

<< E-FAX User Guide >>

1. System Login

- Login to <http://fax.sbctrader.com> and select your preferred language (English / Traditional Chinese / Simplified Chinese)
- Enter the user name and password then press




The screenshot shows the SBC Client Login interface. At the top, the SBC logo and Chinese characters '駿業' are displayed in red. Below this, the text 'Client Login' is shown in blue. To the right of the text is a yellow padlock icon with a key. Underneath, there are three radio buttons for language selection: 'English' (selected), '繁體中文', and '简体中文'. Below the language options are two input fields: 'User Name' and 'Password'. At the bottom right of the form is a 'Login' button.

2. User Settings

Select after login

I. Receiving Fax

Please enter the email address at “E-Mail 1” that you would like to receive fax. An extra copy of fax can also be received by entering the email address at the “E-Mail 2” box and “E-Mail 3”.


The reading format of the fax can be selected by ticking the appropriate box. 
(Choice of TIF and PDF)

The first page of the fax can be previewed by ticking the box “First Page Preview” 


Select your preferred language to view the system notification of incoming fax.
(Choice of Chinese and English)

II. Sending Fax


Enter the desired display name on fax at the “CSID” box.

The date, time, and number of pages can be inserted to the fax cover page by ticking the box “Fax Header” 


A fax cover page can be inserted by ticking the box “Fax Cover”. 

It is possible to send multiple faxes or select receiver from the fax contact by ticking the box “Fax Contact” 

The caller ID can be shown by ticking the “Display Caller ID” box. 

By ticking the “Email Notification” box, users will be notified by email upon the receipt of fax 

III. Fax Received Notification (VOICE/SMS)

The “Notification Function” requires the user to tick on the box “Voice Notification” and enter the desired mobile number 

The system will then notify the user upon the receipt of fax based on the settings of “Notify Method”, “Language”, “Call Time” and “Call Day”.

Inform you when incoming fax received by phone
(For HK & CHINA mobile only)

1 st phone call	Immediately (within one minute)
2 nd phone call	10 minutes later
3 rd phone call	30 minutes later
4 th phone call	1 hour later
5 th phone call	2 hours later
6 th phone call	6 hours later

Inform you when incoming fax received by SMS (For CHINA mobile only)

IV. Change of Password

Enter the current password in the box of “Old Password”. Then type in the “New Password” in the box next to it and re-enter it to confirm.

V. Other Settings

The number of faxes showing on a page can be selected in this section.
After settings, please press

User Settings

Receiving Fax

E-Mail 1

E-Mail 2

E-Mail 3

Reading Format TIF PDF

First Page Preview

Email Language

Sending Fax

Sender Name

Telephone No. Fax No.

Company Name

Chinese Name

E-Mail

CSID

Fax Header (Include : Fax No., Date, Time and Pages)

Fax Cover

Fac Contact

Display Caller ID

Email Notification

Fax Received Notification

Voice Notification

Mobile No. (only accept Hong Kong mobile no. start with 6 and 9 and China mobile no start with 13 and 15)

Notify Method Mobile SMS (China mobile only)

Language

Call Time From : To :

Call day

Sun	Mon	Tue	Wed	Thu
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Change of Password

Old Password

New Password

Confirm Password

Other Settings

No. of faxes per page

Select the reading format.

Information of your E-Fax Cover

Click to upload a company logo.

- Selection of Voice or SMS notification.**
- SMS notification is only available for China mobile number.**
- Voice notification is available for Hong Kong and China mobile numbers (with standard dial tone).**

Follow the instructions to enter the new and current password.

User Settings

VI. To upload a Logo

Press the **Upload Logo** button at the user settings for a browse window (Figure 1) and press **瀏覽...** to browse the file of logo (Figure 2) then hit the **Upload** button to upload and post the company logo onto the fax.



