



PersonalOffice™

Telecommunications Solutions

User Guide

Welcome

Welcome to **PersonalOffice**, an intelligent communications system that provides access to your calls-whenver, wherever you wish. **PersonalOffice** provides one number communications and other advanced applications by seamlessly integrating with your organization's existing phone system, wireless network, voice mail system, and facsimile system. **PersonalOffice** allows you to have a single **TOLL FREE** telephone number through which all of your voice and fax communications are routed.

This User Guide provides easy-to-follow instructions for using your **PersonalOffice** account services including voice mail, fax mail, e-mail, paging, placing calls, conferencing and other **PersonalOffice** options.

When callers dial your **TOLL FREE NUMBER**, they hear either your personal greeting or a system greeting followed by a menu instructing them on how to proceed. If the caller wishes to speak to you, **PersonalOffice** attempts to locate you via several methods--your desk phone may ring, your follow-me numbers might be dialed, or you may be paged.



If a caller is holding when you access your account, you will be asked to enter your passcode. You may then take the call. See the instructions for Taking Calls on page 11.

The first time you log into your account a tutorial is presented to help you change your passcode and record your greetings. For assistance with the tutorial, turn to page 4.

Please note the following number for PersonalOffice customer service:

1-800-944-5800

This number may be called if you have any questions regarding usage procedures or billing.

Representatives will be available Monday through Friday from 8:00 AM to 5:00 PM central time.

We appreciate your business and look forward to a long relationship.

Copyright 1997 NetCall Telecommunications Services, Inc.
PersonalOffice is a trademark of NetCall Telecommunications Services, Inc.
Rev. 08/97

Table of Contents

Quick-Start Tutorial	4
Changing Phone Numbers	5
Greetings	7
Availability	9
Taking Calls	11
While Talking to a Caller	12
To Place a Call on Hold	12
Handling Multiple Calls	12
To Move a Call	12
Conferencing	13
Placing Calls	15
Speed Dial	17
Using Speed Dial Entries	18
Listening to Messages	19
Retrieving Fax Messages	21
Paging	23
Changing Paging Options	24

Quick-start Tutorial

When you call into your **PersonalOffice** account for the first time, enter <*> followed by your temporary passcode (1234). You are greeted by a tutorial to help you configure your account.

*"Welcome to your **PersonalOffice** account. Since this is the first time that you have used the system, please take a moment to initialize your account. The first step is to choose a new **passcode**. Your **passcode** will prevent unauthorized use of your account. Choose a sequence of numbers between four and ten digits long."*

Follow the prompts to change your **passcode**. It is important that this number be unique and confidential to avoid potential access by another user.

*"The next step is to record your **name**. Please use your **first and last name**."*

Your **name** recording is used in many locations in the system. A sample **name** recording might be "Mary Stevens." (Do not say "Hi this is Mary Stevens")

*"The next step is to record your **available** greeting. This is the first greeting that your callers will hear. In this greeting, you should identify yourself and inform your callers of the options they have for contacting you."*

Your **available** greeting is used to greet callers who dial your **TOLL FREE NUMBER**. An example of an **available** greeting is "Hello, this is Mary Stevens. If you'd like to speak with me live, please press one, and if I'm available, I'll be with you shortly. If you'd like to send me a voice message, press two. To hear more options, press the pound key.."

*"The last step is to record your **unavailable** greeting. This greeting is played to callers when you are **unavailable** to respond to answer their calls."*

The **unavailable** greeting is used to greet callers when you are unavailable. An example is, "Hello, this is Mary Stevens. Unfortunately, I'm unavailable to take your call right now. To record a voice message please press two, or to hear more options, press the pound key."

*"Your account is now ready to use. Your passcode and recordings may be changed at any time by accessing your account and selecting the "**PERSONAL OPTIONS MENU**" from the "**MAIN MENU**"."*



For more information on recording greetings, please refer to page 7.

To access your account

Dial your **PersonalOffice** number, press <*> and enter your passcode. You are now at the "**MAIN MENU**."

Changing Phone Numbers

You have several phone numbers which you can change at any time via a touch-tone phone to customize your **PersonalOffice** account to meet your changing needs. Your phone numbers include your Personal Fax, Follow-Me, Personal Operator, Primary Number, and Callback Number. Your Follow-me, Primary and Callback numbers can all be used simultaneously to locate you. Please refer to numbers 2, 4 and 5 on page 6.

