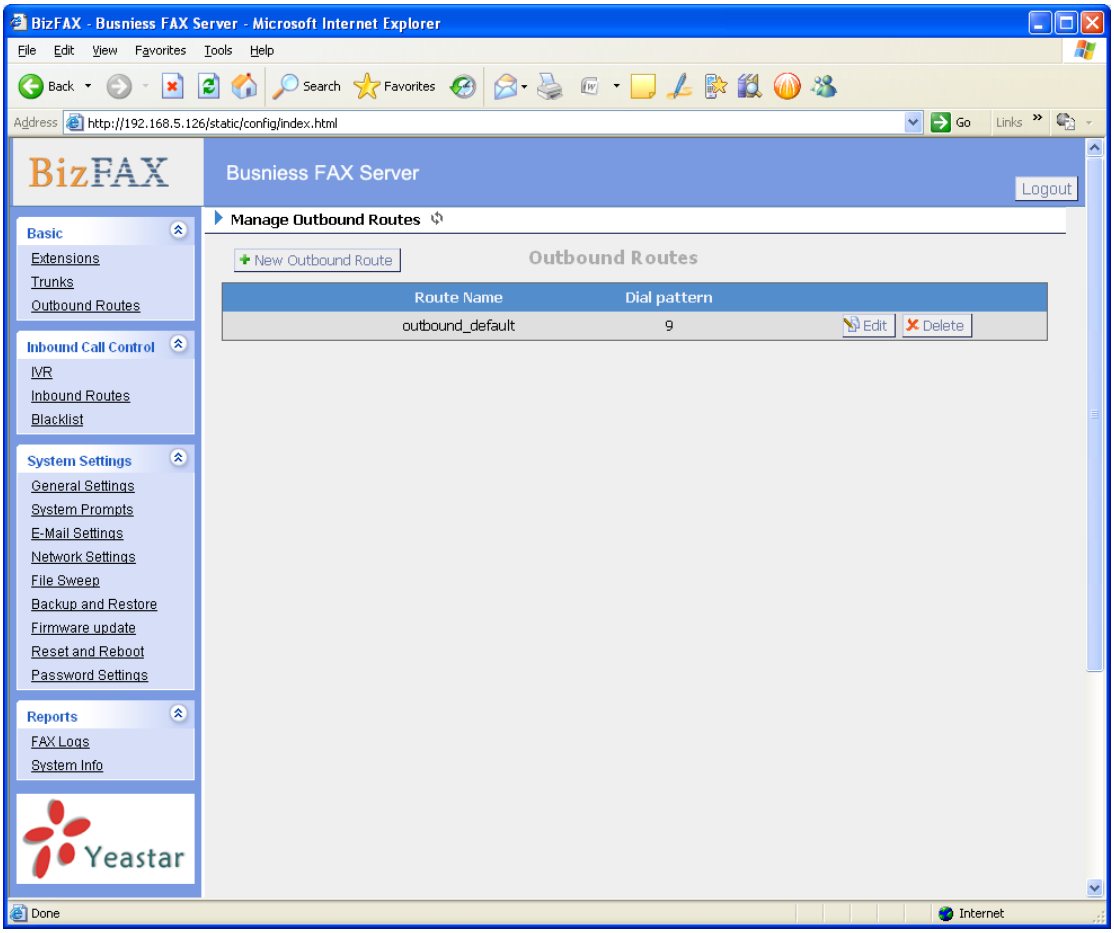


Figure 3-7

3.2.3.1 Create Outbound Route

Click 'New Outbound Route' and fill in the responding information on prompt window.

1）General

·Route Name

Name of this Outbound Route. Ex: 'Local' or 'LongDistance' etc.

·Dial Pattern

In dial patterns, some characters have special meanings:

X ... Any Digit from 0-9

Z ... Any Digit from 1-9

N ... Any Digit from 2-9

[12345-9] ... Any Digit in the brackets (in this example, 1,2,3,4,5,6,7,8,9)

. ... Wildcard, Matches Anything Remaining; i.e. 9011. Matches anything starting with 9011 (excluding 9011 itself)

! ... Wildcard, causes the matching process to complete as soon as it can unambiguously determine that no other matches are possible.

For example, **NXXXXXX** would match normal 7 digit dialings, while **1NXXNXXXXX** would represent a three digit area code plus phone number,

proceeded 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 Trunk' One might; for example, want users to dial 9 before their long distance calls; however one does not dial 9 before those calls are placed onto analog lines and the PSTN, so one should strip 1 digit from the front before the call is placed.

·Prepend digits before dialing

Allows the user to specify digits that are prepend before the call is placed via the trunk. If a user's trunk required 10 digit dialing, but users were more comfortable performing 7 digit dialing, this field could be used to prepend a 3 digit area code to all 7 digit strings before they are placed to the trunk. User may also prepend a 'w' character for analog trunks to provide a slight delay before dialing

·Calls From Extensions

Defines the Extension that calls, matching the specified pattern, will be placed through.

·Make Outbound Calls on Trunk

Defines the Trunk that calls, matching the specified pattern, will be placed through.

