onebox

User
Guide

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Overview

Congratulations! You're about to begin using Onebox Executive. Using the most advanced Communications technology, Onebox makes it easy to manage your inbound calls, Voicemail, Faxes, E-mail and much more—all from a single telephone number and using virtually any communications device. Imagine being connected to the information and communications you depend upon wherever you go! Your Onebox phone number does it all!

Overview of Features and Benefits

- **Easy to set up, easy to use!** Customize all of your communications to meet your unique profile and preferences—from the Internet or by phone.

- **Single Number Service** means that your important contacts only need to remember one telephone number to reach you by Voice or Fax. Your calls are answered in a professionally recorded, friendly voice while Onebox locates you.

- **The Call Forwarding** feature reaches you anytime at the office, on your cell phone, at home, anywhere. Now, you have the freedom to be away from the office because you never miss an important call or opportunity!

- **Call Announcement** lets you know who's calling before you answer. Prioritize your communications for greater productivity.

- **Conferencing** allows you to have a conversation with multiple parties. You'll save time, money and travel headaches with this powerful telephone feature.

- **Voicemail and Fax Forwarding** allows you to manage your Onebox messages in any E-mail account. While at your desk, you can review, forward or reply to messages without needing to do so over the phone.

- **Notifications** can be sent whenever you receive specific messages, and about calendar events and "To Do" items. Manage your time better by being alerted and updated about information that's important to you.

- **Fax Access** allows you to receive, create, send, reply, and forward fax transmissions. Automatic fax forwarding gives you even more choices! Now you can manage faxes from multiple devices and never miss a fax again.

- **Click to Call** allows you to quickly and easily return a call or call a contact right from the Online Manager or from a forwarded voicemail.

- **Text-to-Speech** lets you listen to your E-mail and Faxes from the telephone. It's a more convenient way to check your messages when you are away from the office.

Let's Get Started!

Getting to Know the Online Manager

When you log in to Onebox's Online Manager, you're accessing the central location on the web that you use to manage all of your communications. Think of it is as your virtual office... complete with rolodex, file cabinets, switchboard and calendar. It's open 24 hours a day, seven days a week to keep you informed and connected! The first step is to log in and set up the features you'd like to access by phone or computer.

Log In to the Online Manager

Logging in to the Online Manager page is easy at **www.onebox.com**. This automatically brings you to the screen pictured below:

STEP 1:   At the Log In page enter either your Onebox telephone number or your Onebox E-mail address.

STEP 2:   Next, enter your Password (PIN) and click "Log In" to enter your account.

When choosing your Password we strongly recommend you follow these guidelines to keep your account secure:

- You may use any combination of letters and numbers for your Password. However, avoid using symbols, characters, or numbers which cannot be entered on a telephone keypad.

- Don't use personal information or numbers that someone could easily guess, such as 1234, 3333, your address, phone number, etc.

After logging in to your account, the Online Manager home page appears. This page displays your Voicemail, E-mail and Fax inboxes. You will also see your weather, calendar events, To Do items and reminders. You can access your messages by clicking on links here, or by clicking on "Messages" in the Navigation Bar at left.

Take a moment to familiarize yourself with the Online Manager home page and Navigation Bar below:

Online Manager Home Page

Click to view
messages

Click to go directly
to this feature
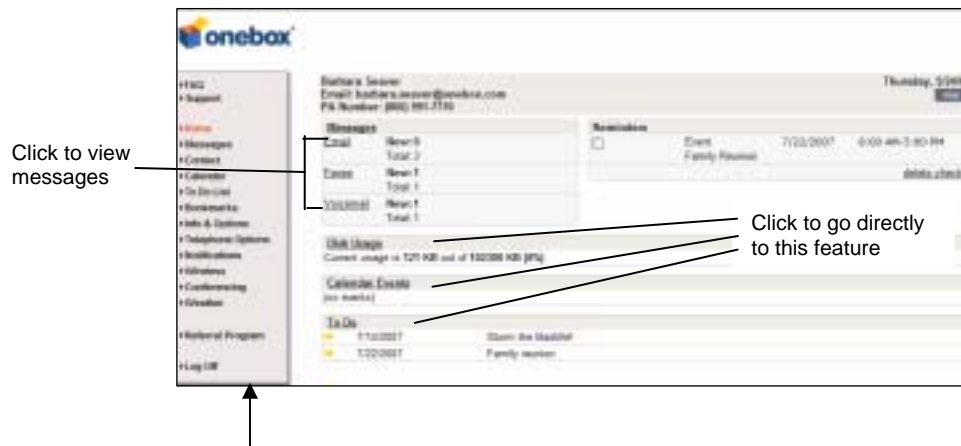
The Navigation Menu is displayed throughout the website
making it easy to locate all features.

Just click on any link to go to any area you desire

Customize your home page to display weather forecasts each time you log in. Go to "Info &
Options" > "Weather Settings" and select up to three cities, two American and one
international, from the drop-down list.

TIP: You can choose to see the Message Center page first, instead of the home
page, whenever you log in to your account. Go to "Info & Options" > "Account" >
"Home Page Settings" to select this option.

Log Off of the Online Manager

Click "Log Off " at the bottom of the Navigation Bar to end your session

The Message Center

E-mail, Voice Mail and Faxes

Now that you're familiar with the Online Manager, you'll want to begin using its popular
Messaging features. These are powerful tools to manage your E-mail, Fax and Voice Mail
messages.

From the Online Manager home page, simply click on "Messages" in the Navigation Bar.
The Messages page, pictured below, appears.

Manage Messages Online

The Toolbar at the top of the page allows fast access to most actions. For instance, simply
click the **New** option to compose and send a new E-mail or Fax message.

You can also **Open, Move, Reply/ Reply All, Forward, Print** or **Delete** displayed
messages. To select a message, click on the checkbox next to it, and then choose the
messaging action you'd like from the Toolbar, pictured below.

Toolbar

Click on message subject or address to read the message

To select a message, place a check in this box.
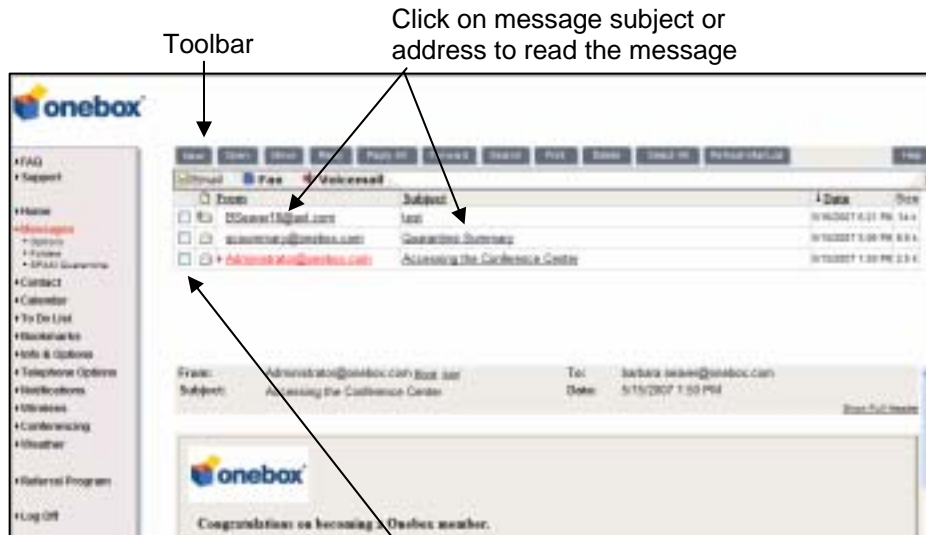
View Messages Online

All messages are displayed on the Messages Page. The Preview window lets you view a message before opening it in full view. (To disable this feature go to "Messages" > "Options" > "Preview Panel"). All E-mails are scanned for known viruses. If a virus is detected, the E-mail is put into virus quarantine. E-mails are also scanned for SPAM. All possible SPAM messages are put into quarantine which you can view at any time. For more information refer to SPAM & Virus Quarantine section in the Advanced Messaging chapter.

The three tabs on the top left of the Messages Page allow you to select messages according to type: E-mail, Fax, or Voice Mail. (To view your Voice Mail or Fax messages, simply click on their respective tabs).

> **TIP:** You can choose to display your messages under a single tab. Go to "Messages" > "Options" > "Message Tabs" to control this setting.

The tab headings will appear in bold if you've received any new messages. The tab at upper right displays the number of pages for each type of message you have (1,2,3, Show All). Each page allows you to view 20 messages at a time by default. To view all messages on one page, click "Show All".

> **TIP:** You can control the number of messages displayed per page. Go to "Messages" > "Options" > "Messages per Page" to control this setting.

E-mail

To read an E-mail, click on its Sender or its Subject. A red explanation point (!) indicates it has been sent as "Urgent/High Priority". A paperclip means it has been sent with an attachment. (See page 24 for more information.)

Voice Mail

To listen to a Voice message, simply click on it to hear it through your computer's speakers. If you like, add a brief description about the calls listed in your Voice Mail Inbox: open a voice message and then click the "Edit" link that appears above the preview window. (See the "Voice Mail" on page 43 for more details.).

TIP: To quickly return a call, click the blue phone icon 📞 and the Click to Call feature will call back the voicemail caller (See "Click to Call on page 57 for more details).

WARNING To avoid "message build-up" all Voice Mail and Faxes are automatically deleted after 30 days. To control when you messages are purged, or to turn this feature off, go to "Messages" > "Options" > "VoiceMail Auto Purge" OR "Fax Auto Purge".

Faxes

Faxes are displayed as .PDF (Adobe Acrobat Reader) files, or TIFF files. Click on the Acrobat Reader icon to download the program if it is not installed on your computer. (See the "Faxing" section on page 36 for details.)

TIP: You can set up filters to screen and organize incoming E-mail, Fax and Voice Mails. (See the Filters section on page 57 for more information.)

Working with Online Message Folders

By clicking on "Folders" beneath the "Messages" link in the Navigation Bar, you can create, move and delete folders for easy organization of all your messages. For your convenience, Onebox has already provided you with the Inbox, Sent Items, and Trash folders. Once you've saved a draft of a message, you will see the Draft folder automatically appear here as well. (See the Folders section on page 54 for more information.)

Getting to Know the Phone System

Onebox is designed to offer you optimal flexibility and control. Your information and preferences entered online are seamlessly integrated with your telephone features.

To access the Message Center and other Onebox features by phone, you will need to log in using your Onebox telephone number and password.

Follow the steps below every time you dial in:

STEP 1: Dial your Onebox telephone number. (When using a Onebox Receptionist account, you must also dial your extension number).

STEP 2: Next, press the $\boxed{*}$ key.

STEP 3: Enter your Password followed by the $\boxed{\#}$ key on your telephone keypad to access your account.

(If you have any active reminders, they will be played for you automatically. Simply press $\boxed{1}$ to listen, or $\boxed{2}$ to skip your reminders and continue.)

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STEP 4: Onebox will next announce if you have received any new messages and then prompt you to make a choice from the Main Menu below:

❶ **Message Center**
Listen to Messages

❷ **Conference Center**
Call into the Conference Center

❸ **Organizer**
To access Calendar, and To Do's

❺ **Place a Call**
To make an outbound Phone Call

❽ **Change Personal Options**
Modify your greetings, password, availability, E-mail consolidation, and forwarding options

Any time after logging in to Onebox, you can press:

* To Cancel an Action or Return to Previous Menu

❶ For Customer Service

\# To Skip to Next Message

Send and Listen to Messages by Phone

Once you've reached the Message Center by pressing 1 from the Main Menu, you can press:

❶ For Voice Mail

❷ For E-mail

❸ For Faxes

❹ To Send a New Message

❺ To Place a Call

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Once you've selected the messages you'd like to hear, you can press:

❶   To Listen to New Messages

❷   To Listen to Saved Messages

TIP: Onebox plays prompts for you every step of the way, so using the phone system is always easy!.

For more telephone keypad values and features, see page 13.

Setting Up Call Forwarding

Onebox's Call Forwarding keeps you in touch by phone anytime, anywhere. Your callers only need to dial your number and Onebox forwards your calls to phone numbers you specify for set time periods. It can also screen your calls or allow access only to callers who have your special access codes.

To help illustrate this feature, let's follow a typical work week of a friend and colleague we'll call Tabitha, and see how Call Forwarding keeps her connected wherever she goes.

Creating Call Forwarding Schedules

By clicking on "Telephone Options" in the Navigation Bar, Tabitha sees the default 9 to 5 schedule and phone number that was activated for her when she signed up for her account. If she wants to customize her service, she must either delete or modify the current schedule. She clicks on the "View" link for this schedule and sees that it appears in the Call Forwarding Schedule Details section in the upper left corner. She can now delete or modify her schedule by following these easy steps:

STEP 1:   Click "Edit/Delete This Schedule". Modify the schedule by following the Call Forwarding Wizard prompts, or

STEP 2:   Click "Delete" and the Wizard will automatically take you to the "Add Phone Numbers" screen so you can create a new schedule. If you do not create a new schedule, calls are routed directly to Voicemail until you do.

Add Phone Numbers

Tabitha follows the steps to fill in her telephone numbers— business, home and mobile. Once a phone number is established, she can modify the number of rings before a call is forwarded.

Add Schedule

Tabitha's now ready to set up her schedules following these steps:

STEP 1:   Click "Add Schedule". A pop-up window appears.

STEP 2:   Check the day or days when the schedule is in effect and set the "Start" and "End" times. Click "Next".

STEP 3: Highlight a phone number, indicate whether it should be called first, second or third, and click "Add", then "Finish".

She can set up as many schedules as she likes—one for each unique time period—by simply repeating Steps 1 through 3, above.

TIP: You can choose telephone numbers that are dialed simultaneously by setting up multiple numbers as one location attempt. (See page 77 for more information about Parallel Ringing.)

Let's take a look below at how Tabitha's **Call Forwarding** schedules turn out. Her days start with a morning workout, so she has set up her first schedule to call her mobile phone between 6am and 9am. However, suspecting she may not have the discipline to stick to her workout every day, she has entered her home number to be called second if there is no answer on her mobile phone.