Once primary and follow-me numbers have been defined, they must be enabled on the **“AVAILABILITY MENU.”** See page 9 for more details.

To change your phone numbers:



From the **“MAIN MENU,”** press <3> to access the **“PERSONAL OPTIONS MENU.”**



From the **“PERSONAL OPTIONS MENU,”** press <4> to change your phone numbers. Choose the phone number you wish to change from the **“PHONE NUMBERS MENU.”**: Press <1> to keep the current number, <2> to change or remove the number, or <*> to return to the previous menu. When prompted, enter the new phone number. It is recommended that you enter all digits of the phone number (“1” plus the area code and number).

1 Personal Fax Number	2 ABC Follow-Me Number	3 DEF Personal Operator
4 GHI Callback Number	5 JKL Primary Number	6 MNO
7 PRS	8 TUV	9 WYZ
* Previous Menu	0	#

PHONE NUMBERS MENU

Personal Fax number



When you enter your personal fax number, all faxes will be automatically forwarded to this number. Your fax number may be any dialable number--the fax machine on your desk, the department or office fax machine, or even the number of the modem connected to your PC. All faxes will be stored in your account, regardless of whether you enter a number here.

Follow-Me number

ABC
2

Your follow-me number is one of the numbers called when a caller tries to locate you. The follow me number may be any dialable number--your home, cellular, office, etc. **PersonalOffice** will instantly try to locate you by dialing this Follow-me number upon a caller requesting to connect directly to you.

Personal Operator number

DEF
3

Your personal operator is the person to whom you want callers to transfer when they press <0> for operator assistance. For example, you may have either a department or personal assistant you wish to transfer your callers to. This number may also be used to have someone (perhaps a co-worker) handle your calls while you are out of the office. If you do not specify a personal operator number, the caller, when pressing <0>, will hear *"I'm sorry, there is no operator available."*

Callback number

GHI
4

If enabled, you may use your callback number as an additional follow-me number. It is always dialed at the same time as your follow-me number. The callback number may be any dialable number.

Primary number

JKL
5

Your primary number is yet another follow-me number that is also dialed at the same time as your follow me and callback numbers. This number may be any dialable number.




If you regularly use your home phone, cellular phone, or desk phone as any of these numbers, you can save time by configuring speed dial entries to contain these numbers. Then, simply enter the speed dial number when changing your numbers.


To use a speed dial number, enter it when prompted to enter the phone number. If you do not know the number of the speed dial entry, press <0><#> for a listing of all speed dial entries. For more information on creating speed dial entries, refer to page 17.

Greetings

PersonalOffice allows several different types of greetings to assist and direct callers who call your **TOLL FREE NUMBER**. Greetings should inform your callers of how you can be reached based on your availability. Greetings can be changed at any time from within your account.


To change your greetings:


 From the “MAIN MENU,” press <3> to advance to the “PERSONAL OPTIONS MENU.”

 From the “PERSONAL OPTIONS MENU,” press <3> to advance to the “GREETINGS MENU.” The “GREETINGS MENU” contains the following options:

1 Name Recording	2 ABC Unavailable Greeting	3 DEF Available Greeting
4 GHI Temporary Greeting	5 JKL	6 MNO
7 PRS	8 TUV	9 WYZ
* Previous Menu	0	#

GREETINGS MENU

 **Name Greeting.** An example of a name greeting is *"Susan Wilson"*. (Do not say “Hi this is Susan Wilson”) Your name greeting is used in many **PersonalOffice** applications, including when you call another **PersonalOffice** subscriber through your account, or if you have not recorded your personal greetings.

 **Unavailable Greeting.** An unavailable greeting greets callers when you are not available for call connection. See page 9 for more information about being unavailable. A sample unavailable greeting might be *"Hi this is Susan. I'm sorry I can't take your call right now. To leave me a message, please press two.. If you need to speak with my assistant press zero, or for more options press pound."* Your unavailable greeting is automatically played when you have four callers holding to connect to you.

