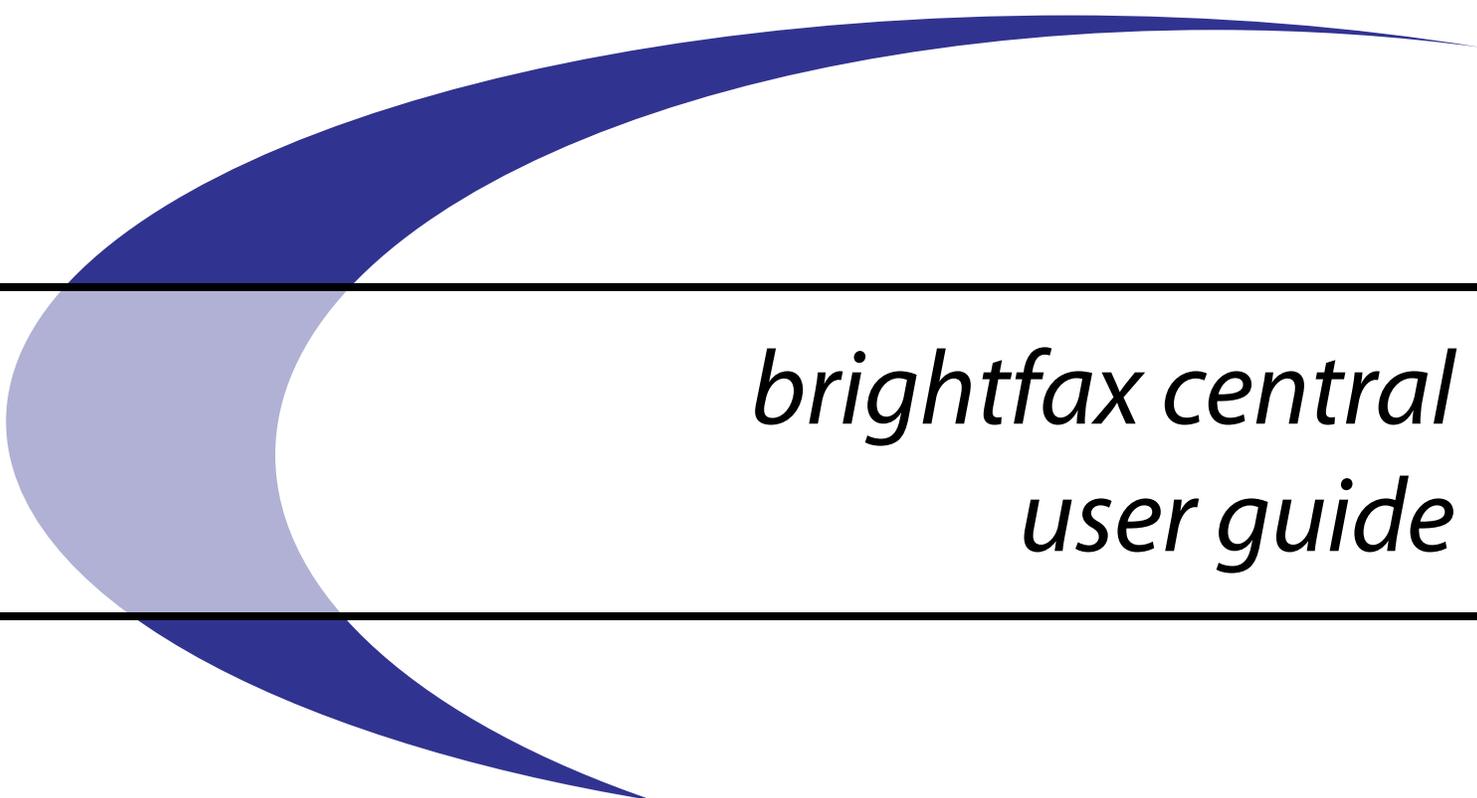




brightfax



brightfax central user guide



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ABOUT brightfax central

In today's business environment, an incredible volume of information is delivered to fax and email addresses. The challenge is how to manage both delivered and undelivered information by incorporating storage, reporting and resends into an easy-to-use service that will compliment E-Sync's Message Delivery System.

brightfax central meets that challenge.

brightfax central is a powerful, browser-based tool that supports archiving, on-line searches, viewings and resends of all information previously sent through the E-Sync system. Through EMS and E-Sync's existing Message Delivery Service, users now have a powerful, yet easy-to-use graphical interface to monitor the status and delivery of messages as they are processed throughout the system.

