BizFAX

Server Guide 2.1.2.1

(English Version)

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 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, 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

1. Front



Figure 1-1 BizFAX Front



2. Back



Figure 1-2 BizFAX Backside

Number	Description
1	Power Connection
2	Internet Connection (RJ45)
3	FXO Port: Connect with (PSTN) lines
4	FXS Port: Connect with physical fax machine

Note: LED On:

LED (Green): stands for FXS port

LED (Red): stands for FXO port

1.4 Package Contents

- ▲ 1 Unit of BizFAX Server
- ▲ 1 Power Cable
- ▲ 1 Internet Line
- ▲ Few telephone lines [RJ-11]
- ▲ 1 Installation CD including User Manual

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



Hardware Installation

2

2.1 Running Environment

- 1. Environment Temperature: +10~35℃ Humidity: 20~80%rh
- Network devices: Net cable: RJ-45 line Telephone: RJ-11 telephone lines

2.2 Hardware Connection

- 1. Connect internet into internet interface on BizFAX and LAN port on PBX.
- 2. Connect PSTN line into BizFAX's FXO port.
- Connect BizFAX's FXS port and physical fax machine by phone line (Rj-11).
- 4. Connect power cable with BizFAX's power interface.
- 5. Put on power to start system.



Managing BizFAX



3.1 Log in

1. Put on power with BizFAX server.

2. Double click icon log 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://192.168.5.66:8080

3.2 Manager Log In

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



BizFAX - Business FAX Server - Microsoft Internet Explorer	
<u>Elle Edit Yiew Favorites Iools H</u> elp	
Search 🛧 Favorites 🚱 😒 🛃 🍪	
Address 🕘 http://192.168.5.9/BizFAX/index.php	💙 芛 Go 🛛 Links 🎽
User Login	Version: 1.0.0.1
Password: Language: English v Logon Reset	
If you can't access to next page, click here for help	
Copyright © 2009 YeaStar Technology,Co.,Ltd. All rights reserved.	Internet

Figure 3-1

If the next page is abnormal after you login, that mainly because of the safety setting of IE browser. Click <u>here</u> link on this page and follow the guides to restore the normal page.



3.3 Status and Management

3.3.1 Line Status

🗿 BizFAX - Business FAX System - Microsoft Internet Explorer						
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🚱 Back 🝷 🕥 - 🖹 🗟 🏠 🔎 Search 👷 Favorites 🚱 🔗 - چ 🚍 🦓						
Address 🕘 http://192.168.5.9/BizF/	AX/status.php			🔽 🄁 Go 🛛 Links 🌺		
<mark>Biz</mark> FAX	BizFAX — Busi	ness FAX Server	0			
Status Monitor 🔹	Line Status					
Line Status	FAX Extensions 🗇					
Basic	Virtual FAX Extension					
Extensions	5001	5002	5003	5004		
Trunks	Phone: Offline	Phone: Offline	Phone: Offline	Phone: Offline		
Outbound Routes	in 5005	5006	5007	5008		
Inbound Call Control 🔹	Phone: Offline	Phone: Offline	Phone: Offline	Phone: Offline		
IVR	FAX Machine Extension					
Inbound Routes Blacklist	6001	6002		6004		
	Phone: Idle	Phone: Idle	Phone: Idle	Phone: Idle		
System Setting 🔹 General Settings	Trunks 🕿					
System Prompts	PSTN					
Advanced Modules Backup and Restore	FX01	FX02	FX03	FX04		
Administrators	Status: Idle	Status: Idle	Status: Idle	Status: Idle		
Reports 🔊						
Call Logs						
Server Status						
Logout 🙁						
Logout						
Yeastar						
				~		
🙆 Done				🥑 Internet 🦪		

Figure 3-2

Description of all BizFAX Status:

Fax Extension:

Virtual Fax Extension:

- 1) Extension is not login
- 2) 💼: Extension is idle
- 3) Extension is in service



Physical Fax Extension:

- 1) : Extension is not login
- 2) ⁽¹⁾: Extension is idle
- 3) Extension is in service

Trunk:

PSTN Trunks:

- 1) •: Red— indicates failed initialization.FXO port hasn't connected with PSTN line.
- 2) : Blue— indicates succeeded initialization. Trunk is idle.
- 3) 📀: Green—indicates succeeded initialization. Trunk is in service.

3.4 General Settings

3.4.1 Fax Extension

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



BizFAX - Business FAX Sy	,		xplorer			
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Address 🕘 http://192.168.5.9/Bi	zFAX/exten	sions.php				🔽 🄁 Go 🛛 Links 🎽
BizFAX		BizFAX	(— Business FAX	Server	0	
Status Monitor 🔹		tensions				
Line Status				onfig Wizard on Server an		ardware card.)
Basic 🙁	1 ID	Extension 6001	Name		Group	
Extensions	3	6002			ungroup	
Trunks Outbound Routes	5	6003			ungroup	
Inbound Call Control	7	6004			ungroup	
IVR Inbound Routes Blacklist	-	tual FAX Extensi	ions Julk Add Extension 🛛 🉀 Dele	te Selected		1
System Setting 🔹		Extension	Name	Mobile Phone	E-Mail	Group
General Settings System Prompts		5001				ungroup
Advanced Modules		5002				ungroup
Backup and Restore Administrators		5003				ungroup
		5004				ungroup
Reports 🙁		5005				ungroup
Call Logs		5006				ungroup
Server Status		5007				ungroup
Logout 🛞		5008				
Logout		3000				ungroup
Yeastar						8
						Internet

Figure 3-3

3.4.1.1 Physical Fax Machine Extension

1. Add Physical Fax Machine

Physical fax exetension is configured through Serve's Config.Wizard, it needs the Yeastar's hardware card support.