Figure 1



Figure 2

User Settings






VII. To delete a Logo

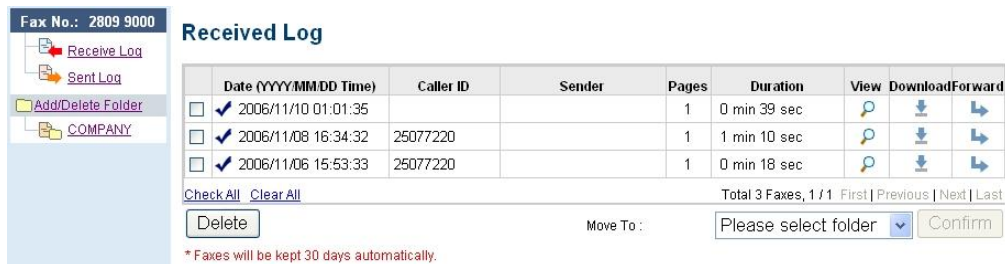
A popup window of the uploaded Logo will be shown by pressing the **View Logo** button at the user settings. Hit the **Remove** button and update the user settings.

After settings, please press **Update**.












3. Receive Fax

- Select  [Received Log](#) after login.
 - The system will automatically store the received faxes for 30 days.
(*No record will be stored if it is deleted manually by the user)
 - Press  to preview fax on the web.
** Supporting file format : GIF, JPEG, PNG
 - The faxes can be downloaded by clicking 
 - Press  and follow the normal procedures to send fax for received fax that required to forward.
 - Tick of the fax and select the folder before pressing the 
- button to move the fax to the designated folder.



Fax No.: 2809 9000

Received Log

	Date (YYYYMMDD Time)	Caller ID	Sender	Pages	Duration	View	Download	Forward
<input type="checkbox"/>	✓ 2006/11/10 01:01:35			1	0 min 39 sec			
<input type="checkbox"/>	✓ 2006/11/08 16:34:32	25077220		1	1 min 10 sec			
<input type="checkbox"/>	✓ 2006/11/06 15:53:33	25077220		1	0 min 18 sec			

Check All Clear All Total 3 Faxes, 1 / 1 First | Previous | Next | Last

Delete Move To : Please select folder Confirm

* Faxes will be kept 30 days automatically.

4. Preview fax













- Press  to preview the first page of the fax on the web (Figure 1).
- Select from   to preview more than one page of fax.
- Press  to zoom in and  to zoom out previewed fax.
- Press  to preview fax on the web and to select the reading.
- Press   to rotate the view.
- Press  for a popup window to save the fax to a designated location.
- Press "Print" at the popup window after hitting the  to print fax.
- The previewing fax can be closed by hitting .

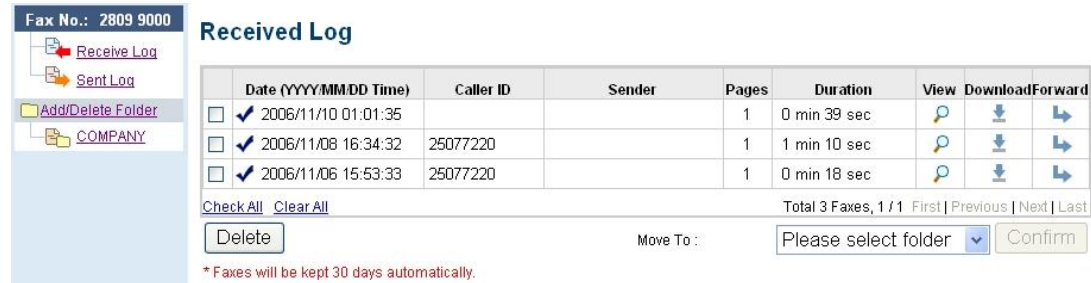


Figure 1

5. Download Fax

The fax can be downloaded by pressing  (Figure 1).

Press  at the popup window (Figure 2).



Fax No.: 2809 9000

Receive Log
Sent Log
Add/Delete Folder
COMPANY

Received Log

	Date (YYYY/MM/DD Time)	Caller ID	Sender	Pages	Duration	View	Download	Forward
<input type="checkbox"/>	2006/11/10 01:01:35			1	0 min 39 sec			
<input type="checkbox"/>	2006/11/08 16:34:32	25077220		1	1 min 10 sec			
<input type="checkbox"/>	2006/11/06 15:53:33	25077220		1	0 min 18 sec			

Check All Clear All Total 3 Faxes, 1 / 1 First | Previous | Next | Last

Delete Move To: Please select folder Confirm

* Faxes will be kept 30 days automatically.

