## MAIN DIRECTORY AT A GLANCE







# ACCESSLINE

Customer Connect with Group Features USER GUIDE

## WELCOME

Welcome to AccessLine - your powerful and easy-to-use communications service. HP has chosen a package of AccessLine features referred to as Customer Connect with Group features. With these features, you stay connected to all of your customers and co-workers no matter how mobile and flexible you need to be. Keep in touch using a Weekly Schedule, custom greetings, conference calling, and Group Delivery of voicemail. In addition to being accessible anytime and anywhere, AccessLine allows you to manage your accessibility with call screening, voicemail, and fax services that you can access via any phone or the Web.

## LEARNING ON YOUR OWN

This User Guide provides you with information on how to get started and use the Basic features of your AccessLine. Once you have mastered the Basics, please revisit this to learn about Advanced features.

## **GETTING HELP**

Customer Service may be contacted variety of ways:

- Click on LIVE CHAT at www.accessline.com/hp to begin an instant message session with a customer service representative.
- Send an email to customerservice@accessline.com
- Call 877-757-2607 to reach Customer Service.
- Touch 00 at any time from Command Mode.
- Log on to your Web account and click the Customer Service button.

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## **GETTING STARTED**

You can use your AccessLine via any phone or the Web. Throughout this guide, we use the following icons to let you know whether the instructions are for the phone or the Web.

Phone instructions

Web instructions

Information applies to both phone and Web interfaces

To get started, you need to begin customizing your account. Follow the checklist below and mark off each step as you go along.

- ] Go through the Welcome Web Setup/Tutorial.
- ] Change your temporary PIN.
- ] Confirm your Forwarding Numbers.
- ] Record your name over the phone.
- ] Record your introduction over the phone.
- ] Record your unavailable greeting over the phone.
- [ ] Activate the Basic Extension you expect to use most frequently. NOTE: When your AccessLine account is initially activated, the Active Extension is 40 (Simultaneous Ring).
- [ ] Call your AccessLine to confirm it handles calls the way you intended.
- ] Record a message on your current voicemail system instructing callers to reach you through your AccessLine number.
- [ ] Update HP's corporate directory with your new AccessLine number.

#### Using the Welcome Web

The Welcome Web allows you to begin setting up your AccessLine online. To get to the Welcome Web, click on the link in the email you received from AccessLine. Through the Welcome Web, you can change your PIN and confirm your forwarding numbers.

#### Recording Your Name, Introduction and Unavailable Greeting

It is important to record your name, introduction and unavailable voicemail greeting over the phone so you can greet your callers. Your recorded name is used in various prompts throughout your account.

- 1 Dial your AccessLine Number.
- **2** During the greeting, enter your PIN.
- 3 Follow the voiced instructions.

**Note:** When recording your General Introduction, We recommend: "*Hi*, *this is <YOUR NAME> with* Hewlett Packard. *You have reached my AccessLine...*"

## LOGGING IN

Your AccessLine provides you with two user interfaces. You may access your account via the phone or Web.



## Logging Out

To keep your Web account secure, AccessLine automatically logs you out after 15 minutes of idle time.

You can also help keep your Web account secure by properly logging out anytime you step away from your computer or finish working in your account. From any page within your Web account, click which is located at the top, right of the AccessLine header bar.

## **DIRECTING CALLS & PRE-SET EXTENSIONS**



Touch 2 from the Main Directory to change where your calls are being directed.

**Extensions:** To make directing your calls quick and easy, your AccessLine uses a series of Extensions. Extensions are numeric codes that route to a location (your office, cellular, etc). You are provided with the following extensions by default:

You can create additional  $\ensuremath{\mathsf{Extensions}}$  if needed via your Web account in the Call Manager.

**Active Extension:** The Extension your calls are forwarded to is always referred to as the Active Extension. Initially your AccessLine is set up to forward calls to Extension 40, which routes to your Cellular, Home Office and HP Office simultaneously.