Features

1. Store fax and email messages. This includes storing incoming messages, keeping a status of messages at major points within the system, and storing outgoing messages.
2. Messages can be resent to the same address if necessary.
3. Easily allows the client to review the status of all outbound messages and create a valuable audit trail.
4. **brightfax central** acts as a backup for the customer's own archiving solutions.

Benefits

- Offers a central Message Store for all E-Sync messages.
- Offers customers and administrators access to the status of all messages through a single, easy-to-navigate website.

ABOUT THIS GUIDE

brightfax central *User Manual* is designed to provide an overview of the various features and processes of the **brightfax central** System Client Interface. Throughout this guide, various notes and tips have been added to better assist you in using the system. These notes and tips are indicated by the 'Info' symbol: 

LOGGING IN

Accessing the Website

To access **brightfax central**, enter the following World Wide Web (WWW) address into the address bar on your web browser (Internet Explorer, Netscape, etc):

<http://msgstore.crc.net>



Press 'Enter' to display **brightfax central** Login Screen. The following web page will appear (Figure 1)

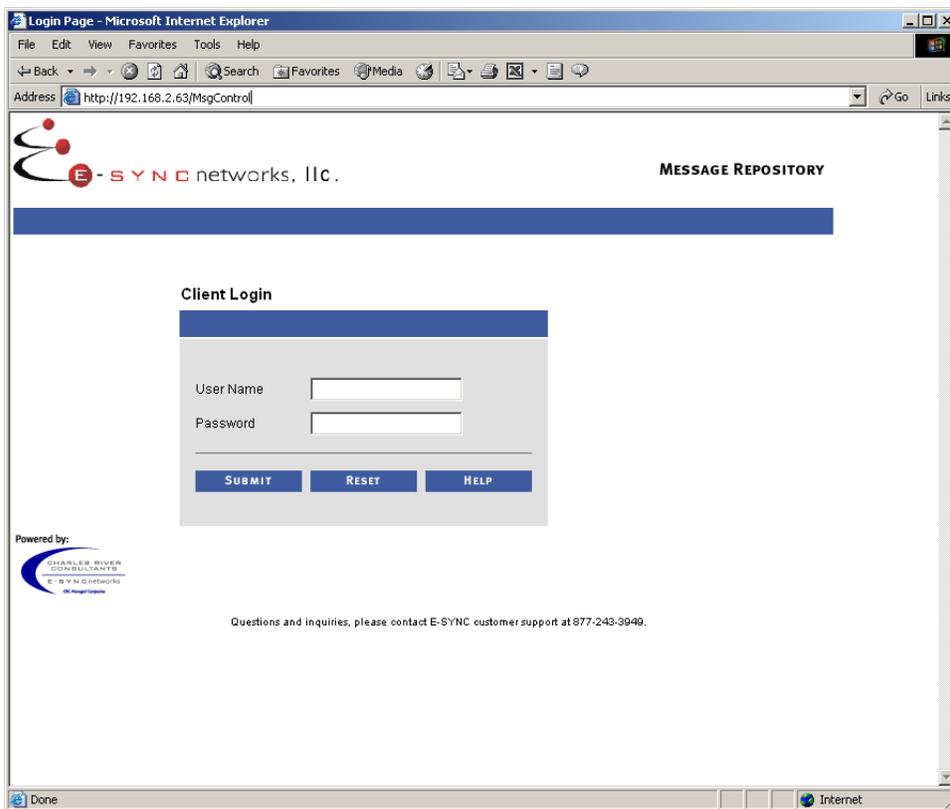


Figure 1. **brightfax central** Login Screen

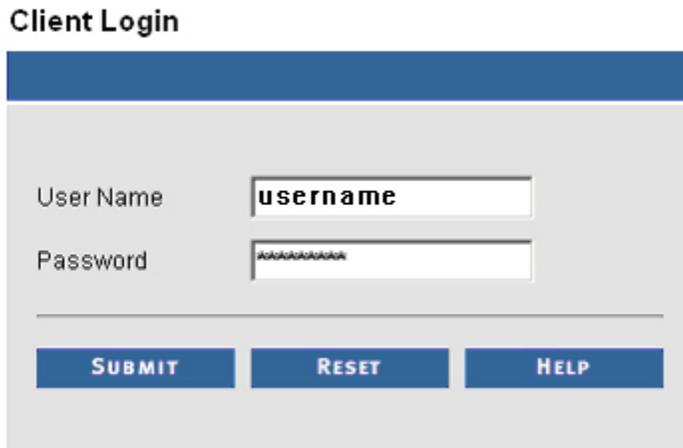
The Login Screen allows users access to all other areas of the website and contains the following information:

- User Name text box
- Password text box

- Submit (Login) Button
- Reset Button – Clears all input fields on the screen.
- Help Button
- Contact Number for the E-Sync Technical Assistance Center

Entering a UserID and Password

Every user who is authorized to view **brightfax central** website will have a unique User Name and Password assigned to them. Enter your User Name and Password into the corresponding textboxes (Figure 2).

