



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 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, 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 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

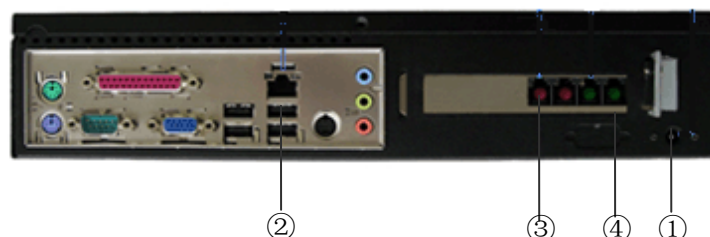


Figure 1-2 BizFAX Backside

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
2. 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.
3. 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.

3

Managing BizFAX

3.1 Log in

1. Put on power with BizFAX server.
2. 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://192.168.5.66:8080>

3.2 Manager Log In

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

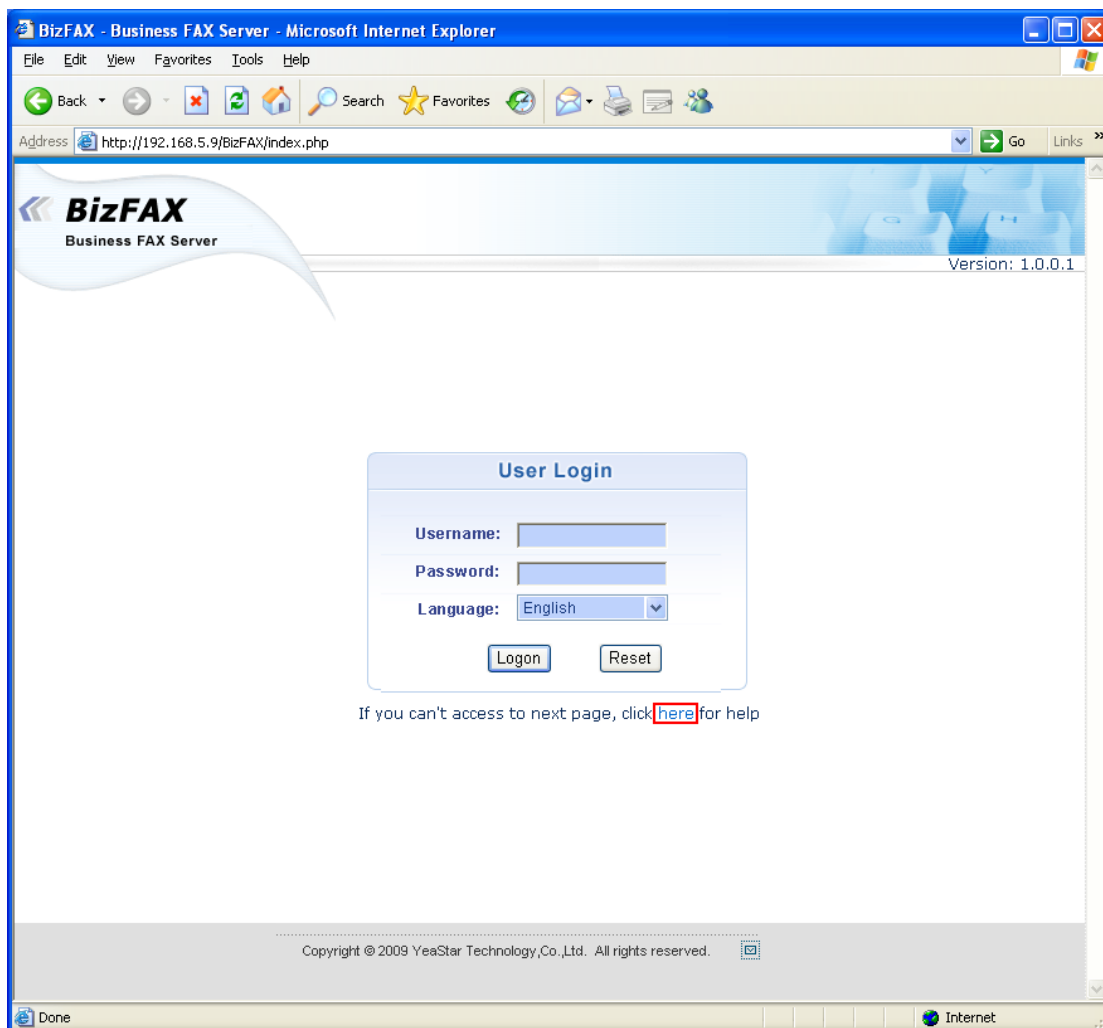


Figure 3-1

If the next page is abnormal after you login, that mainly because of the safety setting of IE browser. Click [here](#) link on this page and follow the guides to restore the normal page.

3.3 Status and Management

3.3.1 Line Status

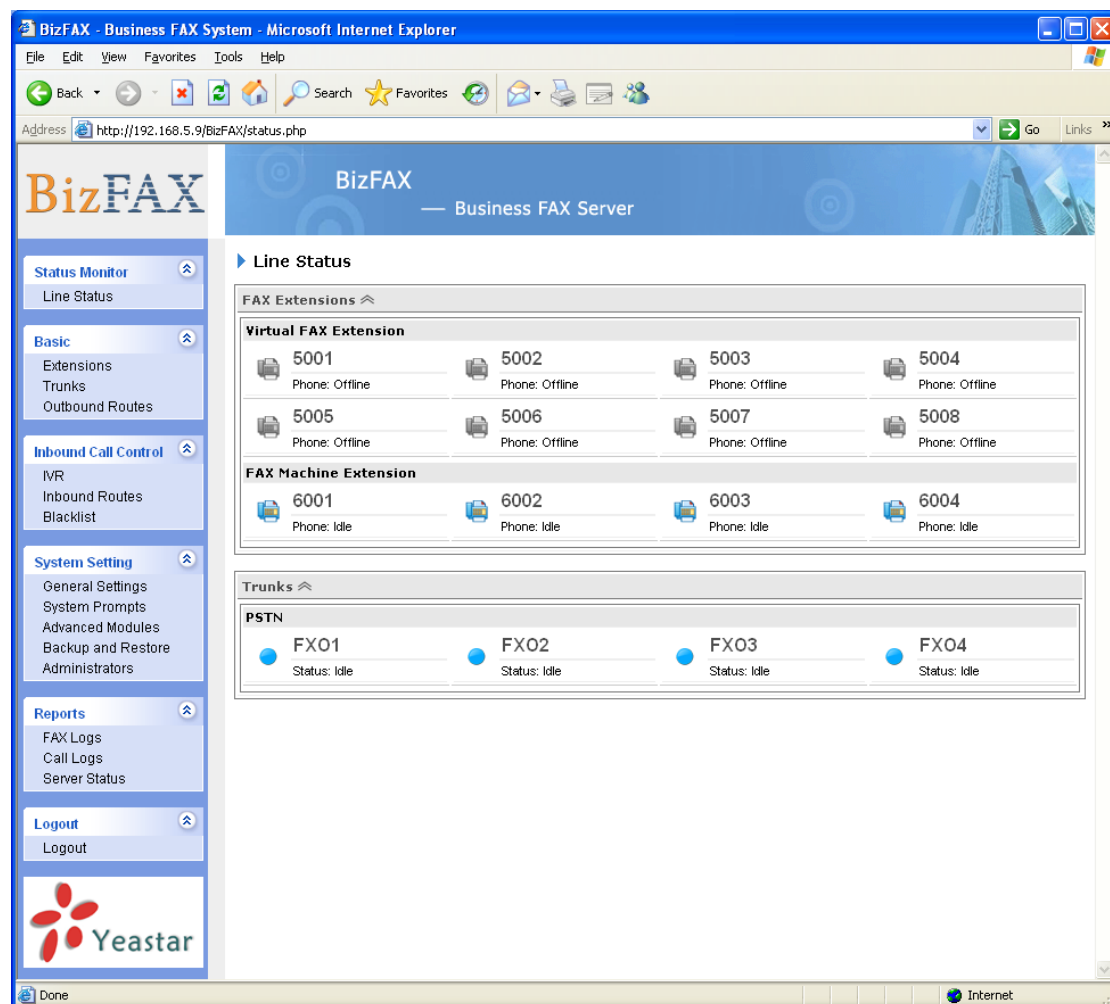





Figure 3-2




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)  : 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.

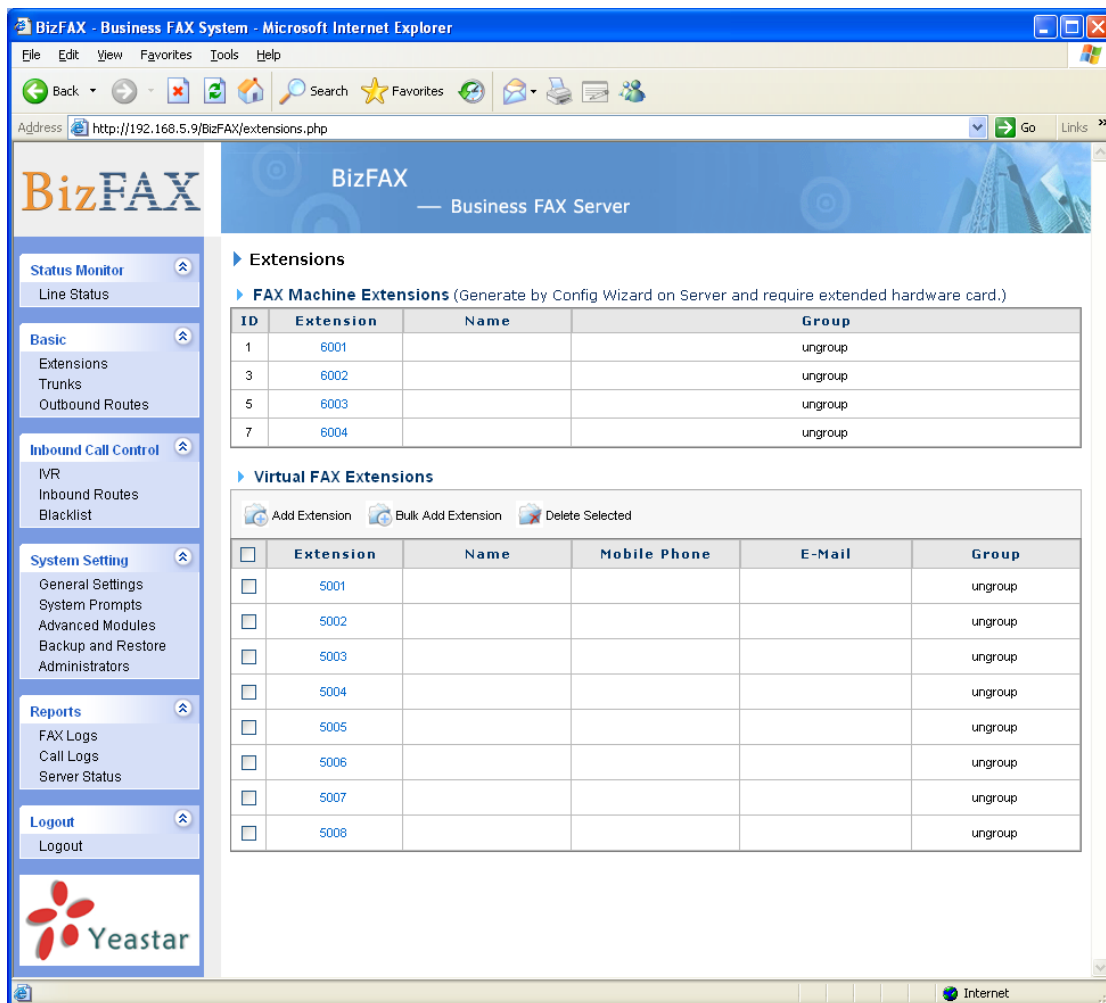


Figure 3-3

3.4.1.1 Physical Fax Machine Extension

1. Add Physical Fax Machine

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

It's impossible to add Physical fax extension 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