Figure 1



檔案下載

是否要開啓或儲存這個檔案?


 名稱: bbf0453-8aff-45c6-adc4-6b341a5ae556.pdf
類型: Adobe Acrobat 7.0 Document , 7.31 KB
來自: fax.sbctrader.com

開啓(O) 儲存(S) 取消

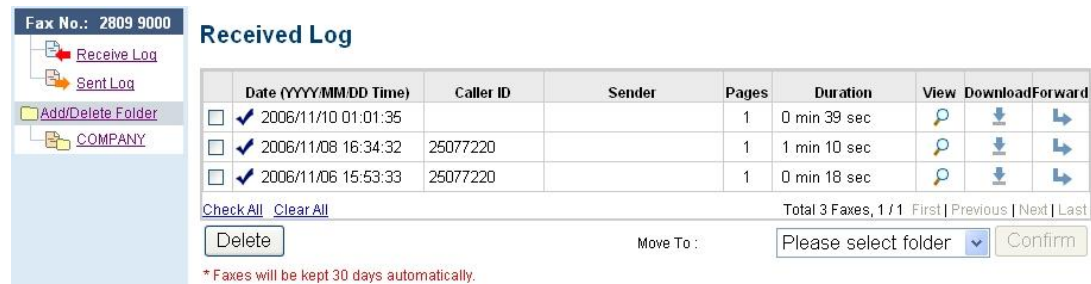
雖然來自網際網路的檔案可能是有用的，但是某些檔案有可能會傷害您的電腦。如果您不信任其來源，請不要開啓或儲存這個檔案。有什麼樣的風險?

Figure 2

6. Forward fax

Press  to forward the received fax (Figure 1).

The file will then be attached to the page of outgoing fax (Figure 2).



Received Log

	Date (YYYY/MMDD Time)	Caller ID	Sender	Pages	Duration	View	Download	Forward
<input type="checkbox"/>	2006/11/10 01:01:35			1	0 min 39 sec			
<input type="checkbox"/>	2006/11/08 16:34:32	25077220		1	1 min 10 sec			
<input type="checkbox"/>	2006/11/06 15:53:33	25077220		1	0 min 18 sec			

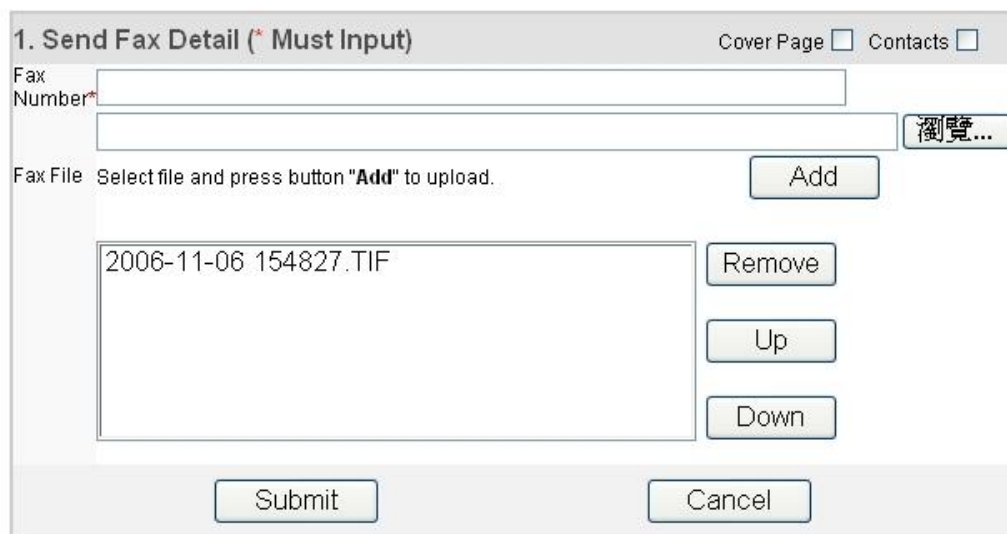
Check All Clear All Total 3 Faxes, 1 / 1 First | Previous | Next | Last

Delete Move To: Please select folder Confirm

* Faxes will be kept 30 days automatically.