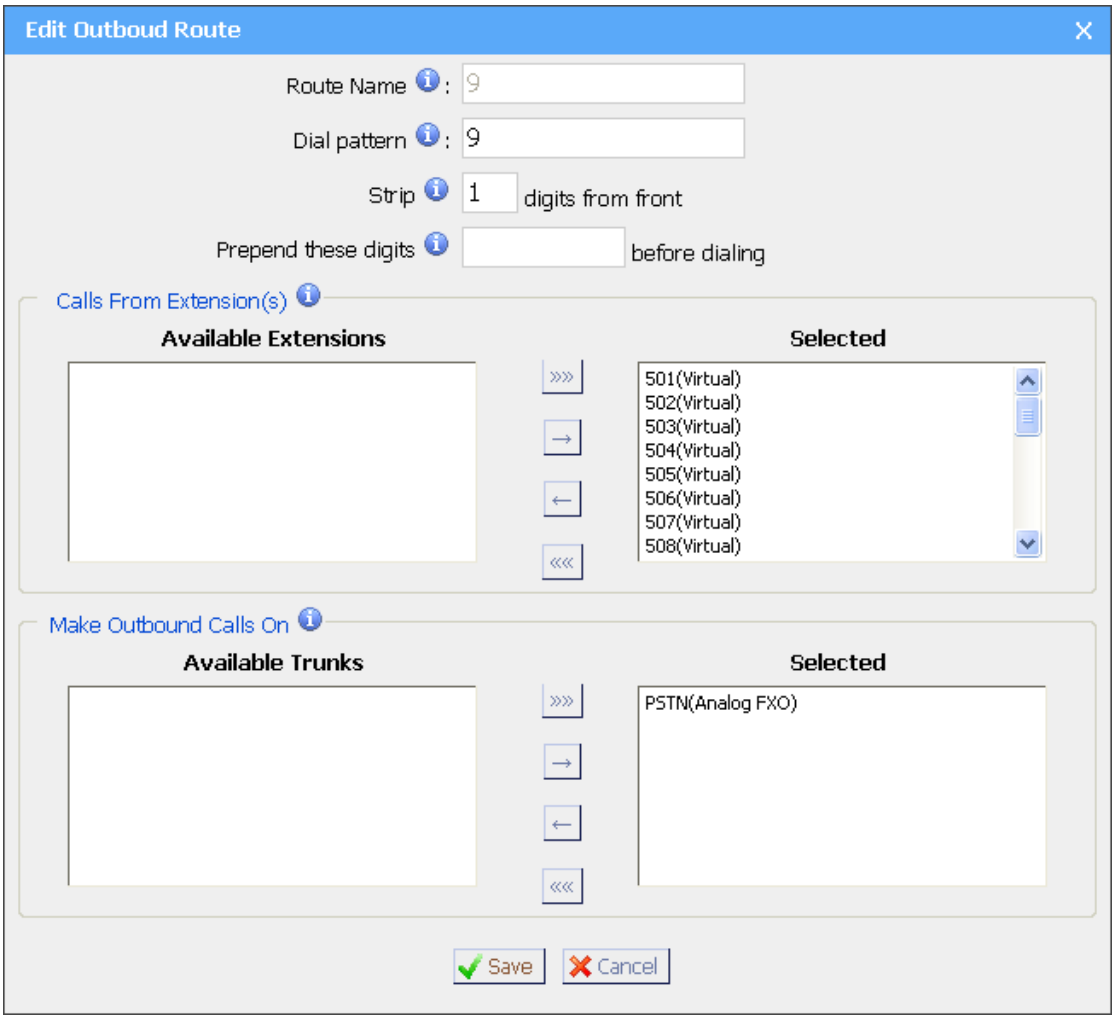


Figure 3-8

3.2.3.2 Delete Outbuond 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).

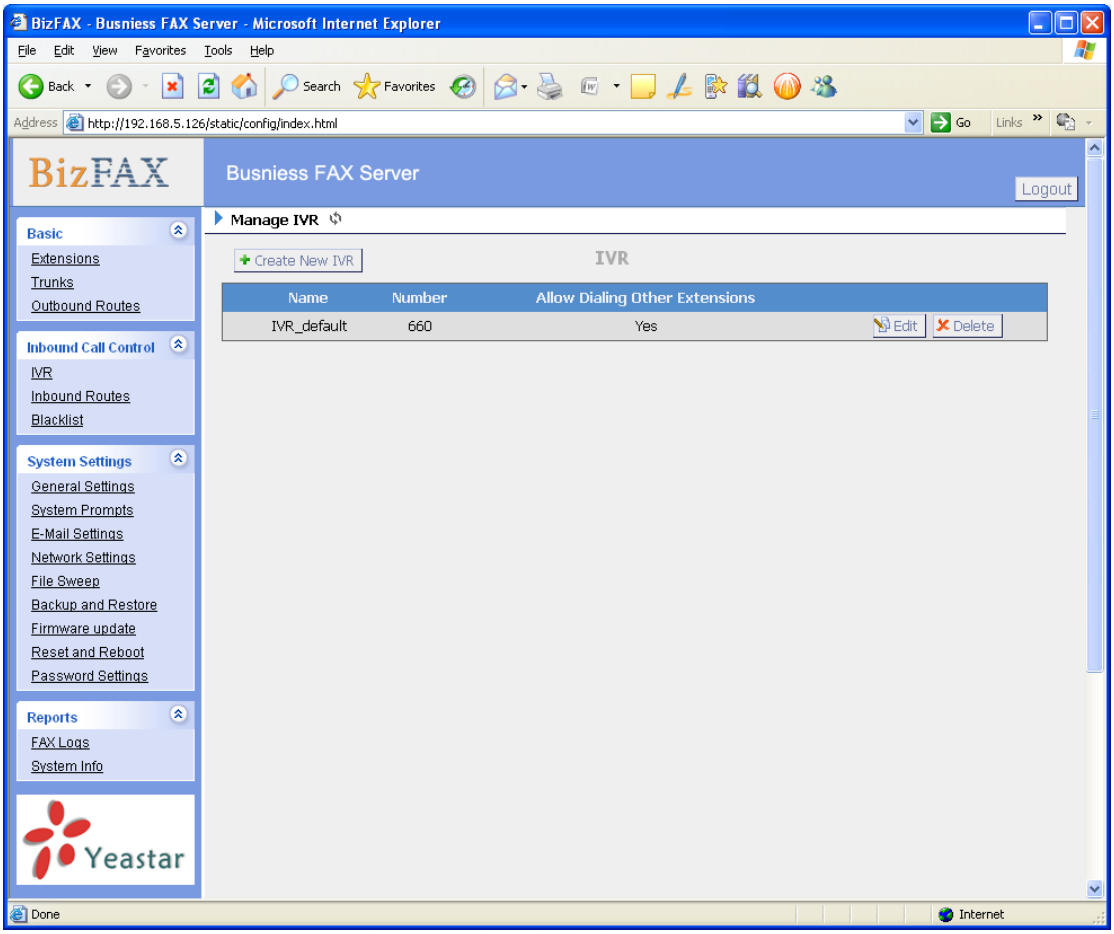


Figure 3-9

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 enter a new extension 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 caller 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 after 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.

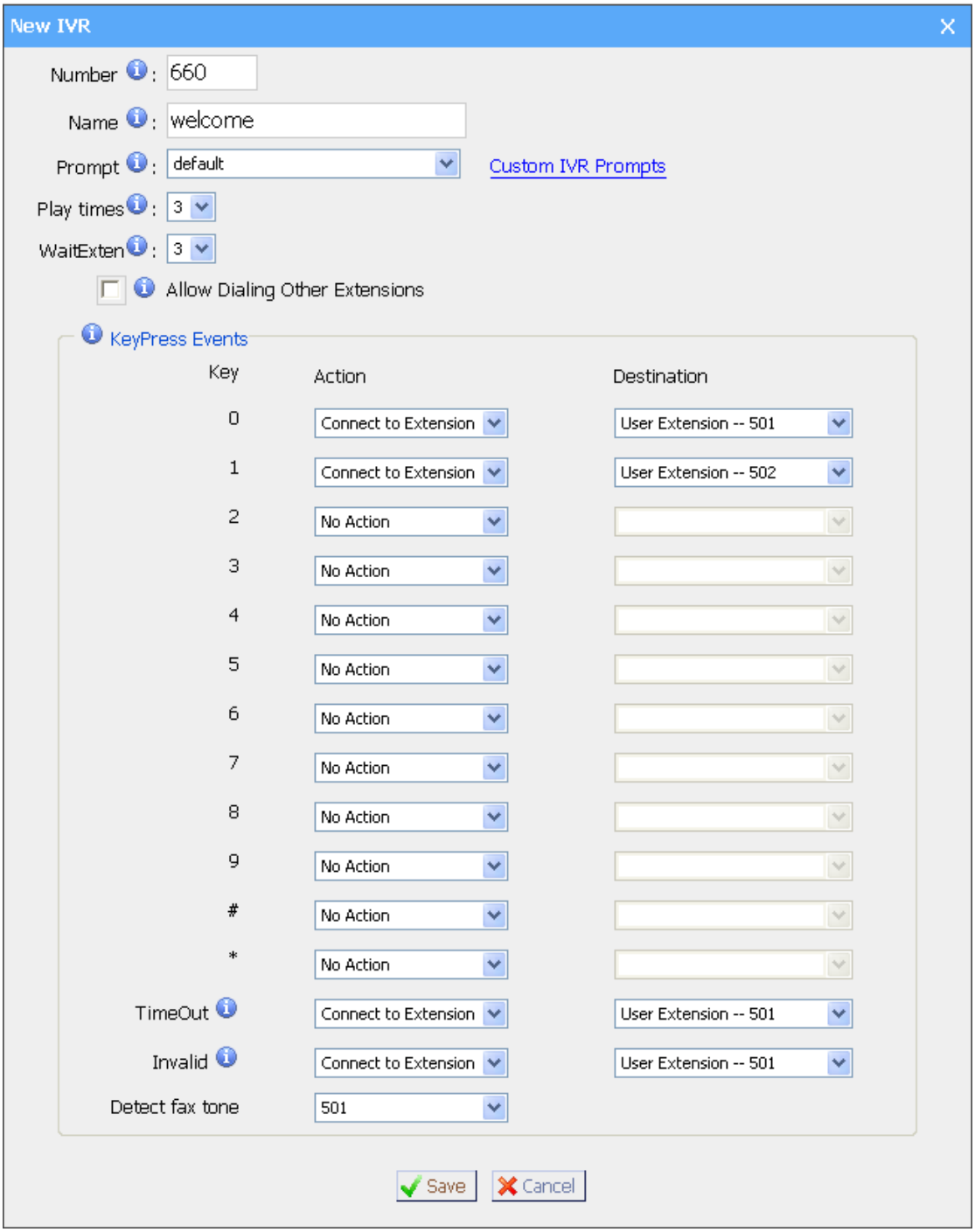


Figure 3-10

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.

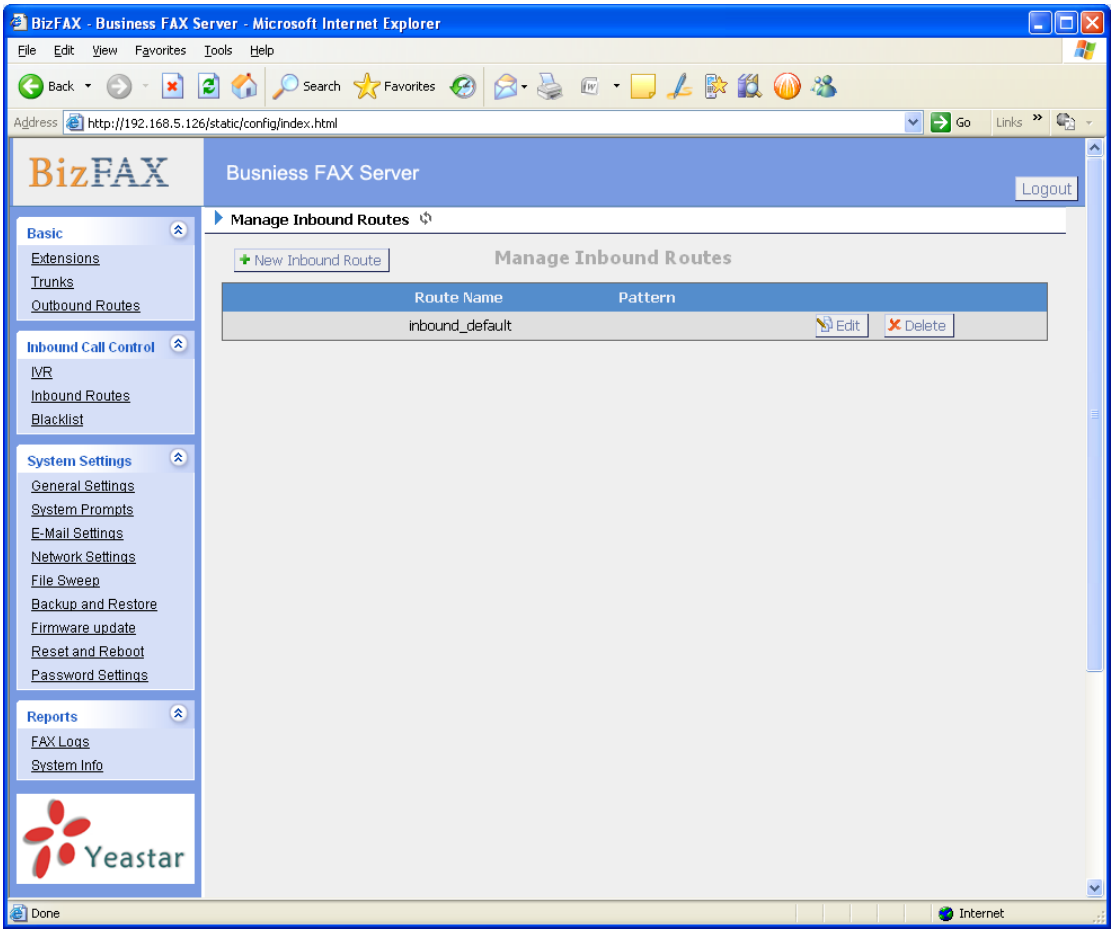


Figure 3-11

3.3.2.1 Create Inbound Route

Click 'New Inbound Route' to enter to the page.