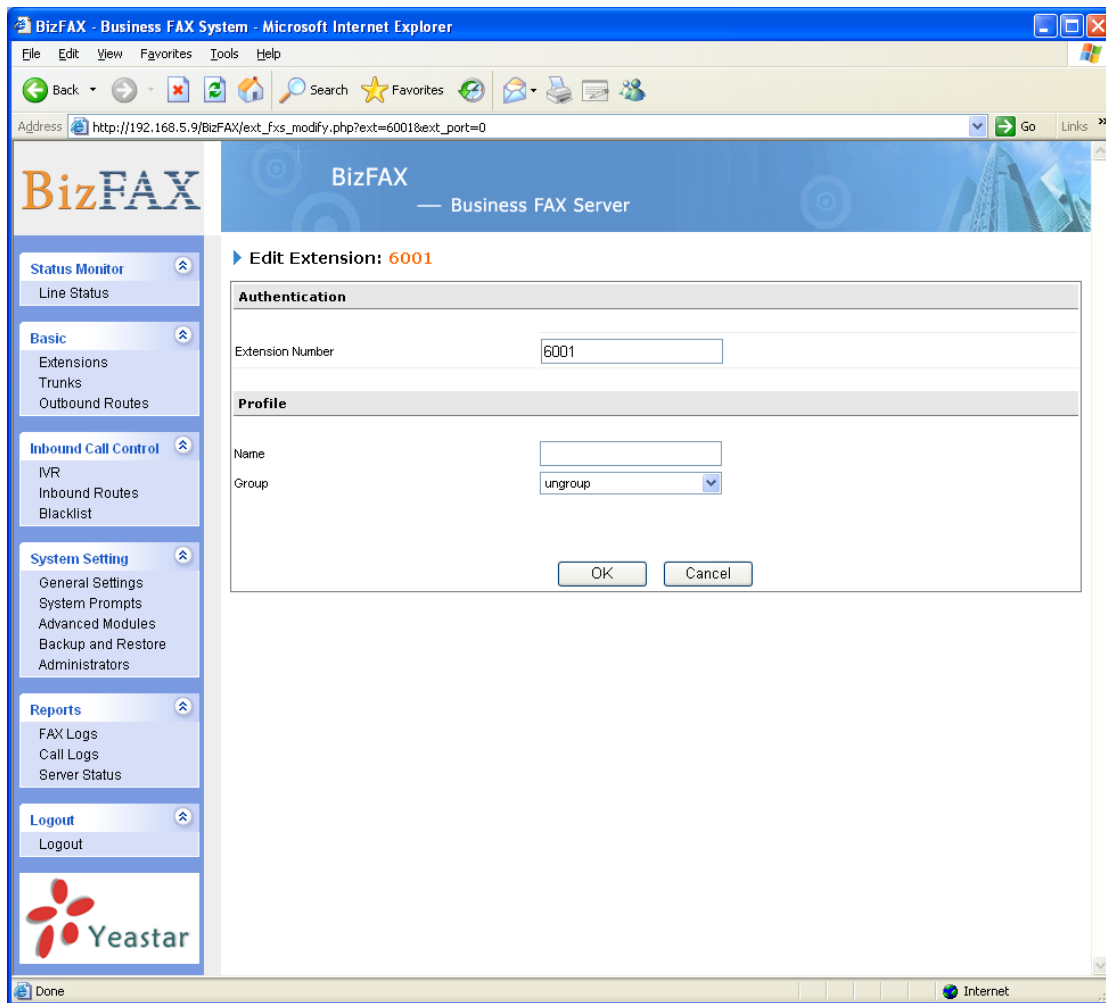


Figure 3-4

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

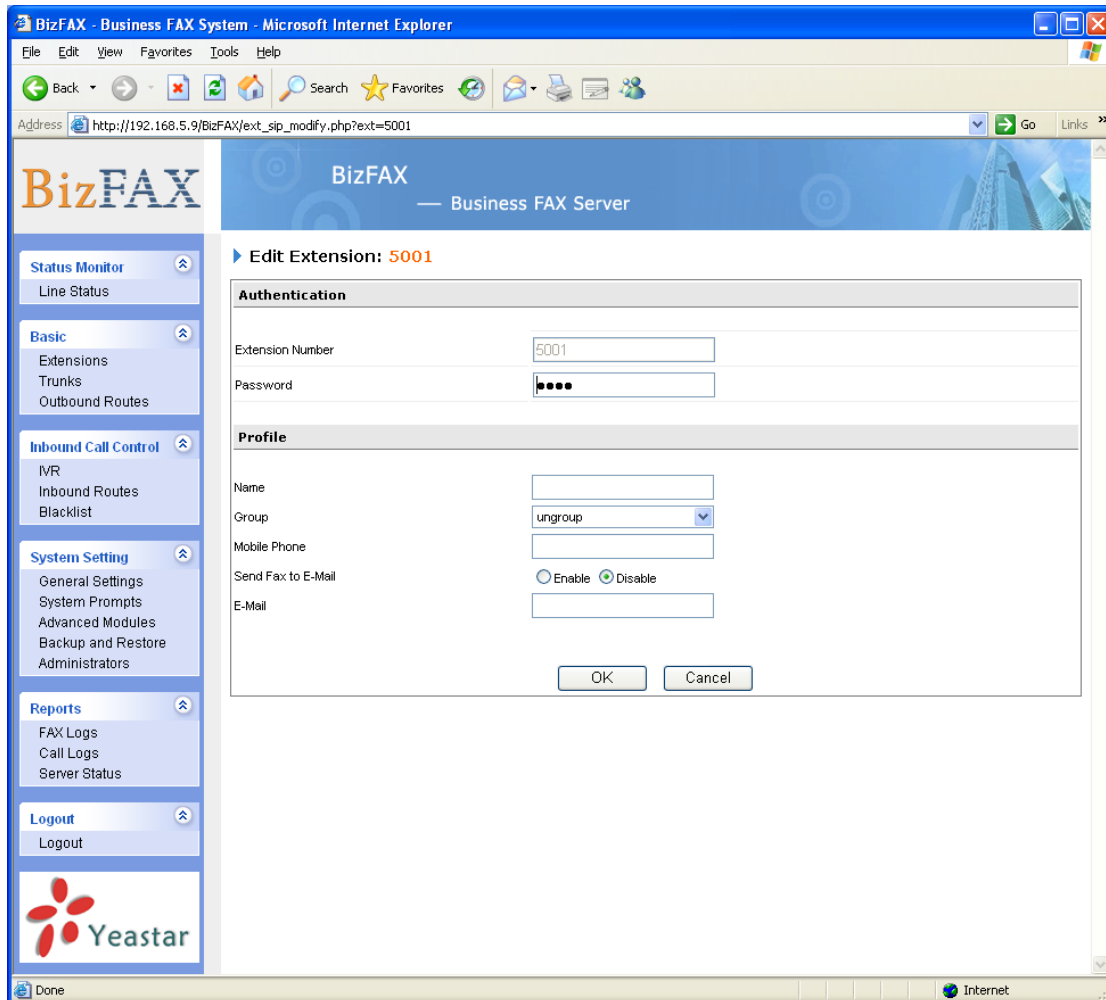


Figure 3-5

2. Remove Virtual Fax Extension

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

3.4.2 Trunk

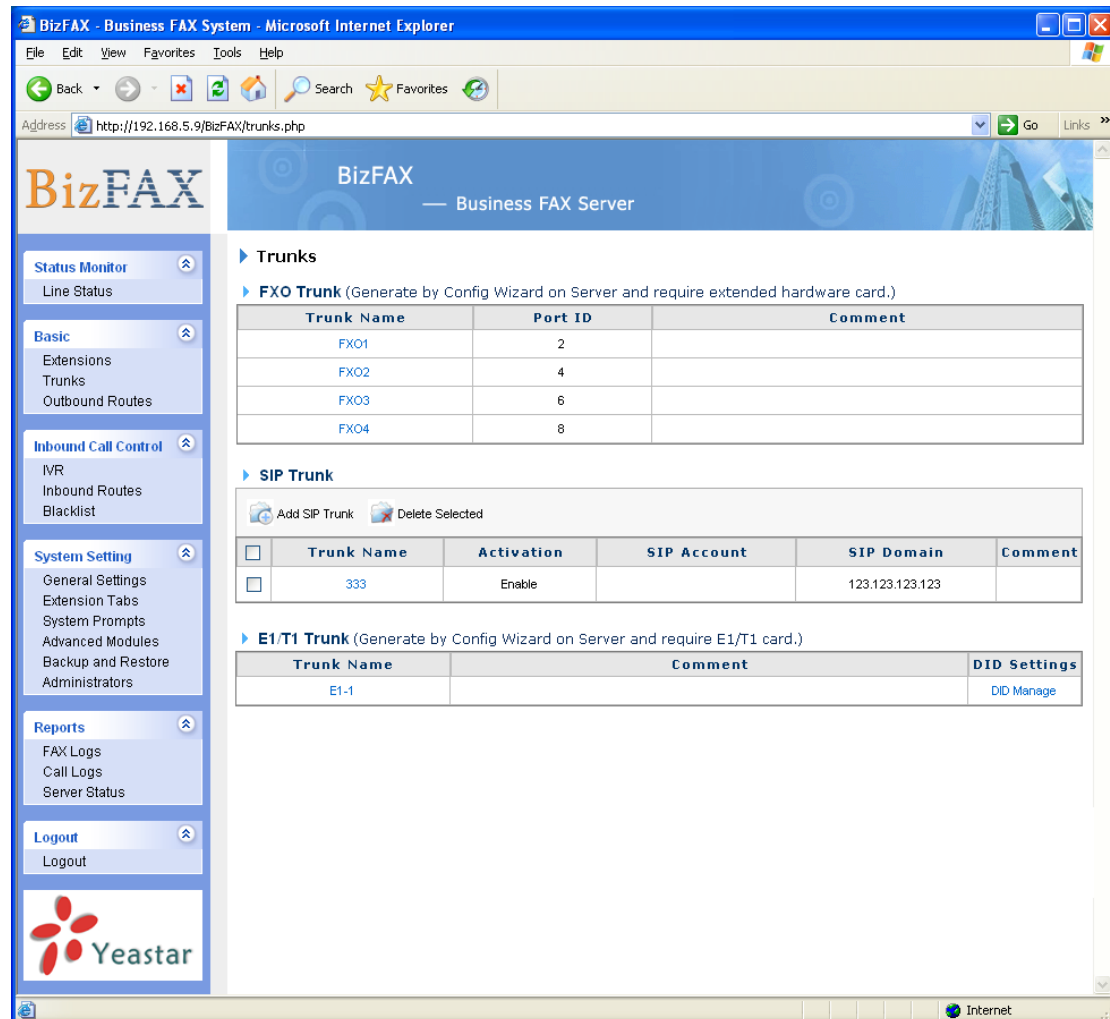


Figure 3-6

Trunk is configured through Serve's Config Wizard, it needs the Yeostar'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.