Figure 1

Send Fax



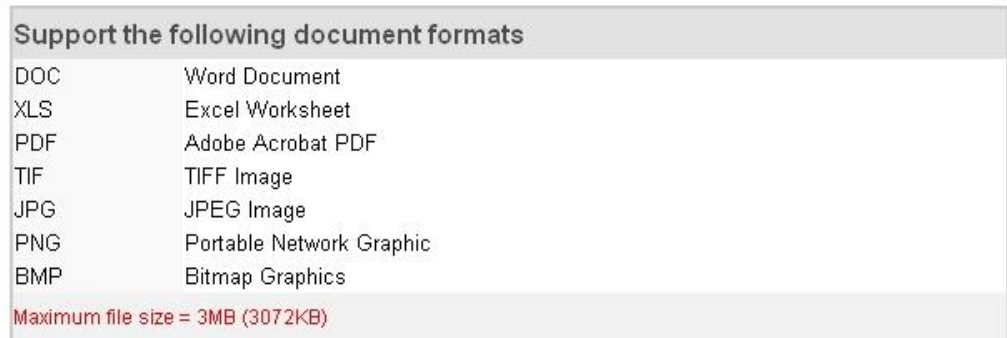
1. Send Fax Detail (* Must Input) Cover Page Contacts

Fax Number*

Fax File Select file and press button "Add" to upload.

2006-11-06 154827.TIF

Figure 2




Support the following document formats

DOC	Word Document
XLS	Excel Worksheet
PDF	Adobe Acrobat PDF
TIF	TIFF Image
JPG	JPEG Image
PNG	Portable Network Graphic
BMP	Bitmap Graphics

Maximum file size = 3MB (3072KB)

7. Send Fax

- Select after login.
- Tick the cover page box if the fax required a cover page.
- Tick the contact box if the fax is to be sent from the contacts or multiple recipient.
- Enter the name of recipient at the "To" box after the selection of cover page.
- Enter the fax number of the recipient.
Select or before entering the "Fax Number".
For , user only need to enter the fax number.
For , user need to enter the Country Code + City Code + Fax number. Click to search for the fee of each country. The "Available IDD Balance" is shown on the top of the right corner of the page.
- Press after typing the fax number of multiple recipients (Maximum of 5 recipients per fax)
- Able to add the contacts to the fax recipient list (Maximum of 10 contact persons).
- The fax cover will be completed after entering the "Company name" of the recipients, the "Title of the subject" and "Message" of the fax.
- Browse the files from the computer that required to to the fax.
- Different types of files can be added to the same fax in the box at the bottom of the screen by clicking button.
- The attached file can be removed by clicking after selecting the file.
- The file order can be arranged by clicking and key after selecting the file.
- Press when the fax is ready to send.
- The progress of the fax will be shown at the screen.
- The status of the fax will be shown at the  [Sent Log](#) screen.
- Supporting file format : DOC, XLS, PDF, TIF, JPEG, PNG, BMP
- Supporting file size : Less than 3 MB
** Files which are not in the standard format (e.g. inserting excel spreadsheet in a word document) are required to be transformed to pdf format to avoid any system error on outgoing fax

Send Fax

[IDD Fee Table](#)

Available IDD Balance **HK\$83.75**

Attention : Do not transmit any unauthorised or unsolicited fax (Spam), if violated, this service will be terminated & you may be prosecuted.

Send Fax Detail (* Must Input)

Cover Page Contacts

To:

Fax Number*: Local

Company: Local
IDD

Recipients:
customer (group)
friends (group)
staff 1
staff 2

Subject:

Message:

Fax File*:

Select file and press button "Add" to upload.

File Type: BW Document Color Photo
If the recipient's fax machine do not support colour fax, the system will auto-shift to B/W mode.
If this is your first time to use the Fax Preview function, please activate the pop-up setting.
Send Time: Send Now
 200 / 0 / 0 (YYYY/MM/DD) 1 : 3 (hh:mm)

支援下列檔案格式

DOC	Word Document
XLS	Excel Worksheet
PDF	Adobe Acrobat PDF
TIF	TIFF Image
JPG	JPEG Image
PNG	Portable Network Graphic
BMP	Bitmap Graphics

檔案不能大於 3MB (3072KB)






8. Fax Queue

- Fax status can be observed at the “Fax Queue” screen.
- The progress of the fax will be shown in the “Status” column.