1）General

·Route Name

Name of this Inbound Route. Ex: 'pstncallin' etc.

·Pattern

Define the Caller ID Number to be matched on incoming calls. Leave this field blank to match any or no CID info.

In patterns, some characters have special meanings:

X ... Any Digit from 0-9

Z ... Any Digit from 1-9

N ... Any Digit from 2-9

[12345-9] ... Any Digit in the brackets (in this example, 1,2,3,4,5,6,7,8,9)

. ... Wildcard, Matches Anything Remaining; i.e. 9011. Matches anything starting with 9011 (excluding 9011 itself)

! ... Wildcard, causes the matching process to complete as soon as it can unambiguously determine that no other matches are possible.

For example, **NXXXXXX** would match normal 7 digit dialings, while **1NXXNXXXXX** would represent a three digit area code plus phone number, proceeded by a one.

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 fax.

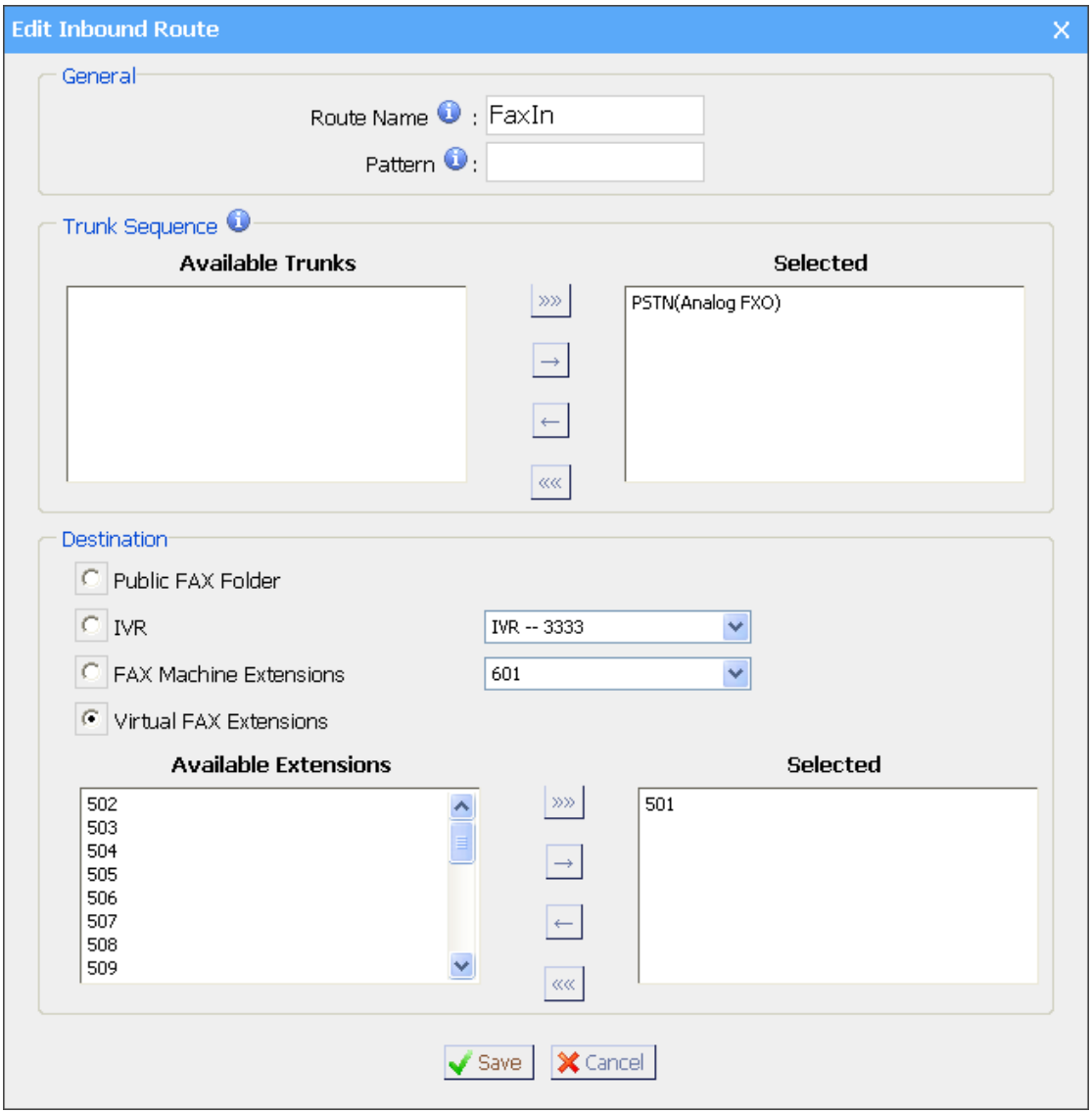


Figure 3-12

3.3.2.2 Delete Routes

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

3.3.3 Blacklist

Blacklist is an easy to use function which used to block an incoming call; it will refuse any incoming call which you don't want to answer.

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.

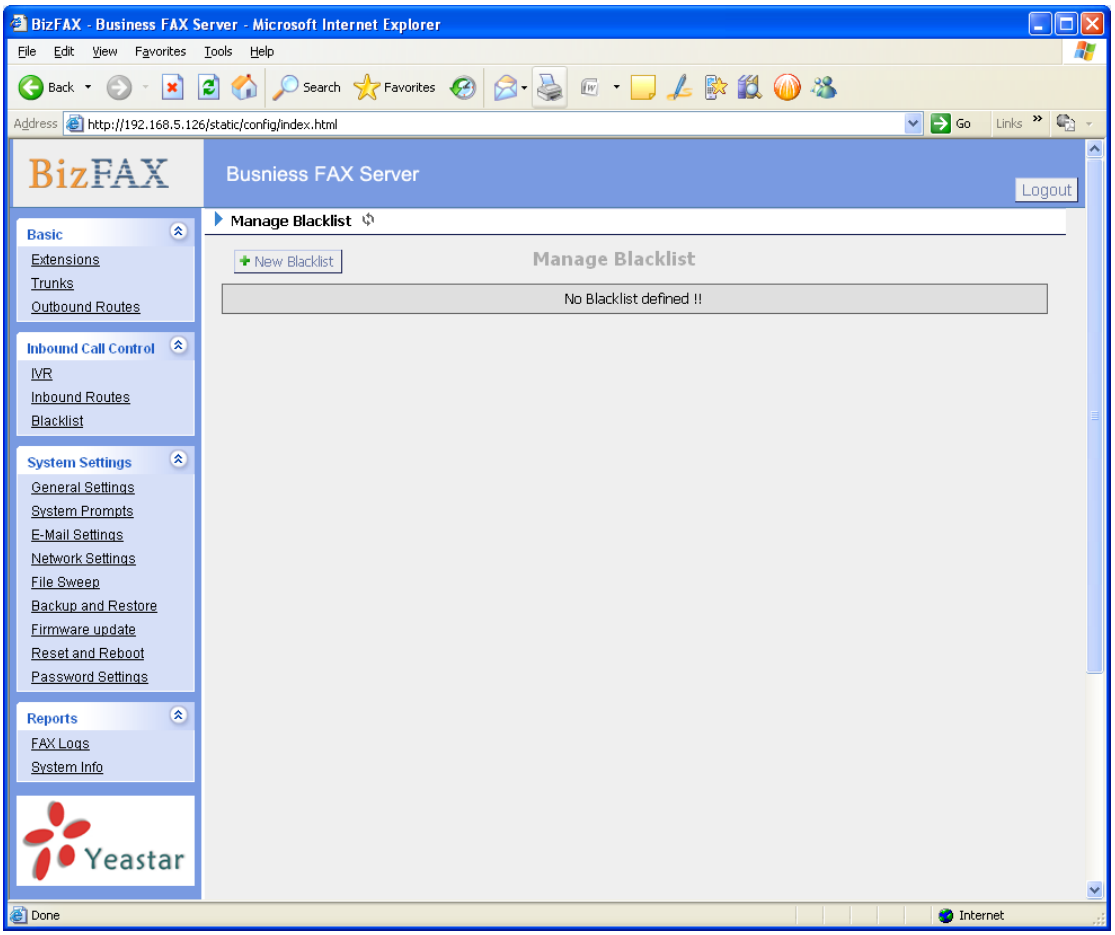


Figure 3-13

3.3.3.1 Create Blacklist

Click ‘New Blacklist’ to enter to the page.