Ext #	Name	Routing	Greeting	Best Used
10	Home Office	Home w/ ACF, then VMAIL	Introduction, with Acknowledge Call Forward (system says "Please Hold" and caller hears hold music until user connects) If call is declined or not answered by user, caller is forwarded to AccessLine Message Center "Please record your voicemail at the tone. When you are finished, please hangup or touch pound for more options."	When working from your Home Office
20	Office	HP Office w/ ACF, then to VMAIL	Introduction, with Acknowledge Call Forward (system says "Please Hold" and caller hears hold music until user connects). If call is declined or not answered by user, caller is forwarded to AccessLine Message Center "Please record your voicemail at the tone. When you are finished, please hangup or touch pound for more options."	When working from your HP Office
30	Cellular	Cellular w/ACF, then to VMAIL	Introduction, with Acknowledge Call Forward (system says "Please Hold" and caller hears hold music until user connects) If call is declined or not answered by user, caller is forwarded to AccessLine Message Center "Please record your voicemail at the tone. When you are finished, please hangup or touch pound for more options."	When cell phone use is authorized and you are not in your HP Office or Home Office
40	SIM Ring	Ring Cellular, Home Office, HP Office numbers Simultaneously	Introduction, with Acknowledge Call Forward (system says "Please Hold" and caller hears hold music until user connects) If call is declined or not answered by user, caller is forwarded to AccessLine Message Center "Please record your voicemail at the tone. When you are finished, please hangup or touch pound for more options."	When you can be reached via your Cellular, Home Office, or HP Office phone. Initially, this is your Active Extenion.
70	Unavailable Voicemail	Voicemail	General Unavailable Greeting followed by standard Message Center greeting "Please record your voicemail at the tone. When you are finished, please hangup or touch pound for more options." If Unavailable Greeting is not recorded, the system will play "Hello you have reached [employee's AccessLine number or recorded name if available] who is currently unavailable to take your call," followed by the standard Message Center greeting.	Afterhours and Weekends.
71	Extended Absence	Voicemail	General Extended Absence Greeting like "I'm out of the office this week. If you need urgent assistance, please contact xyz, otherwise, please leave me a message." If Extended Absence is not recorded, the system will play "Hello you have reached [employee's AccessLine number or recorded name if available] who is currently unavailable to take your call," followed by the standard Message Center greeting.	When you are away for an extended period of time.

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#### **Directing Your Calls**

You can quickly change your Active Extension at any time. This change immediately affects how your calls are forwarded and what your callers hear.

1 Click the **Change** button located

**2** Select any Extension you want

from the drop down menu.

CONCE

at the top of the page.

Ext. 20, office

Go Call Manager Confer



**4** If you set the timer, touch the 2 digit Extension that indicates where you would like calls forwarded after the timer runs out.

#### **Busy or No Answer**

If your Active Extension is busy or unanswered, your AccessLine automatically forwards your calls to voicemail or to the next location programmed into that Extension.

(TIP!) After directing your calls to an Extension you have not used before, call your AccessLine to confirm that your calls are being routed as you intended.

## **VOICEMAIL VIA THE PHONE**

This section explores voicemail from the telephone interface.

#### Listening to Voicemail

- 1- Call your AccessLine and enter your PIN
- 2- Touch 1 to listen to voicemail.



When listening to voicemail, you may touch 8 at any time to return to the Main Directory and access your other AccessLine features.

**Note:** By default, new messages play first. To skip to the beginning of your Saved messages, touch 55. To return to your New messages, touch 77.

#### Forwarding Voicemail

- 1. Enter Command Mode.
- 2. Touch 1 to listen to voicemail messages.
- **3**. Listen to the desired message.

**4**. Touch 6 to Send the Message. You may do this while reviewing the message or after it has finished playing.

5. Touch 1 to Forward the Message.

**6**. Enter the AccessLine number or Group number that is to receive your message.

7. Repeat step 6 until all forwarding recipients have been selected.

**8**. Touch \* to begin recording your Introduction, a greeting that is played for the recipient(s) when they retrieve the forwarded message.

- 9. Touch # or hang up to forward the message.
- 4

#### **Replying to Voicemail**

You will be given the option to reply to a voicemail message if either of these conditions is met:

- The message was left by another AccessLine user within your company.

- The user left the message by calling you via their Command Mode (by touching 6 to Send a Message or touching 9 to Place a Call).

To reply to a message that meets either of these conditions:

- 1. Listen to the voicemail message.
- **2**. After it has finished playing, touch 6 to Send the Message.
- Touch 2 to Reply to the Message.
- 4. Record your reply.
- 5. When you have finished recording, touch # or hang up to send your reply.

## Instant Callback - 9\*

Instant Callback allows you to quickly return a call while listening to a voicemail message. This feature is only provided in two situations:

- The Caller ID is available.
- The caller attached his or her phone number while leaving the message.

If either of these conditions is met, "Phone number attached," is voiced at the beginning of the message. If you hear this voicing, you may touch 9\* during the message to return the call.

Touch 9\*1 to have the callback number voiced to you.

#### Rebound - ##

Rebound returns you to Command Mode after placing or returning a call. Touch ## at the end of the call, without hanging up the phone, to return to Command Mode.

## VOICEMAIL VIA THE WEB

Your AccessLine also allows you to check, forward and save voicemail via a Web interface. This section explores voicemail from the Web interface.

- 1- Go to www.accessline.com/HP.
- 2- Log on to your Web account.
- 3- Select the Voicemail Services tab.
- 4- Click the Play button associated with the message you want to hear.



#### Listening To a Voicemail

Click the  $(\blacktriangleright)$  icon of the voicemail you want to hear.

#### Downloading a Voicemail

Downloading a voicemail to your computer allows you to save it for off-line listening. Simply click the icon of the desired voicemail and follow the onscreen instructions.