It's impossible to add Physical fax exetension directly on homepage, but you can plug the TDM800 card with FXS modules, through this way you can get more physical fax extensions after finishing the 'Config.Wizard'. The newly generated fax extension will be showed as 'Undefined' and status is 'Error'; the extension can't be used until you configure it. Please refer to 'Edit Physical Fax Machine (FXS) Extension'.

2. Edit Physical Fax Machine (FXS) Extension

You should fill in the following blacks:

- 1. Extension Info
- ·Account Extension number
- 2. User Profile
- ·Name User Name/ Nickname



·Group – group contacts on Client

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Address 🕘 http://192.168.5.9/Biz	zFAX/ext_fxs_modify.php?ext=6001&ext_port=0			🖌 🄁 🖸 🖌 Links 🎽
Biz FAX	BizFAX — Business	FAX Server	0	
Status Monitor 🔹	Edit Extension: 6001			
Line Status	Authentication			
Basic Extensions Trunks	Extension Number	6001		
Outbound Routes	Profile			
Inbound Call Control (*) IVR Inbound Routes Blacklist	Name Group	ungroup 💌		
System Setting (*) General Settings System Prompts Advanced Modules Backup and Restore Administrators		OK Cancel		
Reports (*) FAX Logs Call Logs Server Status				
Logout Logout				
Yeastar				
🕘 Done				🔮 Internet 🔡

Figure 3-4

3.4.1.2 Virtual Fax Extension

1. Add Virtual Fax Extension

You should fill in the following blacks:

- 1. Extension Info
- ·Account Extension number (SIP number)

Password

User can login the BizFAX Client on this account.

2. User Profile

- ·Name User Name/ Nickname
- ·Group group contacts on Client
- ·Mobile Phone Number
- •Send Fax to Email once enable this function, system will send the received fax to user's Email address.
- · E-mail address: be used to receive fax



BizFAX - Business FAX Sy	stem - Microsoft Internet Explorer	
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Address 🍯 http://192.168.5.9/Biz	FAX/ext_sip_modify.php?ext=5001	So Links
BizFAX	BizFAX — Busines	s FAX Server
Status Monitor 🙁	Edit Extension: 5001	
Line Status	Authentication	
Basic 🔹	Extension Number	5001
Trunks Outbound Routes	Password	þ
Inbound Call Control 🛞	Profile	
IVR		
Inbound Routes Blacklist	Name	
	Group Mobile Phone	ungroup 📉
System Setting 🔹 General Settings	Send Fax to E-Mail	◯ Enable ⓒ Disable
System Prompts	E-Mail	
Advanced Modules Backup and Restore		
Administrators		OK Cancel
Reports 🙁		
FAX Logs Call Logs		
Server Status		
Logout 🙁		
Logout		
Vooder		
/• Yeastar		
🛃 Done		🌍 Internet

Figure 3-5

2. Remove Virtual Fax Extension

Click the extension that you want to remove, and click 'Delete Extension' key.



3.4.2 Trunk

BizFAX - Business FAX Sy jle <u>E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u>	stem - Microsoft Internet Explore	97			
	joois neip				
		· •			
dress 🙋 http://192.168.5.9/Biz	FAX/trunks.php				Go Link
BizFAX	BizFAX —	Business FAX Se	rver	0	ANS
Status Monitor 🙁	Trunks				
Line Status	FXO Trunk (Generate by	Config Wizard on Ser	ver and require extended h	ardware card.)	
Basic	Trunk Name	Port ID		Comment	
Basic Extensions	FX01	2			
Trunks	FXO2	4			
Outbound Routes	FX03	6			
Inbound Call Control 🙁	FXO4	8			
IVR Inbound Routes Blacklist	SIP Trunk Add SIP Trunk Delete S	elected			
System Setting 🔹	Trunk Name	Activation	SIP Account	SIP Domain	Comment
General Settings	333	Enable		123.123.123.123	
Extension Tabs System Prompts					
Advanced Modules	• E1/T1 Trunk (Generate by	Config Wizard on Se	rver and require E1/T1 card	l.)	
Backup and Restore	Trunk Name		Comment		DID Settings
Administrators	E1-1				DID Manage
Reports FAX Logs Call Logs Server Status Logout Cogout					
🚺 Yeastar					
• Yeastar					

Figure 3-6

Trunk is configured through Serve's Config Wizard, it needs the Yeastar's hardware card support.

Add PSTN (FXO) Trunk

It's impossible to add PSTN trunk directly on homepage, but you can plug the TDM800 card with FXO modules, through this way you can get more PSTN trunks after finishing the 'Config.Wizard'. The trunk can be available when you plug PSTN line into the FXO port on the TDM800 card.

Add SIP Trunk(T.30/T.38)

SIP trunk (T.30/T.38) can not work until you fill in the SIP information correctly, you can ask VOIP Provider about details.

Add E1 Trunk

It's impossible to add E1 trunk directly on homepage, but you can plug the



YE110 card in the server, through this way you can get E1 trunks after finishing the 'Config Wizard'.

3.4.3 Outbound Routes

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

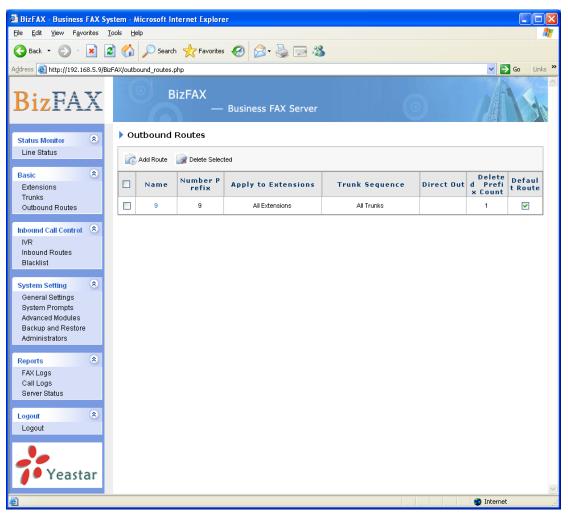


Figure 3-7

3.4.3.1. Buildup Outbound Routes

1) Click 'Add Outboud Route' and fill in the name of outbound route on 'General'.