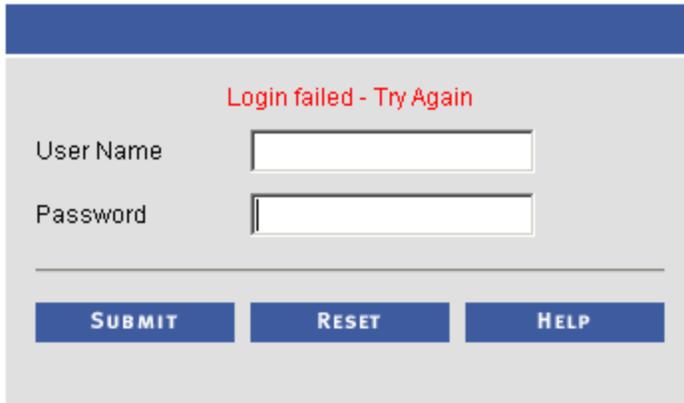


The image shows a 'Client Login' form. It has a blue header bar. Below it, there are two input fields: 'User Name' with the text 'username' and 'Password' with masked characters. Below the input fields are three buttons: 'SUBMIT', 'RESET', and 'HELP'.

Figure 2. E-Sync Client Login Screen

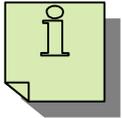
Once a User Name and Password have been entered, press the ‘Submit’ button (located directly below the textboxes) to verify your login information and access the Main Menu. If an incorrect User Name or Password has been entered, the following error message will display (Figure 3):

Client Login



The screenshot shows a login form with a blue header bar. Below the header, the text "Login failed - Try Again" is displayed in red. There are two input fields: "User Name" and "Password". Below the input fields, there are three buttons: "SUBMIT", "RESET", and "HELP".

Figure 3. Example of an incorrect User Name/Password entry.



Note: *If a login failure notice is displayed, re-enter your User Name and Password. If the login failure is repeated, contact your department administrator for assistance.*

Once a valid User Name and Password have been entered, the brightfax central Search Page is displayed (Figure 4):