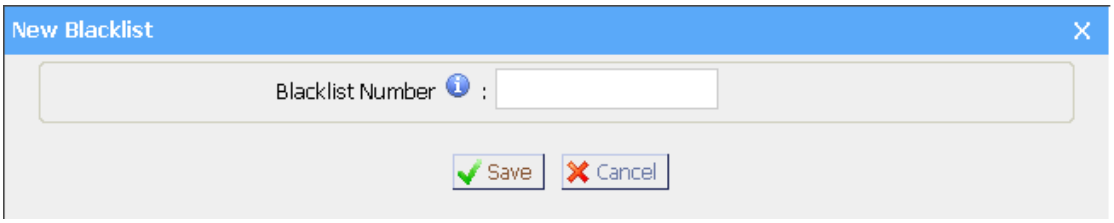


Figure 3-14

·Blacklist number

Enter the number you want to block.

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 header when sending out.

·**The fax right page header**：this value will be showed on the fax right page header when sending out.

·**The retry times for failed faxes:** When system failed to send fax, it will try X times as configured.

·**The retry times if called is busy:** The callee is busy when system send fax, it will try X times as configured.

·**Backup Faxes:** Only the faxes that virtual extensions send or receive from PSTN Trunks and the faxes that FXS extensions send to virtual extensions will be back up.

2) Prompt callee send FAX signal

·**Prompt callee send FAX signal**

Sometimes customers use the Two-in-One machine that sends fax and receives telephone call by the same equipment. When you want to send fax to those customers, please remind them to send a fax single.

.**Prompt**

The prompt tone asks for a fax signal from callee.

·**Play times**

The times of the selected prompt file will be played.

·**WaitExten**

Wait for the user to enter a new extension for a specified number of seconds.

3) Date & Time

Set the date and time for BizFAX Appliance.

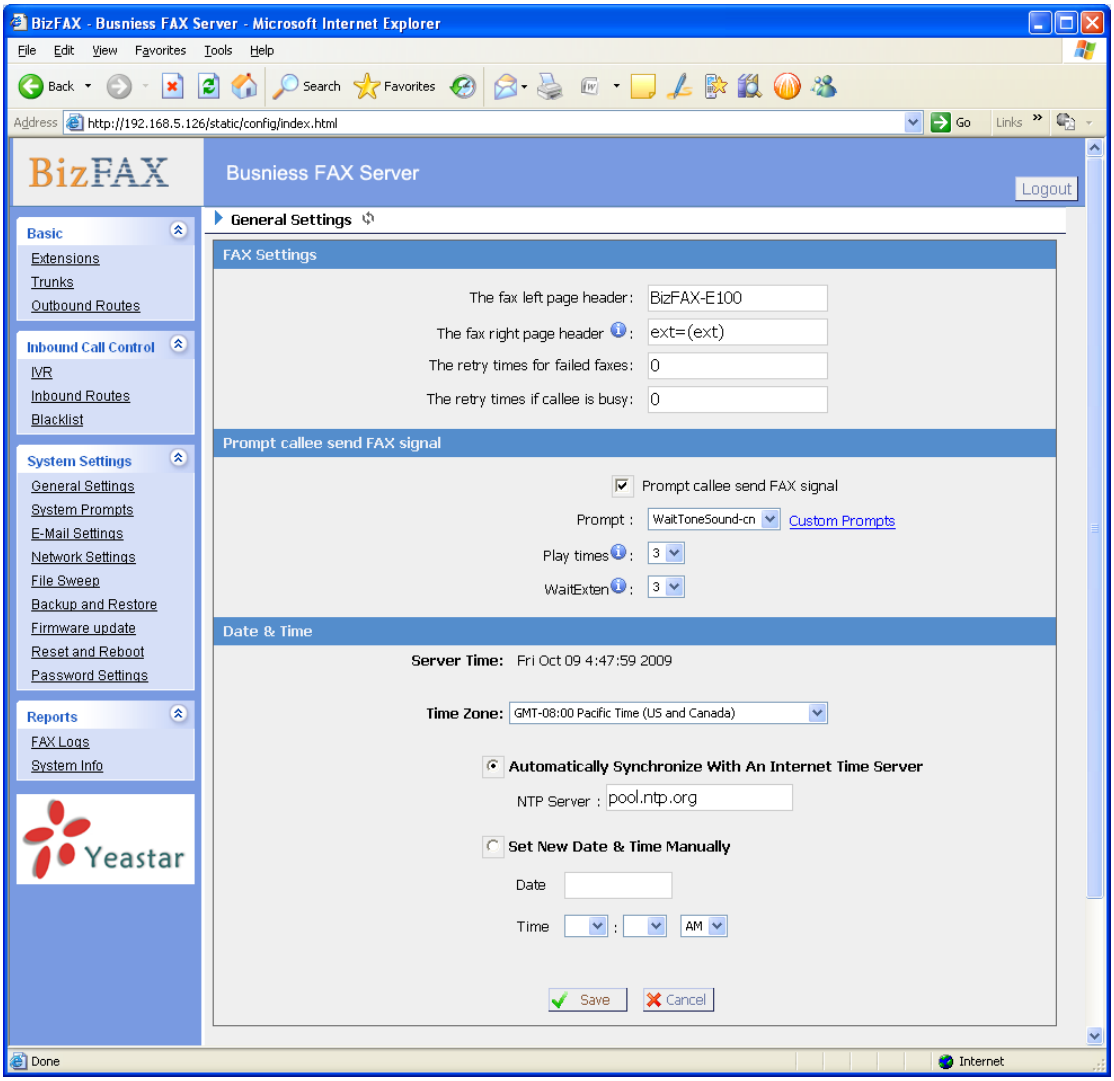


Figure 3-15

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

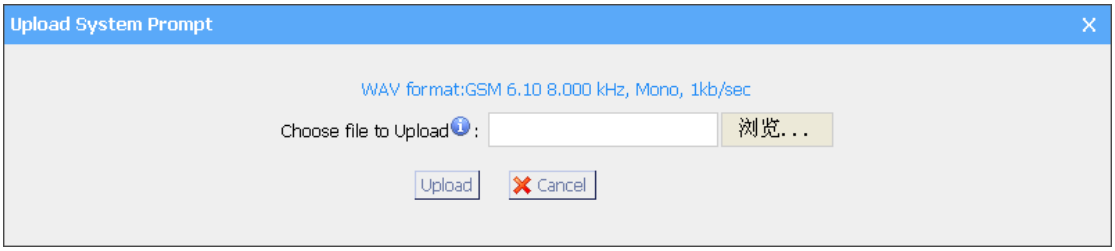


Figure 3-16

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 server that the BizFAX may connect to, in order to send e-mail notifications of your voicemails;
i.e. mail.yourcompany.com

·Port
The SMTP Port

·Use SSL/TLS to send secure message to server
This functions, must be selected for gmail and exchange server.

3.4.4 Network Setting

·DHCP
If this option is set, BizFAX will use DHCP to get an available IP address from your local network.

·Hostname
Set the host name for BizFAX Appliance.

·IP Address
Set the IP Address for BizFAX Appliance.

·Subnet Mask
Set the Subnet Mask for BizFAX Appliance.

·Gateway
Set the Gateway for BizFAX Appliance.

·Primary DNS
Set the primary DNS for BizFAX Appliance.

·Secondary DNS
Set the secondary DNS for BizFAX Appliance.