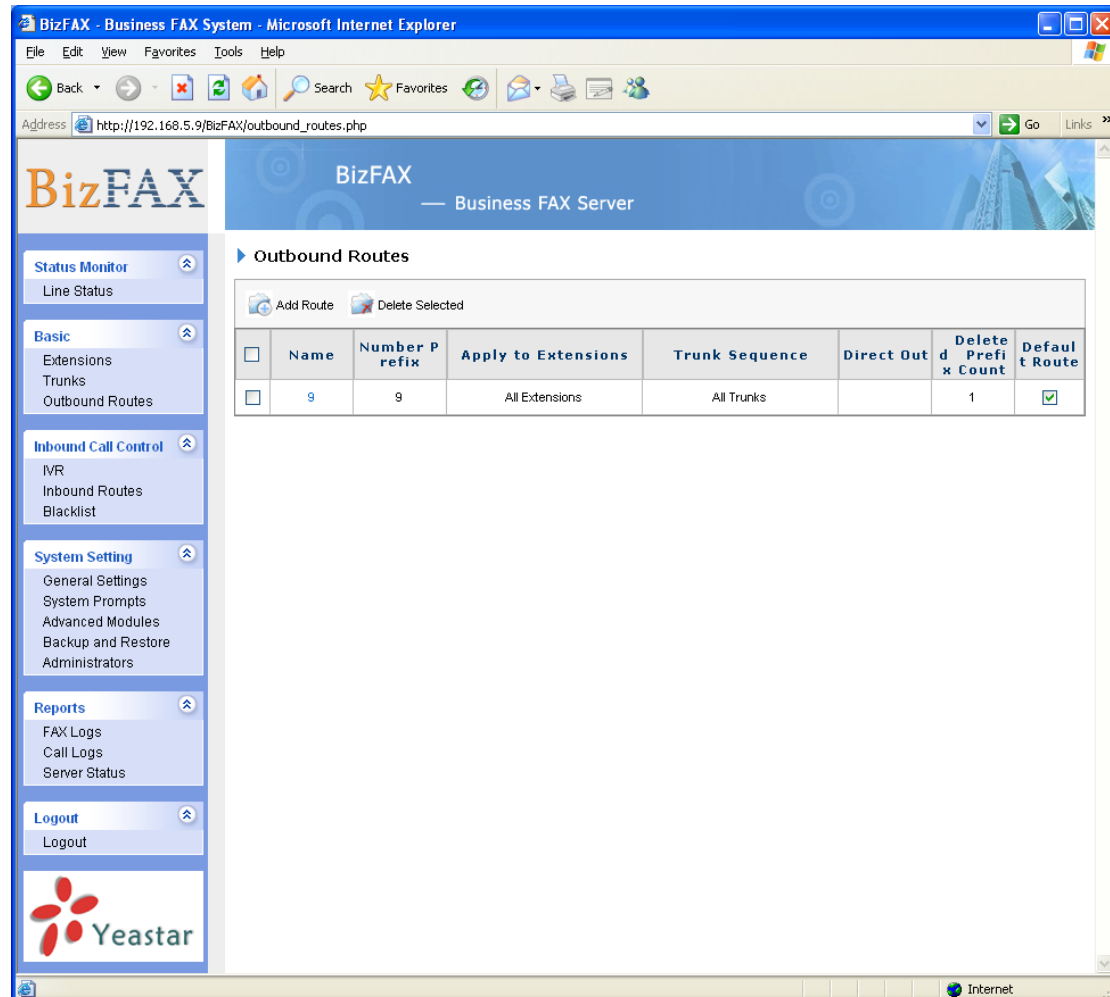


Figure 3-7

3.4.3.1. Buildup Outbound Routes

- 1) Click 'Add Outbound 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 outgoing calls through this route will guide to this number directly. It usually use for multi-branch connection.

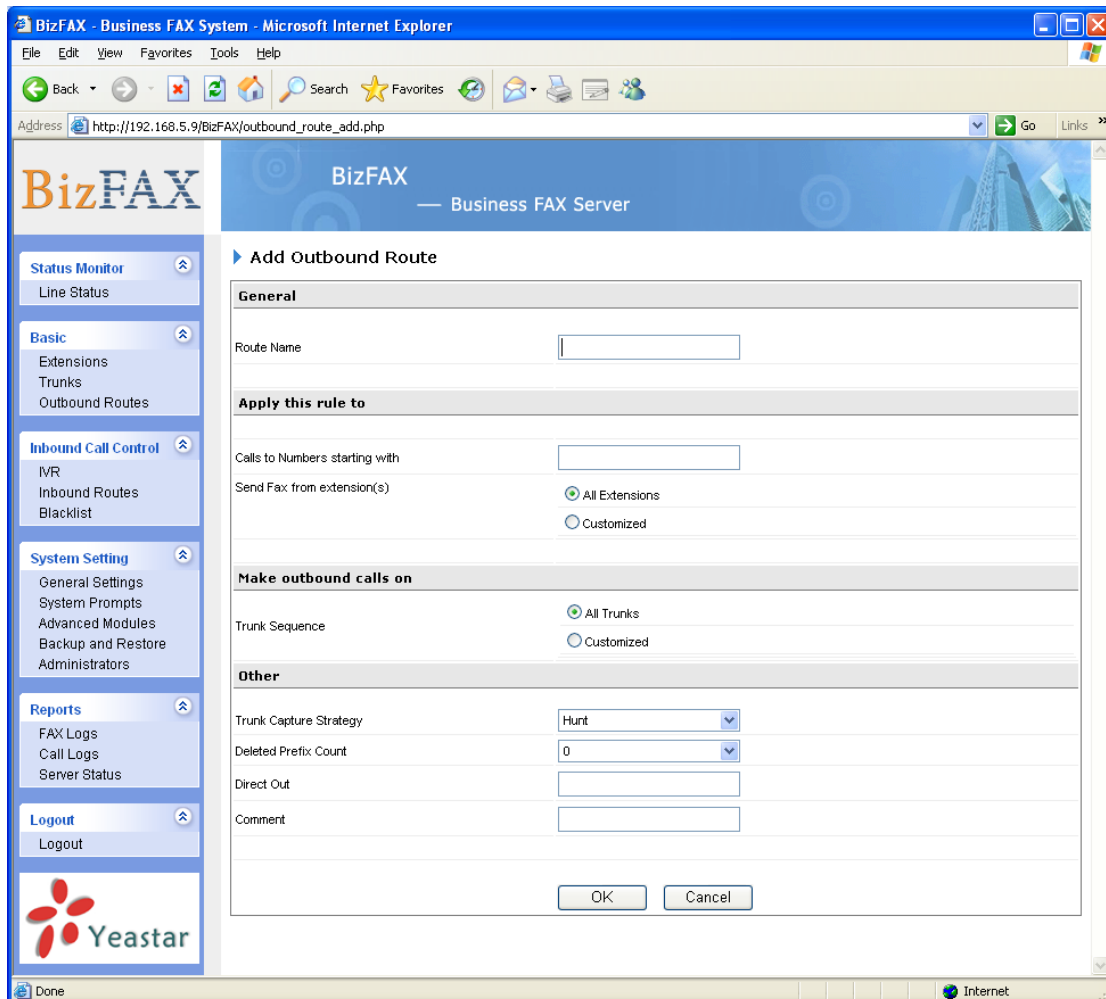


Figure 3-8

3.4.3.2. Remove Route

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

3.5 Inbound 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.

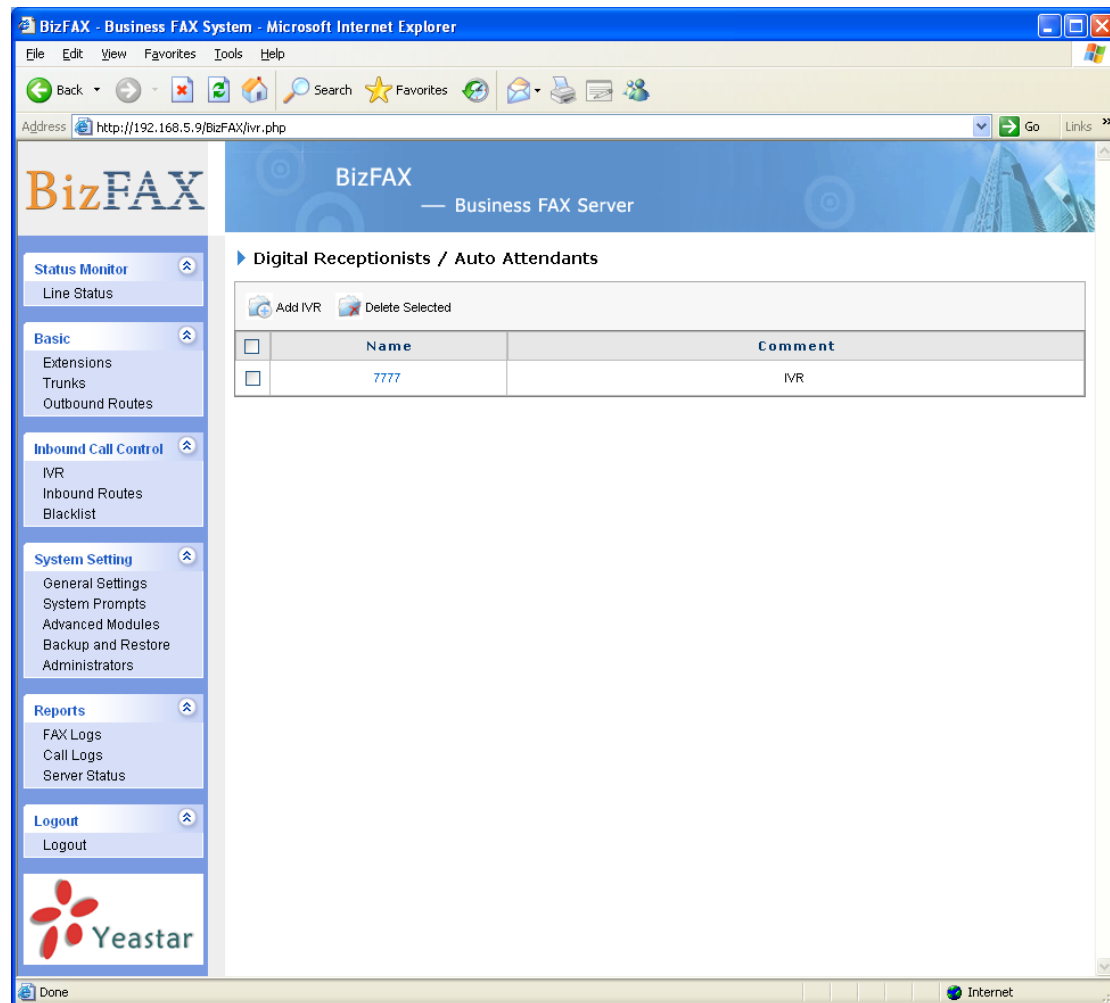


Figure 3-9

3.5.1.1 Setup Auto Attendant

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

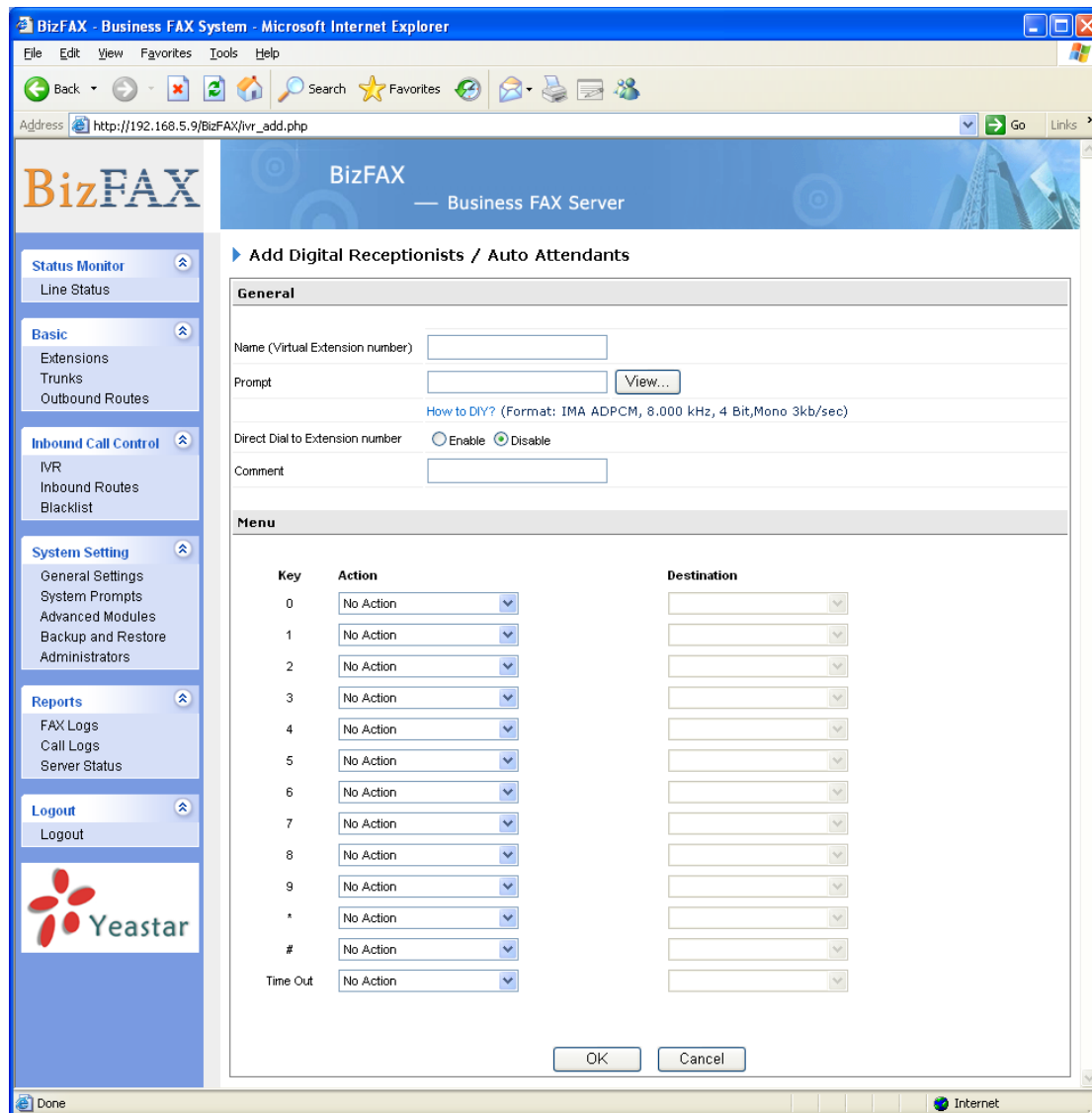
- 1) Name (Virtual Fax Extension Number)
 - 2) Click 'View' to choose the voice file you want to upload. This file will copy to BizFAX system \prompts\MusicOnHold catalog. Please refer to [Appendix A](#)
 - 3) Whether to enable 'Direct Dial to Extension Number' or not
- If disable it, user has no right 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.