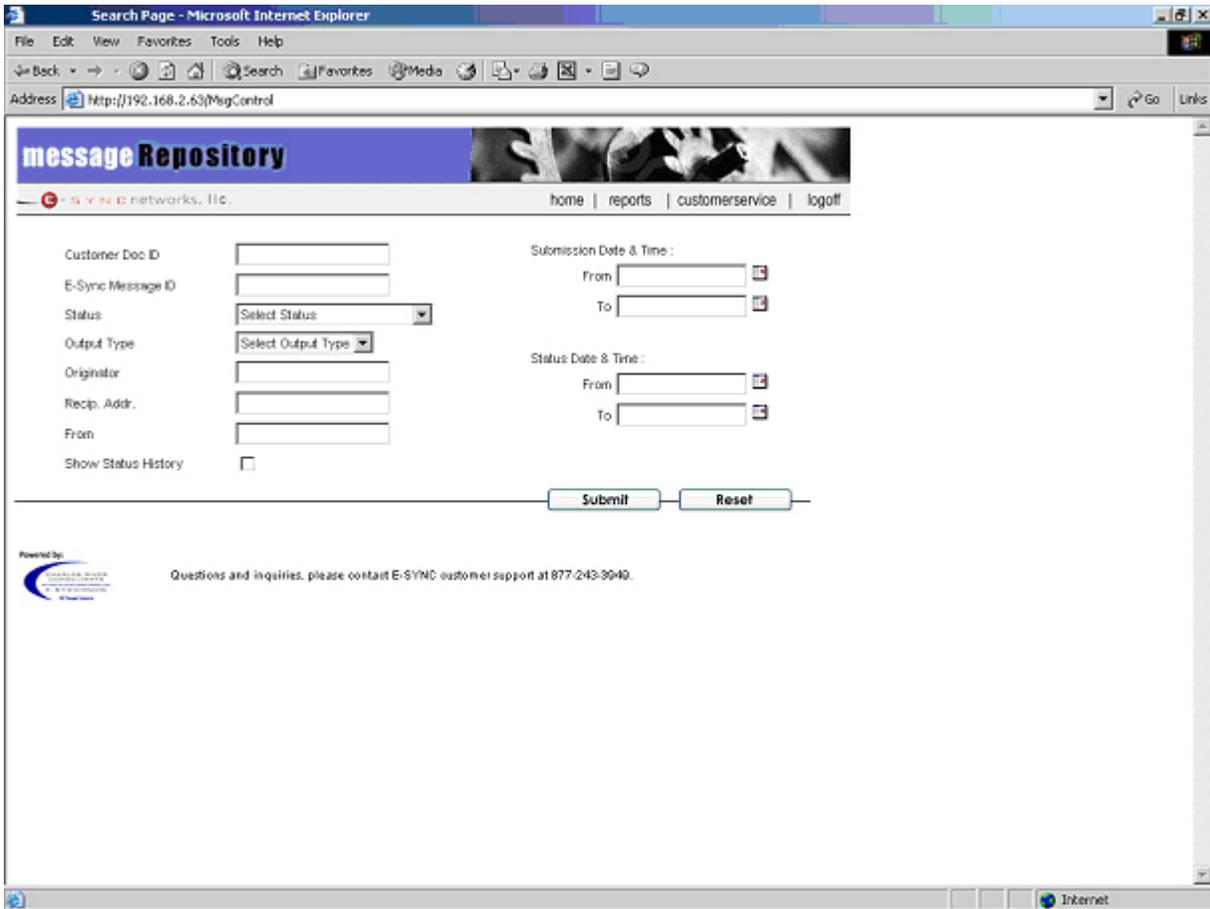


Figure 4. brightfax central Search Page

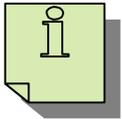
SEARCHING FOR MESSAGE RECORDS

The Main Search Page allows users to query for message-related information stored in **brightfax central**. Users can search for message records based on the following criteria:

- Customer Doc ID:** A customer-supplied message identifier
- E-Sync Message ID:** Unique message ID, automatically generated by the **brightfax central** system and found in notification messages.
- Status:** The status of the message as it is processed through the **brightfax central** System. The following status types are available:

Status	Description
In Progress	All messages (fax and email) currently being processed for delivery
Failed	All messages (fax and email) that have failed to be delivered
Successful	All messages (fax and email) that have been successfully delivered
Email - Sent	Email messages that have been successfully sent
Email - Failed (all)	All email messages that have failed
Email - Failed (soft fail)	Email delivery failed. A resend attempt may be successful
Email - Failed (hard fail)	Email delivery failed. A resend attempt would not succeed
Fax - Successful	Faxes successfully delivered to recipients
Fax - Failed (all)	All fax deliveries that have failed
Fax - Failed (human answered)	All fax deliveries that have failed because a human answered the line
Fax - Failed (busy)	All fax deliveries that have failed because of a busy signal
Fax - Failed (other)	Delivery of fax failed for a non-specific reason
Accepted for Delivery	E-Sync Networks has received the data file for processing
Resend Submitted	A user resend request has been submitted to the Message Delivery System
Delivery Retry	The message has failed to be delivered by the delivery system, and is now re-attempting delivery

- Output Type:** Specify the format of messages (Fax, Email, Telex, Webbox) to include in the search
- Originator:** Specify the originator (sender) of messages (this is a customer-supplied originator field sent to E-Sync via the message)
- Recip. Addr.:** Specify the recipient (receiver) of messages
- From:** The sender of a message (i.e.; “Joe Smith”)
- Show Status History:** Display the status history of messages specified in the search criteria. Note: Selecting this option will result in an increased number of generated records.
- Submission Date & Time:** Specify a ‘to’ and ‘from’ date range that messages were sent to E-Sync for delivery. Press the calendar icon to select ‘to’ and ‘dates’
- Status Date & Time:** Specify a ‘to’ and ‘from’ date range that messages were assigned a particular status. Press the calendar icon to select ‘to’ and ‘from’ dates



Tip: In addition to the General Search fields, the search screen contains customer-specific search fields. These fields will vary from customer to customer.

Tip: Select ‘Reset’ to clear all search fields.

Note: the number of records displayed on the Results Screen will vary depending on the search criteria entered. To further narrow the resulting messages, enter as much information into the text fields as possible.