Her next schedule is as follows: At the office by 9:00 am, calls ring at her desk first and on her mobile phone second. If there is no answer, callers are forwarded to her Voice Mail and asked to leave a message.

Tabitha usually has a lunchtime meeting at her company's midtown office on Wednesday afternoons, so she has added another schedule so callers can reach her when she is there.

At 5:30 pm: Her last schedule sends calls to her mobile phone first. If there is no answer, **Call Forwarding** will next call her office, and then will call her home. Tabitha can also choose to set all of these phones to ring at once with **Parallel Ringing** if she likes. After these attempts, calls will be forwarded to her Voice Mail which she can easily retrieve from any location by phone or computer.

NOTE: Any time block displayed on your Call Forwarding schedule that is not filled, automatically sends the caller to Voicemail.

Tabitha's completed Call Forwarding Schedules

Contact List

Using Contact lists is a great way to save time and enhance your productivity. Access your list, sorted by name or company, right from your phone or computer to send, reply to or forward messages.

> **TIP:** To quickly call a contact, click the blue phone icon 🕿 next to a phone number and the Click to Call feature will call the number and connect you (See "Click to Call on page 57 for more details).

Setting Up Your Contact List

Add a Contact

STEP 1:   Click "Contacts" on the Online Manager Navigation Bar.

STEP 2:   Click the "New Contact" button—a window will pop up.

STEP 3:   Fill in any information relevant to the contact. You must at least fill in the First Name or the Company fields.

STEP 4:   Click either "Save" or "Save & Close".

> **TIP:** If you entered a Birthday or Anniversary when saving a contact, a pop-up window will open automatically allowing you to set up a reminder for this event.

Edit / Delete a Contact

STEP 1:   Click on the name of the contact you'd like to edit or delete.

STEP 2:   An Edit Contact window will pop up. You may edit any relevant information about this contact, or click "Delete".

You may add new phone numbers, addresses, E-mail addresses, or notes for this contact by selecting the item you would like to add from the "Add New…" drop-down list in the Edit Contact window.

You may also edit any phone numbers, addresses, E-mail addresses, or notes associated with this contact. Clicking on any of these items will open a small window in which you may edit that specific information.

What is a Preferred Delivery Method?

Preferred Delivery is how each individual in your Contacts list will receive your messages. Messages can be delivered in two ways: as an E-Mail or a Fax. If you set E-mail as the Preferred Delivery Method, you can select the format for the message as either a text or audio file. If you select Fax as the Preferred Delivery Method, any non-text message you send will be transcribed for an additional fee. (See page 90 for more information.)

View and Print Contact Information

If you have more than 50 contacts, you will see an alphabetical line of tabs. To view your contacts, select a tab or choose "All".

To search for a contact, type some information about them in the text box next to "Find", then click "Find". (If unsure of the exact spelling of a name, type any letter(s) contained in it, then click "Find"). To send an E-mail to a contact, simply click on their E-mail address.

You may print the currently shown Contact list by clicking "Print". Or, you may print all information about selected contacts by clicking on their checkboxes and then clicking "Print" in the Toolbar.

Setting Up Corporate Contacts

If this account is affiliated with a company, then Onebox can give you access to a corporate contact list. Managed by a representative from your company, you cannot edit them. However, once set up, you can use them exactly the way you use your Contacts list.

After clicking on the "Corporate Contacts" link on the Navigation Bar, you will see a drop-down list of names. Select a specific company, or "All Companies". If you select "All Companies", you will see tabs which divide all your corporate contacts alphabetically by name, rather than by company. Click a tab to view those contacts.

Notifications

Notifications are simply messages that Onebox sends to your cell phone, E-mail enabled devices, or pagers when specific events occur. You can easily add rules to tell the system when you want to be notified. Onebox can notify you about:

- **E-mail**
- **Faxes**
- **Voice Mail**
- **Calendar Events**
- **To Do Reminders**

In addition to sending text notifications, Onebox can also call you at any phone number and play you the Voice Mail message you just received. It can also call you to inform you about faxes, E-mails, calendar reminders, and to do list reminders.

Select "Notifications" from the Online Manager Navigation Bar. Click on "Add/Edit Notification Rules". A pop-up window will open. Follow the prompts to set up your choices. For more information about receiving notifications on your alphanumeric / numeric pager or cellular phone, contact the wireless service provider for your device.

TIP: Filter your notifications even more by specifying criteria like: "by sender", "by subject", and more. (See page 62 for more information.)

Getting Help

Online Help

Click on the "Help" button at the top right of the page. This gives you context sensitive help for the page you are currently viewing. You may also browse through the help pages at any time.

Contact Us

Click on "Info & Options" in the Navigation Bar, then click on the "Contact Us" link. Write a message to our support staff and click on "Submit" to mail your questions and/or comments.

Phone Support

Call our technical support staff during normal business hours using the phone numbers listed under "Contact Us" in the "Info & Options" link, or simply press "0" anytime after log in on the phone.

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Onebox
Telephone Keypad Menu

To Log In: Dial your Onebox direct dial number and press *.
If you only have an extension, dial your main number, enter your extension, and then press *.
Enter your password followed by #.

Remember, any time after logging in you can press:
[*] Cancel or return to previous menu [0] Customer Service [#] Skip to next message

① Message Center

① Voice Mails
- ① Listen to New
- ② Listen to Saved

② E-mails

③ Faxes

While listening to the Announcement:
- ① Listen to message
- ② Pause, press 2 to resume
- ③ Jump to end
- ⑤ More details about announcement
- ⑦ Delete message

While listening to a Voice Mail message:
- ① Rewind (8 seconds)
- ② Pause, press 2 to resume
- ③ Jump forward (message should be at least 10 seconds long)

While listening to an E-mail message:
- ① Rewind to beginning
- ② Pause, press 2 to resume
- ③ Jump to end
- ⑤ Play message announcement details

While listening to a Fax message:
- ① Rewind to beginning
- ② Pause, press 2 to resume
- ③ Jump to end
- ⑤ Play message announcement details

After listening to any message:
- ① Replay
- ⑤ Play message announcement details
- ⑥ Forward
- ⑦ Delete
- ⑧ Reply
- ⑨ Save

④ Send new message
- ① Record a message
  - ① Review
  - ② Re-record
  - ③ Append
  - ④ Cancel
  - ⓪ Send
- ② Send a predefined message

- ① Search by last name
- ② Search by company
- ③ Distribution Group
- ④ Enter Fax #
- ⑤ Enter PA #
- ⑥ Additional Options (after choosing recipients)

- ① Select from Contact List
- ② Select from Corporate Contact List

- ① Add CC
- ② Add BCC
- ③ Priority/Urgent

- ① Use Default Delivery method
- ② Select Another Delivery method:
  - ① Audio Reply
  - ② Transcribed Text

⑤ Place a call

② Conference Center
Enter your Conference Code (this is your PA number) and press [#]. Next, press [*] to confirm that you are the leader. Enter your 4-digit PIN and press [#].

③ Organizer
- ① Contacts
  - ① Contact List
  - ② Corporate Contacts
    - ① Select by last name
    - ② Select by company
      - ① Phone numbers
      - ② Fax numbers
      - ③ Addresses
      - ④ E-mail addresses
      - ⑤ Websites
      - ⑥ Additional info
  - *These menu prompts will vary depending on the fields you've filled in for each contact online.*
- ② Calendar
- ③ To Do's
- ④ Active Reminders (if any are set online)
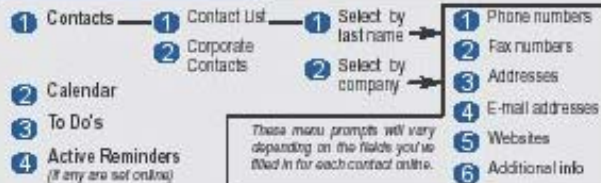
④ News Stand
- ② Weather

⑤ Place a Call

⑧ Personal Options
- ① Change Password
- ③ Enable/Disable E-Mail Consolidation
- ④ Record Greetings
- ⑥ Change Find Me Follow Me availability and options
- ⑦ Modify Automated Fax Forwarding settings
- ⑧ Modify Automated Voice Forwarding settings

2 *Basic Operations*

- Customize Greetings

- Transfer Phone Calls

- Speed Dial List

- E-mail

- Faxing

- Voice Mail

Customize Greetings

You can personalize the greetings your callers hear whenever they dial your Onebox phone number. You can also include a music selection that is heard when the caller is on hold.

Customize Phone Greetings Online

By default, the caller announcement is enabled when a call is made to your Onebox number AND you have phone numbers in your Call Forwarding schedule for this day and time. (This is also known as *Call Screening*.) When call screening is enabled, your callers hear: "Hi. You have reached the Personal Assistant for (your full name as read by the computer). Please tell me your name and I'll try to connect you." After the caller has said his name, the call is sent to the number that you have indicated in your *Find Me Follow Me* options and the caller hears music. When you answer that telephone, you will hear: "This is a call for (your name) from (name the caller recorded)." You can then accept the call or send it to voicemail. (You will be prompted for these choices.)

> **NOTE:** To learn more about call screening and other Call Options, log into the Online Manager and go to the "Telephone Options" link then select the "Call Options" link.

You can make several changes to your greetings. You can change:

- Your Personal Greeting

- Your Recorded Name

- Your Unavailable (Voicemail) Greeting

- Music on Hold

- Your Extended Absence Greeting

Change your Personal Greeting

Rather than use the system's default message above, you can record a personal greeting in your own voice or a professionally recorded voice. In either case, you can change the message to one of your choosing.

> **TIP:** Remember to ask your caller for his/her name in your recording if you are using the Caller Announce option.

STEP 1: From the **Navigation Pane** on the left, choose **Telephone Options**. Then choose **Greetings & Music On Hold**.

STEP 2: Scroll to the **Personal Greeting** section.

STEP 3: Click in the box next to *I want to change my Personal Greeting* to select it. Additional options appear.

STEP 4: Based on which option you select the screen changes slightly. This image above is the screen you see if you choose *Record My Personal Greeting Professionally*.

If you select *Use Computer Voice*, the language option is not available.

If you select *Upload My Own Recorded Greeting*, this appears below *Use Default System Greeting.*

If you select *Use Default System Greeting*, only the **Submit** button appears below that option.

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STEP 5: If you have chosen to record your greeting professionally or use the computer voice, you may edit the text as you wish.

STEP 6: Click the **Submit** button (unless you have chosen to upload your own recorded greeting). A message appears indicating that what you requested has been done.

<div style="border:1px solid black; padding:10px; text-align:center; color:red; font-weight:bold;">Your computer read greeting is now in place.</div>

Change your Recorded Name

If you like, you can change the recorded name to be played with the default message: "Hi. You have reached the Personal Assistant for (your recorded name will be played here)."

Your name, recorded in your own voice, is also heard by callers when the caller is sent to your Voice Mail. They will hear: "(Your name) is not available at this moment, sending you to Voicemail. At the tone, please record your message."

STEP 1: From the **Navigation Pane** on the left, choose **Telephone Options**. Then choose **Greetings & Music On Hold**.

STEP 2: Scroll to the **Recorded Name** section.

Recorded Name

You can control how the system pronounces your name when the default system greetings are used. By default, the system will read your name in a computer voice to the caller. Instead, you can record your own name and upload the file or request to have your name professionally recorded.

A computer will read your name to callers.

☐ I want to change my Name Greeting

STEP 3:   Click in the box next to *I want to change my Name Greeting* to select it. Additional options appear.

STEP 4:   Based on which option you select the screen changes slightly. This image above is the screen you see if you choose *Record My Name Greeting Professionally*.

If you select *Use Computer Voice*, the language option is not available.

If you select *Upload My Own File*, this appears below that option.

STEP 5:   If you have chosen to record your greeting professionally or use the computer voice, you may edit the text as you wish.

STEP 6:   Click the **Submit** button (unless you have chosen to upload your own recorded greeting). A message appears indicating that what you requested has been done.

Change your Unavailable (Voicemail) Greeting

If you like, you can change the greeting that callers hear when you are unavailable. This is the greeting that is played whenever a caller is sent to Voicemail. "I'm sorry but (your recorded name) is not available. At the tone, please record your message. When you are done, you may either hang up or press the pound key for more options."

STEP 1:   From the **Navigation Pane** on the left, choose **Telephone Options**. Then choose **Greetings & Music On Hold**.

STEP 2: Scroll to the **Unavailable (Voicemail) Greeting** section.

STEP 3: Click in the box next to *I want to change my Unavailable (Voicemail) Greeting* to select it. Additional options appear.

STEP 4: Based on which option you select the screen changes slightly. This image above is the screen you see if you choose *Record My Unavailable (Voicemail) Greeting Professionally*.

If you select *Use Computer Voice*, the language option is not available.

If you select *Upload My Own File*, this appears below that option.

If you select *Use Default System Greeting*, only the **Submit** button appears below that option.

STEP 5: If you have chosen to record your greeting professionally or use the computer voice, you may edit the text as you wish.

STEP 6: Click the **Submit** button (unless you have chosen to upload your own recorded greeting). A message appears indicating that what you requested has been done.

> **Your computer read greeting is now in place.**

Change your Music On Hold

If you like, you can change the music that callers hear when they are on hold (when the system is trying to forward a call to you).

STEP 1: From the **Navigation Pane** on the left, choose **Telephone Options**. Then choose **Greetings & Music On Hold**.

STEP 2: Scroll to the **Music On Hold** section.

STEP 3: Click the **Browse** button and navigate to the file that contains the music you want your callers to hear when they are on hold.

STEP 4: Click the **Upload Music On Hold** button. A message appears indicating that what you requested has been done.

> **Your file has been uploaded and will be processed shortly.**
> **You will receive an automated email message when your file is in place.**

TIP: Once you receive a message that your file is in place, you should call your account to verify that the caller's experience is what you are expecting. You may need to adjust the volume of your file, make it longer, add your voice telling the caller to stay on the line, etc.

STEP 5: After your file has been uploaded, you can listen to the music and/or delete it. From the **Navigation Pane** on the left, choose **Telephone Options**. Then choose **Greetings & Music On Hold**.