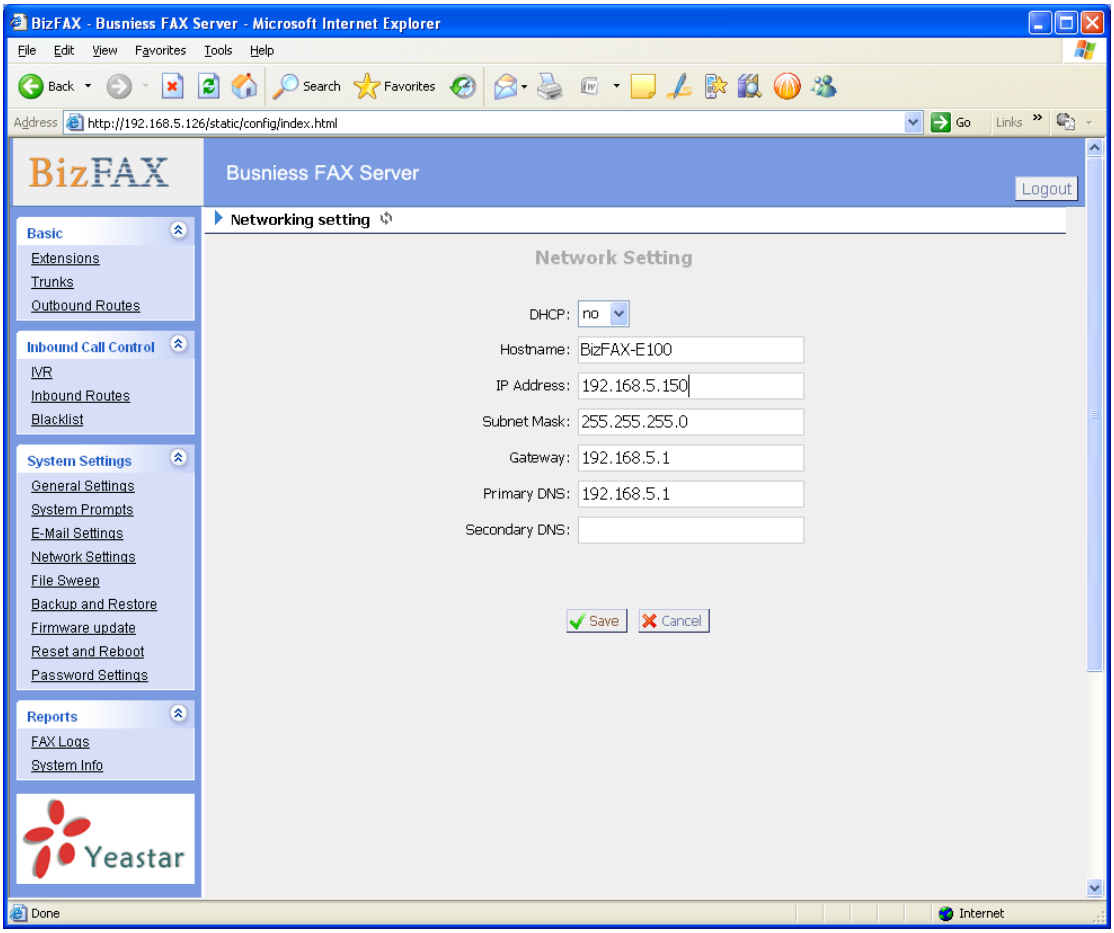


Figure 3-17

3.4.5 File Sweep

·File Sweep when available space is less than:

The default value is 30M.

·Delete

If the space less than the setting value, it will delete 50 faxs (50 is the default value).

3.4.6 Backup and Restore

Backup / Restore BizFAX's Configuration.

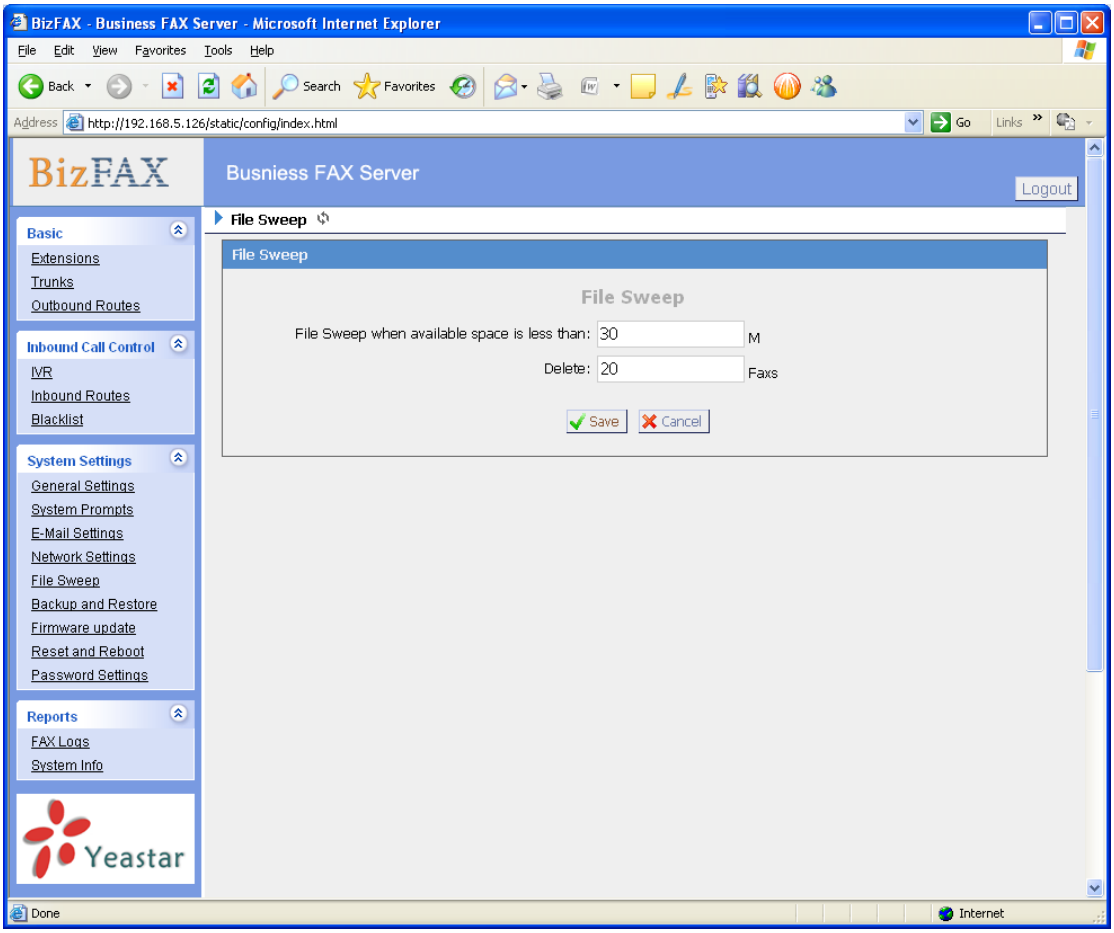


Figure 3-18

3.4.7 Firmware Update

With new version, we can upgrade the firmware in GUI through a TFTP Server or HTTP URL.

Enter your TFTP Server ip address and firmware name, just click ‘start’, you will update your firmware easily.

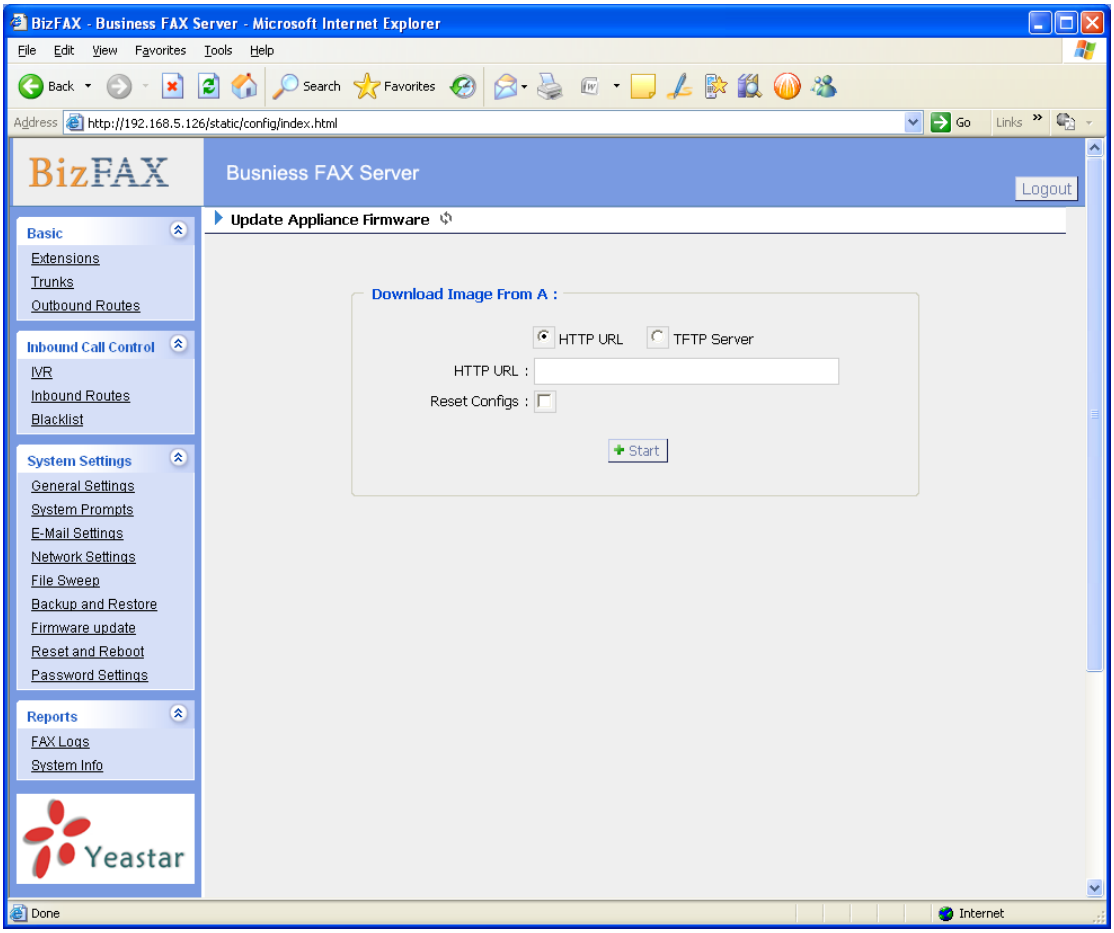


Figure 3-19

3.4.8 Reset and Reboot

·Reboot Appliance

Warning: Rebooting the appliance will terminate all active calls.

·Reset to Factory Defaults

Warning: By resetting your System to factory defaults, you will lose all your configurations! You can't cut off the electricity during restarting till the RUN state light blink, otherwise it will cause the failure performance.