Once the appropriate search criteria has been entered, press ‘Submit’ to begin the search (figure 5). The ‘Results Screen’ will appear (figure 6)

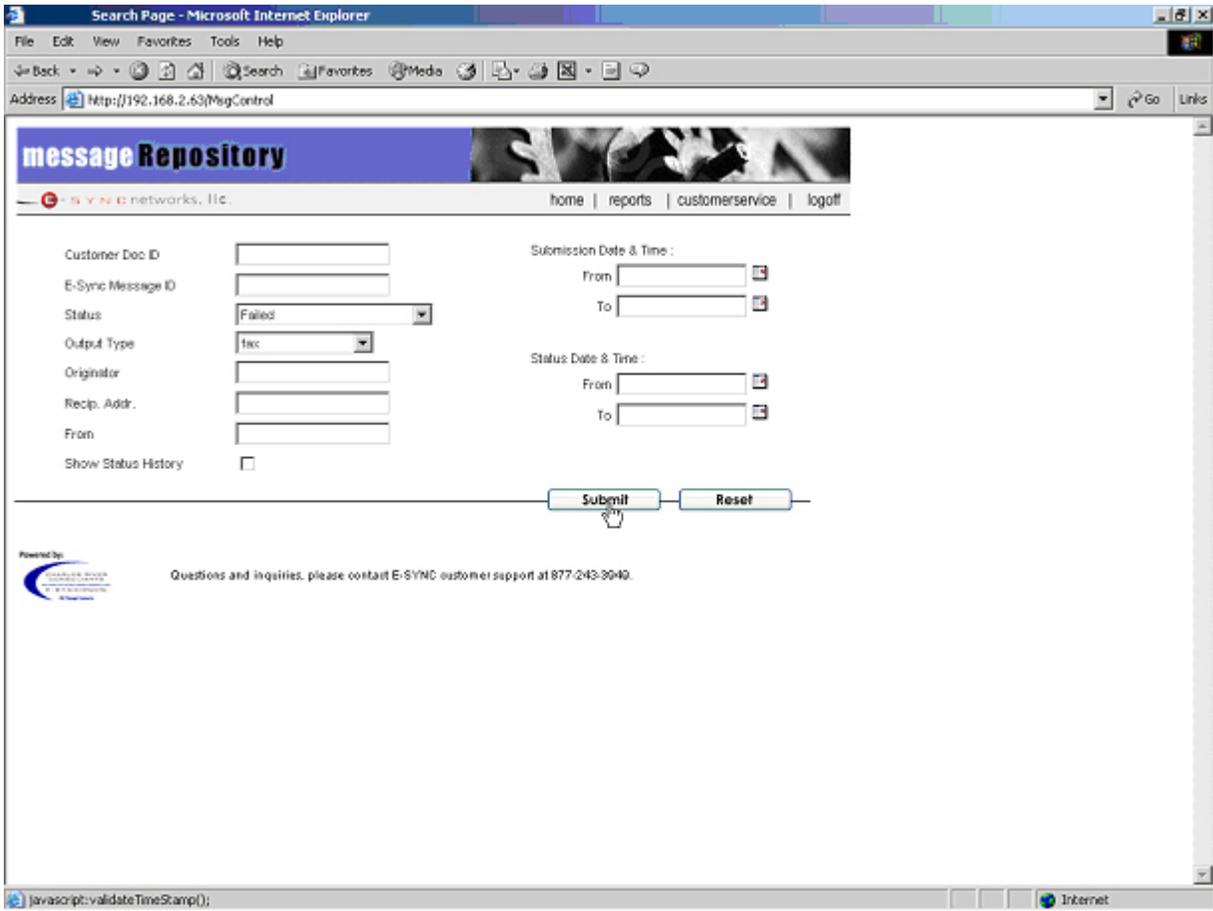
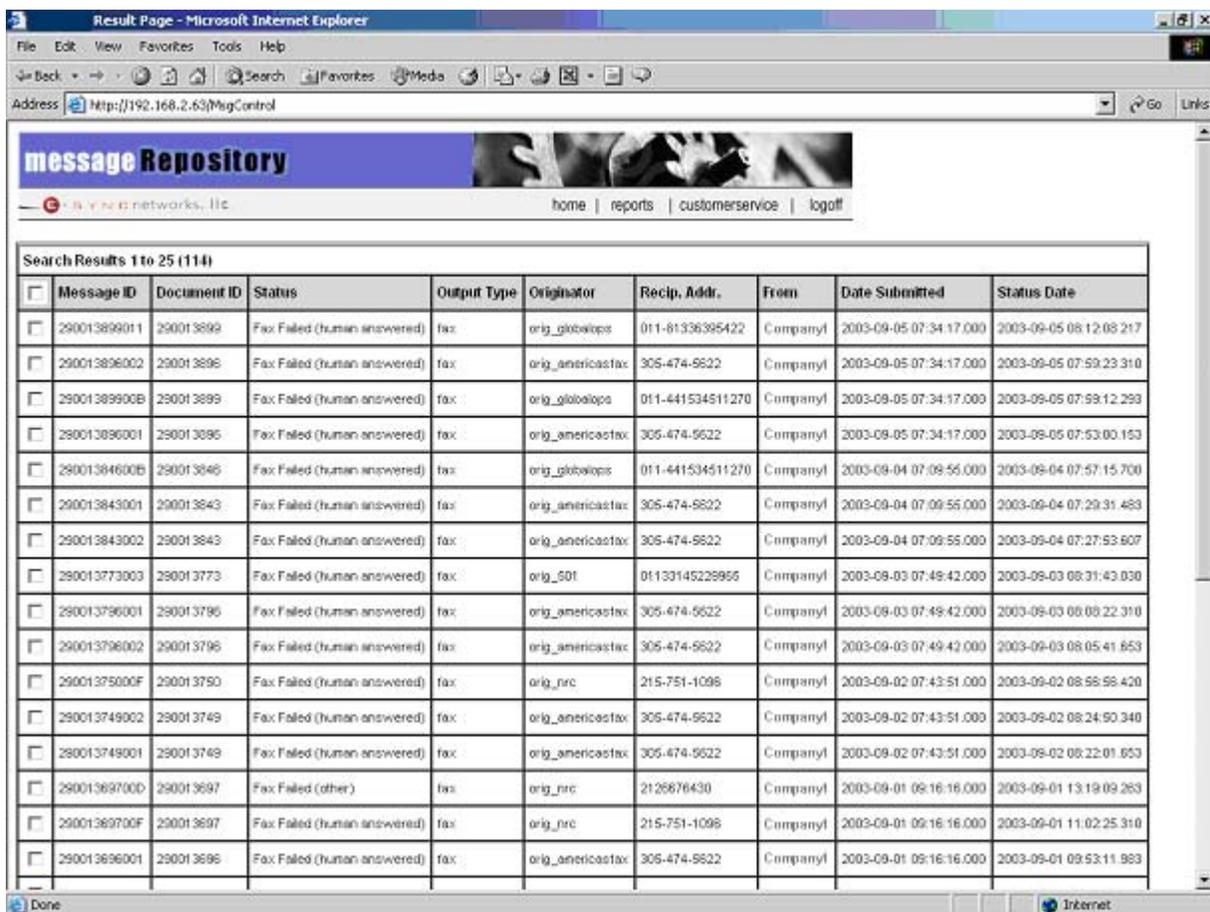