Fax Queue

Date (YYYY/MM/DD Time)	Calling No	Pages	Status
2006/11/23 12:37:14	25077220	1	Sending

9. Sent Log

- Select  [Sent Log](#) after login.
- The system will automatically store the sent faxes for 30 days.
(* No record will be stored if it is deleted manually by the user)
- Press  to preview fax on the web.
- The faxes can be downloaded by clicking 
- Press  and follow the normal procedures to send fax in order to forward a sent fax.
- Tick of the fax and select the folder before clicking the  button to move the fax to the designated folder.

Sent Log

	Date (YYYYMMDD Time)	Called Number	Recipient	Pages	Duration	View	Download	Forward
<input type="checkbox"/>	✓ 2006/11/23 12:37:41	25077220		1	0 min 24 sec			
<input type="checkbox"/>	✓ 2006/11/16 09:56:47	25077220		3	1 min 31 sec			
<input type="checkbox"/>	✓ 2006/11/06 15:48:27	25077220		2	0 min 23 sec			

[Check All](#) [Clear All](#)

Total 3 Faxes, 1 / 1 [First](#) | [Previous](#) | [Next](#) | [Last](#)

Move To :

* Faxes will be kept 30 days automatically.


10. Add/Delete Folder

Select  [Add/Delete Folder](#) after login.

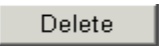
1. Add new folder

Press the  button after typing in the new folder name.

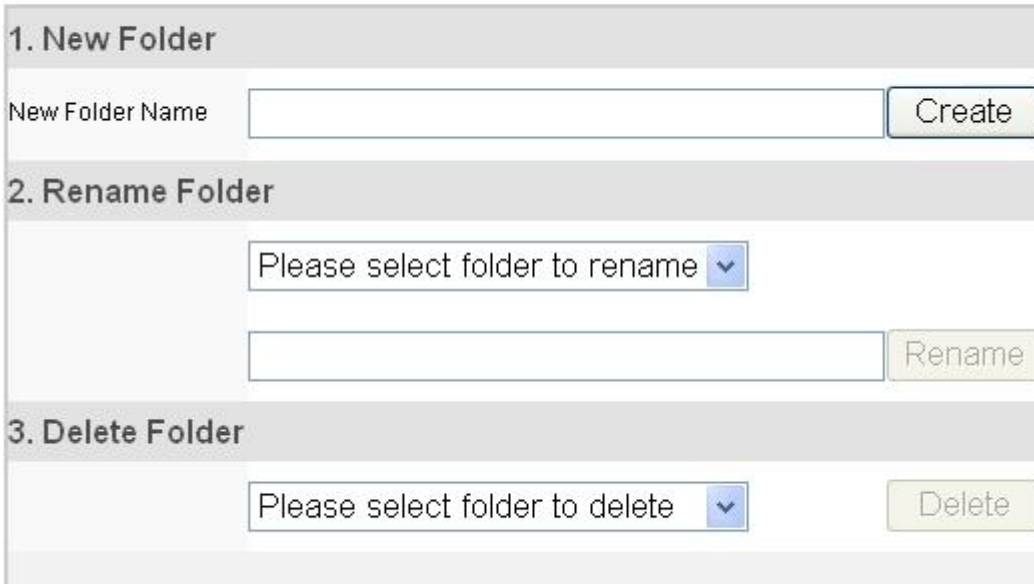
2. Rename folder

Press the  button to modify the name of the folder once selecting it from the drop-down list.

3. Delete folder

Press the  button from the drop-down list once selecting the folder which need to be removed from the list.

Add / Delete Folder



The screenshot displays a web interface for folder management, organized into three distinct sections:

- 1. New Folder:** This section features a text input field labeled "New Folder Name" and a "Create" button to the right.
- 2. Rename Folder:** This section includes a dropdown menu with the placeholder text "Please select folder to rename", a text input field for the new name, and a "Rename" button.
- 3. Delete Folder:** This section includes a dropdown menu with the placeholder text "Please select folder to delete" and a "Delete" button.