2) Dedicate routings for different type of calls.

On 'Apply this rule to' , please fill in the following blacks:

•Calls to Numbers starting with - To allow all those outgoing call numbers begin by this prefix number to use this outbound route.

For example, if set this prefix as 9, then all the telephone numbers that begin by 9 will call out through this routing.

·Calls from Extension(s)– Extensions allowed to use this routing.



3) Appoint a calling way for outgoing calls

'Make outbound calls on', you can choose the type of trunk

- 1. All trunks
- 2. All SIP trunks
- 3. All PSTN trunks
- 4. All E1/T1 trunks
- 5. Customized User can appoint other type of trunk

4) Other

Deleted Prefix Count: If you set the number is 1, when you dial number 91234567, system will delete the first number 9, and the real dialing out number would be 1234567; if you set the number is 2, system will delete the 91, and the real dialing out number would be 234567.

Direct-Out number: If you set a number here, all the outging calls thourgh this route will guide to this number directly. It usually use for multi-branch connection.

BizFAX - Business FAX System - Microsoft Internet Explorer					
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🚱 Back 🝷 🕥 🗧 😰 🟠 🔎 Search 🤺 Favorites 🔗 - 🖕 🚍 🖄					
Address 🧃 http://192.168.5.9/BizFAX/outbound_route_add.php 🛛 🕑 Links :					
BizFAX BizFAX — Business FAX Server					
Status Monitor 🛞 Add Outbound Route					
Line Status General					
Basic (S) Extensions Trunks					
Outbound Routes Apply this rule to					
Inbound Call Control Calls to Numbers starting with					
Inbound Routes Blacklist Send Fax from extension(s) O All Extensions Customized					
System Setting (8)					
General Settings Make outbound calls on					
System Prompts Advanced Modules Backup and Restore Backup and Restore					
Administrators Other					
Reports (S) FAX Logs					
Call Logs Deleted Prefix Count 0					
Server Status Direct Out					
Logout Comment					
OK Cancel					
🗿 Done	.:				

Figure 3-8

3.4.3.2. Remove Route



Click on the route and then click 'Delete Selected route'.

3.5 Inboud Call Settings

3.5.1 Auto Attendant

The auto attendant plays: Welcome to xxx Company. For product information, please press 1; For technical support, please press 2; For help press 0 or dial extension number directly.

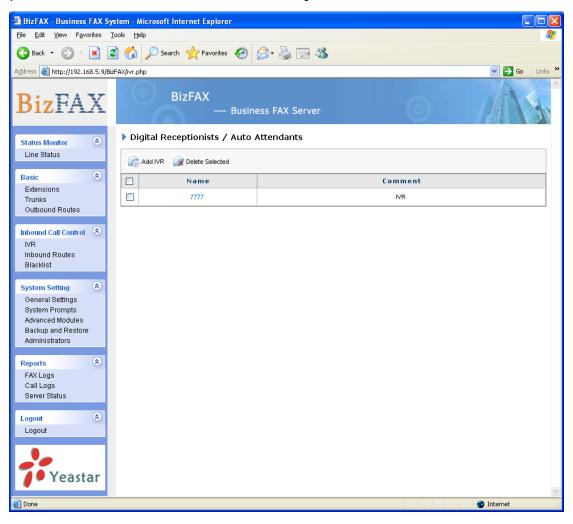


Figure 3-9

3.5.1.1 Setup Auto Attendant

Click 'Add Auto Attendant' as shown on Figure 3-10

1) Name (Virtual Fax Extension Number)

2) Click 'View' to choose the voice file you want to upload. This file will copy to

BizFAX system \prompts\MusicOnHold catalog. Please refer to Appendix A

3) Whether to enable 'Direct Dial to Extension Number' or not

If disable it, user has no right to call extensions directly except press the



number (DTMF) on IVR.

If enable it, user is able to call extension directly as well as pressing the keys provided by IVR (DTMF).

4) Make IVR on Menu

Choose the action for corresponding key. You have three options here, Extension, virtual extension number(IVR or Ring Group) or fill in telephone number directly.

BizFAX - Business FAX System - Microsoft Internet Explorer						
Elle Edit Yiew Favorites Iools Help						
🕞 Back 🔹 💿 👻 😰 🏠 🔎 Search 🤺 Favorites 🤣 🍙 + 🖕 🥽 🍇						
Address 🙆 http://192.168.5.9/BizFAX/ivr_add.php	nks »					
BizFAX BizFAX — Business FAX Server	>					
Status Monitor 🛞 Add Digital Receptionists / Auto Attendants						
Line Status General						
Basic (%) Extensions Trunks Promet View						
Trunks View Outbound Routes How to DIY? (Format: IMA ADPCM, 8.000 kHz, 4 Bit,Mono 3kb/sec)	-					
Inbound Call Control 🛞 Direct Dial to Extension number 🔘 Enable 💿 Disable						
IVR Comment						
Inbound Routes Blacklist						
Menu						
System Setting General Settings Key Action Destination						
System Prompts 0 No Action						
Advanced Modules Backup and Restore 1 No Action						
Administrators 2 No Action						
Reports 🛞 3 No Action 💌						
FAX Logs 4 No Action						
Call Logs Server Status 5 No Action						
6 No Action						
Logout 7 No Action						
8 No Action						
9 No Action						
Yeastar						
# No Action						
Time Out No Action						
OK Cancel	~					

Figure 3-10

3.5.1.2 Remove IVR

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



3.5.2 Inbound Routes

Inbound routing mainly works for gudies incoming calls to reach destination extension within the business hours or out of working hours.