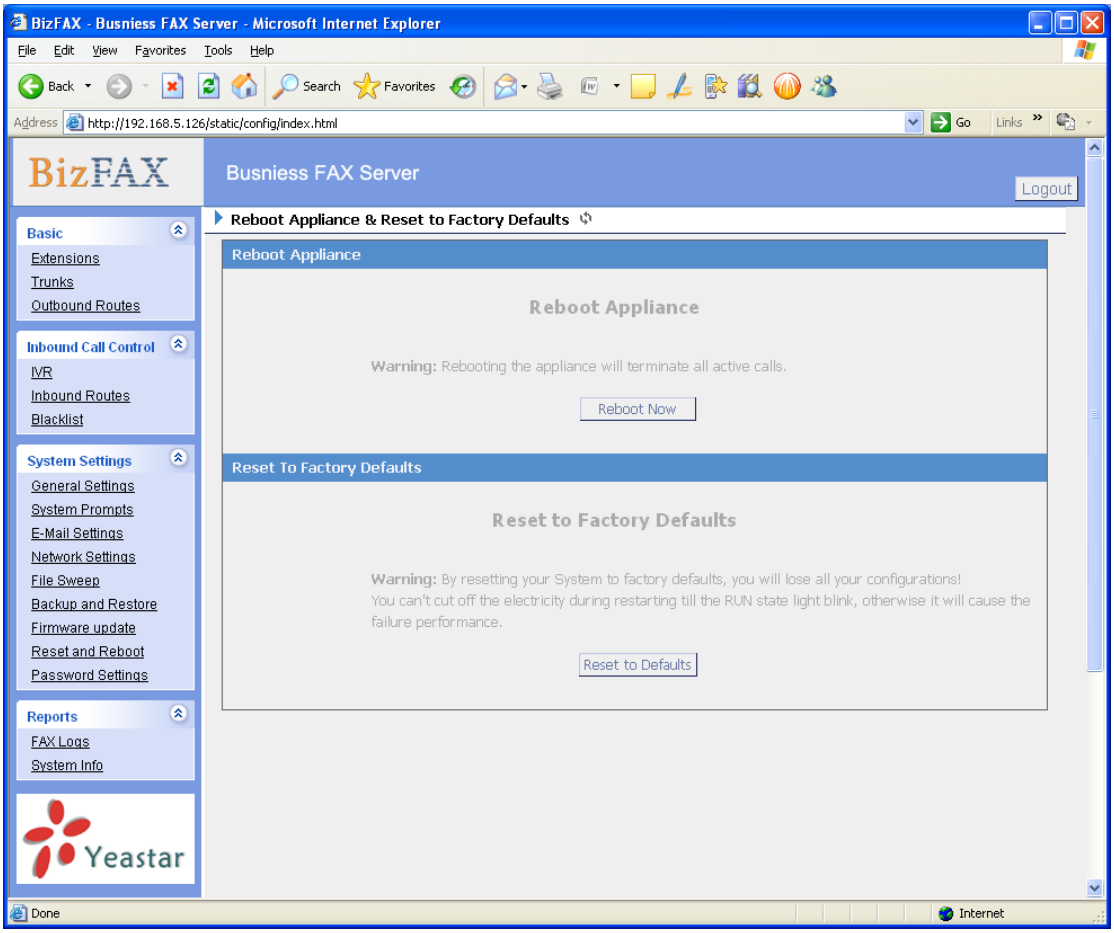


Figure 3-20

3.4.9 Password Settings

The default password is '**password**', we need change that first.
Enter new password and click update, then the system will prompt you re-login using your new password.

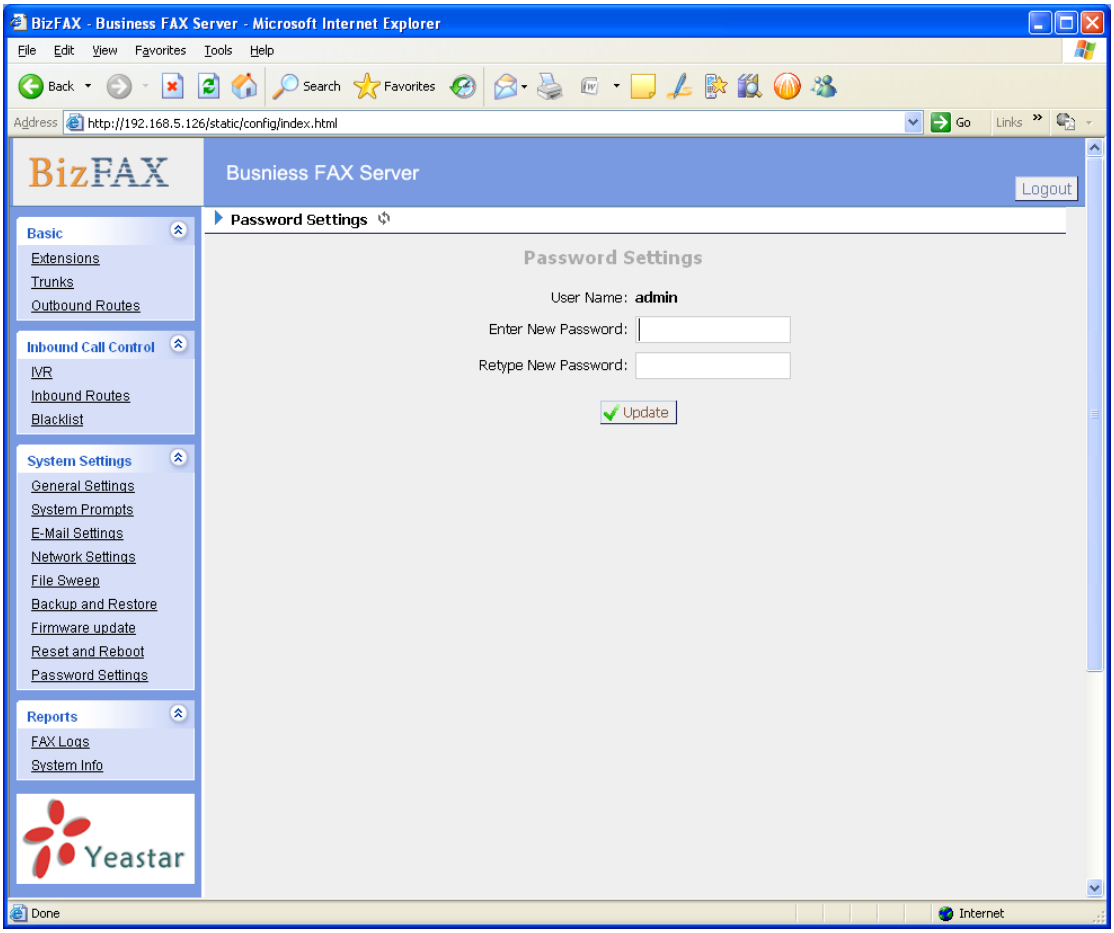


Figure 3-21

3.5 Reports

3.5.1 FAX Logs

FAX Log captures all fax details: Date, caller number, callee number, Subject, type, Status and so on. For administrator's convenience, admin can search information by time, type, subject and Status, and export them into CSV file.

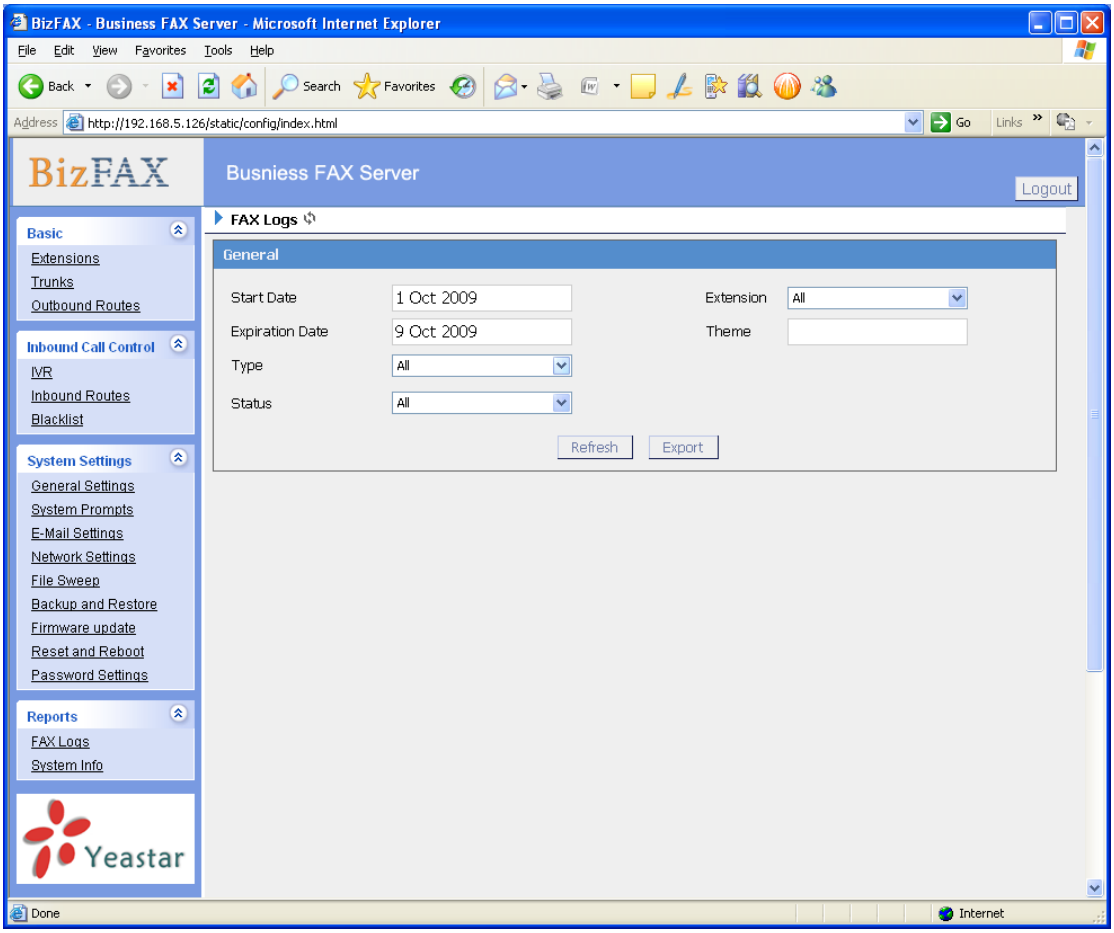


Figure 3-22

3.5.2 Backup FAX Logs

If the server have enable 'Backup Faxes', System will back up the fax log and fax file in this page. Manager can view or delete the fax file via this page.