Key	Action	Destination
0	No Action	
1	No Action	
2	No Action	
3	No Action	
4	No Action	
5	No Action	
6	No Action	
7	No Action	
8	No Action	
9	No Action	
*	No Action	
#	No Action	
Time Out	No Action	

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 guiding incoming calls to reach destination extension within the business hours or out of working hours.

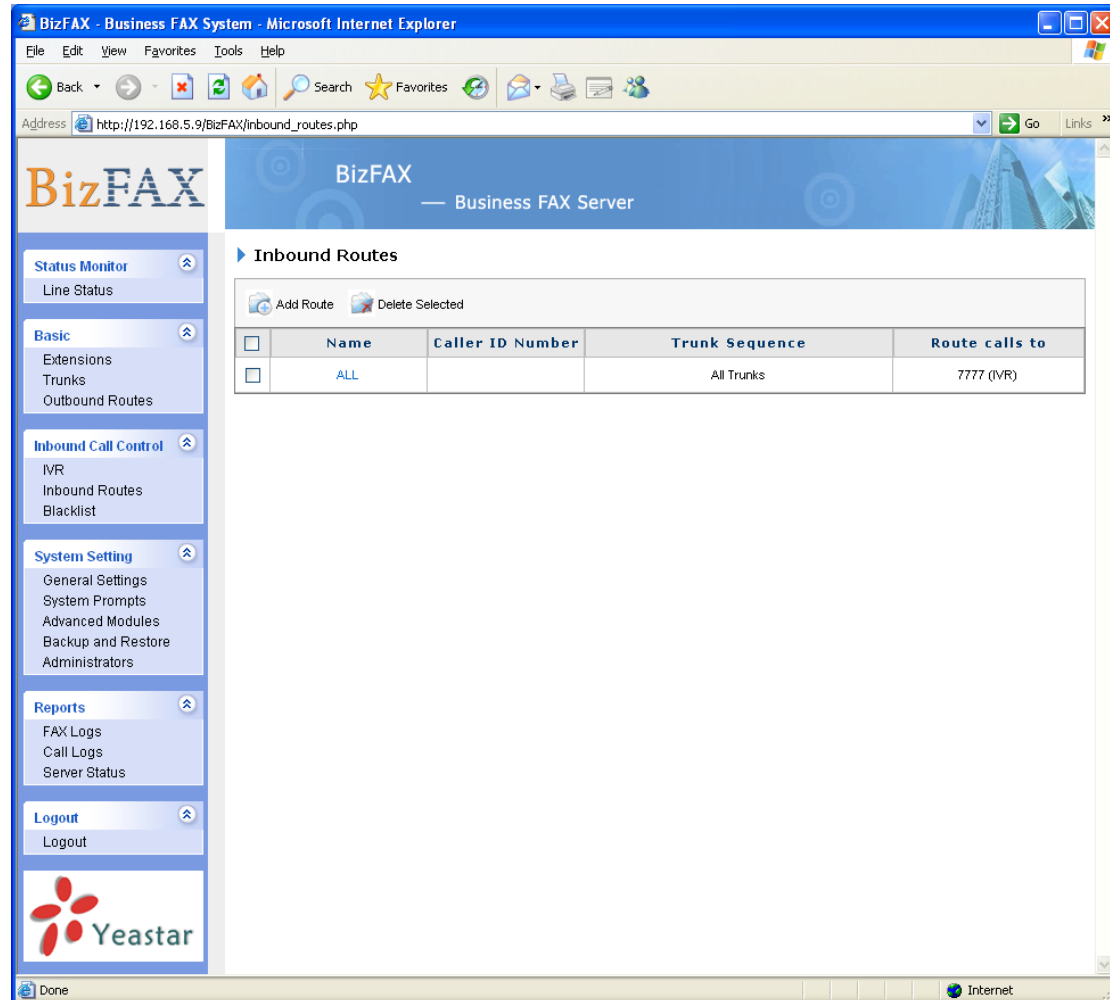


Figure 3-11

3.5.2.1 Buildup Inbound Routes

- 1) Click 'Add Inbound 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 answer incoming calls.