	stem - Microsoft Internet Expl	orer				
File Edit View Favorites I				A *		
🕞 Back 🔹 💿 🕤 📓 🐔 🔎 Search 🤺 Favorites 🤣 🍙 + 🌺 🚍 🦓						
Address 🕘 http://192.168.5.9/Biz	FAX/inbound_routes.php			💌 🄁 Go 🛛 Links 🌺		
BizFAX		— Business FAX S	erver			
Status Monitor 🛛 🛞	Inbound Routes					
Line Status	Add Route 📝 Delete Se	elected				
Basic 🔹	Name	Caller ID Number	Trunk Sequence	Route calls to		
Trunks	ALL		All Trunks	7777 (IVR)		
IVR Inbound Routes Blacklist System Setting System Prompts Advanced Modules Backup and Restore Administrators Reports Call Logs Server Status Logout Logout Call Cogs Server Status				Internet		
E Done				🌍 Internet		

Figure 3-11

3.5.2.1 Buildup Inbound Routes

- 1) Click 'Add Inboud Route' and fill in the name of inbound route in 'General'.
- 2) Dedicate routings for different type of calls.

Please input the number length on 'Callin number length'

·Caller ID Number (DID/DDI number/mask)

Note: If empty caller ID number, it would be suitable for all incoming calls, and "00*" suitable for the calls that begin with 00.

You can enter multiple numbers here and separate them by semi-com..

- 3) Appoint the source for incoming calls
 - 1. All trunks
 - 2. All SIP trunks
 - 3. All PSTN trunks
 - 4. All E1/T1 trunks
 - 5. Customized User can appoint other type of trunk



4) Route calls to

You can choose the options for aswer incoming calls.

BizFAX - Business FAX Systems	stem - Microsoft Internet Explorer					
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Address 🕘 http://192.168.5.9/Biz	FAX/inbound_route_add.php	💌 🄁 Go Links 🎽				
BizFAX	BizFAX — Business FAX Server	\sim				
Status Monitor 🔹	Add Inbound Route					
Line Status	General					
Basic 🔹 Extensions	Route Name					
Trunks Outbound Routes	Comment					
Inbound Call Control 🛞	Caller ID Number (DID/DDI number)	Caller ID Number (DID/DDI number)				
Inbound Routes	The digit of Caller ID Number is :					
Blacklist	Caller ID Number (DID/DDI number/mask)					
System Setting 🛛 📚	* If empty caller ID number, it would be suitable for all incoming calls, and "00+" suitable for the calls that begin with 00.					
General Settings System Prompts	Source					
Advanced Modules	Trunk Sequence	All Trunks				
Backup and Restore Administrators		O Customized				
	Route calls to					
Reports FAX Logs		End Call				
Call Logs		O IVR 7777 (VR)				
Server Status	Destination	FAX Machine Extension 105				
Logout 🙁		Virtual FAX Extension				
Logour						
		OK Cancel				
Yeastar	L	Calle				
		~				
🕘 Done		🔮 Internet				

Figure 3-12

3.5.2.2 Remove Route

Click on the route and then click 'Delete Selected route'.

3.5.3 Blacklist

Blacklist can forbid unwanted calls.

3.5.3.1 Add Blacklist

1) Click 'Add Blacklist' key to into the page as Figure 3-13

2) Input the annoying number on the item 'Number' to forbid all the incoming calls from this number



BizFAX - Business FAX S	ystem - Microsoft Internet Explorer	
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites		
🔇 Back 🔹 🕥 🕤 💌	🖹 🏠 🔎 Search 🤺 Favorites 🚱 🍰 😓 🍇 🚍 🖓	
Address 🕘 http://192.168.5.9/B	BizFAX/blacklist_add.php	🔽 🄁 Go 🛛 Links 🎽
BizFAX	BizFAX — Business FAX Server	
Status Monitor 🔹	Add Blacklist entry	
Line Status	General	
Basic 🙁 Extensions	Number	
Trunks Outbound Routes	Comment	
Inbound Call Control 🔹	OK Cancel	
IVR Inbound Routes]
Blacklist		
System Setting 🙁		
General Settings System Prompts		
Advanced Modules Backup and Restore		
Administrators		
Reports 🍣		
FAX Logs Call Logs		
Server Status		
Logout 🙁		
Logout		
/• Yeastar		~
🙆 Done		Internet

Figure 3-13

3.5.3.2 Remove Blacklist

Selected the item and then click 'Delete Blacklist' key.



3.6 System Settings

3.6.1 Gnereal Settings

1. Country

Select the country to match with the country's tone cadence.

2. Fax Settings

1) The fax page header: This value will be showed on the fax page header when sending out.

2) The fax page footer: This value will be showed on the fax page footer when sending out.

3) Auto added extension number in the fax page footer: When the fax is being sent, the system will automatically add the extension number in the upper right corner of fax paper.

4) Prompt callee send FAX signal: Enable this setting. And the system will automatically prompt the callee to send a fax signal.

For example: when the callee use a combo fax machine (telephone and fax using the same machine), you should prompt him manually to offer the fax signal in order to make the fax transmission successfully. So you can enable this functions, system will send the prompt automatically.

5) Error Correction Mode(ECM):

The noise of telephone line or the weakness signal occurring in fax transmission may result in intermittent fax failures. After enable the "Error correction Mode", the client of receiver's fax machine will check the fax information and find out if any error occurred in the period of receiving. If errors are detected, the client of receiver's fax will request the sender's fax machine re-send all or part of the fax information.

Under the normal circumstances, ECM should be enabled. If you must close the ECM to make the fax transmission successful, please claim telephone service providers to check the quality of telephone line.

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

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

3. E1/T1 Settings

1) E1/T1 Note Type:

Pri_net: PRI signalling, Network side (for instance, side that provides the dial tone)

Pri_cpe: PRI signaling, CPE side

- 2) E1/T1 DTMF Type: Inband, Pri_info.
- 3) E1/T1 Codec Type: U_Law, A_Law.