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2 ACCESSLINE communications	LOGGED Zap B	IN AS: 'annigan	_	,	UBRENT ACT Ext. 21	IVE EXTENSI	ON		OG OUT <u>2</u>	
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USTOMER SERVICE		1/10/03	17:35	425 555 9999	6 sec	۲		Forward to Forward to	Email Voicemail Box	
DOLS & UPDATES		1/9/03	14:28	818 555 5144	18 sec	۲		893		
WHAT'S NEW		1/7/03	19:57	313 555 5477	3 sec	۲				
TRAT 3 NEW	Γ	1/7/03	19:56	323 555 3647	10 sec	۲		333		
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		1/2/03	16:26	818 555 9874	23 sec	۲				
	Г	1/2/03	16:22	206 555 2554	7 sec	۲				
		1/2/03	16:16	465 555 1147	7 sec	۲		833		
	DELETE SEL	ECTED SAV	E SELECTED	Z/P SELECTED						

**Note:** If you click the Play button and do not hear anything, you may not have an appropriate audio player installed on your computer. A complimentary voicemail player is available within the Tools and Updates section of your Web account.

Note: Your AccessLine voice mailbox has storage limits:

- Individual messages are stored up to 60 days.
- Up to 86 minutes worth of messages may be stored at once.
- (TIP.) You can download **multiple** voicemail at the same time by selecting several voicemail and clicking Zip Selected.

#### Forwarding a Message

You can forward a voicemail to another AccessLine voicemail account as an email attachment or to anyone as email link. Simply click the FORWARD button to be presented with a drop down menu. Select either FORWARD TO VOICEMAIL or FORWARD TO EMAIL. Then fill out the required information and click Send.



#### Forwarding Voicemail to Another Voicemail Box

Voicemail messages can be forwarded to other AccessLine accounts Simply type in the recipient's name, or AccessLine number.

Elle Edit View Go Boo	kmerks Iools Window Help Debug QA	
	Logisto IN AS: Zap Brannigan Ext. 21 CHARGE	DUT 33
MESSAGE PLAYER O OFF	Voicemail E Faxing Emails C Call Manager C Conference Forward Voice Mail In the TO line you can enter:	-
YOU CURRENTLY HAVE 10 NEW VOICEMAIL 1 NEW FAX(ES) 11 TOTAL EMAIL PERSONAL INFO	<ul> <li>an AccessLine number,</li> <li>an email address,</li> <li>a person's name, number, or extension. (Use the NAME CHECK button to verify entry.)</li> </ul>	
STORED NUMBERS SET SPEED DIALING CUSTOMER SERVICE	To forward to multiple recipients use semicolons (;) as address separators.           Ethio         HANE: CHECK         CLEAR           From:         Zap Brannigan	
TOOLS & UPDATES WHAT'S NEW NEED HELP?	To: Options:UrgentPrivate	
10 PP Decimenti Dece	(0.26 rec)	

#### Forwarding Voicemail to an Email Address

Voice Messaging allows voice messages to be forwarded via the Web to either an email address, a group list, or to another AccessLine account.

Destinations may be specified either by a phone number, name, or extension as applicable. The forwarded message can be specified as urgent or private if desired.



## SENDING VOICEMAIL VIA THE PHONE

When listening to messages, touch 6 to send a voicemail from your AccessLine directly to the AccessLine voice mailbox of an individual user or group.



#### Sending Voicemail

There are 3 ways to send voicemail.

- **Forward** After listening to a voicemail, pass the voicemail on to another user, along with any introduction you would like to record.
- **Reply** After listening to voicemail, respond back to the user of the voicemail you received.
- **Send New** Record a new voicemail and send it directly to a user's voice mailbox. (You can also send a new voicemail by touching 6 from the Main Directory.)

#### Addressing Voicemail

Sending voicemail to individuals or groups requires you to address the messages to ensure they reach the appropriate people. The following addressing options are available:

- You can address voicemail to individuals or groups.
- You can address voicemail using Dial By Name.
- You can address voicemail using Dial By Number. (AccessLine number)
- You can address a voicemail with Special Delivery options.
- **(TIP!**) For more information about groups, please see the section Creating Group Lists, page 10.

#### Dial By Name

Dial By Name allows you to address individual subscribers and groups by spelling their names. Simply touch in the first 3-4 letters on the telephone keypad that correspond to the letters of the subscriber (last name followed by first name) or Group Name. Although they may not be marked on your keypad, for Q touch 7 and for Z touch 9.



When addressing subscribers or groups with Dial By Name, your search may produce more than one match. If this happens, AccessLine plays the recorded name of each match one at a time, allowing you select the correct name.

Note: You may only dial by name to another AccessLine user.

#### Using Dial By Name

**1** From the Main Directory, or when listening to voicemail, touch 6 to send a message.

If needed, touch 6 to toggle between Dial by Name and Dial by number.