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STEP 6: When you click the **Delete** button, a message appears asking if you're sure that you want to do this.
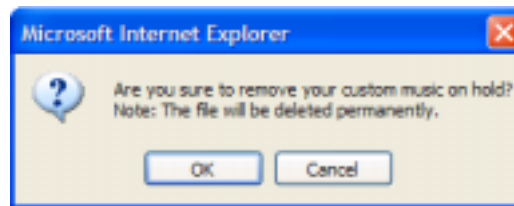
STEP 7: Click the **OK** button. Once you have deleted a file, a message appears indicating that what you requested has been done.

Your settings have been updated successfully.

Create an Extended Absence Greeting Online

If you will be unavailable for an extended period of time, you can record and use an Extended Absence Greeting. When you set an extended absence greeting, call forwarding is temporarily disabled and calls go straight to voicemail.

STEP 1: From the **Navigation Pane** on the left, choose **Telephone Options**. Then choose **Greetings & Music On Hold**.

STEP 2: Scroll to the **Extended Absence Greeting** section.
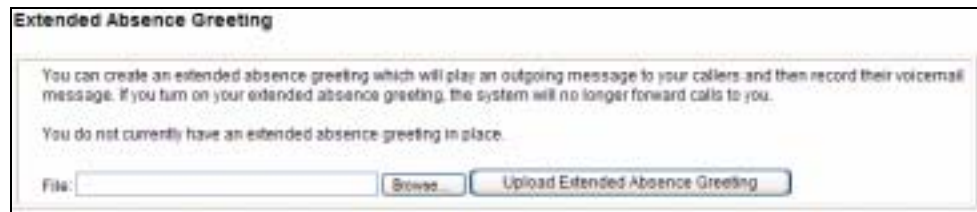
STEP 3: Click the **Browse** button and navigate to the file that contains the greeting you want your callers to hear when you will be away for an extended period.

STEP 4: Click the **Upload Extended Absence Greeting** button. A message appears indicating that what you requested has been done.

**Your file has been uploaded and will be processed shortly.
You will receive an automated email message when your file is in place.**

TIP: Once you receive a message that your file is in place, you should call your account to verify that the caller's experience is what you are expecting. You may need to adjust the volume of your file, make it longer, add your voice telling the caller to stay on the line, etc.

STEP 5: After your file has been uploaded, you can listen to the message and/or delete it. From the **Navigation Pane** on the left, choose **Telephone Options**. Then choose **Greetings & Music On Hold**.

STEP 6: Scroll to the **Extended Absence Greeting** section.
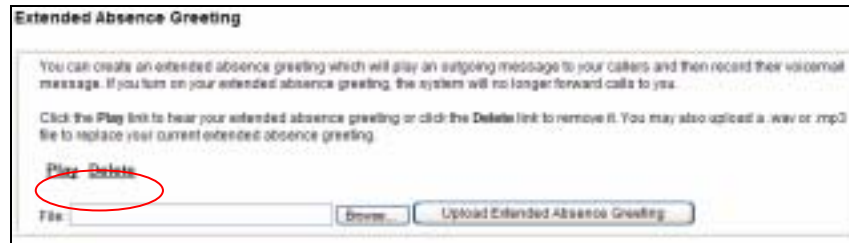
STEP 7: When you click the **Delete** button, a message appears asking if you're sure that you want to do this.
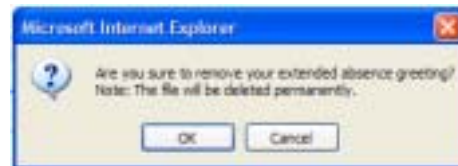
STEP 8: Click the **OK** button. Once you have deleted a file, a message appears indicating that what you requested has been done.

Your settings have been updated successfully.

Create an Extended Absence Greeting on by Phone

You can create an **Extended Absence Greeting** by phone. In this case, you don't have to have a file on your computer.

STEP 1: Dial your personal Onebox number, press ⟨*⟩ and enter your password. After logging in, any active reminders will play. Follow the reminder prompts to make your choices (hear reminders or continue to Main Menu). If you do not have any reminders, simply press ⟨8⟩ to reach the Personal Options menu.

STEP 2: Press ⟨4⟩ to Record Greetings.

STEP 3: Press ⟨1⟩ Change Personal Greeting:

⟨1⟩ Select default system greeting.

⟨2⟩ Record your own personal greeting.

⟨3⟩ Hear current greeting.

⟨2⟩ Change Recorded Name

⟨3⟩ Create Extended Absence Greeting

⟨1⟩ Set expiration date

⟨2⟩ Set extended absence indefinitely

⟨4⟩ Cancel Extended Absence Greeting

⟨5⟩ Change Unavailable Greeting

Prompts you'll hear after recording a greeting:

⟨1⟩ Review

⟨2⟩ Re-record

⟨3⟩ Append

⟨4⟩ Cancel

⟨#⟩ Save

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Modify or Cancel the Extended Absence Greeting

You can modify or cancel the Extended Absence Greeting either Online or by phone. Use the instructions above in either case.

Transfer Phone Calls

Transfer any phone call to an outside phone number or voice mail.

Calls that can be transferred include ones that result from:

- Outbound dialing when you are logged into your account via the phone
- Return call of a Voice Mail
- A connected Call Forwarding attempt
- Subscriber Attendant

The transfer menu options are different whether you have accepted an incoming Call Forwarding call, or you have placed an outbound call using the telephone interface. The following section describes each phone menu option:

After you have accepted a forwarded call, the following transfer options are available:

STEP 1:   Press $\boxed{*9}$ to begin call transfer.

STEP 2:   Press $\boxed{1}$ to send the caller to Voice Mail,

$\boxed{2}$ to enter a Onebox Receptionist extension,

$\boxed{3}$ to select a speed dial number,

$\boxed{4}$ to enter a number or select from your Contacts list (Personal Address Book).

NOTE: You will be required to log into the Onebox system to enter a number from your Contacts list.

When you are connected to a call that you have initiated while logged into the system, the following transfer options are available:

STEP 1:   Press $\boxed{*9}$ to begin the call transfer.

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STEP 2: Press $\boxed{1}$ to send the caller to Voice Mail,

$\boxed{2}$ to enter an outside phone number,

$\boxed{3}$ to select from your Contacts List (Personal Address Book), or

$\boxed{4}$ to select from your Corporate Contacts list.

$\boxed{5}$ to end a speed dial code

$\boxed{*9}$ to complete the call transfer. Do not hang up before pressing $\boxed{*9}$ or the transfer will be aborted.

STEP 3: Press $\boxed{**}$ to end the call or cancel the transfer.

If the call transfer cannot be completed (because the destination phone number is busy or outdialing restrictions apply), the caller waiting to be transferred will be reconnected to you automatically.

Speed Dial List

Use the speed dial to make a phone call with the push of a button.

Create a list of your most frequently called phone numbers and associate it with a speed dial number. Now when you are making a call you only have to key in this two digit code instead of a phone number. Once you have added a number to your speed dial list, the Onebox system prompts you to either select a number from your contact list, key in a speed dial code, or key in a phone number when you are making a call.

Add a Number to your Speed Dial List:

STEP 1: Select the "Speed Dial List" link listed under "Telephone Options" in the Navigation Bar at left.

STEP 2: Add one or more phone numbers, plus a brief description and then use the "Submit" button on the bottom of the page.

E-mail

Create and Send E-mail Online

STEP 1: Log onto Online Manager. Click on "Messages" in the left navigation bar to go to the Messages Page. Or, click on the E-mail link from the Home page.

STEP 2: Click on "New" in the toolbar on the top of the Messages page. This will bring you to the Compose page with a blank message box.

STEP 3: Enter E-mail addresses in the "To:", "CC:" (Carbon Copy), and "BCC:" (Blind Carbon Copy) fields. Or, you may use the options listed under "Add Recipients" to select and add addresses from your Contacts, Corporate Contacts, or Distribution Groups you've set up. Hold down the Ctrl key to select multiple recipients.

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NOTE: You must separate multiple addresses with a semicolon (;). You can send E-mail to as many recipients as you like.

STEP 4:   Enter a description for your message in the "Subject" field if you like.

STEP 5:   Type your message in the message box.

STEP 6:   To attach files to your E-mail message, click "Add Attachment" from the top menu of the Compose page. Onebox prompts you to browse for the files you want to attach. Click "Finish" when done.

STEP 7:   Click "Check Spelling" from the top menu to check the spelling of your message.

STEP 8:   Click "Send Message".

NOTE: If you are consolidating other E-mail accounts, you will be able to choose the address from which you are sending. All your E-mail accounts will be listed on the top of the compose page. Use the radio button to select the E-mail address that will appear in the recipient's "From" field. (See page 67 for more information about E-mail Consolidation.)

Create a **New** e-mail message.

Choose **Contacts** to select recipients from your Contacts list.

Add an **Attachment**.

Check the spelling of your text.

Send the message.
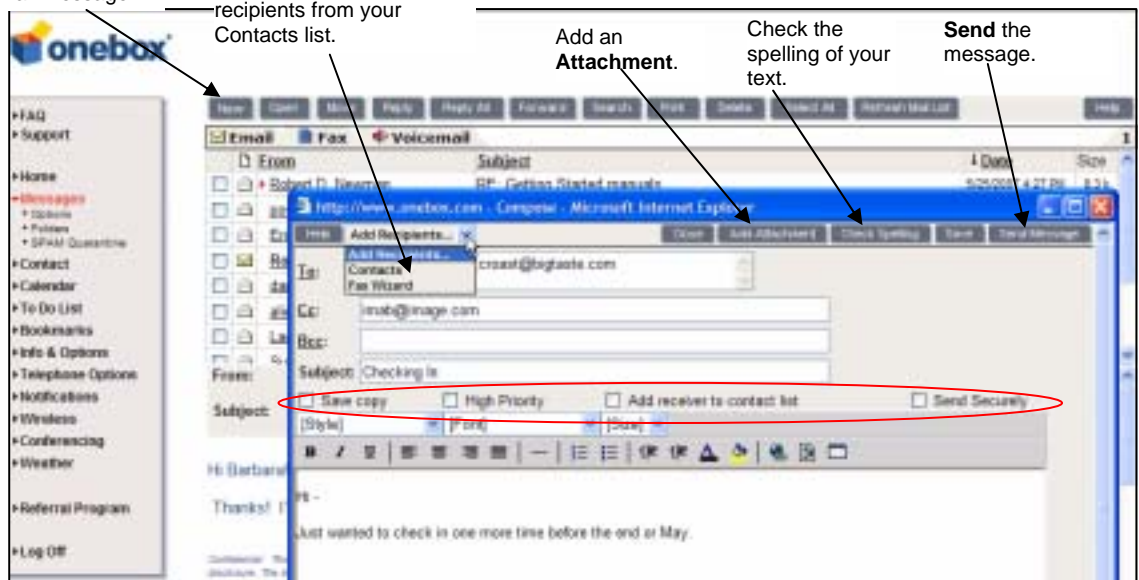
The checkboxes above the Compose window offer additional options for sending your E-mail:

- If you would like to save a copy of this message in your "Sent Items" folder, click the "Save Copy" checkbox. To always save a copy of all messages, change the default setting by clicking on "Options" listed beneath the "Messages" link on the left hand navigation bar. Click "Save Copy". Make your selection from the pop-up window and click "Save and Close".

- Mark an E-mail message as high priority by clicking the "High Priority" checkbox.

- You can add the first recipient's address to your Contacts list by clicking the "Add Receiver to Contact List" checkbox.

- Send an E-mail message securely by checking the "Send Securely" checkbox. To send all messages securely, change the default setting by clicking on "Options" listed beneath the "Messages" link. Next, click on "Secure Messaging". Make your selection from the pop-up window and click "Save and Close". (See page 64 for more information about Secure Messaging.)

TIP: . You can choose the format of your outgoing messages: HTML or plain text. Go to "Messages" > "Options" > "Message Format" to control this setting.
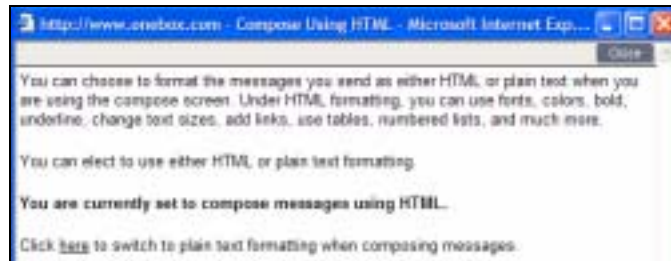
TIP: It's easy to personalize the "Signature" that always appears at the bottom of your outgoing E-mail messages: Click "Signature" which is listed under "Messages">"Options" in the left hand navigation bar. A pop-up window appears. Enter text, click "Save" and close.

Create and Send Draft E-mail Online

You can compose and save E-mail before deciding to send it by following the steps below.

Create and Save a Draft E-mail:

STEP 1: Follow Steps 1 through 7 from "Create and Send E-mail" in this section on page 24.

STEP 2: When finished composing, click "Save" from the top of the Compose window instead of "Send". Your draft E-mail will be saved to the "Draft" folder. (See page 54 for more information about managing folders.)

NOTES:

- BCC (blind carbon copy) recipients will not be saved.
- "High Priority", if selected, will not save with draft E-mails.
- Secure Messages cannot be saved as draft E-mails.

Send Your Draft E-mail:

STEP 1: Click the "Draft" Folder listed under "Messages">"Folders" on the left navigation bar. Click on the saved E-mail draft you would like to send.

NOTE: The "Draft" Folder will not be visible until the first time you save a draft message.

STEP 2: If sending to only recipients in the "To" field click the "Reply" button.

STEP 3: If sending to recipients in the "To" and "CC" fields click the "Reply All" button.

STEP 4: If sending a draft that contains any attachments CLICK the "Forward" button. You will have to re-enter recipients in this case. You may also decide to modify the "Subject" of your message, and/or delete or modify the "Original Message" text that forwarding will add to your message.

STEP 5: When finished, click "Send Message" at the top right of the page.

Read E-Mail Online

STEP 1: Click on "Messages" in the navigation bar at left to go to the Messages page. (You can also click on the E-mail link listed on the Home Page.)

On the Messages Page, you will see the contents of your E-mail message tab because that is the tab that Onebox displays first by default.