Available Greeting. An available greeting greets callers when you are available for call connection. This greeting should supply callers with the most desired options and encourage callers to perform a certain action. For example, if you want to have most callers connect to you, your available greeting might be similar to: *"Hi, this is Susan. If you wish to speak with me, please press one, and if I'm available, I'll be on soon. But, if you wish to leave a message, press two. For more options, press pound."*

DEF
3

If, however, you would prefer that callers record a message, you might try: *"Hi, this is Susan. To send me a message please press two. If this is important and you need to speak with me, press one, and if I'm available, I'll be on soon. For more options, press pound."*



Your **AVAILABLE GREETING** should reflect the one or two options you most wish callers to choose. For example, if you want callers to send you a numeric page, you should instruct them to press <3> in your personal greeting.

You may also provide callers with the option to press <#> to hear the **"CALLER MENU."** This contains other methods for sending you messages.

Your **AVAILABLE GREETING** should also help to set the caller's expectation. For example, *"...and if I'm available, I'll be on soon"* indicates that you may not always answer the call. If you only use a pager, you might want to inform callers that they should allow up to 60 seconds for you to connect with them.

Temporary Greeting. A temporary greeting overrides either the **AVAILABLE GREETING** if you are available or the **UNAVAILABLE GREETING** if you are unavailable. An example is *"Hi, this is Susan. I will be traveling today and unable to take your call. Please press two to leave a message and I'll return your call as soon as possible."* A **TEMPORARY GREETING** is activated as soon as it is recorded. To disable a **TEMPORARY GREETING**, press <4> from the **"GREETINGS MENU,"** followed by <3> to remove the greeting.

GHI
4

1 Call Connect	2 ABC Leave Message	3 DEF Numeric Page
4 GHI Send text Message*	5 JKL Send Fax	6 MNO
7 PRS	8 TUV	9 WYZ
*	0 Personal Operator	#

AVAILABLE GREETING

1	2 ABC Leave Message	3 DEF Numeric Page
4 GHI Send text Message*	5 JKL Send Fax	6 MNO
7 PRS	8 TUV "Secret" Connect**	9 WYZ
*	0 Personal Operator	#

UNAVAILABLE GREETING


*Alphanumeric paging service required for this option.

**See the first hint on page 10.

Availability

The “**AVAILABILITY MENU**” not only determines whether you are available to take calls from callers requesting to be connected to you, but also determines which phone numbers to use for call connection. When you are available, your **AVAILABLE GREETING** is voiced to callers, who are given the option to press <1> to connect to you. When you are unavailable, your **UNAVAILABLE GREETING** is played and callers cannot connect with you by pressing <1>. The “**AVAILABILITY MENU**” also allows you to enable or disable your primary and follow-me numbers. Refer to page 6 for information on changing your primary and follow-me numbers.

To change your availability:


 From the “**MAIN MENU**,” press <5> to access the “**AVAILABILITY MENU**.”

1 Make Available	2 ABC Make Unavailable	3 DEF Enable Primary Number
4 GHI Disable Primary Number	5 JKL Enable Follow-Me	6 MNO Disable Follow-Me
7 PRS	8 TUV	9 WYZ
* Return to Main Menu	0	#

AVAILABILITY MENU

 **Press <1> to make yourself available.**

When you are available, your **AVAILABLE GREETING** is played to callers, who may press <1> to request a call connection to you. When a caller requests a connection, your follow-me, callback and primary numbers all ring simultaneously and you are paged to alert you that a caller is holding.

 **Press <2> to make yourself unavailable.**

When you are unavailable, your **UNAVAILABLE GREETING** is played to callers, and, although callers are not able to press <1> to connect to you, they may still leave a voice message, send a page or fax, or transfer to the operator (if you have programmed your personal operator number).



If you wish to receive calls from certain people when you are unavailable (for example, your boss or your family members), you may instruct those people to press <8> during your **UNAVAILABLE GREETING**. This allows only those people who know the silent call connect keypress to request a call connection to you.

The following options to enable and disable your primary and follow-me numbers are only available if you have entered these numbers into your account. The options to disable numbers are voiced only if the numbers are currently enabled. Conversely, the options to enable the numbers are voiced only if the numbers are currently disabled.

Also, enabling and disabling your primary and follow-me numbers do not affect any direct calls to those numbers.

Press <3> to enable your Primary Number.



Your Primary number should be enabled when you want **PersonalOffice** to dial your primary number when attempting to locate you for a call connect.