4) E1/T1 Caller ID: Use the E1/T1 line to callout and the system will use this ID as caller id if you don't specify caller id of the extension

4. File Path

Path for fax file

If you empty it, file will be saved on *sounddata* folder under program path 5. Keep Call History For:

You have options 'Not Save', 'Save a moth', 'Save 3 months', 'Save 6 months and 'Save forever'.

🗿 BizFAX - Business FAX System - Microsoft Internet Explorer					
File Edit View Favorites Iools Help 🧗					
🚱 Back 🔹 💿 - 🖹 😰 🏠 🔎 Search 🌟 Favorites 🚱					
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BizFAX BizFAX — Business FAX Server					
Status Monitor 🔹	General Settings				
Line Status	Country 🗢				
Basic 📀 Extensions	Country	CHINA			
Trunks Outbound Routes	FAX Settings 🖄				
Inbound Call Control	The fax left page header				
IVR					
Inbound Routes Blacklist	The fax right page header	C Enable O Disable	∃		
	Prompt callee send FAX signal	Enable Disable			
System Setting 🙁	Error Correction Mode(ECM)	C Enable O Disable			
General Settings Extension Tabs	The retry times for failed faxes	3			
System Prompts	The retry times if callee is busy	3			
Advanced Modules Backup and Restore		5			
Administrators	E1/T1 Settings ≈				
Reports 🛞					
FAX Logs	E1/T1 Node Type	pri_net			
Call Logs Server Status	E1/T1 DTMF Type	pri_info 💌			
	E1/T1 Codec Type	U_Law			
Logout 🙁	E1/T1 Caller ID	123			
Logodi					
	File Path ≈				
Yeastar					
- reastar	Path for fax file	C:\SoundData			
🕘 Done			🔮 Internet 🦼		

Figure 3-14

3.6.2 System Prompts

- 1) Dial Tone
- 2) Ring Back Tone: Caller hears this sound after get through.
- 3) Call failed: Prompt the caller that the call failed.



4) Call Busy: Prompt the caller that callee is busy now.

- 5) Invalid key in IVR: Prompt the caller that the key pressed is invalid.
- 6) Prompt callee send FAX signal:

For example: when the callee use a combo fax machine (telephone and fax using the same machine), you should prompt him manually to offer the fax signal in order to make the fax transmission successfully. So you can enable this function, system will send the prompt automatically.

BizFAX - Business FAX Sy	ystem - Microsoft Internet Explorer					
Eile Edit View Favorites Iools Help						
🕞 Back 👻 💿 👻 😰 🏠 🔎 Search 🤺 Favorites 🚱 🔗 + 💺 🥽 🍪						
Address 🕘 http://192.168.5.9/Bi	Address 🕘 http://192.168.5.9/BizFAX/system_prompts.php 🛛 🕑 Go 🛛 Links 🌺					
Biz FAX	BizFAX — Bu	siness FAX Server				
Status Monitor 🔹	System Prompts					
Line Status	Prompts					
Basic (*) Extensions Trunks	Name U: Def	se ault				
Outbound Routes	Dial tone	[Default]	View			
Inbound Call Control \land	Ring back tone	[Default]	View			
IVR Inbound Routes	Call failed	[Default]	View			
Blacklist	Call Busy	[Default]	View			
System Setting 🔹	Invalid key in IVR	[Default]	View			
General Settings System Prompts Advanced Modules Backup and Restore Administrators		How to DIY? (Format: IMA ADPCM, 8.000 kHz, 4 Bit,Mono 3kb/sec) OK Cancel				
Reports 🙁						
FAX Logs Call Logs Server Status						
Logout 📀						
Logout						
Yeastar						
🕘 Done			🖉 Internet 🦼			

Figure 3-15



3. 6. 3 Advanced Module Settings

Administrator can enable the advanced functions of BizFAX that includes E-mail settings and short message services.

3.6.3.1 Email Server Settings

User must configure this setting in advance before using email to send fax.

1) General Settings

Email Account: Enter a complete email address

Password: Enter the password of Email account.

The name used on Email: Please enter your name or nickname. If you entered name, the receiver will know the sender directly without open the email. Otherwise, receiver will see the sender's email address only.

Receive Email Server (POP3) : POP3 (PostOffice Protocol 3) server is used to receive emails and user's email will save on it.

POP3 Port: The default is '110'.

Use SSL for security on this server (POP3) : If the server of receiving email needs to authenticate the receiver, you need to select the check box.

Send Email Server (SMTP) : SMTP (Simple Mail Transfer Protocol) server is used to transfer and send the emails that sent by users.

SMTP Port: The default is '25'.

Use SSL for security on this server (SMTP) : If the server of sending email needs to authenticate the sender, you need to select the check box.

After filling out the above information, you can click on the 'Email Test' button to check whether the setup is OK and email is workable. If the test is successful, you can use the email safely; If test failed, please check the above information is correct or network is proper.

2) Settings of receiving faxes (Mail to FAX)

Authetification Code: It used to verify whether the received email is authorized to send fax or not.

The interval of auto receiving new emails: email server will auto receive new emails at regular intervals

3) Settings of sending faxes (FAX to Mail)

The attach format when transferring fax to email: BizFAX support TIF and PDF formats to transfer the faxes to email account.