11. Save Fax

The sent and received fax can be saved to the specific folder for storage after a folder is created at the [Add/Delete Folder](#) screen. An example is shown as below with the **COMPANY** folder (Figure 1).

Step 1 Tick for the fax that required to be saved.

Step 2 Select the specific and press . Choose the **COMPANY** folder to preview the saved fax (Figure 2).

← Represent a saved received fax.

→ Represent a saved sent fax.

Received Log Step 1

	Date (YYYYMMDD Time)	Caller ID	Sender	Pages	Duration	View	Download	Forward
<input checked="" type="checkbox"/>	2006/11/10 01:01:35			1	0 min 39 sec			
<input type="checkbox"/>	2006/11/08 16:34:32	25077220		1	1 min 10 sec			
<input type="checkbox"/>	2006/11/06 15:53:33	25077220		1	0 min 18 sec			

Check All Clear All Total 3 Faxes, 1 / 1 First Previous Next Last

Delete Move To:

Step 2 →

* Faxes will be kept 30 days automatically.

Figure 1

COMPANY 0.0%Used

Usable 99.97MB Total100.00MB

	Date (YYYYMMDD Time)	Caller ID/Called Number	Sender / Recipient	Pages	Duration	View	Download	Forward
<input type="checkbox"/>	2006/11/06 14:12:42	25077220	←	1	0 min 16 sec			
<input type="checkbox"/>	2006/07/11 22:43:03		←	1	0 min 36 sec			

Check All Clear All Total 2 Faxes, 1 / 1 First Previous Next Last

Delete Move To:

Figure 2

12. Junk Fax

Select **Junk Fax** after login.

1. Fax rejection settings

Tick the “Reject all faxes with no Caller ID Display” box to reject fax that does not display Caller ID.

Tick the “Reject all faxes with no CSID Display” box to reject fax that does not contain CSID.

Tick the “Reject all faxes with no Caller ID and no CSID” box to reject faxes that does not contain Caller ID and CSID.

2. Black listing the fax number or fax title

Select and type in the fax number or CSID to **Add** the sender Junk Fax sender list.

Tick by the fax number or CSID in the Junk Fax Sender and press **Remove** to delete the blacklisted contact.

Junk Fax

The screenshot displays the 'Junk Fax' management interface. It is divided into three main sections:

- 1. Junk Fax Setting:** Contains three checkboxes, all of which are checked:
 - Reject all faxes with no Caller ID Display
 - Reject all faxes with no CSID Display
 - Reject all faxes with no Caller ID and no CSID
- 2. Add Junk Fax Sender:** Features a 'Fax No.' dropdown menu, an input field for the number, and an 'Add' button.
- 3. Junk Fax Sender Information:** Shows a list of blacklisted senders with checkboxes and a 'Remove' button:
 - Fax No. 12345678
 - Fax No. 23456789

13. Fax Summary

Select in the **Reports** screen after login.

The clearly shows the current service plan limitation on the incoming and outgoing fax.

The also shows the monthly traffic of the

Reports

Select report

Service Plan : Unlimited (Send & Receive)		Additional	Total
Monthly Receive	Unlimited	0 Pages	Unlimited
Monthly Send	Unlimited	0 Pages	Unlimited

Date (Year / Month)	Received Page(s)	Sent Page(s)
2005/9	1	0
2005/10	0	0
2005/11	0	0
2005/12	4	0
2006/1	9	0
2006/2	2	0
2006/3	9	8301
2006/4	2	0
2006/5	1	0
2006/6	1	0
2006/7	2	1
2006/8	1	4538

14. Junk Fax Report

Select in the **Reports** screen after login.

Reports

Select report

Date (YYYY/MM/DD)	Rejected Reason	Caller ID	Sender CSID
-------------------	-----------------	-----------	-------------

* Only last 30 days showed

15. Service Charge

Select **3. Service Charge** in the **Reports** screen after login.