Your messages are listed 20 at a time when you click on the E-mail tab. You will also see a number on a small tab at the right top of the page. This is the number of pages (20 messages to a page) of E-mail you have. You can page through all of your messages page by page by clicking this tab or select "Show All". The "Show All" option is only visible if you have more than one page of messages.

TIP: . You can change the way your messages are listed by clicking on the headings, "From", "Subject" and "Date".

Review *Chapter 1: Getting Started* for more information about the Messages page and message tabs, plus learn how to control the number of messages visible per page..

STEP 2: You can read any E-mail you see listed by:

- clicking the checkbox to the left of the message to select it and then clicking "Open" from the top toolbar. This shows the message in a **full view** window; or,

- clicking on the message's "From" or "Subject" line. This shows you the body of the E-mail message in the bottom **preview** window. You can then choose whether or not you'd like to open it in full view as described above

TIP: .Your new messages will always be in your "Inbox" folder which you'll see under "Messages">"Folders" in the left navigation bar. You may want to make sure this folder is selected when checking your incoming messages.

NOTE: All messages you receive and see in the preview window have been automatically scanned for known viruses. If a virus is detected and can be removed, it will be. If a virus cannot be removed, the message will be put into the virus quarantine.

STEP 3: After you've read your E-mail, you can Move (to another Folder), Reply, Forward, Save, Print or Delete it. Choose these actions from the toolbar at the top of page. (See next page for more about Replying and Forwarding).

NOTE: E-mail you delete from the website will remain in the Trash for approximately 1-4 hours before being permanently erased. To turn the Trash Folder on or off, click: "Messages" > "Options" > "Folders" > "Trash" from the left navigation bar. (See page 54 for more information.).

TIP: Clicking on "Add" automatically saves the sender's E-mail address to your Contacts list and brings up the "New Contact" page.

Or, click "Block" if you'd like to set up filters for this E-mail address. (See page 57 for more information about filters.).

TIP: If you've consolidated your E-mail with Onebox, you can forward messages from your other accounts. You can also select your other E-mail addresses to appear in the "from" field when forwarding any message.

(For more details, see page 67 for more information about E-mail Consolidation.)

Create and Send E-mail by Phone

Remember, any time after log in, you can press:

$*$ to cancel or return to the previous menu.

0 to reach Customer Service.

$\#$ to skip to the next message.

STEP 1: Dial your Onebox number and log in. After logging in, any active reminders you have set up online will play. Follow the reminder prompts to make your choices (hear reminders or continue to Main Menu). If you do not have any reminders, simply press   to reach the Message Center.

TIP: The Message Center controls access to all of your E-mail, Voice Mail and Fax messages.

STEP 2: Press 4 to send a new message.

STEP 3: You will be prompted to:

1 Record message

OR

2 Send a "Predefined Response." (See page 65 for more details about Predefined Responses.)

STEP 4: Select "Record a Message by pressing 1 and speak your message to the recipient.

STEP 5: After recording your message, press:

1 to review

2 to re-record

3 to append

4 to cancel

$\#$ to send

The system will next prompt you to select your recipient(s) and delivery methods as described in Steps 6 and 7 following. (See page 90 for more information about Contacts and Delivery Methods.)

Press the keys below for the following choices after recording your message:

STEP 6: ☐1 Search for recipient by Last Name

OR

☐2 Search for recipient by Company Name

STEP 7: ☐1 Select a Contact from your Personal Address Book

OR

☐2 Select a Contact from your Corporate Contacts

> *Onebox automatically reminds you of the recipient's preferred delivery method. Press:*

☐1 To send the message according to the preferred delivery method. (If a Contact's preferred delivery method is set up to receive E-mail with the default format set to ".txt" or as faxes, your recorded message will be automatically transcribed to text and sent for a fee.

OR

☐2 To send the message by another delivery method:

☐1 Send as an Audio voice file attachment your recipients can listen to*

OR

☐2 Send as Text your recipients can read like any E-mail message (transcribed to text for a fee).

☐3 Select from your Distribution Groups

☐4 Send to a fax number. Simply dial the fax number of your recipient. The message will be automatically transcribed and sent to their fax machine for a fee.

☐5 Send a voice message (.wav file) to another Onebox number. Your recorded message will be sent directly to the member's Onebox voice mailbox.

☐6 Additional Recipient Options (includes CC, BCC, and High Priority). Key commands for Additional Options continued below.

* In order to hear attached voice messages (.wav files), the recipient will need to have a standard media player installed on their computer.

STEP 8: If you have selected any key other than $\boxed{6}$, continue with Step 9. If you selected $\boxed{6}$ above, press:

$\boxed{1}$ To send a CC. Then select recipient

$\boxed{2}$ To send a BCC. Then select recipient

$\boxed{3}$ Send as "High Priority / Urgent"

$\boxed{1}$ Search by Last Name

$\boxed{2}$ Search by Company Name

$\boxed{3}$ Search by Distribution Group

$\boxed{1}$ Select from Contacts list (Personal Address Book

$\boxed{2}$ Select from Corporate Contacts list
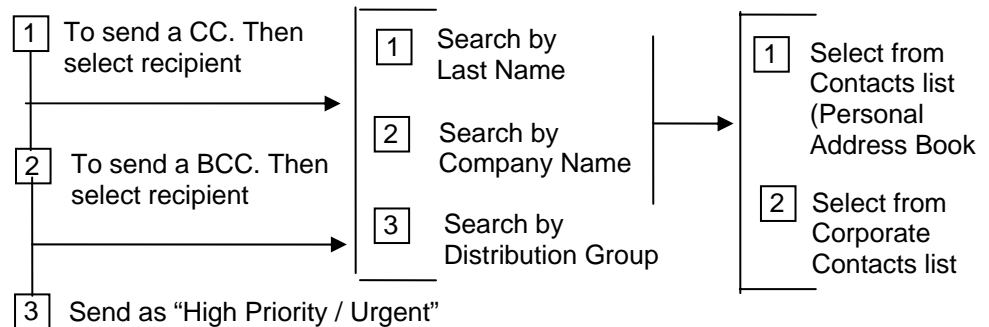
STEP 9: Press the $\boxed{\#}$ key to send your E-mail after making your selections above.

TIP: . It's easy to personalize the "Signature" that always appears at the bottom of your outgoing E-mail messages:

Go to your Online Manager website and click "Signature" which is listed under the "Message Options" in the left hand navigation bar. A pop-up window appears. Enter text, click "Save" and close.

Listen to E-mail by Phone

Remember, any time after log in, you can press:

$\boxed{*}$ to cancel or return to the previous menu.

$\boxed{0}$ to reach Customer Service.

$\boxed{\#}$ to skip to the next message.

STEP 1: Dial your Onebox number and login. After loggin in, any active reminders you have set up online will play. Follow the reminder prompts to make your choices (hear reminders or continue to Main Menu). If you do not have any reminders, press $\boxed{1}$ to reach the Message Center.

The Message Center controls access to all of your Voice Mail, E-mail, and Fax messages.

STEP 2: The Message Center automatically lists the number of new messages you have. (If you have not received any new messages, you will immediately hear a list of your saved messages.)

Press $\boxed{2}$ for E-mail.

STEP 3:   If you have not received any new messages, proceed to Step 4. If you have received new messages, press:

      1 to listen to new messages

     OR

      2 to listen to saved messages

TIP: You can change the order in which messages are played when you listen to them from the phone. Go to "Telephone Options" > "Message Order" on your Online Manager website and choose either Ascending (oldest to newest) or Descending (newest to oldest). High priority messages are always played for you first.

STEP 4:   Onebox will first announce information about each message. While listening to the announcement, you can select:

      1 Listen to the full message.

      2 Pause the message. Press 2 again to restart from the beginning.

      3 Jump to the end of the announcement.

      5 Hear more message announcement details.

      6 Delete the message.

      # Return to previous menu.

WARNING: Messages that are deleted using the **6** button are permanently erased and do not go to a Trash folder.

STEP 5:   While listening to the full E-mail message play, you can press:

      1 Rewind to the beginning.

      2 Pause the message. Press 2 again to restart from the beginning.

      3 Jump to the end of the announcement.

      5 Play announcement again with detailed information.

      6 Forward the message.

      7 Delete the message.

      8 Reply to the message.

      9 Save the message.

STEP 6:   After you've listened to the E-mail message, choose to:

| 1 | Replay the message.

| 5 | Play announcement again with detailed information.

| 6 | Forward the message.

NOTE: E-mail can only be forwarded to an E-mail address or to a fax number. See "Reply to E-mail by Phone" section below..

| 7 | Delete the message.

| 8 | Reply to an E-mail.

| 9 | Save the message.

Forward E-mail by Phone

After you've listened to your E-mail, you can press | 6 | to forward it. You can forward an E-mail in any of the following ways.

- With your own recorded introduction to another E-mail address. It will be sent as an attached voice message (.wav file) the recipient can listen to.

- As a fax or E-mail they can read. You can also record an introduction that will be transcribed for a fee.*

- With one of four predefined responses you've set up online.

- You can also forward a message without any comments.

You Can Forward E-mail to:

- **A specific fax number:**
  Enter the fax number when prompted, or choose a recipient from your Contacts list and select their fax number as the delivery address. You may add a predefined response to this message, record an introduction, or just send it "as is".

- **To anyone you've set up online under your Contacts and Corporate Contacts:**
  If a contact is set up to receive E-mail messages as .txt or as faxes, any voice messages (.wav files) will be automatically transcribed for a fee.*

- **To Distribution Groups:**
  If any contact in a Distribution Group is set up to receive E-mail messages as .txt or as faxes, any voice messages (.wav files) will be automatically transcribed for a fee.* Onebox prompts you with easy-to-follow commands every step of the way to help you make your selections.

- Please contact Customer Service for actual cost of transcription.

STEP 1: After listening to an E-mail press $\boxed{6}$ to forward it.

STEP 2: Press

$\boxed{1}$ to record your own introduction.

$\boxed{2}$ to send a predefined response.

$\boxed{4}$ to forward the message without comment.

STEP 3: Onebox prompts you to select recipient/s. Follow steps 6 through 8 from *Create and Send E-mail by Phone* on page 30 to complete forwarding the message.

Reply to E-mail by Phone

After you've listened to an E-mail, you can press $\boxed{8}$ to reply:

- by recording your message. By default, Onebox automatically sends it as a voice message (.wav file) attachment to the sender's E-mail address. You may also send your reply as a .txt file which will be transcribed for a fee (contact customer service for actual cost).

- Or, by selecting one of four predefined responses you've set up online. Predefined responses can be created in the "Telephone Options" section of the Online Manager.

NOTE: You can choose either an audio or text format for any reply.

STEP 1: After listening to an E-mail press $\boxed{8}$ to reply to the sender's E-mail address.

STEP 2: Press

$\boxed{1}$ to record your message.

OR

$\boxed{2}$ to send a predefined response.

Automated E-mail Forwarding

Emails received by your Onebox account can be forwarded to another E-mail account using the Automatic E-mail Forwarding feature.

STEP 1: Go to "Messages">"Options">"E-mail Forwarding" from the left navigation bar. A pop-up window appears.

STEP 2: Select the radio button to turn on E-mail Forwarding.

STEP 3: Choose from the drop-down list:

Store and Forward (recommended option)
When an E-mail arrives for you, it will be stored in your Onebox E-mail inbox as well as being forwarded to E-mail address you specify.

NOTE: If a forwarded E-mail is unable to reach your forwarding address, it will be deleted permanently from the system. You will receive an E-mail telling you the delivery failed. However, by choosing Store and Forward, you will be able to retrieve it from your inbox

OR

Forward and Delete
When an E-mail arrives for you, it will be forwarded to the E-mail address you specify and will not be stored for you in your Onebox inbox.

NOTE: If an E-mail is unable to reach your forwarding address after two tries, it will be deleted permanently from the system. You will receive an E-mail telling you the delivery failed. You will not be able to retrieve the E-mail if you select Forward and Delete.

You will not receive notification of any new E-mails you receive if you select Forward and Delete. (See page 62 for more information about Notifications.*)*

STEP 4: Enter the E-mail address you would like your incoming messages to be forwarded to. You cannot enter your Onebox E-mail address. When adding more than one E-mail address use semi-colons (;) to separate them.

Faxing

Create and Send Faxes Online

Sending faxes from Online Manager is as easy as sending an E-mail message:

Create and send faxes from your PC's desktop.

STEP 1: Log onto Online Manager and click on "Messages" in the left navigation bar to go to the Messages Page.

STEP 2: Click on "New" in the Toolbar on the top of the Messages page. This will bring you to the compose page with a blank message box.

STEP 3: Enter fax numbers in the "To:", "CC:" (Carbon Copy), and "BCC:" (Blind Carbon Copy) fields. Or, you may use the options listed under "Add Recipients" to select and add addresses from your Contacts list, Corporate Contacts list or Distribution Groups. Hold down the Ctrl key to select multiple recipients.

NOTE: You must separate multiple addresses with a semicolon (;). You can send faxes to an unlimited amount of recipients. Do not separate the numbers with any dashes, parentheses or spaces. Enter numbers as shown in this example: 8005551234.

You'll find the "Fax Wizard" under the "Add Recipients" options as well. It's an easy way to address your faxes and add a fax cover sheet. Check the "Add More" button in the Fax Wizard window to add more recipients. (To create a fax cover sheet click on the "Messages" link, then select "Fax Cover Sheet"). You can also use a custom cover sheet by adding a front page to the attachment you are sending with your fax. In this case, do not fill in the subject line or type in the text message box, plus disable the Onebox cover sheet feature.

STEP 4: Enter a description for your message in the "Subject" field.

STEP 5: To save a copy of this message in your "Sent Items" folder, click the "Save Copy" checkbox. To always save a copy of all messages, go to the "Info & Options" page and click on the "Save Copy" link.