Press <4> to disable your Primary Number.



Your primary number should be disabled if you do not want **PersonalOffice** to dial your primary number when attempting to locate you for a call connect.

Press <5> to enable your Follow-Me Number.



Follow-Me should be enabled when you want **PersonalOffice** to dial your follow-me number and your callback number when attempting to locate you for a call connect.

Press <6> to disable your Follow-Me Number.



Follow-Me should be disabled if you do not want **PersonalOffice** to dial your follow-me number and callback number when attempting to locate you for a call connect.



When you disable your follow-me number your call back number is also disabled. Enabling your follow-me number will also enable your call back number.

Taking Calls

When a caller dials your **TOLL FREE NUMBER** and presses <1> to connect to you, there are two ways that **PersonalOffice** can notify you that a caller is holding for you.

PersonalOffice dials one or more of your phones:

PersonalOffice may attempt to locate you by simultaneously dialing your Primary, Follow-Me, or Callback numbers. These numbers, which are usually defined as your desk, home, or even cellular phones, may be changed and enabled/disabled at any time via your account. When your phone rings, you can answer it and enter your passcode, or access your account from another phone, using the method described on page 4.

PersonalOffice notifies you by page:

When the caller presses <1> to request a call connect, a message is displayed on your pager. Live calls are preceded by the digit "1" on your pager (refer to page 23 for more about paging codes). If the caller's phone number is available, it is shown after the "1" digit. This allows you to know who is calling. If you wish to receive the call, access your account from any touch-tone phone using method described on page 4.

Once you either answer the ringing phone or access your account as the result of a page, **PersonalOffice** provides call screening: "<Caller's name or phone number,> is holding. To accept press one. For other options, press pound." If you do not accept the call, the caller will be sent to your voicemail.

1 To accept the call, press <1>.

When **PersonalOffice** calls one of your numbers to connect to you, the call is screened for you. When you answer the phone, simply enter your passcode and press <#> to hear the "CONNECT/REDIRECT MENU." If you dialed into your account, the "CONNECT/REDIRECT MENU" is automatically voiced after screening the call.

1 Connect to Caller	2 ABC Transfer Caller to Voice Mail	3 DEF Transfer to Another Number
4 GHI Transfer to Another User	5 JKL	6 MNO
7 PRS Access Conferencing	8 TUV	9 WYZ Hang Up on Caller
* Log into Account	0 Transfer to Operator	# Screen Next Caller

CONNECT/REDIRECT MENU

While Talking to a Caller:

While you are talking to a caller, you may place the call on hold and transfer the caller to another **PersonalOffice** subscriber, another number, an operator or your voice mail. You can also create a conference call, move the call, or reconnect to the caller.

To place a call on hold:



While connected to a caller, press <###> to place the caller on hold.

When you place a caller on hold, the “CONNECT/REDIRECT MENU” is voiced. For options available on the “CONNECT/REDIRECT MENU,” refer to the previous page.



To reconnect to a caller on hold, press <1>.

Handling multiple calls:



If a call arrives for you while you are talking to another party, you will hear a notification tone. You may then place the current caller on hold by pressing <###>.



Press <#> once more to screen the next caller.



If you are performing other tasks in your account, press <*> until you reach the “MAIN MENU.”



Press <*> again to screen the caller.

To move a call:

Moving callers is a convenient way for mobile phone users to handle calls. For example, this feature allows you to take a call that started at your desk phone, move it to your cellular phone as you travel to your house, and then move it to your home phone once you arrive at home.



To move a call from one phone to another, press <###> to place the call on hold, hang up on the current phone and dial into your account from another phone.



Press <1> to reconnect.

To transfer a caller to another number



To transfer a caller to another number, press <###> to place the call on hold.



Press <3> and enter the phone number you wish to forward the call to.

Conferencing

Using the conferencing feature, you can create and manage conference calls that include as many as four other parties. A conference call may contain parties that called your **TOLL FREE NUMBER** and other parties that you call to add to the conference. Also, as the owner of the account through which the conference exists, you can join or exit the conference as you wish and the other parties in the conference may continue talking. You can also "steal" a party from the conference and talk to the party on a one-on-one basis.