Reports

Select report **3. Service Charge**

Current record

Date	Time	Destination	Fax No.	Pages	Duration	Fee
2006-11-28	16:58	China Shenzhen	+8675582478979	1	0 min 24 sec	0.25
2006-11-30	12:31	China Guangzhou	+862038771443	0	0 min 30 sec	0.25
2006-11-30	12:32	China Shanghai	+862164484539	0	0 min 30 sec	0.25
2006-11-30	12:32	China Shanghai	+862162884803	0	0 min 30 sec	0.25
2006-11-30	15:29	China Guangzhou	+862038771443	1	0 min 30 sec	0.25
2006-11-30	15:35	China Shanghai	+862162884803	1	0 min 24 sec	0.25
2006-11-30	15:38	China Shanghai	+862164484539	1	0 min 24 sec	0.25
2006-11-30	15:40	China Shenzhen	+8675582478979	1	0 min 24 sec	0.25
2006-12-01	08:58	China Shenzhen	+8675582478979	1	0 min 24 sec	0.25

16. Add Contact

Select **New Contact** from the **Contacts** screen after login.

Enter the name of the contact person in the **Name** box.

Enter the name of the company in the **Company Name** box.

Enter the telephone number of the contact person in the **Telephone Number** box.

Enter the fax number of the contact person in the **Fax No.** box.

Enter the email address of the contact person in the **E-mail Address** box.

Press **Add** to update the details of the contact.

Press **Cancel** to erase all the input details.

New Contact

Contact Details	
Name	<input type="text"/>
Company Name	<input type="text"/>
Telephone No.	<input type="text"/>
Fax No.	<input type="text"/>
Mobile	<input type="text"/>
E-mail Address	<input type="text"/>
<input type="button" value="Add"/> <input type="button" value="Cancel"/>	

17. Change of Contacts

Select “All Contacts” from the **Contacts** screen after login.
Tick by the contact person and press to remove it from the contacts.

Click on the contact person to change the contact details. (Figure 1)
Press the button after the changes on the details. (Figure 2)

All Contacts

	Name	Fax No.	Tel.	E-Mail Address
<input type="checkbox"/>	staff 1			
<input type="checkbox"/>	staff 2			
<input type="checkbox"/>	Staff 3			

Total 3 Contacts, 1 / 1 First | Previous | Next | Last

Figure 1

Modify Contact

Contact Details	
Name	<input type="text" value="staff 2"/>
Company Name	<input type="text"/>
Telephone No.	<input type="text"/>
Fax No.	<input type="text" value="86123456789"/>
Mobile	<input type="text" value="23456789"/>
E-mail Address	<input type="text" value="123@abc.com.hk"/>
<input type="button" value="Update"/> <input type="button" value="Cancel"/>	

Figure 2

18. Add/Remove Contact Group

Select “Add/Remove Contact Group” at the **Contacts** screen after login.

I. Add new group

Enter the “New Group Name” and press **Create** to add a new contact group.

II. Rename group

Select the contact group from the drop-down list and press **Rename** to change the contact group name.

III. Delete Group

Select the contact group from the drop-down list and press **Delete** to remove it.

Add / Remove Contact Group

The screenshot displays a web interface for managing contact groups, organized into three distinct sections:

- 1. New Group:** This section contains a text input field labeled "New Group Name" and a "Create" button to the right.
- 2. Rename Group:** This section features a dropdown menu with the placeholder text "Please select contact group to" and a downward arrow. Below the dropdown is an empty text input field and a "Rename" button.
- 3. Delete Group:** This section features a dropdown menu with the placeholder text "Please select contact group to" and a downward arrow. To the right of the dropdown is a "Delete" button.

19. Add/Modify Contact Member

Select **Contacts** after login.

Step 1 (Figure 1)

Select the specific contact group (e.g. Customer) that required adding or modifying then press **Add / Modify Member**.

Step 2 (Figure 2)

Select the contact person from the list on the left and add it to the group on the right box by pressing the **Add >** button.

Press **< Remove** to delete the contact from the group.



Figure 1

Group Edit

Group Name



*Notice: group maximum 10 members

Update **Cancel**

Figure 2

20. Logout

Click **Logout** to end the session.