BizFAX - Business FAX System - Microsoft Internet Explorer		
Eile Edit View Favorites Iools Help		
🔇 Back 🔹 🕥 🕞 🖹 💈 🏠 🔎 Search 🤺 Favorites 🎸	9	
Address a http://192.168.5.9/BizFAX/advanced_modules.php		So Links 🎽
BizFAX BizFAX - Bu	siness	FAX Server
Status Monitor Advanced Modules		
Line Status E-Mail Server Settings		
Basic Seneral		
Extensions Enable E-mail service	🗹 Enak	le
Trunks Outbound Routes E-Mail Account	chy@ye	astar.com
Password	•••••	
Inbound Call Control 🌋 Name	chy@ye	astar.com
IVR Inbound Routes Receive Server(POP3)	pop3.yea	istar.com
Blacklist Receive Server Port	110	
System Setting	🔘 Enabl	e 💿 Disable
General Settings	smtp.yea	star.com
Extension Tabs SMTP Server Port	25	
System Prompts Use SSL for security on this server(SMTP) Advanced Modules		e O Disable
Backup and Restore	Te	st Account Config
Administrators Administrators Authentication Code	1234	
Reports Receive mails every	2 minute	s
FAX Logs	2 minute	
Call Logs Server Status		
Attachment Format(forward fax to email)	OTIF (• PDF
Logout Short Message Service (SMS)		
Logout		
Short Message Service (SMS)		✓ Enable
Provider		臺灣康特簡訊平台
Veastar User ID		12
Password		••
Character set		UTF8 V
2 2		Internet

Figure 3-16

3.6.3.2 SMS Service Settings

BizFAX supports sending and receiving SMS through the platform of third-part operators. All operators are OK as long as they support http porotocol to send text messages.

3.6.4 Backing up & Restore

As an administrator, you can backup database shown on Figure 3-17. Click 'Back Up' butoon and choose a destination to save the file.

The **Restore** option will restore your data to the existing database. Select the type of data you want to restore and click **Browse** to choose the location of the backup file to load, and then click **RESTORE**. The data is restored to the database.



BizFAX - Business FAX Sy	ystem - Microsoft Internet Explorer	
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites :		A*
🌀 Back 🔹 🐑 - 💌 🕻	💈 🕎 🔎 Search 🤺 Favorites 🔣 🍃 📚 🚍 🦓	
Address 🚳 http://192.168.5.9/Bi	iizFAX/backup_restore.php	🖌 🄁 Go 🛛 Links 🎽
Biz FAX	BizFAX — Business FAX Server	
Status Monitor 🙁	Backup and Restore	
Line Status	Backup Data	
Basic 📀 Extensions Trunks	Backup Database	
Outbound Routes	Restore Data	
Inbound Call Control IVR Inbound Routes Blacklist	View Restore Database	
System Setting General Settings System Prompts Advanced Modules Backup and Restore Administrators		
Reports 🔊 FAX Logs Call Logs Server Status		
Logout 🛞 Logout		
Yeastar		X
🗑 Done		Internet

Figure 3-17

3.6.5 Administrator

You can change the password here.



3.7 Reports

3.7.1 Fax Logs

Fax Log captures all call details: start/expiration date, fax type, status, and theme and so on. For administrator's convenience, admin can search information by fax time, type, sort and status and export them into CSV file.

🚳 BizFAX - Business FAX Sy	stem - Microsoft Interi	net Explorer						
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u>	ools <u>H</u> elp				A.			
🚱 Back 🝷 💿 - 🖹 😰 🏠 🔎 Search 🧙 Favorites 🚱 🔗 - 🌺 🥽 🆓								
Address 🕘 http://192.168.5.9/Biz	Address 🥘 http://192.168.5.9/BizFAX/cdr_fax.php 🛛 🗸 🔂 Links 🎽							
Biz FAX	Bizf	FAX — Business FAX Server		0				
Status Monitor 🛞	FAX Logs							
Line Status	General							
Basic 🙁	Start Date	2009 💌 - 5 💟 - 27 💟	Extension	All				
Extensions Trunks	Expiration Date	2009 🗸 - 5 🔽 - 27 🔽	Theme					
Outbound Routes	Туре	All		Oescend by date				
Inbound Call Control 🔹	Status	All	Sort	O Ascend by date				
Blacklist								
System Setting 🙁		Refresh	Export					
General Settings System Prompts								
Advanced Modules Backup and Restore								
Administrators								
Reports 🛞								
FAX Logs Call Logs								
Server Status								
Logout 🛞								
Logout								
Yeastar								
					~			
ê					🔮 Internet 🔢			

Figure 3-18

3.7.2 Call Logs

Call Log captures all call details: calling time, caller number, callee number, call type, call duration and so on. For administrator's convenience, admin can search information by calling time, call type and call duration and export them into CSV file.



BizFAX - Business FAX Systems	stem - Microsof <u>t Int</u> e	rnet Explorer			
	ools <u>H</u> elp				
🚱 Back 🝷 🕥 🕤 🗶	👌 🏠 🔎 Search	📩 Favorites 🤣 🎯 🕹 🔜 🖓	•		
Address 🕘 http://192.168.5.9/Biz	FAX/cdr.php				🔽 🄁 Go 🛛 Links 🎽
Biz FAX	Biz	FAX — Business FAX Server		\odot	
Status Monitor 🔹	Call Logs				
Line Status	General				
Basic 🔹	Start Date	2009 🗸 . 5 🖌 . 27 🗸		Oescend by date	
Trunks Outbound Routes	Expiration Date	2009 🗸 - 5 🗸 - 27 🗸		Ascend by date	
	Туре	All	Sort	O Descend by duration	
Inbound Call Control IVR	Extension	All		Ascend by duration	
Inbound Routes Blacklist	Duration	More Than seconds		O Descend by number	
System Setting 🔹		O Less Than seconds		Ascend by number	
General Settings System Prompts					
Advanced Modules Backup and Restore		Refresh	Export		
Administrators					
Reports 📚					
FAX Logs Call Logs					
Server Status					
Logout 🗢					
🚺 Yeastar					
					~
é					🥑 Internet

Figure 3-19



3.7.3 Server Status

Administrator can monitor the server performance through staturs.