To create a conference:

You must be talking to at least one party that you wish to participate in the conference. This party may have called your **TOLL FREE NUMBER** or you may have called them via your account.



While talking to the first party, press <###> to place the caller on hold. The “CONNECT/REDIRECT MENU” is played. For more information on using the “CONNECT/REDIRECT MENU,” refer to page 11.



From the “CONNECT/REDIRECT MENU,” press <7> to initiate a conference with the first party. This creates a "conference room" that you and other calls may be moved into to use conferencing. It is important to understand that the conference is considered to be a call in your queue. This allows you to join or exit the conference at any time. Once the first party has been sent to the conference room, the “CONFERENCE/REDIRECT MENU” is voiced:

1 Join the Conference	2 ABC	3 DEF Add a number to the conference
4 GHI Add a user to the conference	5 JKL	6 MNO
7 PRS	8 TUV	9 WYZ
* Log into Account	0	# Screen Next Caller

CONFERENCE/REDIRECT MENU



Press <3> to add another number to the conference. When prompted, enter the number to dial.



If the called party answers, you can press <###> to place the called party on hold,



followed by <7> from the “CONFERENCE/REDIRECT MENU” to add that party to the conference.



Press <1> to join the conference.



Press <4> to add another **PersonalOffice** subscriber to the conference. When prompted, enter the account (phone) number of the subscriber you wish to add. If the **PersonalOffice** subscriber is available, you will hear that person's personal greeting.



Press <1> to request a call connection.



If the **PersonalOffice** subscriber connects to your call, you can press <###> to place that subscriber on hold.



Press <7> from the "CONNECT/REDIRECT MENU" to add the subscriber to the conference.



Press <1> to join the conference.

To exit the conference:



Press <###> to exit the conference. You may then perform other functions in your account, including placing calls, contacting other **PersonalOffice** subscribers, listening to messages, and retrieving faxes. The other parties in the conference can still speak to each other.

To rejoin your conference:

From the "CONNECT/REDIRECT MENU," press <#> to screen callers. Each call in the conference is presented (for example, "555-1234 is holding. Press one to connect"), as well as the conference itself. When the conference is voiced, press <1> to join the call.

To speak privately to a party in the conference:

From the "CONFERENCE/REDIRECT MENU," press <#> to screen callers. Each call in the conference is presented (for example, "555-1234 is holding. Press one to connect"). Press <1> to connect to that party. This removes the party from the conference and connects you to that person. To return the party to the conference, press <###> to place the party on hold and <7> to send that person to the conference.

To terminate the conference:

While in the conference, press <***> to terminate the conference and remain in your account. All outside calls are terminated and any other **PersonalOffice** subscribers that were in the conference are returned to the "MAIN MENU" of their accounts.



It is important that you not hang up while a conference is in progress in your account. If you do hang up, the conference is immediately closed. To properly close the conference, press <***> while in the conference.

Placing Calls

You not only receive calls at your **TOLL FREE NUMBER**, but may also make calls without having to hang up between each call to get a dial tone. This feature is especially useful for users who want to manage all of their inbound and outbound calls and voice and fax messages in a single session.

This feature also provides Message Delivery. Message Delivery enables you to record a message for a called party that is either busy or not answered, and **PersonalOffice** attempts to deliver the message over a defined period of time.

To place a call from within your account:

 **From the “MAIN MENU,” press <9> to place a call.**


When prompted, enter the area code and number to dial, followed by the pound sign.. This number can be any dialable number, including:


- a local number
- a long distance number
- an international number
- a speed dial entry number

When making local or long distance calls, enter the area code and phone number followed by the pound sign. You do not need to enter <1>. For international calls enter the country code, area code and the phone number, followed by the pound sign.

When you place a call from within your account, the called party may be placed on hold and then subject to any of the functions of the “**CONNECT/REDIRECT MENU**,” including transferring to another number, voice mail or being added to a conference.

To hang up on a call and continue with your session:

 **Press <***> to hang up and proceed.**

 You may either place another call by pressing <1> followed by the number to dial, or press <*> to return to the “**MAIN MENU**.”

If the called party is busy or does not answer:



If the called party is busy or does not answer, press <***> to be presented with the following options:



Press <1> to place another call. You are prompted to enter the next number to dial.