NOTE: It is strongly recommended that you choose the "Save Copy" option since any undeliverable faxes are permanently erased.
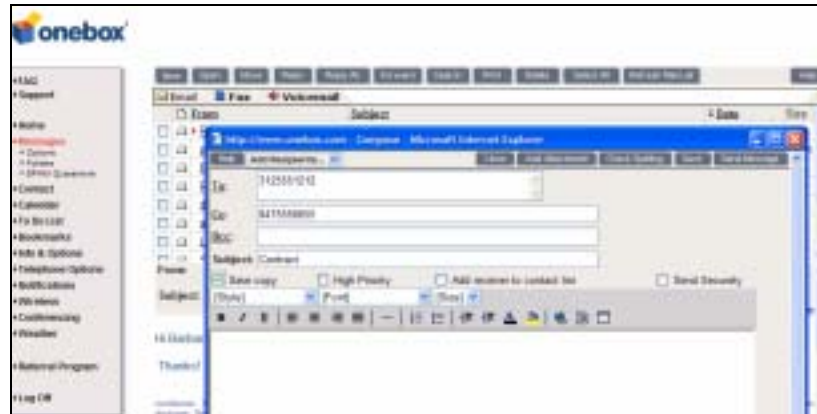
STEP 6: If you would like to add the first recipient's information to your Contacts list, click the 'Add Receiver to Contact List" checkbox. The "New Contact" window will open. Close the window when finished entering the contact information.

STEP 7: Type your message in the message box.

STEP 8: To attach files to your fax message, click "Add Attachment". Onebox prompts you to browse for the files you want to attach. Click "Finish" when done.

Attachments can be sent in the many formats. Refer to the Online Manager's Help system for the complete list. You can also send voice message (.wav file) attachments which will be automatically transcribed and sent for a fee. Please contact customer service for actual cost of transcription.

STEP 9: Click "Check Spelling" to check the spelling of your message.

STEP 10: Click "Send Message". Or, choose to save a draft of your fax by clicking "Save" instead. Your draft fax message will be saved in your "Draft" folder. (See "Send Your Draft E-mail" in the previous section for more about sending Draft messages.)

NOTE: When saving a draft fax message BCC (blind carbon copy) recipients will not be saved.

TIP: Faxes will always be sent with a Cover Sheet, unless you specifically tell the system not to by using the fax wizard. However, you can choose to have Cover Sheets sent only to certain recipients. Simply check or uncheck the "with Cover Sheet" checkbox for each recipient you add in the Fax Wizard window.

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Personalize your Cover Sheet information

Go to" Messages">"Options">"Fax Cover Sheet" on the left hand navigation bar. Here, you can modify first and last names, company name, fax and voice numbers.

If you prefer to use a custom cover sheet, then add it as the first page to the document that you are sending as an attachment. In this scenario, do not type in the Subject line or the text Message box, plus disable the Onebox cover sheet feature.

Read Faxes Online

STEP 1:   Click "Messages" in the left hand navigation bar to go to the Messages page.

STEP 2:   Click on the Fax tab to display your incoming faxes. (You can also click the "Faxes" link on the Home Page to go directly to your Fax tab.)

TIP: You can change the way your messages are listed by clicking on the headings, "From," "Subject," and "Date."

By default, your messages are listed 20 at a time when you click on the Fax tab. (To control the number of messages displayed per page go to the "Messages > Message Options > Messages per Page" option). There is a number on a small tab at the right top of the page. This is the number of pages of fax messages you have. You can page through all of your messages by clicking this tab or select "Show All" (visible only if you have more than one page of messages).

STEP 3:   Click the checkbox to the left of a fax to select it. Next, click "Open" from the top Toolbar. Or, you can simply click on the "From" or "Subject" line. You will see the icons at the bottom of the page: "Click to View Fax".

TIP: If the fax icon does not display in the preview window, adjust your browser's security settings to allow javascript.

NOTE: Faxes are delivered to you by default in .pdf format. To open the .pdf you must have Adobe Acrobat Reader installed on your computer. You can easily download Reader by clicking on the Adobe Acrobat Reader icon within the message. Or, go to "Messages" > "Options" > "Fax Format" > "Help".

You can tell Onebox that you would rather receive your faxes in .tiff format if you prefer. Click the "Messages" link in the left navigation bar, click on "Options">"Fax Format". In the window that appears, click the radio button for ".tiff."

STEP 4:   Click the displayed icons to read your fax. You can then choose to Move it to another folder, Reply, Forward, Save, Print or Delete it. Choose these options from the toolbar at the top of page.

NOTE: Faxes you delete from the website will remain in the Trash for approximately 1-4 hours before being permanently erased. To turn the Trash Folder on or off, click: "Messages "> "Options" > "Folders"> "Trash" from the left navigation bar. (See page 54 for more information.).

WARNING: To avoid "message build-up" all Faxes are automatically deleted after 30 days by default. To control when you messages are purged go to "Messages" > "Options" > "Fax Auto Purge."

Forward Faxes Online

After you have read a fax, you can conveniently forward it:

- a specific E-mail address,

- another fax number,

- anyone you've set up online in Contacts and Distribution Groups. A Distribution Group can contain both E-mail and fax numbers. (See page 92 for more information about Distribution Groups).

TIP: When replying or forwarding to a fax number, attachments can be sent in many formats. Refer to the Outbound Faxing section of the Online Manager's Help system for a complete list.

.pdf	.gif	.bmp	.txt	.doc
.xls	.jpg	.jpeg	.tif	.tiff

.wav files which are automatically transcribed to text for a fee.
(Please contact customer service for the actual cost of transcription.)

STEP 1: If currently viewing an open fax, simply choose "Forward" from the toolbar at the top of the Messages page,

OR

Click on the checkbox next to a fax to select it. Then, click "Forward" from the toolbar at the top of the Messages page.

STEP 2: Follow Steps 3 through 10 from "Create and Send Faxes Online", previously in this section, to finish sending your forwarded fax message.

NOTE: You can forward faxes to a Distribution group with an unlimited number of fax numbers and E-mail recipients.
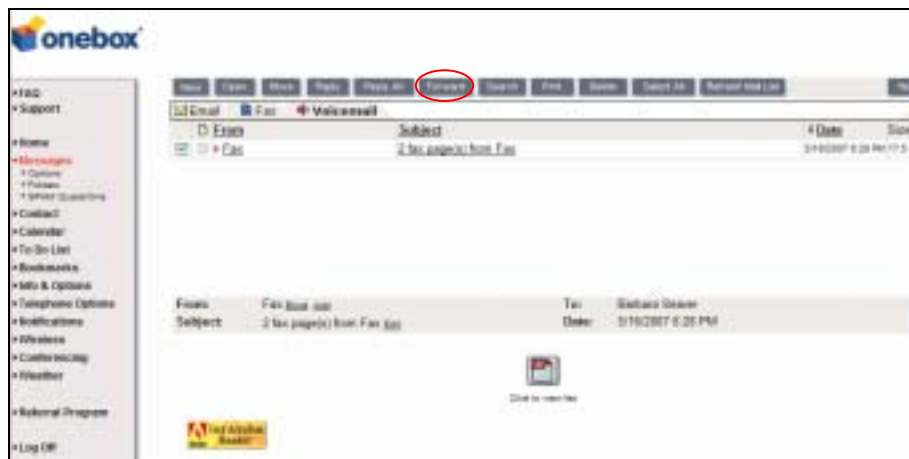
Reply to Faxes Online

Reply to your sender's fax message with the option to add any attachments.

TIP: When replying or forwarding to a fax number, attachments can be sent in many formats. This table lists some of the supported formats. Refer to the Outbound Faxing section of the Online Manager's Help system for a complete list.

STEP 1: If currently viewing an open fax, simply choose "Reply" from the toolbar at the top of the Messages page,

OR

Click on the checkbox next to a fax to select it. Then, click "Reply" from the toolbar at the top of the Messages page.

STEP 2: The sender's fax number will automatically be added to the "To:" field of your Compose window.

STEP 3: Follow Steps 3 through 10 from "Create and Send Faxes Online" on page 36, to finish sending your reply.

TIP: It's best to "Save a Copy" of any faxes you send since faxes that are not delivered after three attempts will be deleted and cannot be retrieved. You will receive an E-mail message alerting you if a fax was not able to be delivered.
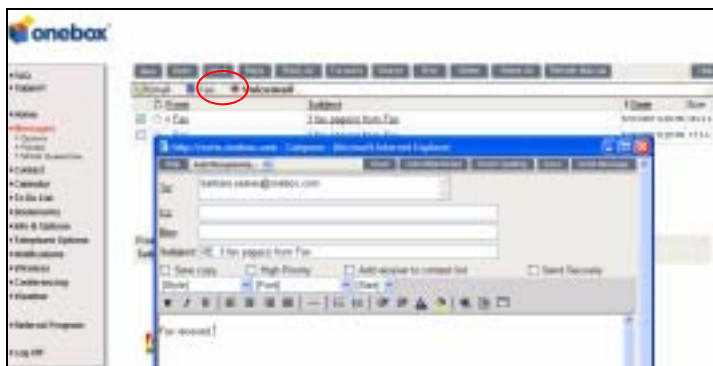
Automatic Fax Forwarding Online

Faxes can find and reach you at different locations using the Automatic Fax Forwarding feature.

STEP 1: Go to "Messages">"Options">"Fax Forwarding" from the left navigation bar. A pop-up window appears.

STEP 2: Select the radio button to turn on Fax Forwarding.

STEP 3: Choose from the drop-down list:

Store and Forward (recommended option)
When a fax arrives for you, it will be stored in your Onebox fax inbox as well as being forwarded to the fax number or E-mail address you specify.

NOTE: If a fax is unable to reach your forwarding address after two tries, it will be deleted permanently from the system. You will receive an E-mail telling you the fax delivery failed. However, by choosing Store and Forward, you will be able to retrieve it from your inbox.

> **OR**
>
> **Forward and Delete**
> When a fax arrives for you, it will be forwarded to the fax number or E-mail address you specify and will not be stored for you in your Onebox fax inbox.

NOTE: If a fax is unable to reach your forwarding address after two tries, it will be deleted permanently from the system. You will receive an E-mail telling you the fax delivery failed. You will not be able to retrieve the fax if you select Forward and Delete.

You will not receive notification of any new faxes you receive if you select Forward and Delete. (See page 62 for more information about Notifications.)

STEP 4: Enter the fax number or E-mail address you would like your incoming faxes to be forwarded to. You cannot enter your Onebox number or Onebox E-mail address. Separate multiple recipients with semi-colons (;).

Automatic Fax Forwarding by Phone

After initial set-up online, you can also enable, disable and modify your Automatic Fax Forwarding settings by phone.

STEP 1: After you log in, follow any reminder prompts that may play, then press $\boxed{8}$ to reach your Personal Options.

STEP 2: Press $\boxed{7}$ for Automatic Fax Forwarding.

STEP 3: Press

$\boxed{1}$ to enable/disable Automated Fax Forwarding. (E-mail addresses can only be set up online.)

$\boxed{2}$ to modify your storage options

$\boxed{3}$ to modify your forwarding number.

NOTE: Only fax numbers can be set and modified from the phone. E-mail addresses must be set and modified online. (See page 40 for more information on Automated Fax Forwarding.)

Create and Send Faxes by Phone

You can record messages and send them to a fax machine in the same way you send E-mail messages by phone.

Follow Steps 1 through 6 for "Create and Send E-mail by Phone" on page 24 then:

- At Step 7, you will be prompted to make your recipient selections: Press $\boxed{4}$ to send to a specific fax number,

- Or follow the prompts to select recipients from your Contacts and Distribution Groups. Your recorded message will be transcribed to text for a fee and sent to your recipients' fax machines. Please contact customer service for actual cost.

  (Transcription is not required when sending a Predefined Response, since these are text messages that you specify online. See page 65 for more information about Predefined Responses.)

  NOTE: Distribution Groups can contain both E-mail and Fax numbers. Faxes will be sent based on the delivery method specified for each contact in the group.

  TIP: Faxes sent by phone will always be sent with a Cover Sheet. Go to "Messages" > "Options" > "Fax Cover Sheet" on the left hand navigation bar to personalize your Cover Sheet information.

Listen to Faxes by Phone

STEP 1: Dial your Onebox number and log in. After logging in, any active reminders you have set up online will play. Follow the reminder prompts to make your choices (hear reminders or continue to the Main Menu). If you do not have any reminders, press ⬚1 to reach the Message Center.

The Message Center controls access to all of your E-mail, Voice Mail, and Fax messages.

STEP 2: The Message Center automatically lists the number of new messages you have.

Press ⬚3 for Faxes.

(If you do not have any new messages, you will immediately hear a list of your saved messages.)

STEP 3: If you do not have any new messages, continue with Step 4. If you have new messages, press

⬚1 to listen to new messages.

⬚2 to listen to saved messages.

STEP 4: You can listen to, delete, forward, reply to, or save messages in exactly the same way as you manage your E-mail by phone. After you've pressed ⬚3 for Faxes, follow the keyboard commands used to "Listen to E-mail by Phone."

Forward Faxes by Phone

You can forward a fax by phone to an E-mail address or a fax number.

STEP 1: After listening to a Fax, press ⬚6 to forward it.

STEP 2:   Press

$\boxed{1}$ to record your own introduction

$\boxed{2}$ to send a predefined response (requires no transcription)

$\boxed{4}$ to forward a message without comment

STEP 3:   Onebox will next prompt you to select your recipient(s) and delivery methods. Follow Steps 6 through 8 from "Create and Send E-mail by Phone" on page 31 to complete forwarding the fax.

Reply to Faxes by Phone

Onebox automatically captures the fax number of faxes delivered. You can reply yto this number with a recorded message or with one of four predefined responses you've set up online.

STEP 1:   After listening to a Fax, press $\boxed{8}$ to reply.

STEP 2:   Press

$\boxed{1}$ to record your message. (Requires transcription to text for a few. Contact customer service for actual cost.)

$\boxed{2}$ to send a predefined response. (Requires no transcription).

STEP 3:   You will hear the confirmation message, "Reply Sent" when finished.

Voice Mail

Onebox allows you to listen to your voice messages right from your computer's desktop.

Listen to Voice Mail Online

STEP 1:   Log onto Online Manager and click on "Messages" in the navigation bar to go to the Messages page. By default, you'll see E-mail messages. Simply click on the Voice Mail tab to display your list of voice messages.

Or, click on the "Voice Mail" link under the Messages heading on the Home page to go directly to your list of voice messages on the Messages page.