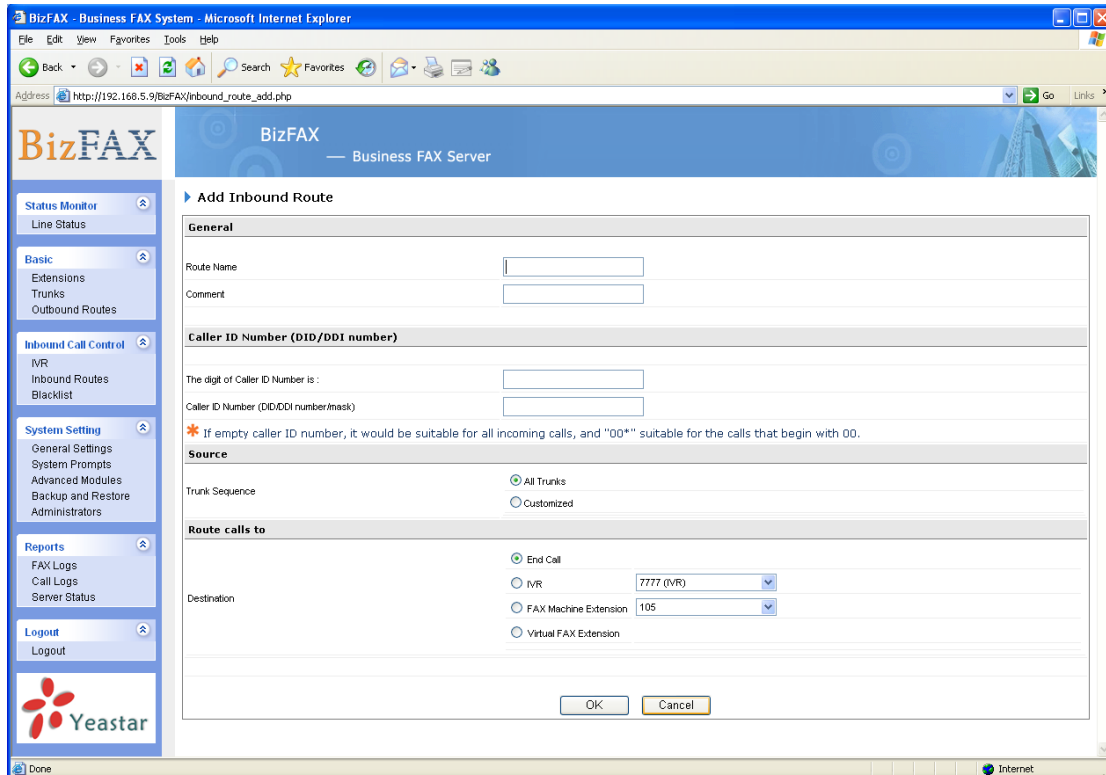


Figure 3-12

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

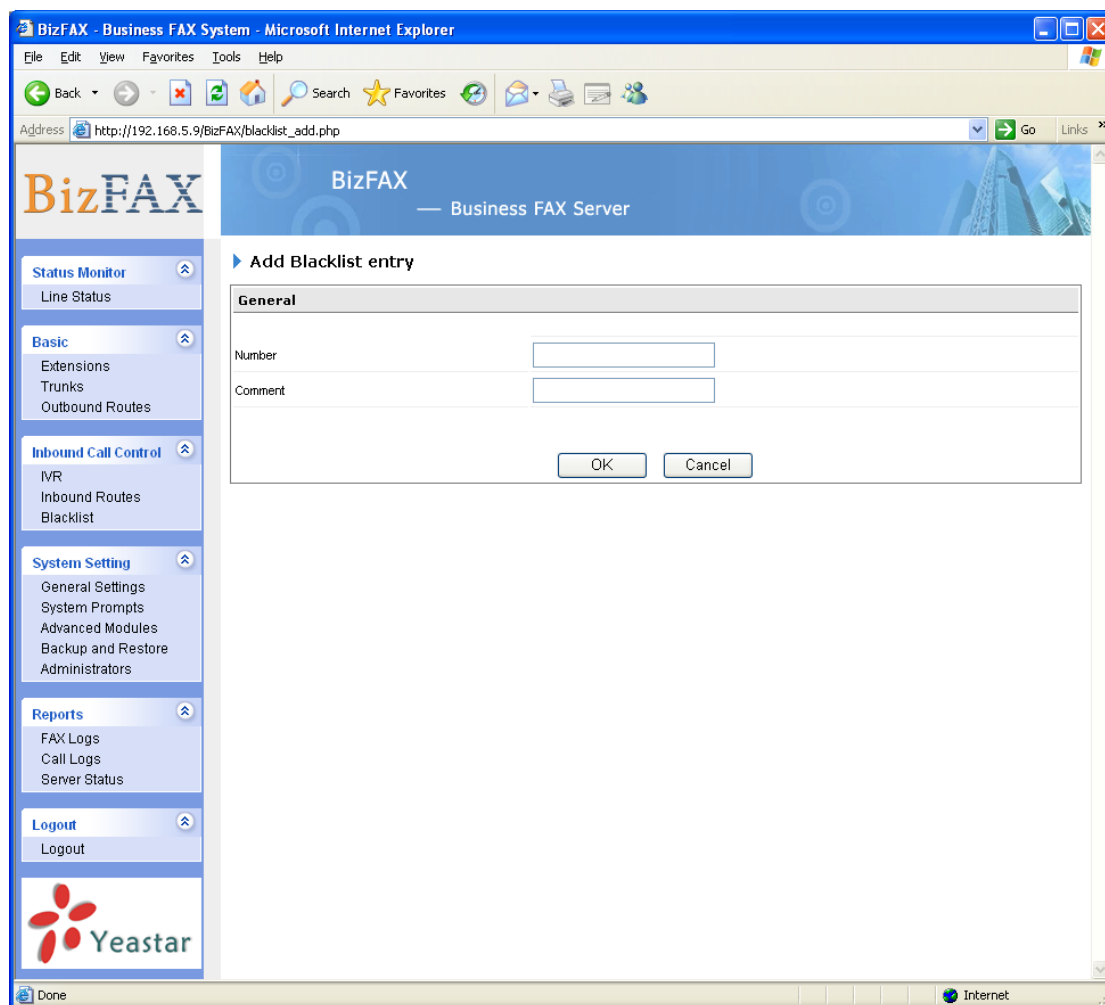


Figure 3-13

3.5.3.2 Remove Blacklist

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

3.6 System Settings

3.6.1 General 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'.

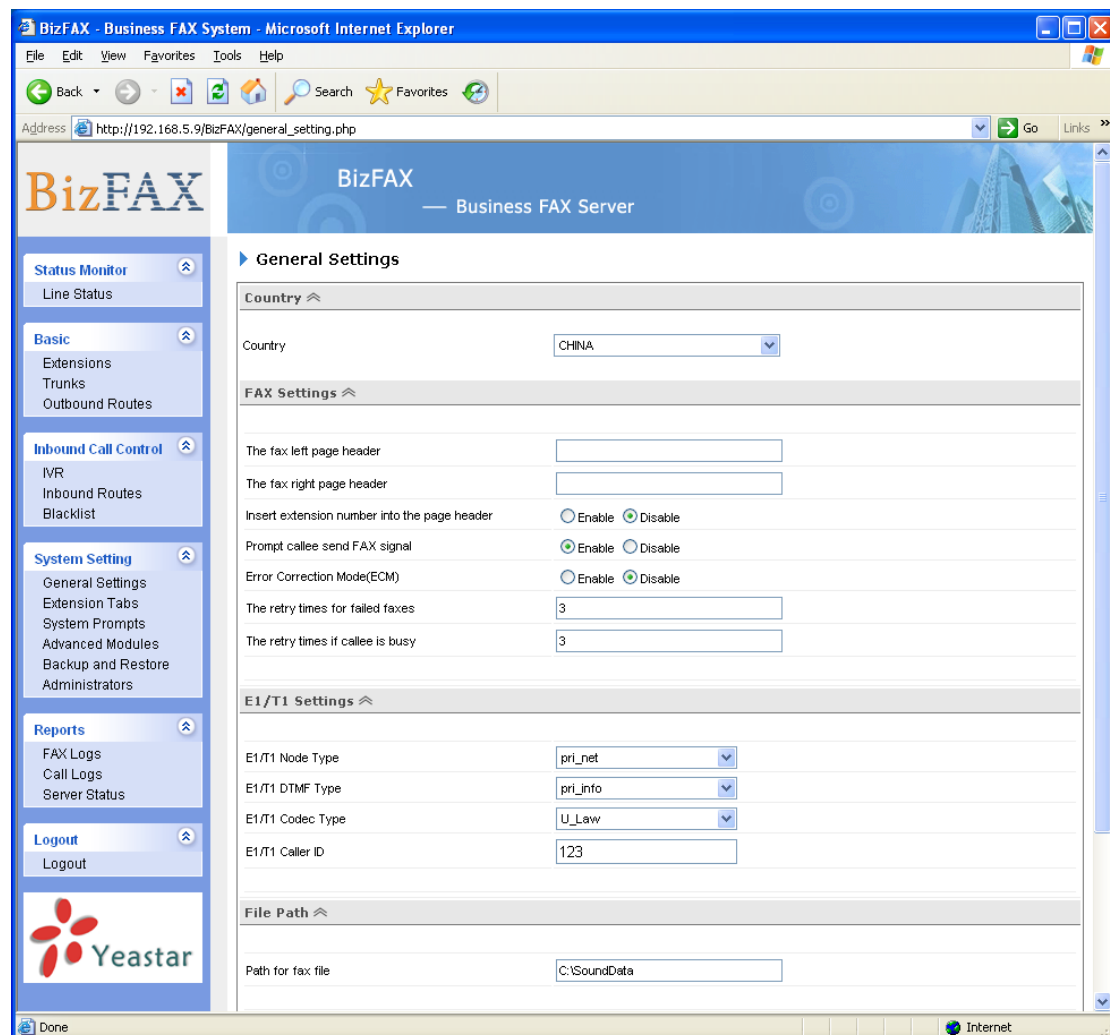


Figure 3-14

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.

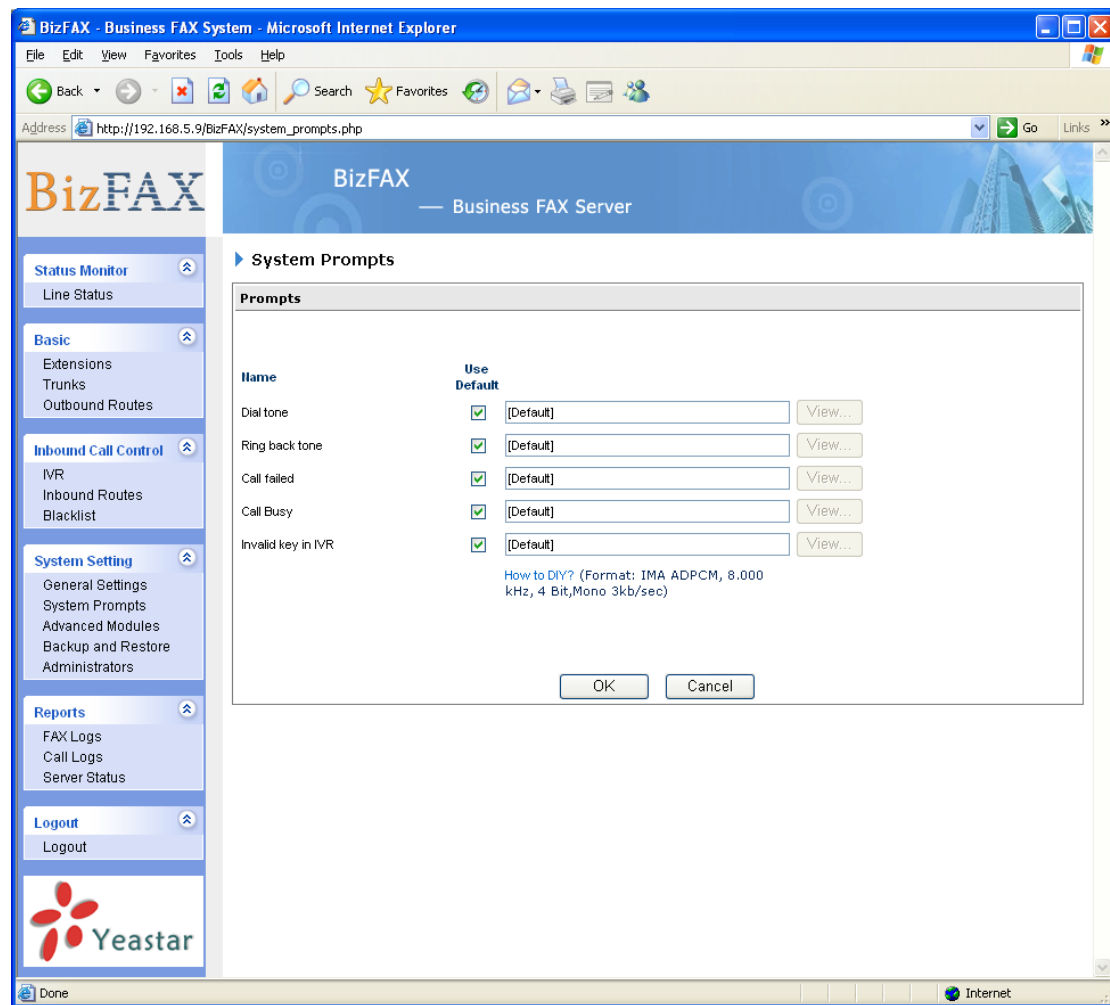


Figure 3-15

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.

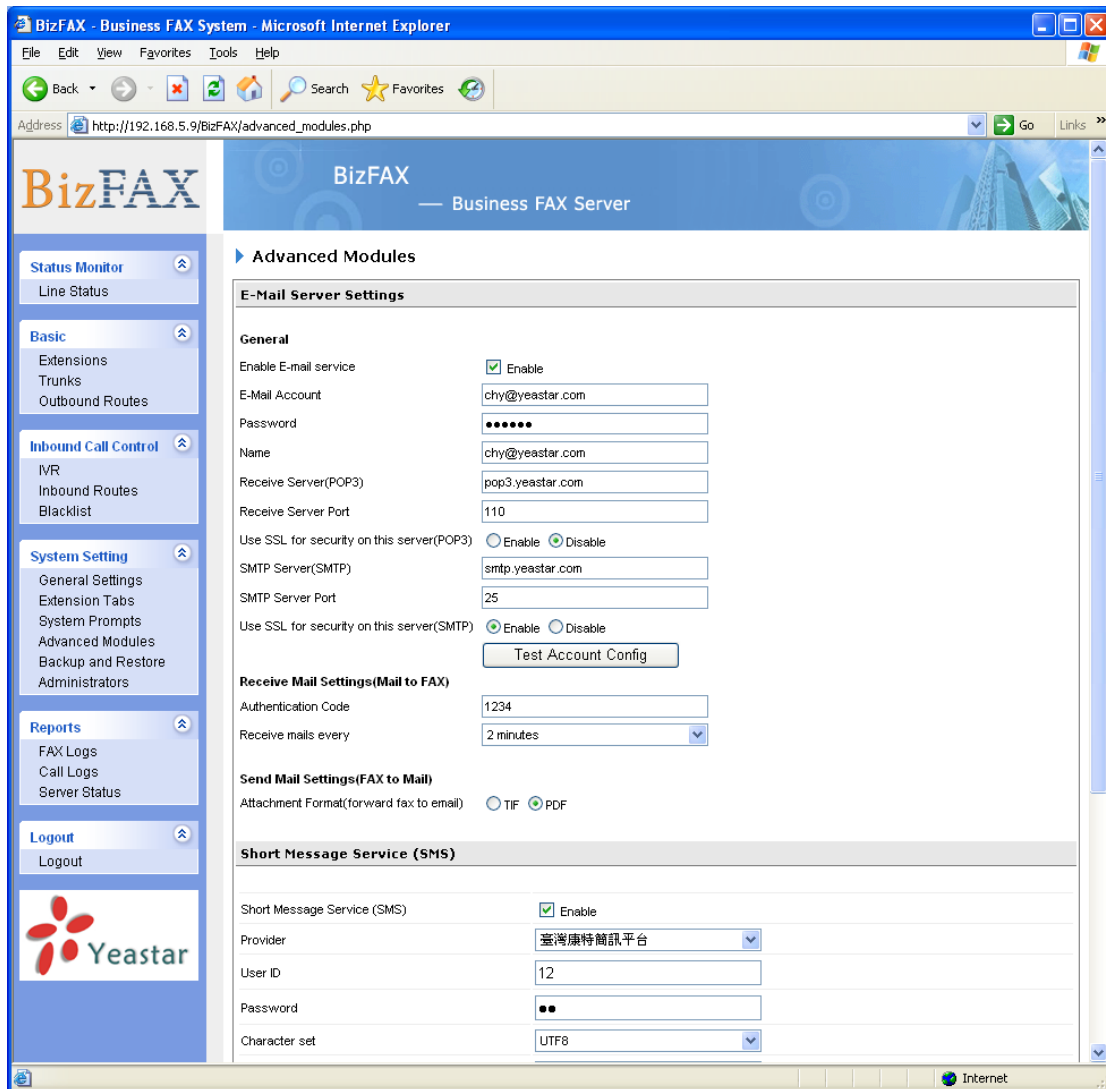


Figure 3-16

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.

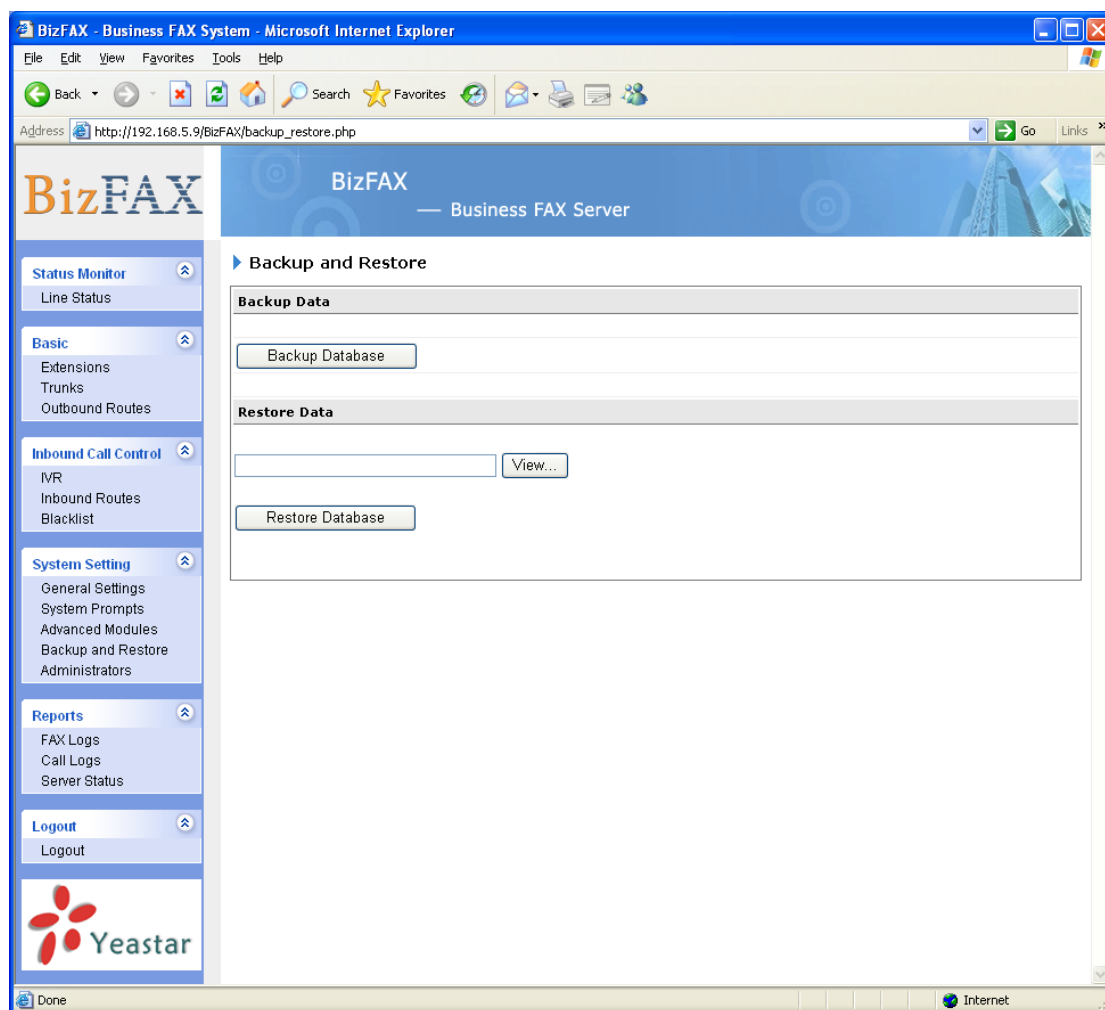


Figure 3-17

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.