Figure 5. Once the appropriate search criterion has been entered, press 'submit' to retrieve the message records.



Search Results 1 to 25 (114)

<input type="checkbox"/>	Message ID	Document ID	Status	Output Type	Originator	Recip. Addr.	From	Date Submitted	Status Date
<input type="checkbox"/>	290013899011	290013899	Fax Failed (human answered)	fax	orig_globalops	011-81336395422	Company1	2003-09-05 07:34:17.000	2003-09-05 08:12:09.217
<input type="checkbox"/>	290013896002	290013896	Fax Failed (human answered)	fax	orig_americanastax	305-474-9622	Company1	2003-09-05 07:34:17.000	2003-09-05 07:59:23.310
<input type="checkbox"/>	29001389900B	290013899	Fax Failed (human answered)	fax	orig_globalops	011-441534511270	Company1	2003-09-05 07:34:17.000	2003-09-05 07:59:12.293
<input type="checkbox"/>	290013896001	290013896	Fax Failed (human answered)	fax	orig_americanastax	305-474-9622	Company1	2003-09-05 07:34:17.000	2003-09-05 07:53:00.153
<input type="checkbox"/>	29001384600B	290013846	Fax Failed (human answered)	fax	orig_globalops	011-441534511270	Company1	2003-09-04 07:09:55.000	2003-09-04 07:57:15.700
<input type="checkbox"/>	290013843001	290013843	Fax Failed (human answered)	fax	orig_americanastax	305-474-9622	Company1	2003-09-04 07:09:55.000	2003-09-04 07:29:31.483
<input type="checkbox"/>	290013843002	290013843	Fax Failed (human answered)	fax	orig_americanastax	305-474-9622	Company1	2003-09-04 07:09:55.000	2003-09-04 07:27:53.607
<input type="checkbox"/>	290013773003	290013773	Fax Failed (human answered)	fax	orig_s01	01133145228955	Company1	2003-09-03 07:49:42.000	2003-09-03 08:31:43.030
<input type="checkbox"/>	290013796001	290013796	Fax Failed (human answered)	fax	orig_americanastax	305-474-9622	Company1	2003-09-03 07:49:42.000	2003-09-03 08:08:22.310
<input type="checkbox"/>	290013796002	290013796	Fax Failed (human answered)	fax	orig_americanastax	305-474-9622	Company1	2003-09-03 07:49:42.000	2003-09-03 08:05:41.653
<input type="checkbox"/>	29001375000F	290013750	Fax Failed (human answered)	fax	orig_nrc	215-751-1098	Company1	2003-09-02 07:43:51.000	2003-09-02 08:58:58.420
<input type="checkbox"/>	290013749002	290013749	Fax Failed (human answered)	fax	orig_americanastax	305-474-9622	Company1	2003-09-02 07:43:51.000	2003-09-02 08:24:50.340
<input type="checkbox"/>	290013749001	290013749	Fax Failed (human answered)	fax	orig_americanastax	305-474-9622	Company1	2003-09-02 07:43:51.000	2003-09-02 08:22:01.653
<input type="checkbox"/>	29001369700D	290013697	Fax Failed (other)	fax	orig_nrc	2128676430	Company1	2003-09-01 09:16:16.000	2003-09-01 13:19:09.263
<input type="checkbox"/>	29001369700F	290013697	Fax Failed (human answered)	fax	orig_nrc	215-751-1098	Company1	2003-09-01 09:16:16.000	2003-09-01 11:02:25.310
<input type="checkbox"/>	290013696001	290013696	Fax Failed (human answered)	fax	orig_americanastax	305-474-9622	Company1	2003-09-01 09:16:16.000	2003-09-01 09:53:11.983

Figure 6. The Results Screen contains a list of messages generated from the search on the previous screen.

The Results Page contains a listing of all message records generated based on the search criteria. Records are organized by 'Message ID' and display a range of information related to the message.



Tip: It is possible that relevant messages may have been sent to E-Sync after the Search Result list was generated. To update the Search Result list, press the 'refresh' button in the web browser toolbar. This will continually update the screen with the latest messages and statuses.

Tip: Too many messages in the results list to find the one you are looking for? Press the back button to enter additional criteria.

Typical Uses of Online Reporting

The following examples outline some typical uses of the message repository for online reporting:

- A user can search for records of all fax messages that were successfully delivered on May 12, 2003.
- A user can search for records of all email messages that have been successfully sent to/from a specific individual.
- A user can search for an email or fax message based on a specific Customer Document ID.

Typical Use of Exception Handling

The following examples outline some typical uses of the message repository for exception handling:

- A user can search for records of all fax transmissions that failed on June 2, 2003 due to a human answering the line on the recipient's end.
- A user can search for records of all email transmission that failed on May 26, 2003, from a common originator.
- A user can search for records that failed to a common recipient for a non-specific reason.

RESENDING A MESSAGE (RESEND)

Users have the option to resend a previously processed fax or email. This process resubmits the selected message to the same email or fax address that it was originally sent to.

To Resend a Message:

From the Results Page:

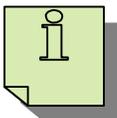
1. Place a check in the box next to the message to resend.

<input type="checkbox"/>	Message ID	Document ID	Status	Output Type	Originator	Recip. Addr
<input checked="" type="checkbox"/>	290013899011	290013899	Fax Failed (human answered)	fax	orig_globalops	011-8133639

2. Press 'Resend' (located at the bottom of the screen).



The user will be notified of a successful request submission:



Tip: Using the 'Message ID' or other search criteria, use the Search and Results Pages to track the status of a message. Pressing the 'refresh button (located in the web browser toolbar) will provide a continual update of the message's status.

SHOW/HIDE GENERATED MESSAGES (NO SHOW)

This feature to be implemented at a later phase

VIEWING MESSAGE CONTENTS (VIEW DATA)

Users have the ability to view faxes and emails that have been sent through the messaging system.