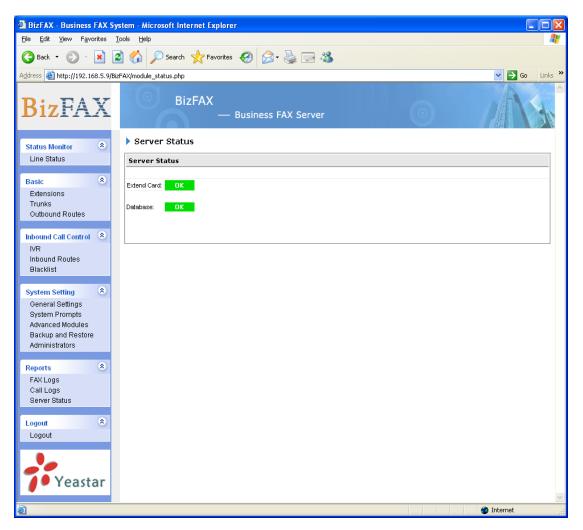


Figure 3-20



Using BizFAX

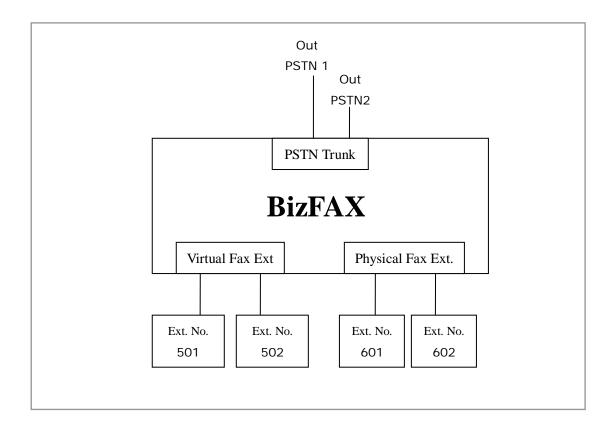
4

Make two examples for the below typical applications:

- Usage of sending fax
- Usage of receiving fax

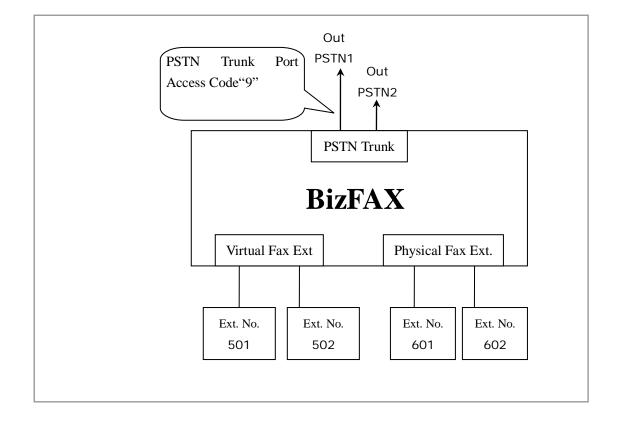
FXO port of TDM800 card should connect with PSTN line, FXS port of TDM800 card should connect with physical fax machines.

For example, BizFAX has virtual fax Extensions 501 and 502 and physical fax Extensions 601 and 602 (FXS); PSTN Trunk OutPSTN1 and OutPSTN2.





4.1 Usage of Sending Fax



On the above demonstrated environment:

Suppose the settings of outbound routes are as below:

Route Name: 9

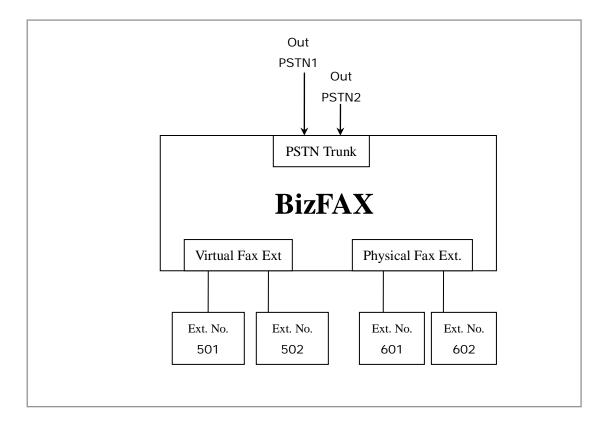
Apply this rule to: fax from extension(s)——All Extensions Make outbound calls on: Trunk Sequence—— All PSTN trunks Other: Deleted Prefix Count——1

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.



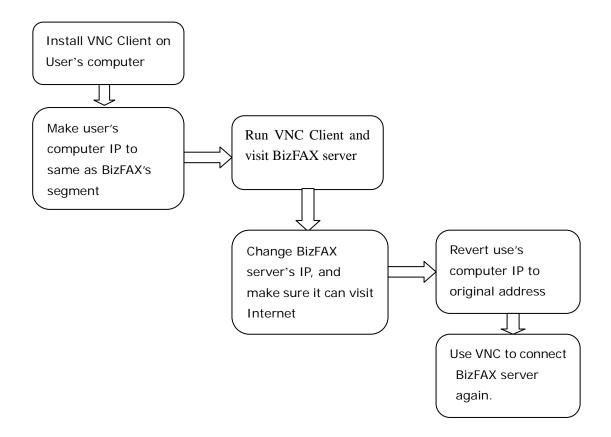
Appendix A Modify BizFAX IP Address

The default IP address of BizFAX is 192.168.5.66, maybe it's different from your network segment, and therefore we have to change IP address before visiting.

BizFAX has built-in VNC server, users can change IP address by VNC remote controlling.

1 Method of change IP

Following diagram tells you the way of changing BizFAX IP address.



2 Example

For example, a company's network segment is 192.168.1.xxx, and a computer's IP is 192.168.1.10, and BizFAX's IP is 192.168.5.66

Note: here we use 'CA' to stand for Computer A with IP 192.168.1.10



Then it's possible to modify BizFAX's IP into company's segment.