**2** Touch in the first 3-4 letters of the subscriber's last name or Group Name to receive the message.

For example, touch 7846 (Quin) or 7253 (Sales)

**3** AccessLine will play the recorded name of the match.

**4** Touch 1 to select the name as a recipient. Touch 2 to hear the next match. Touch **#** to search again.

**5** Once all recipients have been selected, touch \* to continue sending the message.

(TIP!) In situations where the exact spelling of an individual subscriber name or Group Name may be in question, you can use the number 1 as a **wildcard**, replacing a letter of the name. You can use the wildcard only once per search. For example, if you are not sure if Sandy's last name is Tadd or Todd, touch 8133, to find the match.

#### Dial By Number

Dial By Number allows you to address individual users using their AccessLine Numbers or to address groups by their designated Group Numbers. For individual users, simply touch in all ten digits of their AccessLine Number. For Group Numbers, touch in the Group Number.

#### Using Dial By Number

**1** From the Main Directory, or when listening to voicemail, touch 6 to send a message.

If needed, touch 6 to toggle between Dial by Name and Dial by number.

**2** Touch in the AccessLine Number or Group Number to receive the message. For example, touch 20 (Sales Group) or 206-123-4567 (Jane Smith's AccessLine)

**3** AccessLine plays the recorded name of individual subscriber matches.

**4** Touch 1 to select the name as a recipient. Touch 2 to hear the next match. Touch **#** to search again.

**5** Once all recipients have been selected, touch **\*** to continue with recording and sending the message.

(TIP!) To change between Dial by Name and Dial by Number, touch 6.

#### Special Delivery

When sending, replying, or forwarding a voicemail, you have the option to mark the voicemail for Special Delivery. Special Delivery is a way for you to attach an additional level of importance or security to the message being sent. You can mark a message urgent, private, urgent & private or leave the message unmarked.

**Urgent Delivery** Your urgent message jumps to the top of the recipient's message stack.

**Private Delivery** Your private message cannot be forwarded or downloaded by the recipient.

## **GROUP MESSAGING**

#### **Group Delivery**

You may send a voicemail message to multiple individuals with AccessLine Group Messaging. You may select your Recipients on a per-message basis or you may use a customized Private or Public Group to select your Recipients.

#### **Public Group**

A Public Group is a messaging list that is created and maintained by a Group Administrator within your company. Public Groups are typically created for department or office wide use.

Each Public Group contains Senders (those who may send messages to the Group) and Recipients (those who receive messages sent to the group). You may determine if you are an authorized Sender or Recipient for any Public Groups via the Web:

- 1. Log on to your Web account.
- 2. Click the Group Manager tab.
- 3. View your list of Groups.

The Group Type column will identify the Public Groups you are authorized to use. Click a Group Name to determine if you are a Sender, Recipient, or both.

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2 ACCESSLINE	LOGGED IN Zap Bran	As: nigan	CURRE Ext.	NT ACTIVE EXTENS	ION CHANGE	LOG OUT 🤐	
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D CURRENTLY HAVE 10 NEW VOICEMAIL 1 NEW FAX(ES) 11 TOTAL EMAIL ERSONAL INFO	Group Ma To create a P instructions, STEP 1 of 2	nager / Create Public G ublic Group, simply follow t click Help. Sive your group a name an	oup he steps below. 1 d a number.	o receive additio	nal	HELP	
ORED NUMBERS	STEP 2 of 2	Group Name Group Number Add members to a group.	null	1			
DOLS & UPDATES HAT'S NEW		Name (last,	first)	Num	ber	_	
EED HELP?		ADD TO RECIPIENTS	ADD TO SEP	AND/OR	ADD TO ADMIN	ISTRATORS	
		No Entry Selected	- No En	try Selected	No Entr	y Selected	
	l	DELETE SELECTED ENTRI Printable format ] [ E:	sport List ]	OLEAR ALL ENTRI	65		
		SAVE GROUP					
	1	EXIT WITHOUT SAVING					

#### **Private Group**

A Private Group is a messaging list you create on the Web for your personal use. You maintain your own Private Groups.

A Private Group is comprised of a list of Recipients, which may include individuals or other existing Groups. All individual Recipients must work for your company and must have an AccessLine number. You are the only Sender.