OR



Press <2> to use message delivery. **PersonalOffice** prompts you to record the name of the person for whom the message is intended, followed by the message itself. **PersonalOffice** then attempts to deliver the message to the called party by continuing to dial the number every five minutes until the message is successfully delivered for up to one hour.

If the called party answers the line, the system voices, *"Message for <the name you recorded>. Message from <your name recording>. Please press <1> to receive the message."* The called party may press <1> to hear your recorded message. If all delivery attempts expire, the message is returned to your account so that you know the intended party did not receive it.



Press <*> to return to the "MAIN MENU."

To Contact another PersonalOffice Subscriber from your PersonalOffice account:



From the "MAIN MENU," press <4> to contact another PersonalOffice subscriber.

After you press <4>, enter the area code and phone number of the user you wish to contact. You hear the available greeting prompt if that user is available or the unavailable greeting if that user is not available.



If you press <2> to leave a voice mail message, you are prompted for additional account (phone) numbers to receive the message. Press <#> to start recording. You can use this feature to broadcast messages to a group of subscribers.

Speed Dial

Speed Dial allows you to create one or two digit codes (called speed dial entry numbers) which represent phone numbers that you commonly dial. A speed dial entry number may be used to place calls or enter phone numbers in your account, such as your primary or follow-me numbers.

Your account has **49** speed dial entries. The speed dial entries may be any number between 1 and 99.

To create, edit, or delete a speed dial entry:



From the “MAIN MENU,” press <3> to advance to the “PERSONAL OPTIONS MENU.”

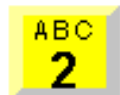


From the “PERSONAL OPTIONS MENU,” press <6> to access your speed dial list. From the “SPEED DIAL MENU,” the following options are available:



Add Speed Dial Entry. If you wish to add a speed dial entry, **PersonalOffice** prompts for the number of the entry you wish to add. Valid entry numbers are 1-99. A maximum number of 49 speed dial entries may be stored.

You are then prompted to record a name for the entry and to enter the phone number that this speed dial entry should dial.



Change Speed Dial Entry. If you wish to change a speed dial entry, **PersonalOffice** prompts you to enter the number of the speed dial entry you wish to change.

Once you have chosen the entry to edit, **PersonalOffice** voices the name of the entry followed by the number it dials. You are instructed to press <1> to change the telephone number or <2> to change the name recording.



Delete Speed Dial Entry. If you wish to delete a speed dial entry, **PersonalOffice** prompts for the number of the entry you wish to change. **PersonalOffice** warns that you are about to delete the entry and prompts you to press <1> to continue.

Using Speed Dial Entries

Speed dial entries can be used to place calls or change the phone numbers in your account.

To use a speed dial entry number to place a call:


 From the “MAIN MENU,” press <9> to place a call.

When prompted “Please enter the number to dial” enter the speed dial entry number. The system responds, “Calling <recorded entry name>. Please hold while your call is being placed.”



When prompted to enter a speed dial entry number, you may press <0><#> to hear your entry numbers followed by their corresponding name recordings. Press <1> when you hear the speed dial entry you wish to select.

To use a speed dial entry number to define a phone number in your account:

 From the “MAIN MENU,” press <3> to advance to the “PERSONAL OPTIONS MENU.”

 From the “PERSONAL OPTIONS MENU,” press <4> to advance to the “PHONE NUMBERS MENU.”

From the “PHONE NUMBERS MENU,” select the phone number you wish to change. The system voices the current number. If you press <2> to change the number, **PersonalOffice** asks you to enter the new phone number. Enter the speed dial entry number.



Many users assign a speed dial entry number based on the called party's initials. For example, you might use entry number 48 to represent the speed dial number for George Thomas.

Listening to Messages



From the “MAIN MENU,” press <1> to listen to voice messages. With **PersonalOffice**, messages in your account are presented in order of urgent, new, and then saved. Callers may leave a voice message for up to one and one half minutes. New messages are presented in the order that they are received, while saved messages are played in the order of most recent to oldest.

The following keypresses are available from the “VOICE/FAX LISTEN MENU,” when listening to messages:

1 Softer	2 ABC	3 DEF Louder
4 GHI Slower	5 JKL Sender, Date, and Time	6 MNO Faster
7 PRS Rewind	8 TUV Pause	9 WYZ Fast Forward
* Exit Voice Messaging	0 Play Menu	# Function Menu

VOICE/FAX LISTEN MENU

When listening to messages, you may change the speed or volume of the message, review its sender, date and time received, or rewind, pause or fast-forward a message. Press <0> to hear the complete list of options available.