STEP 2:   View voice messages by selecting them individually, or you can view all of your Voice Mail, sorted by date, priority, sender, etc. (See page 4 for more information about The Message Center.)

STEP 3:   Click the "From" or "Subject" link " of the voice message you'd like to listen to. You will see a voice file icon appear in the message window. Click this icon and the message will automatically play through your computer's speakers.

TIP: . If you can't see the icon indicating a .wav file, then adjust your browser's settings to allow javascript..

All voice messages are delivered to your voice inbox as .wav audio files. You must have a standard media player installed on your PC to listen to them (for example, Microsoft Media Player® or Real Networks Media Player®)

WARNING: To avoid "message build-up" all Voice Mail and Faxes are automatically deleted after 30 days. To control when you messages are purged, or to turn this feature off, go to "Messages" > "Options" > "VoiceMail Auto Purge" OR "Fax Auto Purge".

STEP 4: After you've listened to your Voice Mail, you can **Move** them into different folders (see "Message Folders" in the Advanced Messaging section of *Chapter 3: Advanced Operations*). You can also **Save**, **Reply To, Forward**, or **Delete** them. Click on the action you'd like from the Toolbar options at the top of the Messages page.

NOTE: Voice Mail you delete from the website will remain in the Trash Folder for 1-4 hours before being permanently erased. Voice Mails you delete from the phone are permanently and immediately deleted from the system.

One minute of Voice Mail equals 480k of disk space.

Forward Voice Mail Online

Onebox makes it easy to forward voice messages from your computer's desktop in the following ways:

Forward Voice Mail to a specific E-mail address as a .wav audio file attachment recipients can listen to

When forwarding Voice Mail to recipients that are not in your Contacts list, Personal Assistant automatically sends them as .wav audio file attachments to their E-mail.

STEP 1: Select a Voice Mail and click the "Forward" option on the Toolbar of the Messages page. The Compose page will open.

STEP 2: Type an introduction in the message box window if desired.

STEP 3: Simply type in the E-mail address of the recipient as if composing and sending any E-mail. Add this recipient's E-mail address to your Contacts list if you like.

STEP 4: Click "Send Message".

Forward Voice Mail as E-mail text your Contacts can read

This option is only available if you have set up a Contact to receive E-mail as .txt files in your Contacts list. This option is not available for Corporate Contacts.

STEP 1:   Select a Voice Mail and click the "Forward" option on the Toolbar of the Messages page. The Compose page will open.

STEP 2:   Choose "Contact" from the "Add Recipients" drop-down list. Select the Contact(s) to whom you'd like to send your forwarded voice message and click the To:, CC:, or BCC: options. Hold the Ctrl key to select multiple Contacts.

STEP 3:   Type an introduction in the message box window if desired and click "Send Message." The message will be transcribed to text for a fee* and delivered.

Forward Voice Mail to anyone you've set up in Contacts, Corporate Contacts or Distribution Groups

Contacts can receive messages as E-mail .txt or E-mail audio files, or as faxes. The Delivery method depends upon how they are set up online. (See page 87 for more information.)

STEP 1:   Select a Voice Mail and click the "Forward" option on the Toolbar of the Messages page. The Compose page will open.

STEP 2:   Scroll down the "Add Recipients" drop-down list to choose "Contact", "Corporate Contact", or "Distribution Group". Make your selections and click the To:, CC:, or BCC: options. Hold the Ctrl key to select multiple recipients.

NOTE: If any contact in your Distribution Groups is set up to receive E-mail .txt files or faxes, the message will be automatically transcribed for a fee. Please contact customer service for actual cost of transcription. (See page 92 for more information about Distribution Groups.)

STEP 3:   Type an introduction in the message box window if desired and click "Send Message." The message will be sent to all contacts' E-mail addresses and/or fax numbers, depending on how you have each set up in your Contacts lists.

Forward Voice Mail to Any Fax Machine:

Send to a specific fax number or to Contacts configured to receive faxes as their default delivery method. Voice Mail messages sent to fax machines requires transcription to text for a fee (contact customer service for actual cost).

STEP 1:   Select a Voice Mail and click the "Forward" option on the Toolbar of the Messages page. The Compose page will open.

STEP 2:   Enter Fax numbers in the "To:", "CC:" (Carbon Copy), and "BCC:" (Blind Carbon Copy) fields. Or, choose a recipient from your Contacts list whose Preferred Delivery Method set to faxes: Click "Add Recipients". Hold down the Ctrl key to select multiple recipients.

You'll find the "Fax Wizard" under the "Add Recipients" options as well. Use it to add a fax number to your receiver list and access your fax cover sheet.

NOTE: You can send faxes to an unlimited number of recipients. Separate multiple fax numbers with a semicolon (;).

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> **STEP 3:** Type in the message box window if desired and click "Send Message." The voice message will be forwarded to all recipients' fax numbers.

Reply to Voice Mail Online

> **STEP 1:** If the caller's number is in your Contacts list, the E-mail address associated with this number will appear in the recipient field of the Compose page.

> **STEP 2:** Click the "Reply" option on the Toolbar of the Messages page. The Compose page will open.

> **STEP 3:** Type your message in the message box as you would an E-mail message.

> **STEP 4:** When finished, click "Send Message" at the top right of the page.
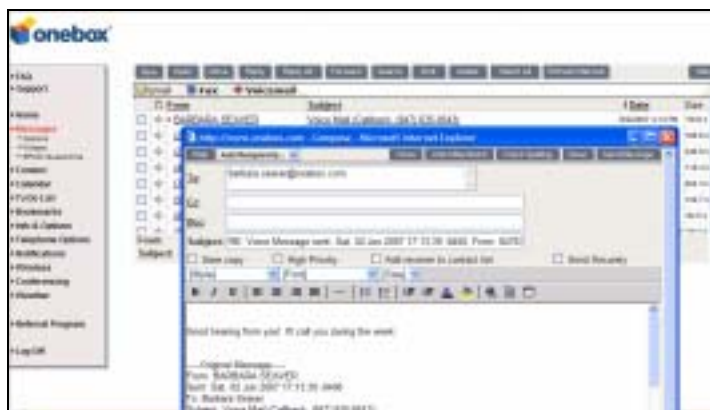
Automatic Voice Mail Forwarding Online

Voice Mail can be forwarded to an E-mail address or cell phone that you specify with the Automatic Voice Mail Forwarding option.

> **STEP 1:** Go to "Messages">"Options">"Voice Mail Forwarding". A pop-up window appears.

> **STEP 2:** Select the radio button to turn on Voice Mail Forwarding

> **STEP 3:** Choose from the drop-down list:
>
> **Store and Forward (recommended option)**
> When a Voice Mail arrives for you, it will be stored in your Personal Assistant Voice Mail inbox as well as being forwarded to the E-mail address you specify.
>
> **OR**
>
> **Forward and Delete**
> When a Voice Mail arrives for you, it will be forwarded to the E-mail address you specify and will not be stored for you in your Onebox Voice Mail inbox.

> **NOTE:** If a Voice Mail is unable to reach your forwarding address, it will be deleted permanently from the system. You will receive an E-mail telling you the Voice Mail delivery failed. You will not be able to retrieve the Voice Mail when selecting Forward and Delete.

> You will not receive notification of any new Voice Mails you receive if you select Forward and Delete. (See page 62 for more information about Notifications.)

STEP 4:   Select the audio file format, .wav or .mp3, to be used when forwarding your voice mails.

STEP 5:   Enter the E-mail addresses (separated by semi-colons) you would like your message to be automatically forwarded to (you cannot enter your Onebox E-mail address). To forward voice mails to your mobile phone or device as a Multimedia Messaging Service (MMS) message, enter your mobile number and the appropriate domain from the list below:

Carrier	Email Domain
AT&T	(phone number)@mms.att.net
Cingular	(phone number)@mms.att.net
Sprint/Nextel	(phone number)@messaging.sprintpcs.com
Verizon	Not Available on Verizon
T-Mobile	(phone number)@tmomail.net
Alltel	(phone number)@message.alltel.com
US Cellular	(phone number)@mms.uscc.net

NOTE: Your wireless carrier may have an MMS or TXT message charge,based on your service plan.

STEP 6:   When finished, click the **SAVE** button on the top right of the screen.

Automatic Voice Mail Forwarding by Phone

After initial set-up online, you can also enable, disable, and modify your Automated Voice Mail Forwarding settings by phone.

STEP 1:   After you log in and listen to any reminders play, press $\boxed{8}$ to reach your Personal Options.

STEP 2:   Press $\boxed{8}$ to modify your Automated Voice Forwarding settings.

STEP 3:   Press

$\boxed{1}$ to enable/disable Automated Voice Mail Forwarding. (You must first set up Automated Voice Mail Forwarding online.

OR

$\boxed{2}$ to modify your storage options.

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NOTE: You can only enter and modify the forwarding E-mail address from the Online Manager website; you cannot do this from the phone system. (See page 46 for more information on Automatic Voice Mail Forwarding Online.

Listen to Voice Mail by Phone

Remember that anytime you log in you can press:

⊡ `*` to cancel or return to the previous menu.

⊡ `0` to reach Customer Service.

⊡ `#` to skip to the next message.

STEP 1:   Dial your Onebox number. If you do not have any reminders, press ⊡`1` to reach the Message Center. The Message Center controls access to all of your E-mail, Voice Mail, and Fax messages.

STEP 2:   If you have not received any new messages, proceed to Step 4. If you have received new messages, press: ⊡`1` for Voice Mail.

STEP 3:   If you have received new messages, press

    ⊡`1`   to listen to new messages

    OR

    ⊡`2`   to listen to saved messages.

STEP 4:   Onebox will first announce information about each message. While listening to the announcement, you can press

    ⊡`1`   to listen to the full message.

    ⊡`2`   to pause the messages. Press ⊡`2` again to resume.

    ⊡`3`   to jump to the end of the announcement

    ⊡`5`   to hear more message announcement details

    ⊡`7`   to delete the message

    ⊡`#`   to return to the previous menu.

WARNING Messages that are deleted by phone are immediately and permanently erased.

TIP: At any time you can press ⊡`6`. to forward the message, ⊡`8` to reply to the message, or ⊡`9` to save the message.

STEP 5:   While listening to the full voice message play, you can press

[1] to rewind 8 seconds.

[2] to pause the messages. Press [2] again to resume.

[3] to jump forward (if the message is at least 10 seconds long).

[#] to skip to the next message.

[*] to return to the message announcement.

STEP 6: After you've listened to your Voice Mail, choose to

[1] to replay the message.

[5] to play the announcement again with detailed information.

[6] to forward a Voice Mail with dictation or to use one of four predefined responses you've set up online.

[7] to delete the message.

[8] to replay to Voice Mail.

[9] to save the message.

[#] to skip to the next message.

[*] to return to the previous menu.

Forward Voice Mail by Phone

After you've listened to a Voice Mail, press [6] to forward it. You can forward a Voice Mail in any of the following ways.

- as an audio file attachment to E-mail the recipient can hear

- as a fax or E-mail they can read

- with your recorded introduction

- with one of four predefined responses you've set up online

- to another Onebox phone number

- you can send the message "as is" without comments

You can Forward Voice Mail to:

- **A specific fax number**
  Enter the fax number when prompted, or choose a recipient from your Contacts list and select their fax number as the delivery address. Your voice message will be transcribed to text for a fee* and faxed.

- **Anyone you've set up online in your Contacts list**
  If a contact is set up to receive messages as .txt or fax files, the message will be transcribed for a fee* and sent to their E-mail addresses. This option is not available for Corporate Contacts.

- **Anyone that your company has set up in your Corporate Contacts list**
  These recipients will always receive messages as audio .wav file attachments to E-mail they can listen to from their computers.

- **Distribution Groups**
  If any contact in a Distribution Group is set up to receive messages in .txt or fax format, the voice message will be automatically transcribed for a fee.*

- **Another Onebox member's voice mailbox**

Onebox prompts you with easy-to-follow commands every step of the way to help you make your selections. Keypad commands are listed below.

* Please contact customer service for actual cost of transcription.

STEP 1: After you have listened to a Voice Mail message, you can press $\boxed{6}$ to forward it.

STEP 2: Press

$\boxed{1}$ to record your own introduction. (E-mail recipients will receive two .wav files: your recording and the original voice message.)

$\boxed{2}$ to send one of four predefined responses you've set up online along with the original voice message.

$\boxed{4}$ to forward the call without comment.

STEP 3: Next, you will be prompted to select your recipients. Unless they are set up to receive .txt or fax files, all recipients from your Contacts lists will receive an audio .wav file attachment sent to their E-mail addresses.

$\boxed{1}$ to search Contacts list by last name.

$\boxed{2}$ to search Contacts list by company name.

$\boxed{3}$ to search by Distribution Group.

$\boxed{4}$ to send to a fax number.

$\boxed{5}$ to send to another Onebox number.

$\boxed{6}$ to select Additional Recipient Options

Follow step 7 in "Create and Send E-mail by Phone" on page 31 or simply follow the prompts.

STEP 4: Press $\boxed{\#}$ to send your forwarded E-mail.

Reply to Voice Mail by Phone

Your Onebox service captures the phone number of incoming calls so that you can easily send a reply if the phone number matches one of your Contacts. If this is not the case, you can place the call.

STEP 1: After you have listened to Voice Mail, press $\boxed{8}$ to reply.

STEP 2: Press

$\boxed{1}$ to record your reply. (You will hear the recipient's Preferred Delivery method and be prompted if you'd like to send your reply another way.)

$\boxed{2}$ to send a predefined response. (Select the response you'd like and then select the recipient and any options as prompted.)

$\boxed{3}$ to reply with a return phone call (outdialing restrictions apply*)

STEP 3: You will hear the confirmation message: "Reply Sent" if you selected options one or two.

NOTE: Restricted Outdialing
Your account may have outdialing restrictions for certain reasons. Onebox will inform you if a call is restricted based on the way your account has been set up. International calling is blocked by default.

3 Advanced Operations

- Advanced Messaging

- Call Forwarding Customization

- Contacts

- Conferencing

- Web Services

- Info & Options

Message Folders

By default your Onebox account includes four message folders. You can create additional folders, move messages in and out of folders, delete individual messages, and empty all messages from a folder.