2 ACCESSLINE	LOGGED IN A	s: igan	CURRE Ext.	NT ACTIVE EXTE	OHANGE	LOG OUT 🤐
SERGE PLAYER	C Voicemail Services	Faxing Email Services	Gall Manager	ගීබ Group Manager	Conference Calling	
	Group Ma	nager / Create Private G	roup			
CURRENTLY HAVE 10 NEW VOICEMAIL 1 NEW FAX(ES)	To create a P instructions,	rivate Group, simply follow click Help.	the steps below	v. To receive a	dditional	HELF
11 TOTAL EHAIL	STEP 1 of 2	Give your group a name a	and a number.			
RSONAL INFO		Group Name	null			
TORED NUMBERS		Group Number	null			
I SPEED DIALING						
IS & UPDATES	STEP 2 of 2	Add members to a group.				
HAT'S NEW		IMPORT LIST				
EED HELP?		Name (las	t.first)		Number	
		Individual 💌		AND/OF		
		ADD TO RECIPIENTS				
		No Entry Selected -				
			U			
		1				
		DELETE SELECTED ENTI	nies	OLEAR ALL	ENTRIES	
		[ Printable format ] [	Export List ]			
		SAVE GROUP				
		EXIT WITHOUT SAVING				

- (TIP!) By selecting Group from the drop down menu, you can add a previously created group to your new group.

#### Sending a Group Message

All group messages are sent via Command Mode:

- 1. Enter Command Mode.
- 2. Touch 6 to Send a Voicemail.
- 3. Enter the AccessLine number, 5 digit extension or Group number receiving your message. To dial by name, touch 6.
- 4. Repeat step 3 until all recipients have been selected.
- **5**. Touch \* to begin recording your message.

6. When you are finished recording, touch #, or hang up to send your message.

#### **Creating a Private Group List**

Private Groups are created via your Web account:

- 1. Log on to your Web account.
- 2. Click the Group Manager tab.
- 3. Click the Create a Private Group button.
- 4. Give your group a unique name and number.
- **5**. Select whether you want to add an individual or group to your Recipient list from the drop down menu.
- 6. Enter an Individual's name, AccessLine number, or Group name/number.
- 7. Click the Add to Recipient button.
- 8. Repeat steps 6-7 until your list is complete.
- **9**. Click Save to create the new Group. You may begin sending messages to your Group as soon as it has been saved.

#### Modifying a Private Group

You may modify or delete one of your Private groups at any time:

- **1**. Log on to your Web account.
- 2. Click the Group Manager tab.

 ${\bf 3}.$  On the Group Manager main page, click the name of the group you wish to modify.

- 4. Make any necessary changes.
- 5. Click Save.

**Note:** You may not modify any of your authorized Public Groups. All Public Groups modification requests must be sent to the Group's Administrator.

## MANAGING FAXES VIA THE PHONE

Touch 3 from the Main Directory to manage your faxes. Faxes are received and stored in your Web account.



#### How Callers Send You Faxes

Callers send faxes directly to your AccessLine by touching in your AccessLine Number and immediately touching "Send" on the fax machine. Callers should not wait for any greeting.

#### Forwarding Faxes To a Fax Machine

- 1- Enter Command Mode.
- 2- Touch 3 to Manage your Faxes.
- 3- Touch 3 to Review Individual Faxes.
- 4- Locate the fax you wish to forward.
- **5** Touch 6 to forward the fax. You may forward to your default fax machine, an alternate fax machine, another AccessLine number, or one of your authorized Public or Private Groups.

**Note:** If you forward a fax to another AccessLine number, or to a Group, you will be prompted to record a fax Introduction. This is a voicemail message that is attached to your fax. The recipient will hear your Introduction when they retrieve the fax.

You can quickly change your default Fax Forwarding Number over the phone in the User Options or via the Web in Stored Numbers.

**(TIP!)** Keys are also available to **speed up** the fax review process. For details, see the keypad diagram on the previous page.

## MANAGING FAXES VIA THE WEB

#### Viewing a Fax

Your AccessLine may be used to receive faxes. All faxes are stored within your account until you retrieve them via the phone or Web. You can view your stored faxes at any time in your AccessLine Web account.

- 1- Log on to your Web account.
- 2- Select the Faxing Services tab.
- 3- Click the TIFF or JPG button associated with the fax you wish to view.



#### **TIFF Viewer**

If you are unable to view faxes in a TIFF format, your Web browser may require a TIFF viewer plug-in. AccessLine provides a free TIFF viewer plug-in from the *Tools and Updates* page. If you prefer not to download the viewer plug-in, please view the faxes in the Web-friendly JPG format.

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#### Downloading a Fax

Downloading a fax to your computer allows you to save it off-line for later viewing.

**1** Select fax(es).

- 2 Click ZIP SELECTED
- 3 Click the 🖓 icon of the desired format (TIFF or JPG).

#### Forwarding a Fax

You can forward your faxes to either a fax number or as an email attachment. Simply click the FORWARD button to be presented with a drop down menu. Select either FORWARD TO EMAIL or FORWARD TO FAX NUMBER. Then fill out the required information and click Send.

Remember: When you forward a fax as an email attachment, you will be asked whether to send the attachment as a TIFF or JPG file.

#### (Forwarding Faxes to a Fax Machine)



(Forwarding Faxes to an Email Address)



## **PLACING CALLS**

Your AccessLine allows you to place outbound calls.