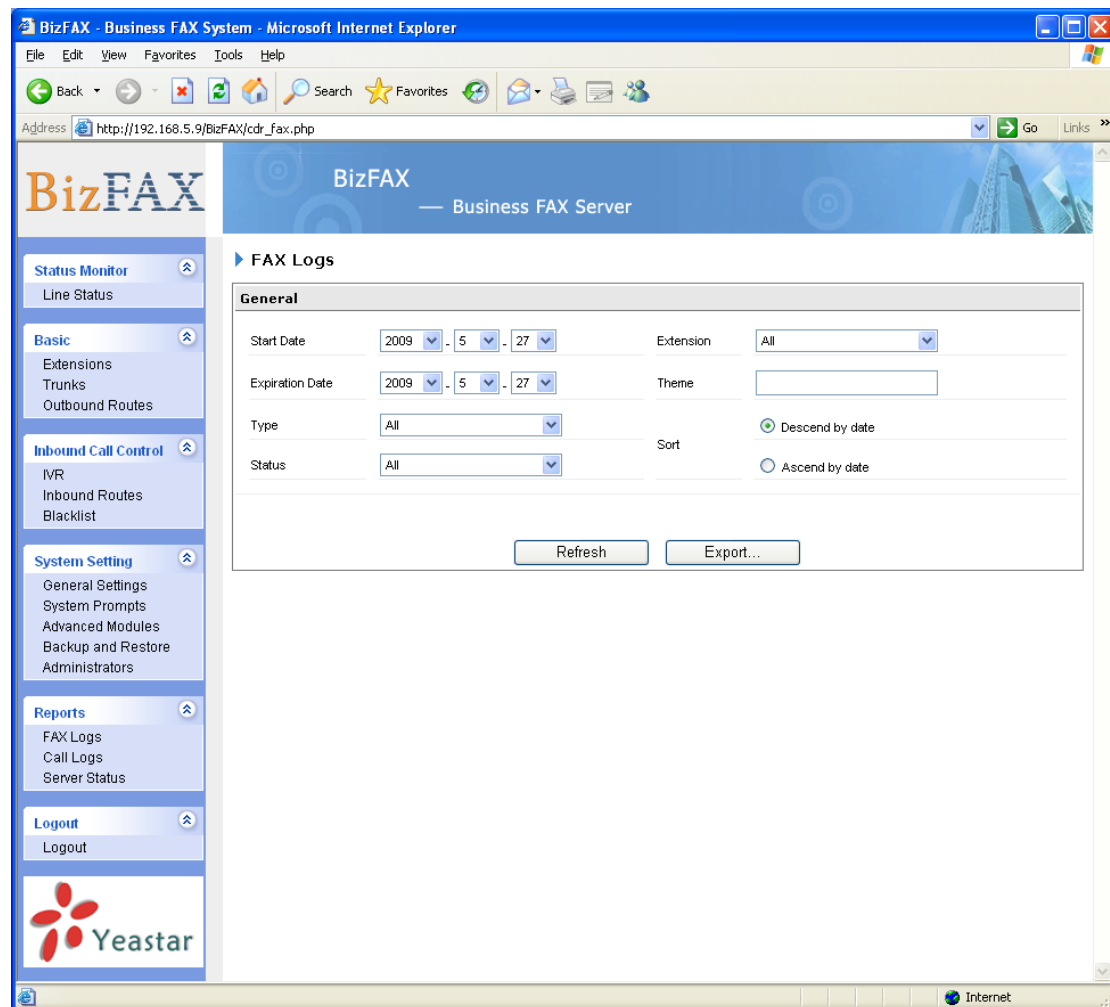


Figure 3-18

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.

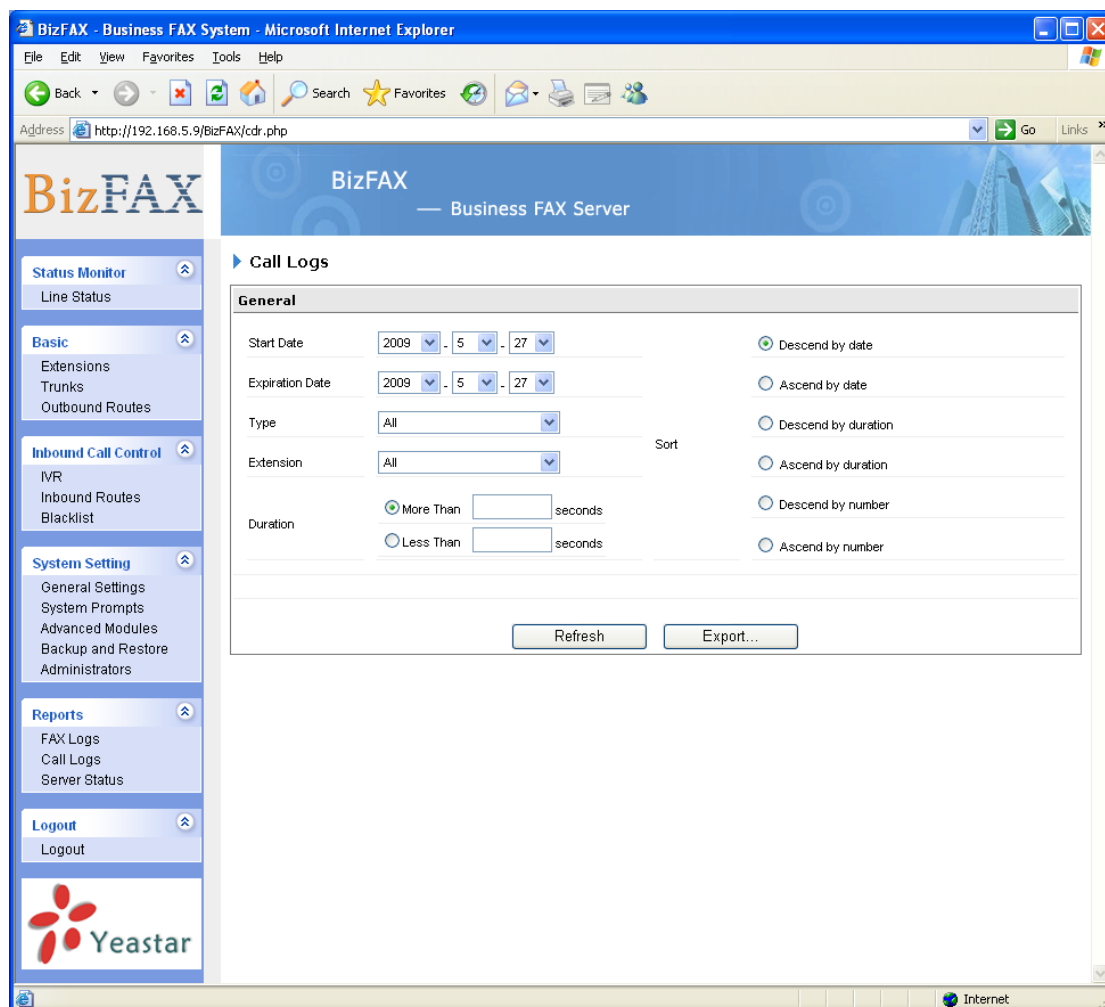


Figure 3-19

3. 7. 3 Server Status

Administrator can monitor the server performance through status.