Step1: Download and install VNC Client on CA (refer to Appendix E VNC Installation). VNC download address http://www.yeastar.com/download/VNC.exe

Step2: Change the default IP of CA (192.168.1.10 like Figure A-1) into the same segment of BizFAX, like Figure A-2 (192.168.5.61)

Internet Protocol (TCP/IP) Properties	Internet Protocol (TCP/IP) Properties
General	General
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.	You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
O Obtain an IP address automatically	O Obtain an IP address automatically
Use the following IP address:	Use the following IP address:
<u>I</u> P address: 192.168.1.10	IP address: 192.168.5.61
Subnet mask: 255 . 255 . 0	Subnet mask: 255 . 255 . 0
Default gateway:	Default gateway:
C Obtain DNS server address automatically	C Obtain DNS server address automatically
Use the following DNS server addresses:	Use the following DNS server addresses:
Preferred DNS server:	Preferred DNS server:
Alternate DNS server:	Alternate DNS server:
Advanced	Advanced
OK Cancel	OK Cancel

Figure A-1

Figure A-2

Step3: Run VNC Client on CA and enter the IP of BizFAX (192.168.5.66), see Figure A-3

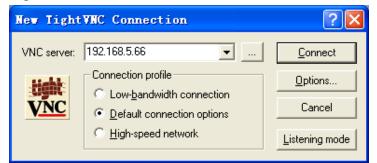


Figure A-3

Click 'Connect' key, and enter 'password' on password and click 'OK' to connect with BizFAX server. See Figure A-4

Note: The default password for connection is 'password'; please refer to Appendix F about the way of changing VNC server password.



Standard VNC Authenti 🔀
VNC Host: 192.168.5.66
User name:
VNC Password: *****
<u>O</u> K <u>C</u> ancel

<Figure A-4>

Step4: Change BizFAX's IP and make it same as user original segment, '192.168.1.11'. Meantime, user can setup gateway so as to visit Internet well. Exit VNC Client at last.

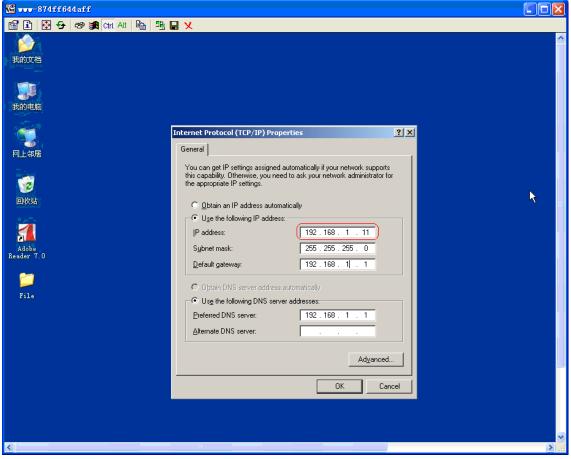


Figure A-5

Step5: click "BackupOS" backup the change. See Figure A-6



Figure A-6

Step6: Reverts CA's IP to original address that is 192.168.1.10 as on Figure A-7

Internet Protocol (TCP/IP) Prope	rties ?X
General	
	utomatically if your network supports to ask your network administrator for
O <u>O</u> btain an IP address automat	ically
$\vdash \odot$ Use the following IP address:	
IP address:	192.168.1.10
S <u>u</u> bnet mask:	255 . 255 . 255 . 0
Default gateway:	192.168.1.1
C Obtain DNS server address a	utomatically
	addresses:
Preferred DNS server:	192.168.1.1
Alternate DNS server:	· · ·
	Advanced
	OK Cancel

Figure A-7

Step7: Use VNC again to connect with BizFAX, and now the IP address should be '192.168.1.11'



Appendix B Customizing WAV Format

Here, users can customize a WAV file through Windows accessories recorder, or through other software to finish the format, like CoolEdit.

(WAV Format: 8,000 kHz,4 Bit, Mono 3KB/sec)

Step:

Start menu→Program→Attachment→ Entertainment→ Recorder

1. Record the prompt message file



Figure B-1

2. Save it As





3. Change the format; click the button as Figure B-3



Save As		? ×
Save jn:	🔁 cn 💽 🕂 🖽 🕂 🖽 -	
Recent Desktop My Documents My Computer	 DefIvrPrompt.wav DialNbrSound.wav HearVmOverSound.wav IvrErrorSound.wav ParkingSound.wav RingBackSound.wav TransToNbrSound.wav TransToVmSound.wav 	
My Network Places		ave ancel
Format: P0	CM 44.100 kHz, 16 Bit, Steree Change	

Figure B-3

4. Choose an entry on 'Sound Selection'

Format: IMA ADPCM

Attributes: 8,000 kHz,4 Bit, Mono 3KB/sec

Sound Selec	tion	<u>?</u> ×
<u>N</u> ame:		
[untitled]	▼ Save As.	<u>R</u> emove
Eormat:	IMA ADPCM	F
<u>A</u> ttributes:	8.000 kHz, 4 Bit, Mono	3 kb/sec 💌
	OK Cancel	



5. Click 'OK' to save the settings and voice files.



Appendix C Country/Region List

BizFAX supports the following countries' and regions' telecommunication parameters:

ARGENTINA LEBANON AUSTRALIA LUXEMBOURG AUSTRIA MACAO BAHRAIN MALAYSIA BELGIUM MALTA BRAZIL MEXICO BULGARIA MOROCCO CANADA **NETHERLANDS** CHILE NEWZEALAND CHINA NIGERIA COLUMBIA NORWAY CROATIA OMAN CYPRUS PAKISTAN CZECH PERU DENMARK PHILIPPINES **ECUADOR** POLAND EGYPT PORTUGAL ELSALVADOR ROMANIA FINLAND RUSSIA FRANCE SAUDIARABIA GERMANY SINGAPORE GREECE **SLOVAKIA** GUAM **SLOVENIA** HONGKONG SOUTHAFRICA HUNGARY SOUTHKOREA **ICELAND** SPAIN INDIA SWEDEN INDONESIA SWITZERLAND **IRELAND** SYRIA ISRAEL TAIWAN ITALY THAILAND JAPAN UAE JORDAN UK KAZAKHSTAN USA KUWAIT YEMEN LATVIA

<Finished>