- 1. Enter Command Mode.
- 2. Touch 9 to place a call.
- 3. Dial the 10 digit phone number to be called.
- **4**. Touch ## to Rebound to Command Mode at the end of your call (if desired).



Note: Several dialing shortcuts have been pre-programmed for your use. After touching 9 to place a call, touch 1 to dial your stored home office number or touch 2 to dial your stored HP office number.

#### **Speed Dialing**

You may create Speed Dialing shortcuts, to be used in conjunction with Outbound Calling, via your Web account:

- 1. Log on to your Web account.
- 2. Click Set Speed Dialing.
- 3. Associate a name and phone number with a 2 digit speed dial code.

To utilize a Speed Dialing code, follow these steps:

- 1. Enter Command Mode.
- 2. Touch 9 to place an outbound call.
- **3**. Touch in a 2 digit speed dial code.

Your AccessLine will automatically dial the phone number associated with the code you enter.

## USING NOTIFICATION

Your AccessLine can notify you via mobile device or email every time you receive a new voicemail or fax. Each notification you receive will have the same format:



#### **Notification Codes**

70- New Voicemail

- 71- New Urgent Voicemail
- 80- New Fax

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#### **Updating Notification**

You can setup or change notification to a mobile device or email address anytime via your Web account.

- 1. Log on to your Web account.
- 2. Click on Personal Info tab.
- 3. Select Notification
- 4. Follow the directions.

# CHANGING YOUR PERSONAL INFORMATION

#### **Changing Your PIN**

To keep your AccessLine secure, we recommend you select a new PIN at least once a month.

<b>1</b> From the Main Directory, touch 8 to access the User Options.	<b>1</b> From <i>Personal Info</i> , enter the current PIN.
<b>2</b> Touch 7 to change your PIN.	2 Enter the new PIN, which can be
<b>3</b> Touch in your new PIN, which can be between 6 and 10 digits	between 6 and 10 digits, and may not start with 0.
and may not start with 0.	<b>3</b> Re-enter the new PIN to confirm.
<b>4</b> Touch in your new PIN again to confirm.	4 Click OK.
[]	<u> </u> ]

**Note:** PINs must meet the following guidelines:

- Must be numeric.
- Must be 6-10 digits.
- Cannot start with 0.
- Cannot be consecutive digits (Example: 123456 or 888888).

## **STORED NUMBERS**

Your AccessLine account will store default Home Office, HP Office, Cellular and Fax numbers. You may alter these numbers at any time.

#### **Changing Forwarding Numbers**

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Your forwarding numbers serve as the default numbers for other features in your account. Your home and office numbers are used with your automatic Speed Dial feature, and your fax number is used to forward faxes to your default fax machine.

<ol> <li>From the Main Directory, touch 8 to access the User Options.</li> <li>Touch 3 to change your</li> <li>From Stored Numbers, enter the new phone numbers in the appropriate fields.</li> </ol>	
forwarding numbers. <b>2</b> Click OK.	:he
<ul> <li>3 Touch 1 to change your home-office phone number. Touch 2 to change your HP office phone number. Touch 3 to change your fax number. Touch 4 to change your cellular phone number.</li> <li>4 Touch in the new 10 digit number.</li> </ul>	

Note: These numbers are permanently stored in your account.

## USING CALL MANAGER

#### **Reviewing Extensions**

By clicking the *Review* icon of any Extension, you can review a specific Extension in your account. Reviewing an Extension displays where calls are directed and the greetings on that Extension.

#### **Modifying Existing Extensions**

You may also modify existing Extensions. Only certain features of an Extension may be altered:

- The forwarding number (See the Stored Numbers section if you need to change your default Home, Office, Cellular or Fax number)

- The number of rings

- The Extension's name

Any of these features may be modified via your Call Manager:

- **1**. Log on to your Web account.
- 2. Click the Call Manager tab.
- **3**. Click the Modify Extensions tab.
- 4. Locate the Extension you wish to modify from your list of Extensions.
- 5. Click the Modify button.
- 6. Make any necessary changes.
- 7. Click Save or Activate/Save.

If you need to make more extensive changes, please contact Customer Service for assistance.

#### **Modify Greetings**

For each Extension, you can select different voice announcements to play when callers are transferred from one location to another. You can also select to record or upload your own customized Extension Announcements for your callers to hear. For details on how to record or upload Extension Announcements, see the section Recording Greetings.

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#### **Creating Extensions**

By clicking the Create Extension tab, you can create additional Extensions for your account. You can either choose an Extension from the top 5 Extensions or click the **Full List** button to view the entire list of predefined Extensions.

- 1. Log on to your Web account.
- **2**. Click the Call Manager tab.
- 3. Click Create Extension.
- 4. Locate a template you wish to use.
- 5. Click Create.
- **6**. Provide the required information.
- 7. Click Save or Activate/Save.



## USING CALL SCREENING

You can filter out unwanted calls by setting up your Extensions with Call Screening. Call Screening allows you to decide which calls need attention immediately. You can set up 3 types of Call Screening via Call Manager on the Web.