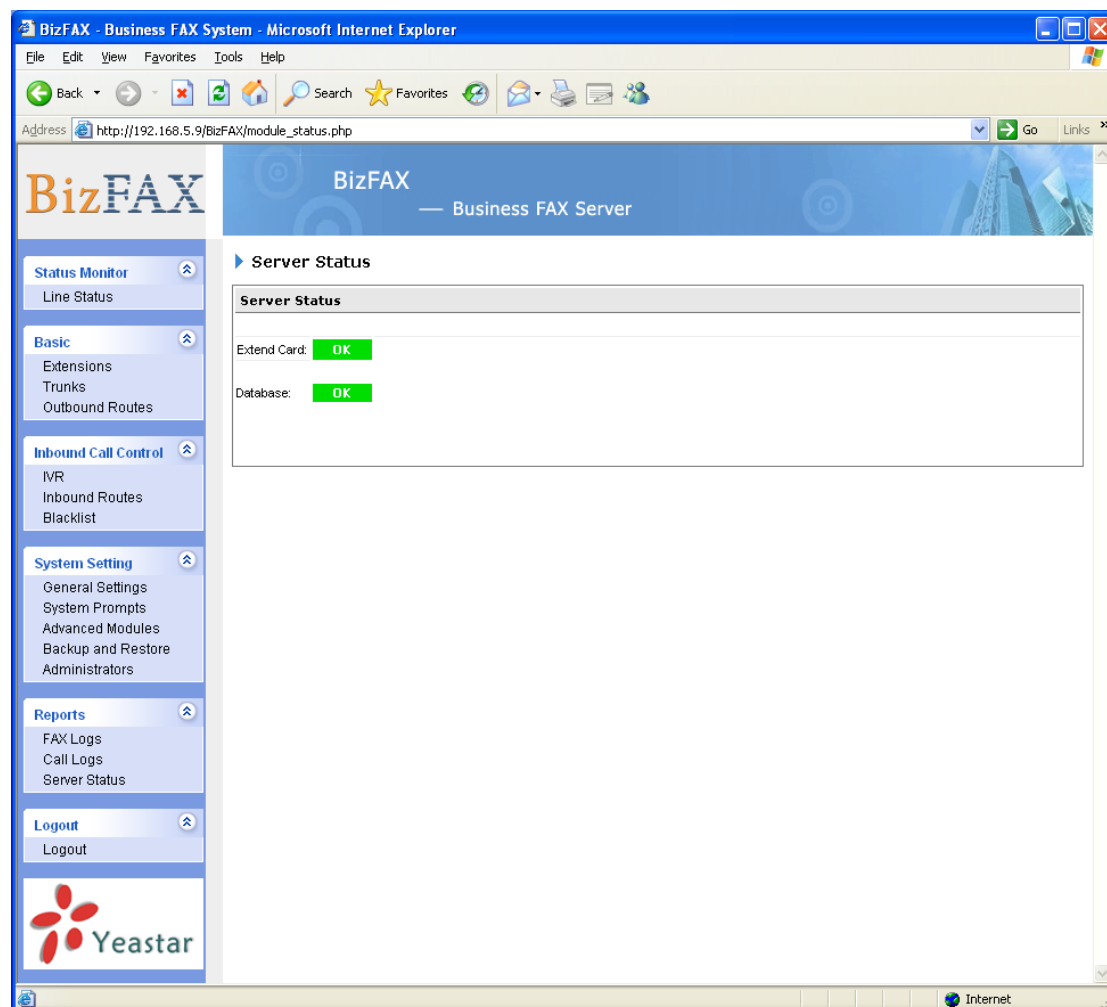


Figure 3-20

4

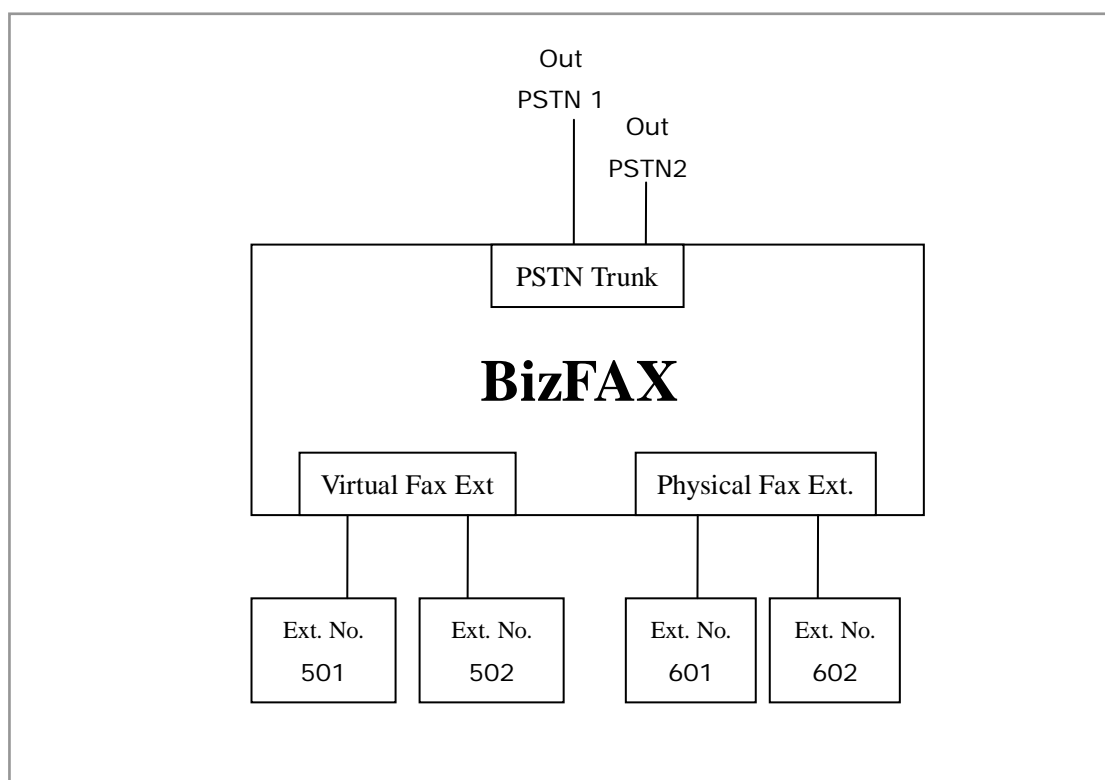
Using BizFAX

Make two examples for the below typical applications:

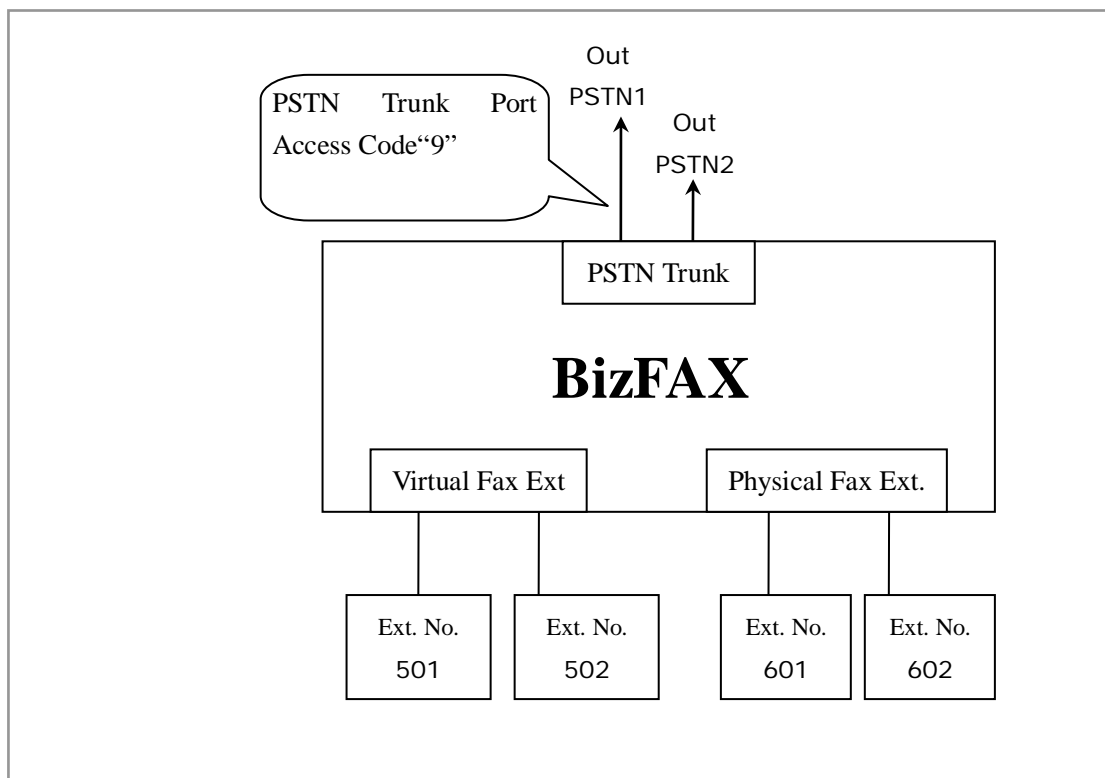
- Usage of sending fax
- Usage of receiving fax

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

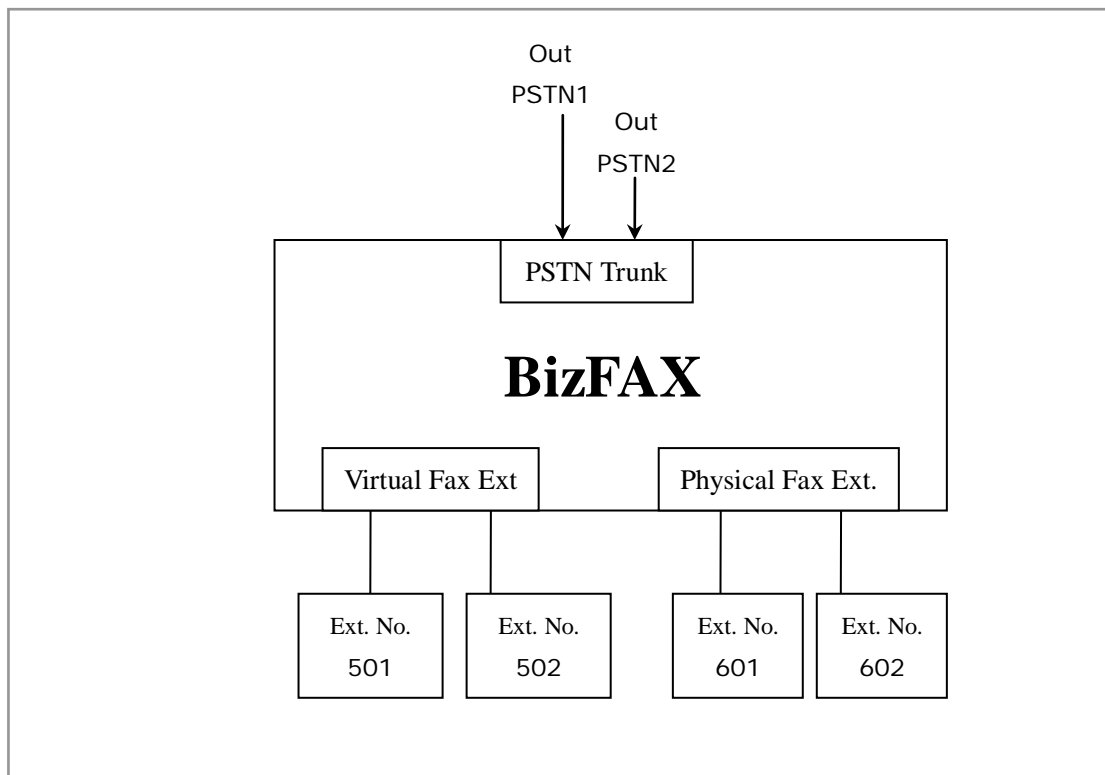
Other: Deleted Prefix Count—1

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.

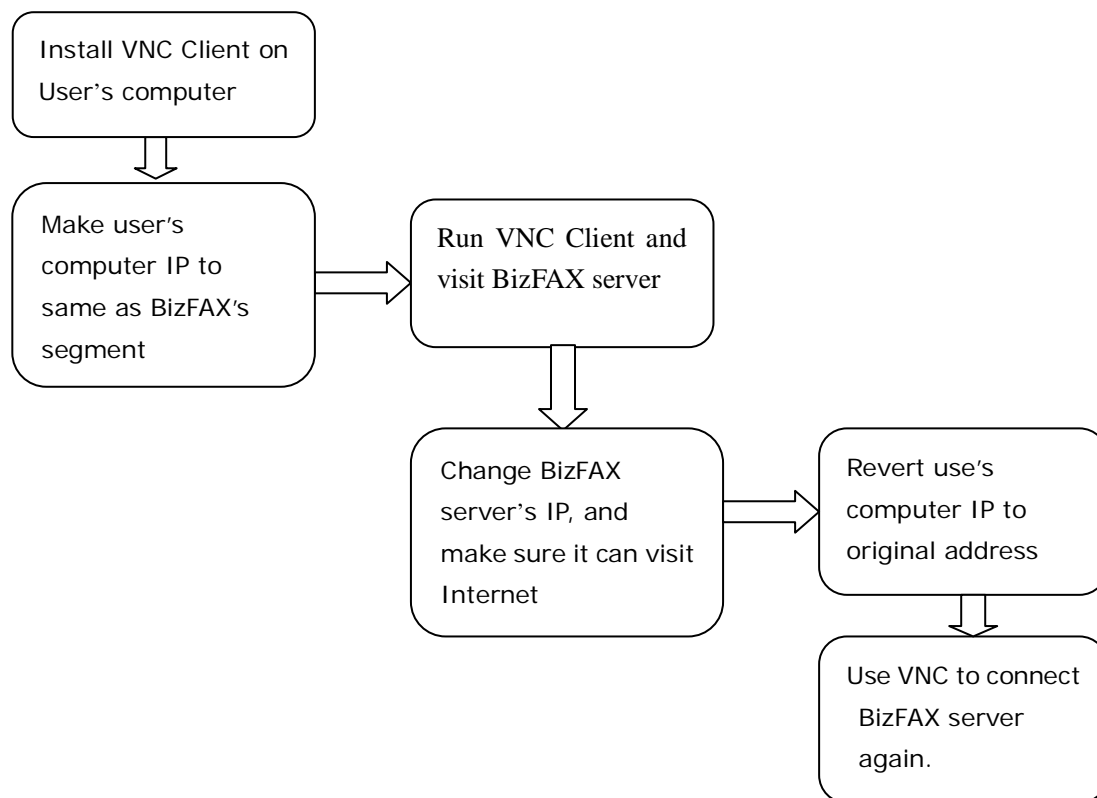
Appendix A Modify BizFAX IP Address

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)