Note: when manger deletes the backup fax log, it only deletes the logs in backup fax logs, will not delete the user's fax log.

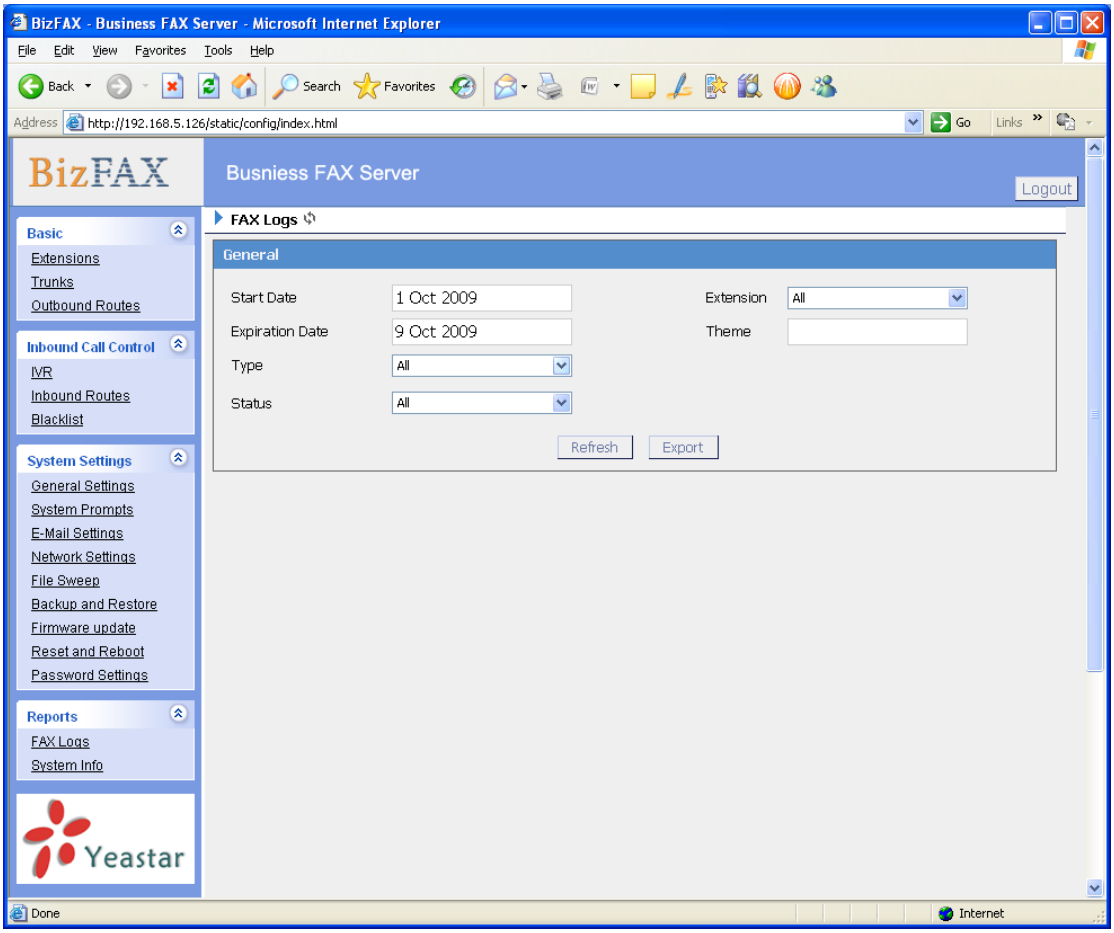


Figure 3-22

3.5.3 System Infomation

State:
Information about Server State and FAX State.

Version:
Information about Hardware version, Firmware version.

Network:
Information about Hostname, MAC, IP Address, Mask, Gateway and DNS.

Disk Usage:
Disk usage information.

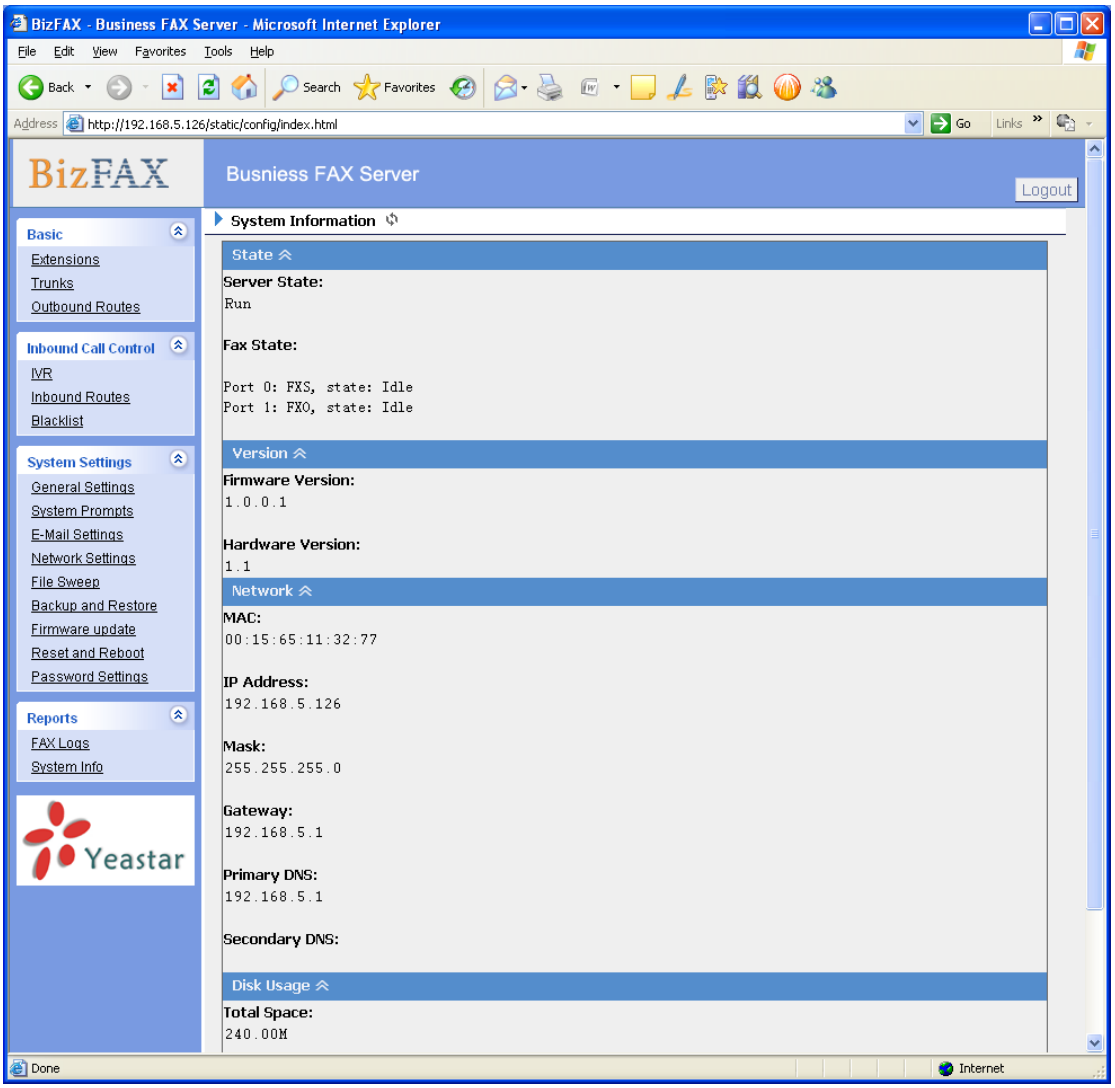

BizFAX - Business FAX Server - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://192.168.5.126/static/config/index.html
Go Links
BizFAX
Busniess FAX Server
Logout
Basic
Extensions
Trunks
Outbound Routes
Inbound Call Control
IVR
Inbound Routes
Blacklist
System Settings
General Settings
System Prompts
E-Mail Settings
Network Settings
File Sweep
Backup and Restore
Firmware update
Reset and Reboot
Password Settings
Reports
FAX Logs
System Info
Yeastar
System Information
State
Server State:
Run
Fax State:
Port 0: FXS, state: Idle
Port 1: FXO, state: Idle
Version
Firmware Version:
1.0.0.1
Hardware Version:
1.1
Network
MAC:
00:15:65:11:32:77
IP Address:
192.168.5.126
Mask:
255.255.255.0
Gateway:
192.168.5.1
Primary DNS:
192.168.5.1
Secondary DNS:
Disk Usage
Total Space:
240.00M
Done
Internet