To View a Message:

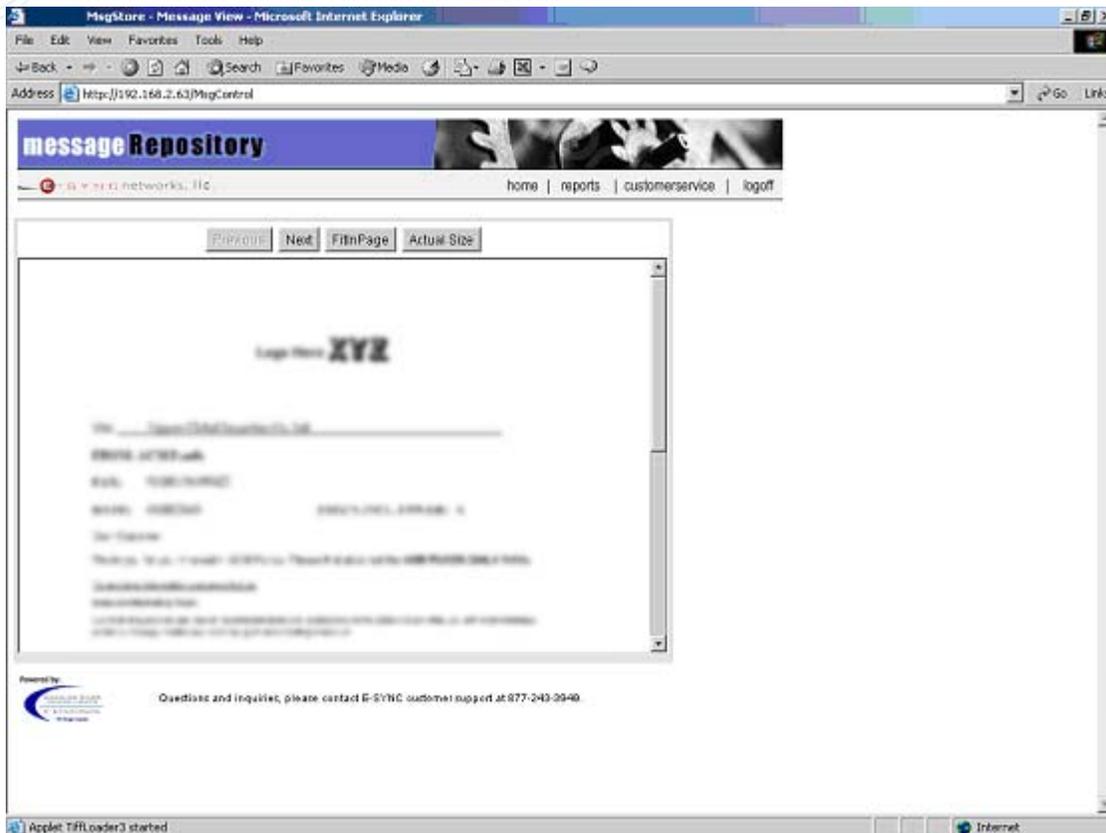
From the Results Page:

1. Place a checkbox next to the message to view:

<input type="checkbox"/>	Message ID	Document ID	Status	Output Type	Original
<input checked="" type="checkbox"/>	290013899011	290013899	Fax Failed (human answered)	fax	orig_glob

2. Press 'View Data' (located on the bottom of the screen). The Message View Screen will appear.





About the Message View Screen:

The View screen allows users the ability to view the contents of any message record in the **brightfax central**. The screen consists of a window containing an image of the message (selected in the list of generated messages). The message view can be manipulated using the following option buttons (located above the view window):

Previous

Previous: Allows the user to view the contents of the preceding page of a message. If the page displayed is the first page of a message, this option will be disabled.

Next

Next: Allows the user to view the contents of the following page of a message. If the page displayed is the last page of a message, this option will be disabled.

FitInPage

Fit in Page: Fits the entire contents of the displayed page into the view window.

Actual Size

Actual Size: Increases the size of the displayed page to represent the actual physical size of the page.

PRINTING MESSAGE INFORMATION (PRINT)

This feature to be implemented at a later phase.

FOR FURTHER ASSISTANCE

brightfax central Website User Guide is designed to provide users with step-by-step procedures for accessing information via the website. If issues are encountered that are outside the scope of this document, please contact your local administrator for further information. Alternatively, you can contact the E-Sync Customer Support Center at (877) 243-3949.

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