- Urgent Screening
   Receive urgent calls only. When prompted, your callers touch 0 to indicate the call is urgent.

   AccessLine attempts to forward urgent calls to you.
   All other calls go to voicemail.
- Private Code Screening
   Receive calls from persons with your private code.

   Callers enter your private code during your greeting.
   AccessLine attempts to forward private calls to you.

   All other calls go to voicemail.
   AccessLine attempts.
- **Voice Screening** Receive in advance the name of the caller and purpose of the call so you can determine whether to take the call, send it to voicemail, or hang up.

#### Answering a Voice Screen

AccessLine prompts you when you receive a call with Voice Screening.

**1** Answer the call.

**2** AccessLine plays the caller's recording, which usually includes the caller's name and the purpose of the call.

#### ${\bf 3}$ Touch 1 to accept the caller.

Touch 2 to send the caller to voicemail.

Touch 3 to politely hang up.

Touch 4 to hear the caller's recording again.

Touch 5 to place the caller on hold for one minute.

**Note:** Your AccessLine is NOT pre-configured with Call Screening. However, you can turn this feature on by calling AccessLine Customer Service at 1-877-757-2607.

## USING A WEEKLY SCHEDULE

- If you forward calls to different Extensions throughout the day, you can save time by setting up a Weekly Schedule. Your Weekly Schedule automatically directs calls to different Extensions according to your specified schedule each day. For example...
  - Weekdays6am to 7am all calls go to Extension 10 (Home)<br/>7am to 12pm all calls go to Extension 40 (Sim Ring)<br/>12pm to 1pm all calls go to Extension 30 (Cellular)<br/>1pm to 6pm all calls go to Extension 40 (Sim Ring)<br/>6pm to 6am all calls go to Extension 70 (Voicemail)

Weekends 6am to 6pm all calls go to Extension 70 (Voicemail)

Weekly Schedule works with directing your calls, so even when your Weekly Schedule is active, you can still forward your calls to a particular Extension on-the-fly.

#### Creating Your Weekly Schedule

Once you plan out your own Weekly Schedule, enter the events one at a time.

1 From Call Manager, click Weekly Schedule.

**2** To enter the first event, click the group of days or select an individual day.

- 3 Select a start time.
- 4 Select an Extension.
- 5 Click Add to add the event.
- 6 Repeat Steps 2-5 until all of your weekly events have been entered.
- 7 Click Activate to make your Weekly Schedule active.

**Note:** Open Extensions such as Extension 40 should not be used in a weekly schedule.

#### Modifying Your Weekly Schedule

If you need to modify your Weekly Schedule, click to **REMOVE** delete your entire Weekly Schedule or select the event and click the **C**- button, to remove an individual event,

#### Turning Your Weekly Schedule On or Off

You can quickly turn your Weekly Schedule on or off at any time.





## **RECORDING GREETINGS**

Different types of greetings may be recorded on your AccessLine: Recorded Name, General Greetings and Extension Announcements.

#### Introduction

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Your Introduction is a customized Greeting, recorded by you, that will play on any active Extension. You recorded an Introduction when you first called into your AccessLine.

To change you Introduction:

- 1. Enter Command Mode.
- 2. Touch 8, User Options.
- 3. Touch 2 to Record General Greetings.
- 4. Touch 1 to record your General Introduction.
- 5. Touch 3 to change your Greeting.
- 6. Record your Introduction at the tone.
- **7**. Touch \* to end the recording.

As an example, we recommend:

"Hi, this is <YOUR NAME> with Hewlett Packard. You have reached my AccessLine."

**Note**: Your AccessLine has been pre-configured to use your General Introduction for most of your call forwarding extensions.

#### **General Voicemail Greeting**

Your Voicemail Extensions are pre-configured to use general Voicemail Greetings. You record these when you setup your account; you can update them at any time via the phone or a recorded file may also be uploaded via the Web.

#### Unavailable - 70

You can forward your AccessLine directly to voicemail Extension (70) that plays your general Unavailable Greeting when you know you will be unavailable, for instance during nights and weekends. An example for Extension 70 would be: "Hi, this is <YOUR NAME>. I'm out of the office right now. Please leave me a message and I'll return you call as soon as possible."

#### Extended Absence – 71

When you know you will be unavailable for an extended period of time, you can forward your AccessLine directly to a separate voicemail Extension (71) that plays your general Extended Absence Greeting. This way you don't need to keep updating your normal Unavailable Greeting (70). An example of Extension 71 would be: "Hi, this is <YOUR NAME>. I'm out of the office through Friday. I will be checking voicemail each evening. Please leave a message or contact Customer Service if you have an urgent issue."