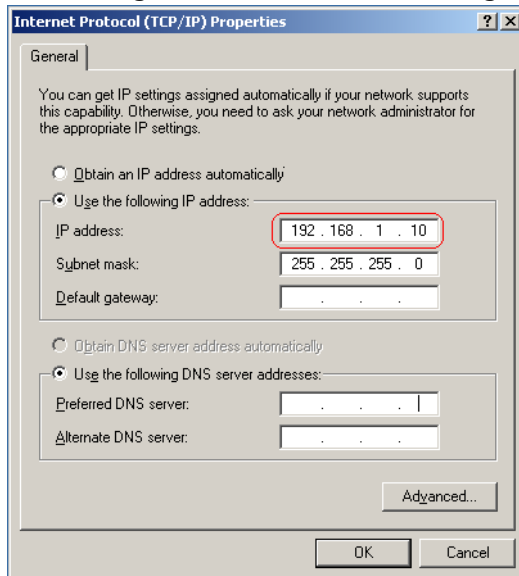


Figure A-1

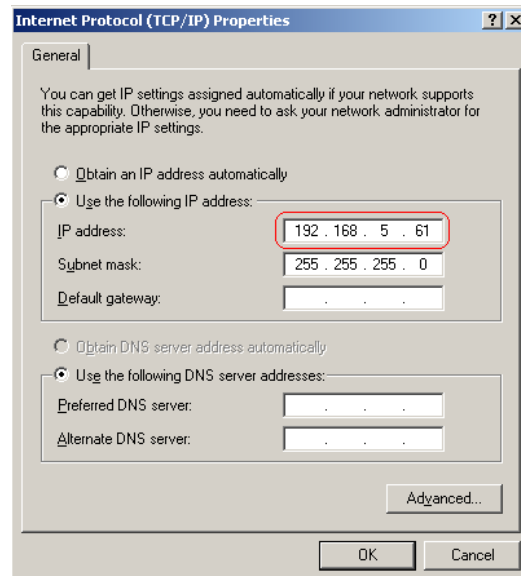


Figure A-2

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

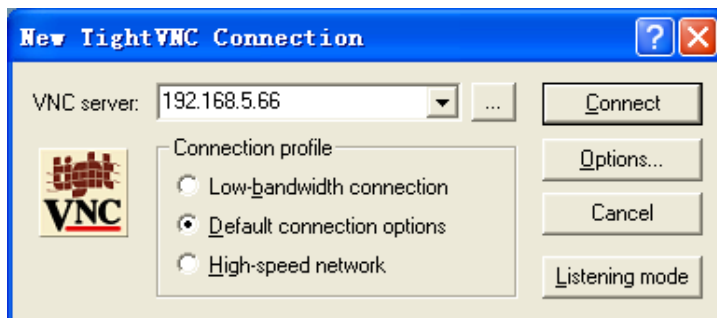
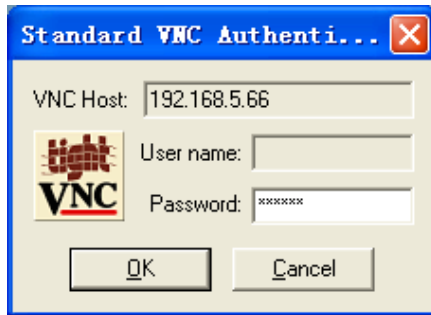


Figure A-3

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.



<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.

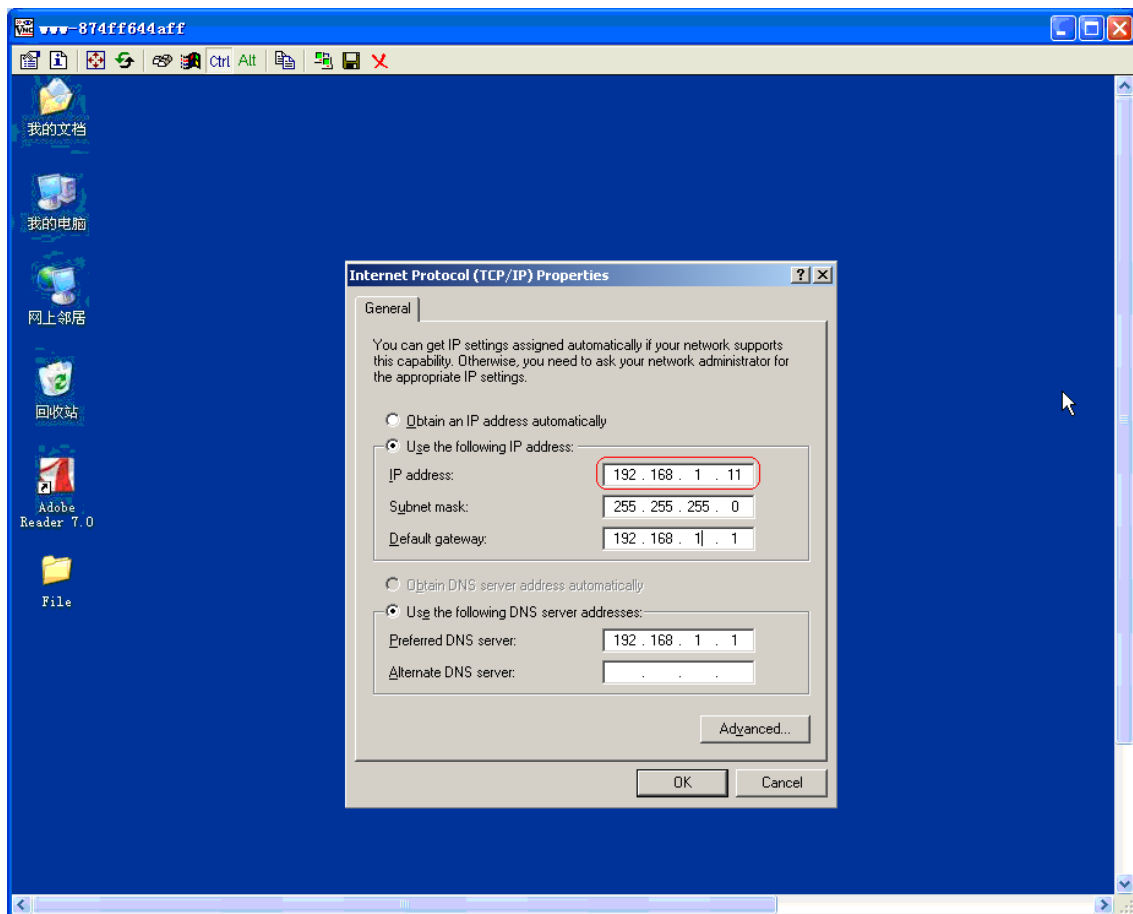


Figure A-5

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

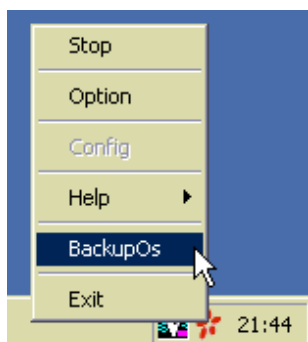


Figure A-6

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

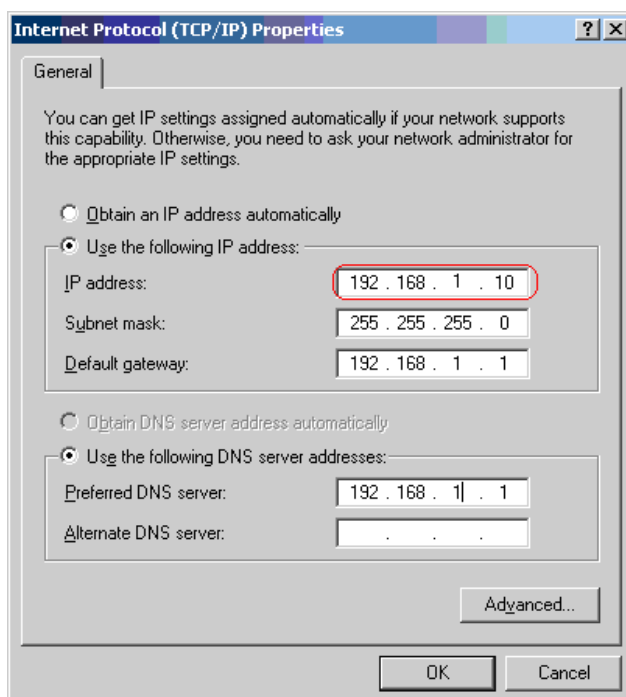


Figure A-7

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

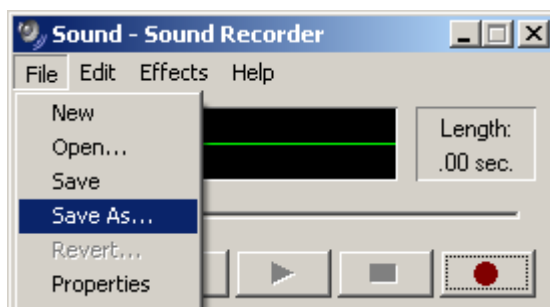


Figure B-2

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

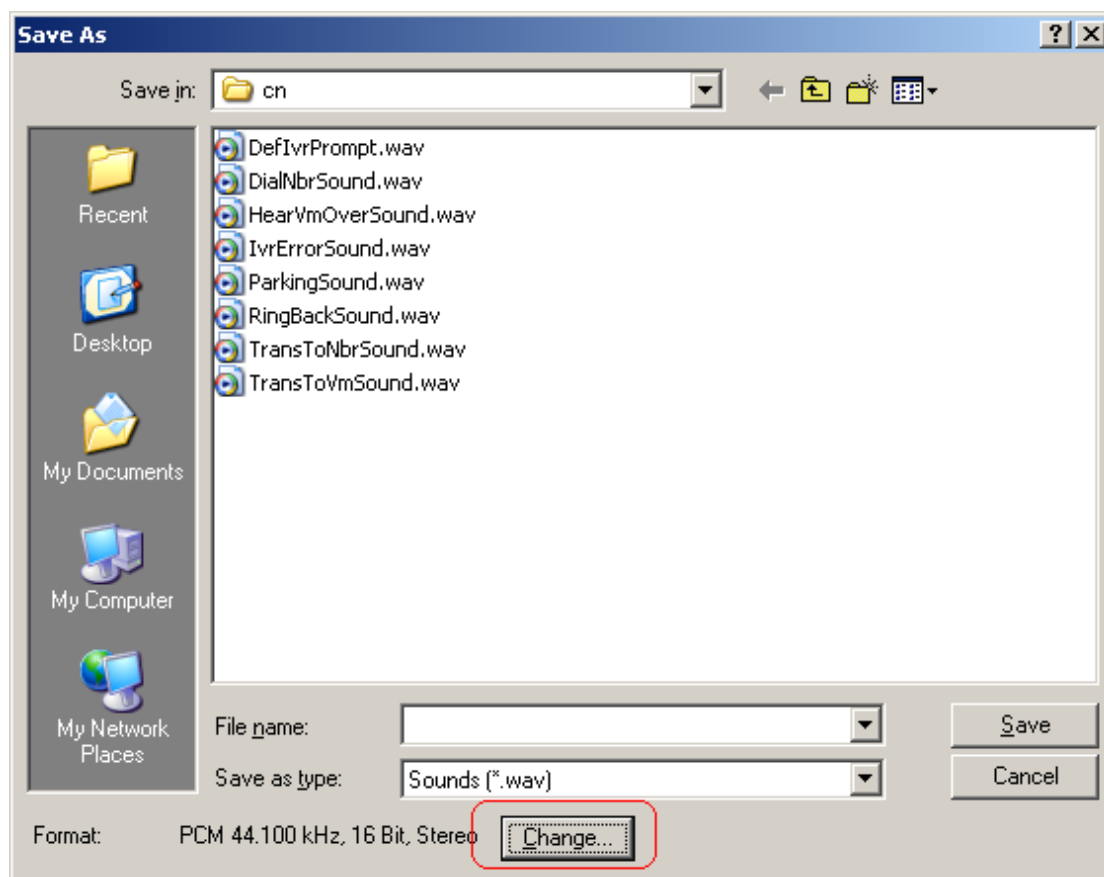


Figure B-3

4. Choose an entry on 'Sound Selection'

Format: IMA ADPCM

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

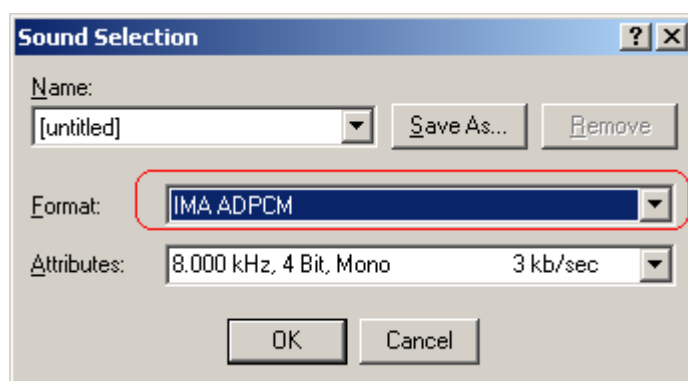


Figure B-4

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>