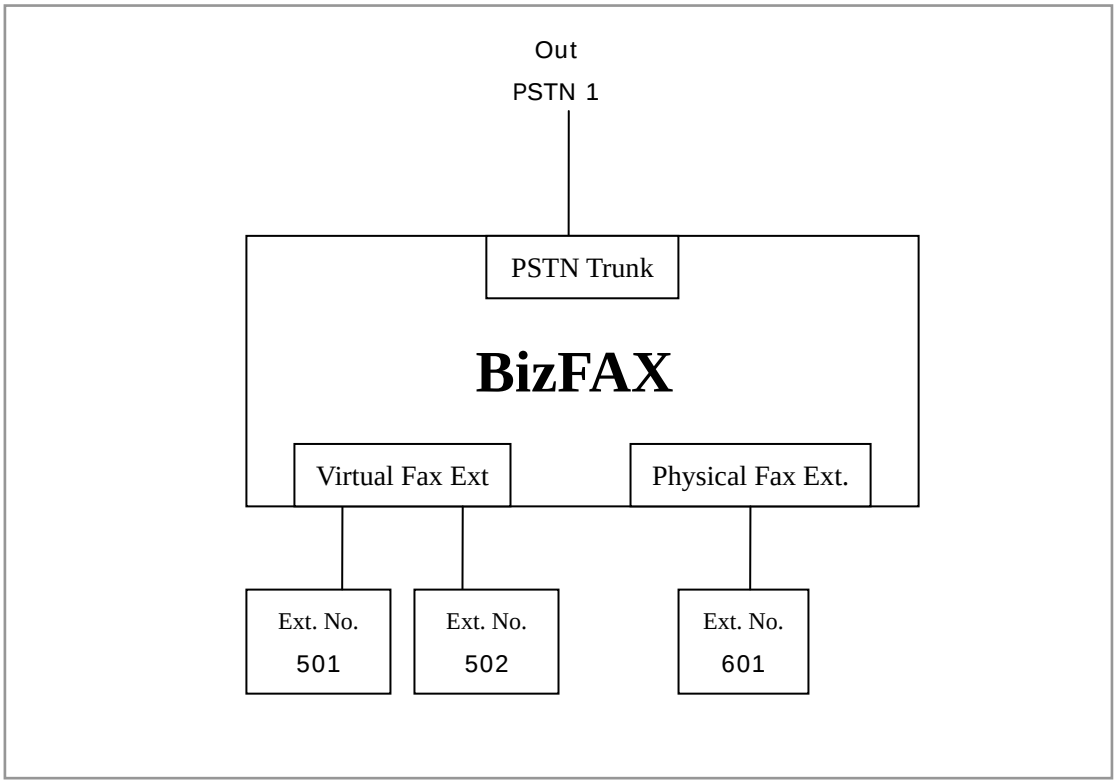
Figure 3-23

4. Use BizFAX

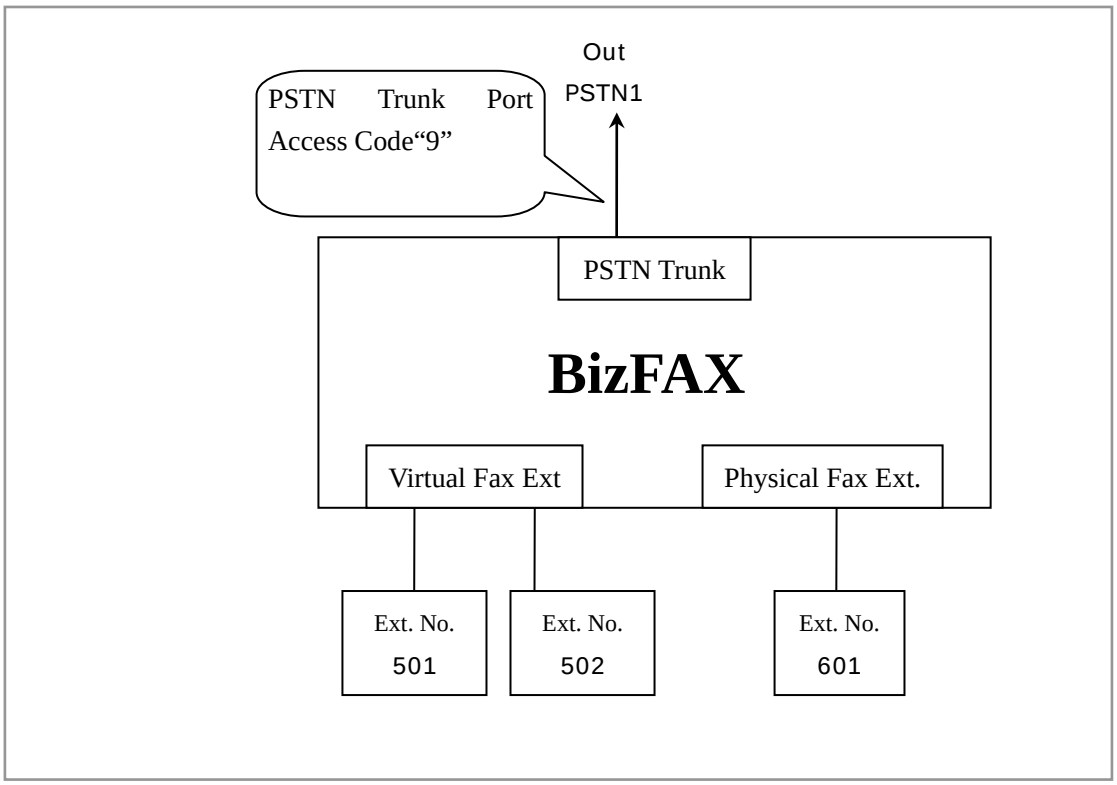
Make two examples for the below typical applications:

- Usage of sending fax
- Usage of receiving fax

For example, BizFAX has virtual fax Extensions 501 and 502 and physical fax Extensions 601; PSTN Trunk OutPSTN1.



4.1 Usage of Sending Fax

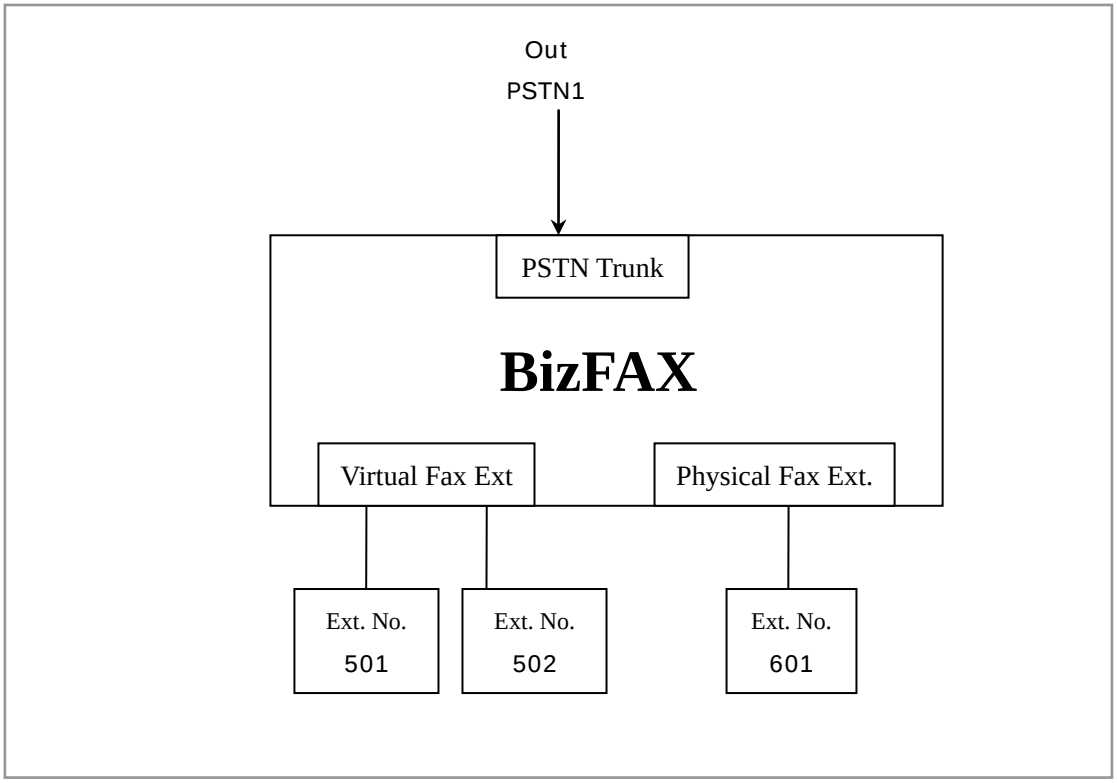


On the above demonstrated environment:
Suppose the settings of outbound routes are as below:

Route Name：9
Apply this rule to: fax from extension(s)——All Extensions
Make outbound calls on: Trunk Sequence—— All PSTN trunks
Other: Deleted Prefix Count——1

Send fax through physical fax machine
If the extension 501 wants to send a fax to 0123-1234123, he can dial: 9+0123-1234123

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>