To record your general Unavailable Greeting:

- 1. Enter Command Mode.
- 2. Touch 8, User Options.
- 3. Touch 2 to Record General Greetings.
- 4. Touch 2 to Record your Unavailable Greeting
- 5. Touch 3 to Change your Greeting
- **6**. Record your Unavailable Greeting at the tone.
- **7**. Touch \* to end the recording.

To record your general Extended Absence Greeting:

- 1. Enter Command Mode.
- 2. Touch 8, User Options.
- **3**. Touch 2 to Record General Greetings.
- 4. Touch 5 to Record your Extended Absence Greeting.
- 5. Touch 3 to Change your Greeting.
- **6**. Record your Extended Absence Greeting at the tone.
- 7. Touch \* to end the recording.

#### **Extension Announcement**

An Extension Announcement is a greeting that is associated with a specific Extension. This Greeting is ideal when you want callers to hear different messages at different times. Extension Announcements can be recorded over the phone or uploaded to your Web account.

Via the phone:

- 1. Enter Command Mode.
- 2. Touch 8, User Options.
- 3. Touch 1 to Record an Extension Announcement.
- 4. Enter the Extension on which to record the Announcement.
- 5. Record your Extension Announcement at the tone.
- **6**. Touch \* to end the recording.

Via the Web:

- **1**. Log on to your Web account.
- 2. Click the Call Manager tab.
- **3**. Click the Modify Extensions tab.
- 4. Locate the Extension associated with your greeting and click Modify.
- 5. Click Continue to bypass the first modification page.

**6**. On the next page, click the Browse button to locate the file containing your Extension Announcement.

**7**. Once you have located your file, click Upload File to associate the Announcement with your Extension.

8. Click Save or Activate/Save.

**Note:** Announcements uploaded via the Web must be recorded in 8-bit mono and must be in .wav or .au format. Your AccessLine is not pre-configured with customized Extension Announcements. However, you can add this by calling AccessLine Customer Service at 1-877-757-2607.

**TIP**. Each time you set up or activate a new extension, call your AccessLine to confirm that your greetings flow as you intended.

## CONFERENCING

You may host conference calls on your AccessLine number. Two types of conferences are available, Scheduled and Always-On. All conferences are reserved (setup) and modified via the Web.

#### **Scheduled Conference**

A Scheduled Conference has a defined start time and duration. Up to 16 people may participate in a Scheduled Conference.

#### **Creating a Scheduled Conference**

A Scheduled Conference is created via your Web account:

- 1. Log on to your Web account.
- 2. Select the Conferencing Services tab.
- 3. Click Reserve a New Conference Now.
- 4. Enter all required information.
- 5. Click Reserve.



#### Modifying a Scheduled Conference

A Scheduled Conference may be modified, in its entirety, at any time:

- 1. Log on to your Web account.
- 2. Select the Conferencing Services tab.
- 3. Locate the conference you wish to alter.
- 4. Click the associated Modify button.
- **5**. Make any necessary changes.
- 6. Click Save.

The Host may also modify certain settings while logged on to a conference:

- Touch #1 to increase the conference length by 15 minutes.
- Touch #2 to add another Speaker line.

Both of these commands may be used more than once during a conference.

#### Joining a Scheduled Conference

At the scheduled start time, take the following steps to join a conference:

- 1. Dial the AccessLine number on which the conference is scheduled.
- 2. Touch \*\* when prompted.
- 3. Enter your Host, Guest Speaker or Guest Listener code to join the call.

**Note:** Guests are able to join a Scheduled Conference up to 10 minutes before the designated start time.

**Note:** The prompt that instructs callers to touch \*\* to join a conference is not immediately activated at the start time. The first participant joining your call must know they need to touch \*\* to access the conference. After the first participant joins the conference, the \*\* prompt is played for all subsequent callers.

#### **Always-On Conferencing**

An Always-On Conference does not have a defined start time, so you may initiate a conference call whenever needed. Up to 9 callers may participate.

#### Creating an Always-On Conference

An Always-On Conference is created via your Web account:

- **1**. Log on to your Web account.
- 2. Select the Conferencing Services tab.
- 3. Click Set Up Always-On Conference Now.
- 4. Enter all required information.
- 5. Click Reserve.



#### Modifying an Always-On Conference

An Always-On Conference may be modified at any time via your Web account:

- 1. Log on to your Web account.
- 2. Select the Conferencing Services tab.
- **3**. Locate the Always-On conference you wish to alter and click the Modify button.
- 4. Make any necessary changes.
- 5. Click Save.

#### Joining an Always-On Conference

An Always-On Conference may be accessed at any time:

- 1. Dial the AccessLine number on which the conference is scheduled.
- 2. Touch \*\* when prompted.
- 3. Enter your host or guest code to join the call.

**Note:** The prompt that instructs callers to touch \*\* to join a conference is not permanently activated if you create an Always-On Conference. The first participant joining your call must know they need to touch \*\* to access the conference. After the first participant joins the conference, the \*\* prompt is played for all subsequent callers.

## NOTES