Once the message is through playing, the “VOICE MAIL FUNCTION MENU” is voiced.

1 Save Message	2 ABC Delete Message	3 DEF Replay Message
4 GHI	5 JKL Sender, Date, and Time	6 MNO Reply to Message
7 PRS Previous Message	8 TUV Forward Message	9 WYZ Call Sender
* Exit Voice Messaging	0 Play Menu	# Next Message

VOICE MAIL FUNCTION MENU



You may press <#> at any time to skip to the end of the message.

The “VOICE MAIL FUNCTION MENU” offers many options for handling messages in your account.



Save Message. Press <1> to save the message. Saved messages are always played after new messages.

30 messages (including faxes) may be saved for up to 21 days.



Delete Message. Press <2> to delete the message.



Replay Message. Press <3> to replay the message.



Message Information. Press <5> to review the sender's name or phone number, and the date and time that the message was received in your account.



Reply to PersonalOffice subscriber. If the sender of the message was another **PersonalOffice** subscriber, press <6> to reply to the message. This allows you to **record** a message to the sender without having to enter the subscribers phone number.



Return to Previous Message. Press <7> to return to the previous message. Use this function to "undelete" a message that you have deleted.



Forward Copy of Message. Press <8> to send a copy of the message to another **PersonalOffice** subscriber. The system prompts you to enter the account (phone) number to which the message should be forwarded and asks you to record a brief introduction to the forwarded message. You may forward the message to multiple recipients.



Call Message Sender. Press <9> to call the sender without having to enter the number. The system will dial the number from which the voice mail was sent automatically if you use this feature.



Play Menu. Press <0> to hear a complete list of options.



Exit Menu. If no messages were deleted during the listening session, you are returned to the “**MAIN MENU.**” If messages were deleted, you may press <1> to restart the listening session (this undeletes all messages deleted in the session) or <2> to return to the “**MAIN MENU.**”



See pages 23 and 24 for the types of pager codes displayed when you receive a message in your account.

Retrieving Fax Messages

Faxes can be sent to you in two ways. Callers may be able to automatically send a fax to your **TOLL FREE NUMBER**, or they may dial your number and press <5> at your greeting to leave a fax message. The latter method allows the caller to record a description of the fax. You can retrieve your faxes at any time. If you have entered a personal fax number in your account, a copy of all faxes will be automatically sent to that number.

To retrieve your fax messages:



From the “**MAIN MENU**,” press <2> to retrieve your fax messages. Fax messages in your account are presented in order of urgent, new, and then saved. New fax messages are stored in the order that they are received, while saved fax messages are stored in the order of most recent to oldest. If there is a recorded voice message attached to the fax, it is voiced. If there is no attached voice message, the date and time the fax was received and the number of pages are voiced.

The following keypresses are available from the “**VOICE/FAX LISTEN MENU**,” when listening to the voice attachment:

1 Softer	2 ABC Louder	3 DEF Faster
4 GHI Slower	5 JKL Sender, Date, and Time	6 MNO Faster
7 PRS Rewind	8 TUV Pause	9 WYZ Fast Forward
* Exit Fax Messaging	0 Play Menu	# Function Menu

VOICE/FAX LISTEN MENU

When listening to messages, you may change the speed or volume of the voice message, review its sender, date and time received, or rewind, pause or fast-forward the message.

Once the voice portion of the message is through playing, the “**FAX FUNCTION MENU**” is voiced.

1 Save Fax Message	2 ABC Delete Fax Message	3 DEF Record Voice Header
4 GHI Print Fax Message	5 JKL Sender, Date and Time	6 MNO Reply to Fax Message
7 PRS Previous Fax Message	8 TUV Forward Fax Message	9 WYZ Call Fax Sender
* Exit Fax Messaging	0 Play Menu	# Next Message

FAX FUNCTION MENU

The “**FAX FUNCTION MENU**” offers many options for handling messages in your account.