Viewing Message Folders

STEP 1:   Click "Messages" on the left navigation bar of Online Manager.

STEP 2:   Click the "Folders" link beneath "Messages"

STEP 3:   Click on any of the three default folders provided:

Inbox
You will frequently access the Inbox Folder because this is where all of your incoming messages are automatically stored (unless you choose to move them into another folder at a later date).

You will see your incoming messages sorted by type in the E-mail, Fax and Voice Mail tabs. After making sure the Inbox Folder is selected, simply click on a tab to see the list of those messages you have received.

Sent Items
By clicking "Save a Copy" for any outgoing message, you are saving a copy of it to this folder. Click this folder to see the list of messages you have saved and sent.

To always save a copy of your outgoing messages to this folder, go to "Messages" and click the "Save Copy" link listed beneath "Options".

Trash
Messages you delete (by clicking "Delete" from the top toolbar) stay in the Trash Folder for 1-4 hours. After one or more hours they are automatically and permanently deleted from the system.

This gives you the option of retrieving deleted messages if you should change your mind. Simply open the Trash Folder, click one of the message tabs to view its contents, select the message and move it into another folder. (See Moving Messages Into Different Folders).

NOTE: Messages you delete by phone are not stored in the Trash Folder. They are immediately and permanently erased from the system and cannot be retrieved..

If you like, you can turn off the Trash Folder's temporary storage so that messages are deleted immediately. If you choose this option, messages deleted from the Online Manager website or Wireless Application Protocol (WAP) cannot be retrieved.

From the "Messages" link on the left navigation bar, click "Trash Folder" listed under "Options". Click on the word "here" and then click "Close".

Draft
The Draft Folder will automatically appear under the "Folders" link once you have composed and saved a draft E-mail or Fax message (by clicking "Save" instead of "Send" from the top toolbar).

Draft messages are always saved to this folder and can be retrieved and sent whenever you like. (See page 26 for more information about composing and sending a draft message.)

NOTE: Only messages that are stored in your Inbox Folder can be accessed and listened to by phone.

Creating Your Own Message Folders

STEP 1:   Under "Messages", go to "Folders" > "Manage Folders"

STEP 2:   A pop-up window appears. Click on "Create"

Top Level Folders
If you choose to create a Top Level Folder it will appear as a main folder under the Folders link.

or

Create a Folder under another Folder
Folders can be created as "sub-folders" underneath any main folder except for the Inbox and Trash folders.

For example, you can create a main folder called "Seminars" and folders underneath it as "State", "National", "International", etc. Messages can be stored in appropriate folders for better organization and fast retrieval.

NOTE: The Inbox and Trash Folders cannot be moved, deleted or have sub-folders created underneath them.

Advanced Operations
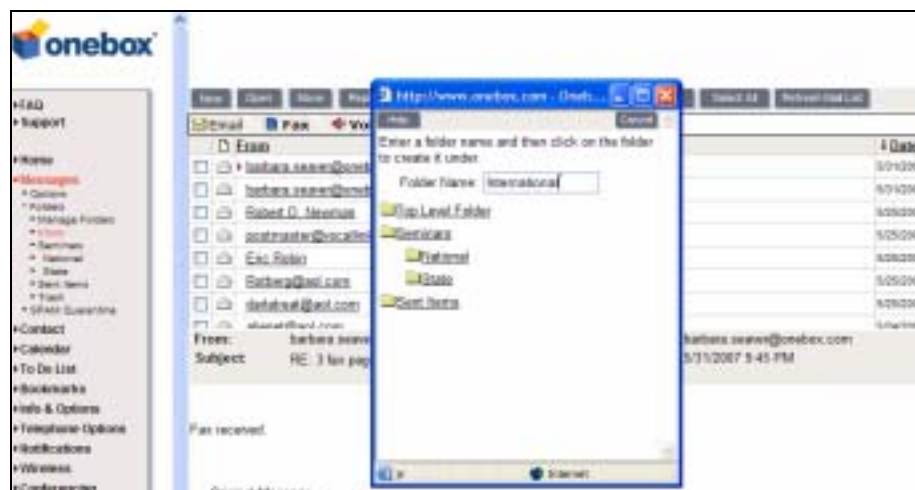
Moving Message Folders

You can move any folder except the Inbox and the Trash folder.

STEP 1: Under "Messages", go to "Folders" > "Manage Folders"

STEP 2: A pop-up window appears. Click on "Move"

STEP 3: Click on the icon of the folder you want to move.

STEP 4: Click on the icon of the folder you want to move it to.

Moving Messages into Different Folders

STEP 1: To move a message, check the box next to it to select it and then click "Move" from the toolbar at the top of the Messages Page. (If currently viewing the message, just click "Move" from the top toolbar.)

STEP 2: Click on the icon of the folder you want to move the message to when the pop-up window appears.
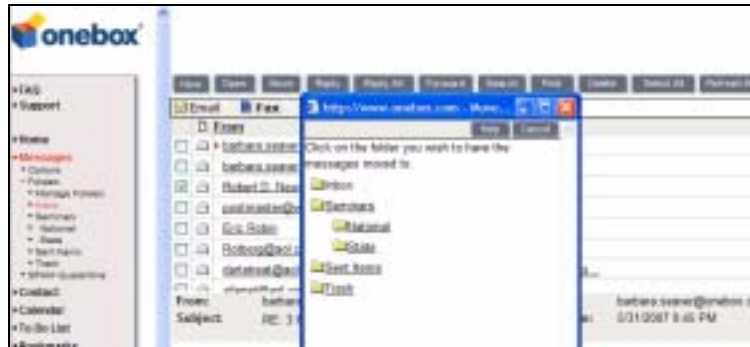
Deleting Messages from a Folder

STEP 1: To delete a message, check the box next to it to select it.

STEP 2: Click "Delete" from the toolbar at the top of the Messages Page. (If you are currently viewing the message, click "Delete" from the top toolbar.)

NOTE: The message will stay in the Trash Folder for 1-4 hours before being permanently deleted..

WARNING To avoid "message build-up" all Voice Mail and Faxes are automatically deleted after 30 days. To control when your messages are purged, or to turn this feature off, go to "Messages" > "Options" > "VoiceMail Auto Purge" OR "Fax Auto Purge".

Purging Messages from a Folder

STEP 1: Go to "Messages" > "Folders". You will see your folders listed under the "Folders" link. Select the folder that you would like to purge.

STEP 2: Go to "Messages" > "Options" and click "Purge Folder." A pop-up window will ask you which messages in this folder you would like to delete (E-mail, Fax, or Voice Mail).

STEP 3: Check the box for the type of messages you'd like to delete. You can check one, two or all three. (Clicking all three boxes will delete all messages in this folder.)

STEP 4: Click "Submit" when finished.

Click to Call

The Onebox Click to Call feature allows you to quickly and easily return a call or call a contact right from the Online Manager or from a forwarded voicemail. When you use Click to Call, Onebox will first call you at one of your registered phone numbers. After you answer, Onebox will call the other party and connect you when he/she answers the phone. With Click to Call, you can start a call immediately or schedule it for a few minutes or even hours in the future. Just click this blue phone icon 📞 and Click to Call will do the dialing for you. You'll find Click to Call in the following places:

- When viewing a voicemail in the Online Manager

- When viewing your Contact List

- When viewing or editing a contact in your Contact List

- When viewing your Speed Dial list

- When viewing a forwarded voicemail message in your email program or web browser (only for voicemails automatically forwarded by Onebox)

Using Click to Call

Click to Call offers a great deal of flexibility in making or returning a call.

To make a call using Click to Call:

STEP 1: From your Contact or Speed Dial List, the Onebox Message Center, or a forwarded voicemail, click 📞 to open the Click to Call Console:

Click to Call Console: First Use   Click to Call Console: Follow-up Use

STEP 2: Select from the following to configure your call:

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Call me at:
Select the number at which Click to Call should call you. This is only necessary if you are using Click to Call for the first time. On subsequent use, Click to Call will default to the last number selected. To change the number, just select a new number from the list.

> **NOTE:** The list of available numbers is taken from your registered Find Me Follow Me numbers. If the number you wish to use isn't in the list, navigate to the Telephone Options section and register the number.

Call out to:
This is the number that Click to Call will dial to reach the other party. This will populate automatically with the Speed Dial, Contact, or voicemail caller's number. To dial the other party using a different number, just type the new number.

Caller ID Phone Number:
Enter the phone number you'd like to appear on the other party's Caller ID. This is only necessary if you are using Click to Call for the first time. Click to Call will save the number you entered for use on subsequent calls.

To change a previously entered Caller ID number, click the "Caller ID Info" link and enter a new Caller ID number.

Start the call:
Select the time you'd like the call to begin, either now, or a time in the future (you can delay the call from 5 minutes to 4 hours).

STEP 3:   After selecting the Click to Call options, click "Submit"

STEP 4:   If you chose to begin your call ***now***, Click to Call will call you at the number you selected. Answer your phone, and Click to Call will attempt to connect you to the other party. During the call, the Click to Call Console will display the call status.

or

If you chose to begin your call at a ***later*** time, the Click to Call Console displays a countdown timer with the time remaining until your scheduled call start time. When the timer expires, Click to Call will call you at the number you selected. Answer your phone, and Click to Call will attempt to connect you to the other party. During the call, the Click to Call Console will display the call status.

To start your call before the timer expires, click "Call Now." To cancel the call before the timer expires, click "End Call."

> **NOTE:** Closing the Click to Call Console before the timer has expired will not cancel your call. To cancel your call, you must click "End Call." If you close the Console without cancelling the call and do not wish to make the call, just don't answer when Click to Call dials your number.

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STEP 5: While your call is in progress, you can do the following:

> ***End the call:***
> To end the call, simply hang up your phone or click "End Call."
>
> ***Retry the other party:***
> If the other party accidentally hangs up or is disconnected, click "Retry" and Click to Call will dial them back to reconnect the call.

NOTE: Closing the Click to Call Console during your call will not end your call. To end your call, you must click "End Call." If you close the Console during the call, just hang up your phone when you're ready to end the call.

Filters

Onebox allows you to use filters so that your incoming messages (Voicemails, E-mails and Faxes) are automatically sorted into your folders, or are automatically deleted. You can sort messages based on the following:

- coming from a specific individual (john.doe)
- coming from certain domains (junkmail.com)
- coming to certain people
- containing a certain subject line
- containing certain words in the subject line
- based on file size limits you specify
- based on a certain call back number or fax number

NOTE: Filters also apply to E-mails retrieved via the E-mail Consolidation feature. E-mail consolidation is explained later in this chapter.

To Add a New Filter:

STEP 1: Click the "Options" button listed under "Messages" in the navigation bar.

**STEP 2:** Click on the Filters link listed below "Options"

STEP 3: Select the type of filter you would like to create, and then use the drop-down lists to choose one of the following:

- Contains
- Does not Contain
- Begins With
- Ends With

STEP 4: Choose which folder you would like these messages delivered to by using the drop down list next to the 'Move' option. You can block a message by selecting the 'Delete without Save' option.

STEP 5: Click "Save."
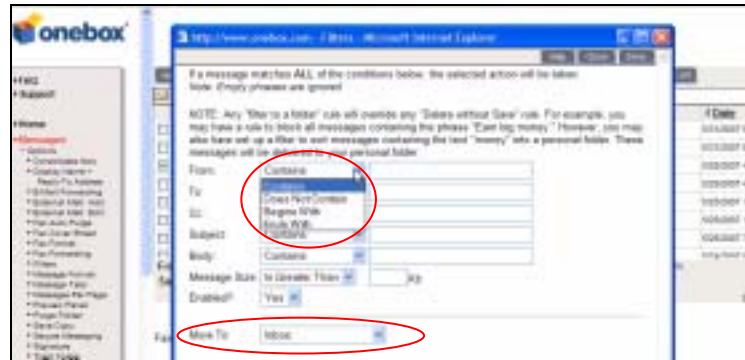
> 💡 **TIP:** . You can quickly block by sender when viewing any message right from the Messages Page. Click the Block link that appears above the preview window.

Edit Filters

Once a Filter has been created, it can be edited or deleted.

To Edit a Filter:

STEP 1: Click on the Filters link listed below "Options"

STEP 2: Click the filter you would like to edit under "Edit an Existing Filter"

STEP 3: Edit the existing information

STEP 4: Click "Update Filter" to save your changes and then "Close"

To Delete a Filter:

STEP 1: Click on the Filters link listed below "Options"

STEP 2: Click the filter you would like to delete under "Edit an Existing Filter"

**STEP 3:** Click "Delete" and then "Close"

To Change the Maximum Message Size Allowed:

You can control the delivery of large messages by sorting them into a specific folder or automatically deleting them. Onebox provides you with a limited amount of storage space.

STEP 1: Click on the Filters link listed below "Options"

STEP 2: Enter the message size you would like to accept in kilobytes.

STEP 3: Choose your action, to block these messages select the 'Delete without Save' option or select a folder to move these messages into.

STEP 4: Click "Save".

> 📒 **NOTE:** Contact a Customer Care representative if you have questions regarding suggested kilobyte sizes.
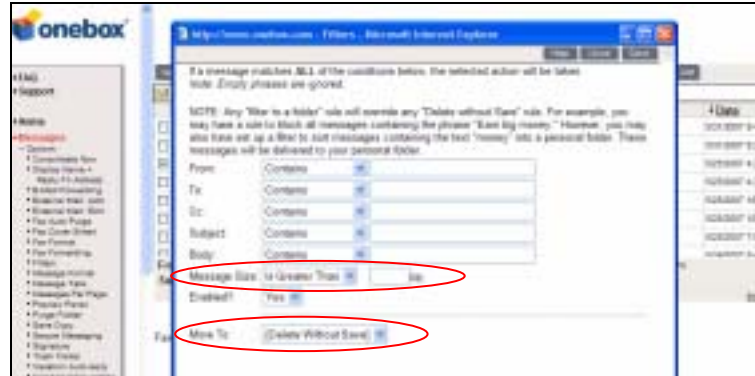
TIP: To see how much disk space you are currently using plus view the maximum amount allowed by the Onebox system, go to "Info & Options" on the left navigation bar and click the "Disk Usage" link.

Vacation Auto Reply

Create an automatic reply message that is delivered when you plan to be away from your computer for awhile.