- 1** **Save Fax.** Press <1> to save the fax in your account. Saved faxes are always stored after new faxes in your account. Faxes may be saved for up to **21** days.
- 2** **Delete Fax.** Press <2> to delete a fax from your account.
- 3** **Replay Message.** Press <3> to replay the voice portion of the message. This option also allows you to record your own personal description to be attached to the fax.
- 4** **Print Fax.** Press <4> to print the fax. When you choose this option, the following options are presented:
- 1** Press <1> to print to the fax/phone from which you are calling.
 - 2** Press <2> to print to the personal fax number specified in your account. This number may be changed following the steps on page 5. If you have entered a personal fax number in account, a copy of all faxes will be automatically sent to this number.
 - 3** Press <3> to print to any fax machine. If you choose this option, you are prompted to enter the number of the fax machine to which you wish to print.
- 5** **Message Information.** Press <5> to review the sender's name or phone number, and the date and time that the fax was received in your account.
- 6** **Reply to Fax.** If the sender of the fax was another **PersonalOffice** subscriber, press <6> to reply to the message. This allows you to record a voice message to reply to the sender without having to enter the sender's phone number.
- 7** **Return to Previous Fax.** Press <7> to return to the previous fax message. Use this function to "undelete" a message that you have deleted.
- 8** **Forward Copy of Fax.** Press <8> to send a copy of the fax to other **PersonalOffice** subscribers. The system prompts you to enter the account (phone) number to which the fax should be sent and asks you to record a brief introduction to the copied fax. You may also send the fax message to multiple recipients.
- 9** **Call Message Sender.** Press <9> to call the sender without having to enter the number. The system will dial the number from which the fax was sent automatically if you use this feature.
- *** **Exit Menu.** If no messages were deleted during the listening session, you are returned to the “**MAIN MENU.**” If messages were deleted, you may press <1> to restart the listening session (this undeletes all messages deleted in the session) or <2> to return to the “**MAIN MENU.**”



You may press <#> at any time to skip to the end of the message.

You may tell the sender to dial your **TOLL FREE** number on their fax machine and start the transmission immediately. **PersonalOffice** automatically recognizes an incoming fax and sends it to your account.

Paging

PersonalOffice notifies you via either a numeric or text pager when a caller arrives at the system for you, a caller requests a call connection, a caller sends either a voice or fax message or a numeric or text page message, or when there is an error receiving or printing a fax.

The following are the pager codes and examples of each type:

1

When a caller is holding to speak with you, the page message begins with the digit "1".

1	Live call from unknown caller
18005551234	Live call from 800-555-1234

2

When a voice message is received in your account, the page message begins with the digit "2".

2	Voice message from unknown caller
25085556589	Voice message from 508-555-6589

3

When a caller records a message in your account and marks it for urgent delivery, the page message begins with the digit "3".

3	Urgent voice message from unknown caller
35085556589	Urgent voice message from 508-555-6589

4

When a fax message is received in your account, the page message begins with the digit "4", followed by the number of pages in the fax:

4003	Three page fax message from unknown caller
40015085554138	One page fax message from 508-555-4138

5

When a fax message is sent to your account with urgent delivery, the page message begins with "5", followed by the number of pages in the fax.

5003	Three page urgent fax message from unknown caller
50025085554138	Two page urgent fax message from 508-555-4138



When e-mail is sent to your account you will receive two pages. The first page will always be "555888555." The second page is similar to a fax message, the first digit is a "4", followed by the number of pages of the e-mail, followed by a 10 digit server number.

6

If an error occurs while **receiving** a fax, your pager displays a "6".

6	Problem receiving fax message from unknown caller
65085554138	Problem receiving fax message from 508-555-4138

8

If an error occurs while **printing** a fax, your pager displays an "8".

8	Problem printing fax
---	----------------------



If your pager simply displays a phone number such as 8005554567, this indicates that the caller pressed <3> from the caller menu to send you a numeric page. The number displayed is the callback number where the caller can be reached. Also, you will receive a voice message with the details of the page in your account.

How to change your paging options for notification:



From the "MAIN MENU", press <3> to advance to the "PERSONAL OPTIONS MENU."



From the "PERSONAL OPTIONS MENU," press <1> to change your **PAGING OPTIONS**.



Press <1> to be paged for all messages.



Press <2> to be paged for urgent messages only.



Press <3> to disable paging for messages.