To Create a Vacation Auto Reply Message:

STEP 1: Click on the Vacation Auto Reply link listed below "Options"

STEP 2: Type the message you would like to send when you receive an E-mail

STEP 3: Enable this feature by clicking in the box.

STEP 4: Set when you would like this feature to expire.

STEP 5: Click "Save&Close".

Display Name and Reply to Address

You can choose the name displayed in the "From" field on your outgoing E-mails.

Display a Personal Name:

STEP 1: Click on the Display Name and Reply to Address link listed below "Options"

STEP 2: Enter the name you would like displayed when you send E-mails.

STEP 3: Click "Save&Close"

Change your Reply to Address:

After reading your E-mail message, you may not want people to reply to your Onebox E-mail account. You can change the E-mail address automatically used when people reply to your messages.

STEP 1: Click on the Display Name and Reply to Address link listed below "Options"

STEP 2: Enter the E-mail address you would like to use.

STEP 3: Click "Save&Close."

Notifications

Onebox can notify you about important messages or specific events. You can choose to have these notifications delivered in the following ways:

- to an E-mail address

- as a TXT or SMS message to a cell phone
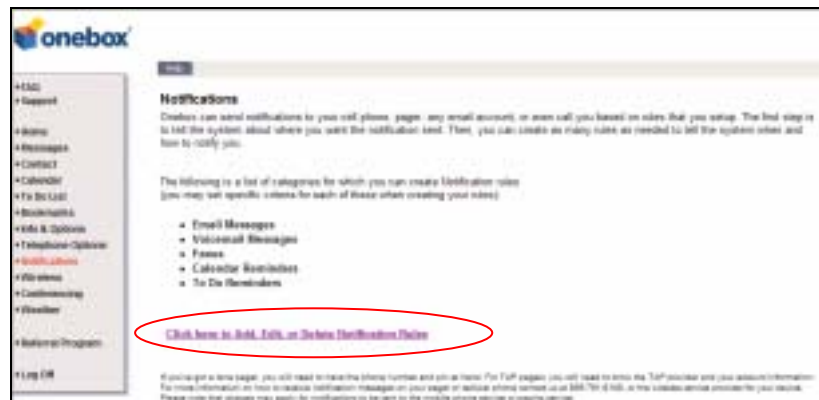
- receive a phone call

- get paged

Receive notifications for:

- **E-mail**
  New E-mail, E-mails with specific information regarding the sender (name or domain name), or E-mail with a certain priority status.

- **Voice**
  New Voice Mails, Voice Mails with specific information regarding the sender, or Voice Mails with a certain priority status.

- **Faxes**
  New faxes or faxes coming from a certain fax number.

- **Calendar**
  Receive notification of an event on your Calendar.

- **To Do's**
  Receive reminders that are set up for an event on your To Do list.

Setting up Notifications

To define and set up notification rules, as mentioned on the previous page, simply follow the steps below:

STEP 1: Click "Notifications" on the navigation bar.

STEP 2: Click "Add/Edit/Delete Notification Rules link on the bottom to continue.

STEP 3: Select how you would like to receive your notification – via an E-mail, phone call, TXT or SMS message to your cell phone or to receive a page. Then fill out the information about your notification destination.

NOTE: If your pager carrier is not listed in the drop-down menu, or if you'd like more information contact customer service. You can also contact the wireless service provider for your device.

STEP 4: Click the type of message or event you'd like to be notified of:

• E-mail	• Voice Mail	• Fax
• Calendar	• To Do	

STEP 5: Pop-up windows will appear and prompt. For example, to be notified of all new fax, select "All New Faxes", or you can fill in the field for "From a Specific Fax Number." Close the window when finished.

STEP 6: Click "OK" to save the notification rule. You must have at least one choice selected to enable the "OK" button.

To Edit/Delete Notification Rules

STEP 1: Select "Notifications" from the navigation bar.

STEP 2: Select the "Add/Edit/Delete Notification Rules" link listed on the bottom.

STEP 3: All notification destinations and rules are displayed.

STEP 4: To change/delete a notification destination (such as an E-mail address, or pager) just select the link and modify your information. You can also delete this destination, however all rules associated with this device are also deleted.

STEP 5: To change/delete any notification rule, simply click on its link and modify the information.

STEP 6: Click on the "Save" button when finished.

Secure Messaging

Composing and Sending a Secure Message

Send E-mail messages, including attachments, securely by requiring the recipient to enter a password before they can be read. (Although Faxes and Voice Mail cannot be sent as original Secure Messages, they can be forwarded to E-mail addresses as attachments to other messages). Secure messages are sent by the Secure Sockets Layer (SSL) protocol that provides end-to-end security of private messages sent over the Internet.

In addition, recipients will be able to reply securely to your messages even if they are not Onebox members.

STEP 1: Click "New" in the Toolbox at the top of the Messages page and type your message in the "Compose" window that appears.

STEP 2: Click the "Send Securely" checkbox at top right of the page. It is important to check the "Send Securely" checkbox before adding any attachments you'd like to send securely so they can be upload via a secure connection.

STEP 3: After having filled in your options and added any attachments you wish to send, click the "Send Message" button. You will be brought to a page where you will enter the password and hint (if desired) for the recipient(s) of the message.

STEP 4: Enter the password the recipient will need to know to read the secure message in the first text box, then re-enter the same password in the following text box to confirm that this is the correct password you want to use.

If desired, you may enter a password hint in the third box, although this is not required.

When choosing hints and passwords for your recipient's use, remember not to use easily guessed information like birthdays, pet's names, children, etc.

STEP 5: Choose the time in which you want the Secure Message to expire. Expired messages cannot be retrieved by recipients.

STEP 6: To save a copy put a check in the "Save Copy" checkbox. A copy will be saved in your "Sent Items" folder.

TIP: If you checked "Save Copy" when writing your message, you can delete your copy so that recipients can't view the message anymore!

STEP 7: Click the "Read Receipt" checkbox if you want a notice sent to you when the recipient(s) have read the Secure Message.

STEP 8: Click the "Send Securely" button at the top right and your Secure Message will be sent.

TIP: At any time, you can change your default settings to automatically send your messages securely. Click "Secure Messaging" under "Messages" > "Options" from the left navigation bar. At the pop-up window click the "Send All Messages Securely by Default" checkbox..

NOTE: Messages sent by the phone are never sent securely.

Predefined Responses

Creating Predefined Responses Online

Predefined Responses is a convenient way to respond to messages from the phone. Onebox provides you with three standard messages. Up to four Predefined Responses are available to you at any time. They are:

- "Thanks for your inquiry"
- "I'll give you a call"
- "I'll E-mail you later"
- You can also create your own response using the Online Manager.

Uses of Predefined Responses

- Forward Voice Mail to a fax or E-mail address
- Reply to E-mail
- Create/Send new E-mail
- Forward an E-mail message
- Create/Send a new fax
- Forward a fax
- Reply to a fax

To Create or Edit Custom Predefined Responses:

STEP 1: Go to "Telephone Options" on the left navigation bar, then select "Predefined Responses".

STEP 2: Type in the subject header. This is what Onebox will read to you over the phone later, so you can easily identify the message before selecting it.

STEP 3: Type the message. The message can only include text and can be of any length you wish—it can be as simple as "I'll be back in the office later this afternoon", or as complex as a full price list.

STEP 4:   When finished, click "Save" and then "Close" at the top right of the window.

Using Predefined Responses by Phone

Predefined Responses can be sent by phone to:

- E-mail addresses

- Fax numbers

- Distribution Groups

- Another Onebox mailbox

Send a Predefined Response as a New Message

STEP 1:   After Log-in, press ⬚1 to reach the Message Center. *The Message Center controls access to all of your E-mail, Voice Mail, and Fax messages.*

STEP 2:   Press ⬚4 to Send a New Message.

STEP 3:   You will be prompted to:

⬚1   Record Message.

OR

⬚2   Send a Predefined Response.

STEP 4:   Press ⬚2 to send a Predefined Response.

STEP 5:   Onebox will read the four Predefined Responses you have currently set for your account and prompt you to select one.

STEP 6:   Select your recipient(s) by following the prompts.

STEP 7:   Press ⬚# to send the Predefined Response.

STEP 8:   You will hear the confirmation message, "Message sent."

Reply To or Forward with a Predefined Response

After listening to the message you'd like to forward or reply to, press:

| 6 | to Forward the message as E-mail or Fax with one of the four Predefined Responses you've set up online |

OR

| 8 | to Reply to an E-mail or Voice Mail with one of the four Predefined Reponses you've set up online. The original message will be sent back to the sender (without any attachments) with your Predefined Response. |

E-mail Consolidation

Onebox can consolidate all of your E-mail accounts (America Online or any POP3 service) into your central mailbox.

NOTE: Onebox will only consolidate E-mails that are received after consolidation has been enabled.

Add an External E-mail Account

STEP 1: Click "Messages" and then "Options" from the left hand navigation bar. Click "External Mail:Add" under the listed options.

STEP 2: Enter the full E-mail address, including the domain name, of the account that Onebox should copy. For example, "joe@domain.com".

STEP 3: Enter the password you use to log in to that account.

STEP 4: Onebox will prompt you to fill in more details. See below for helpful information.

STEP 5: Click "Continue".

Synchronized Mail Capability Terms to Help You Consolidate Your Other E-mail Accounts:

- **Pop3 Server**
  The server from which Onebox copies your mail. Many times this is in the format "POP.<server name.>COM."

- **User ID**
  The full address you use to log into the external E-mail account. This ID, combined with a domain name, forms your E-mail address, for example "kby1857@AOL.com".

- **Password**
  The password you use to log in to the external E-mail account.

- **E-mail Address**
  The address of the mailbox Onebox will copy.

NOTE: When setting up E-mail consolidation, you can choose to consolidate your messages hourly, 4 times per day, 2 times per day, once per day or on demand only.

You can also force E-mail Consolidation by going to the "Options" listed under the "Messages" link, and then clicking "Consolidate Now". After a few minutes, click your browser's "Refresh/Reload" button to see if you have received any new messages.

Select the Following Options for E-mail Consolidation:

- **The frequency with which Onebox checks for new mail on your external account(s)**
  By default, Onebox checks for new mail each hour, and each time you log onto your account by phone. You can choose from the following options if you'd like Onebox to consolidate your E-mail more or less frequently: once per day, only on demand, four times per day, or once per hour.

  Edit these choices at any time by going to "Messages">"Options">"External Mail:Edit" from the left navigation bar. (See "Editing External Mail Accounts" in this section).

- **Keep E-mail On Server**
  The "Keep Mail On Server" field controls whether mail is deleted from the third party mail server. If this field is checked, a copy remains on the third party server when E-mail is consolidated with your Onebox account. Otherwise, when E-mail is consolidated with your Onebox account, it will be deleted from the third party server. It is probable that you will want to keep this box checked.

- **Synchronize (MailSync™)**
  The "Synchronize" field determines whether you will synchronize your E-mail from the third-party account to your Onebox account. When this field is checked, any messages you delete using the third party account are deleted from your Onebox account as well. Use this option to prevent "message buildup" in your Onebox account. It is the most common option.

- **Reverse Synchronize (MailSync™)**
  The "Reverse Synchronize" field determines whether E-mail is synchronized between your Onebox account and the third-party mail server. When this field is checked, any messages you delete on your Onebox account will be deleted from the third party mail server as well. Use this option to prevent buildup of messages in your external mailbox that you have already read in Onebox. It's great when you're away from the office.

  NOTE: Synchronization between accounts is not immediate. Deletions are synchronized each time Onebox checks external mailboxes for new messages, approximately once per hour or on demand.

  If you enable both synchronization options, Onebox will keep both your Onebox mailbox and your external mailboxes tied to each other, so mail removed from one, will in turn be removed from the other. We suggest to generally use the "Synchronize" option and enable "Reverse Synchronize" only when you're away from your main account for extended periods of time.

Finding Your POP3 Address and Account Name:

Follow these steps on how to get your POP3 account information and Account name so you can consolidate your E-mail into your Onebox mailbox:

To find your POP information in Eudora Light:
POP3 Account:

1. Go into Eudora Light
2. Click on Tools on the menu bar
3. Click on Options and under "Getting Started" you will find your POP address which is everything to the right of @ symbol or you can obtain it from your ISP

Account Name:

1. Go into Eudora Light
2. Click on Tools on the menu bar
3. Click on Options and under "Getting Started" you will find your POP address which is everything to the left of @ symbol or you can obtain it from your ISP.

To find your POP information in Eudora Pro:
POP3 Account:

1. Go into Eudora Pro
2. Click on Tools on the menu bar
3. Click on Options and under "Getting Started" you will find your POP address in the Mail Server section or you can obtain it from your ISP

Account Name:

1. Go into Eudora Pro
2. Click on Tools on the menu bar
3. Click on Options and under "Getting Started" you will find your Account Name in the Login Name section or you can obtain it from your ISP

To find your POP information in Microsoft Outlook:
POP3 Account:

1. Go into Microsoft Outlook
2. Click on Tools on the menu bar
3. Click on Services
4. Highlight your Internet E-mail and click on properties
5. Click on the servers Tab and your POP address will be in the Incoming Mail field or you can obtain it from your ISP

Account Name:

1. Go into Microsoft Outlook
2. Click on Tools on the menu bar
3. Click on Services
4. Highlight your Internet E-mail and click on properties
5. Click on the servers Tab and your Account Name will be in the Incoming Mail Server section or you can obtain it from your ISP

To find your POP information in Netscape:
POP3 Account:

1.   Go into Netscape Mail
2.   Click on the Options menu and select "Mail and News Preferences"
3.   Within the Preferences dialog box, click on the word "Servers"
4.   Your POP address will be in the Incoming Mail Servers field or you can obtain it from your ISP

Account Name:

1.   Go into Netscape Mail
2.   Click on the Options menu and select "Mail and News Preferences"
3.   Within the Preferences dialog box, click on the word "Servers"
4.   Highlight the POP address under the Incoming Mail Servers field and click on "Edit" and your Account Name will be in the "User name" field or you can obtain it from your ISP

To find your POP information in Netscape Messenger :
POP3 Account:

1.   Go into Netscape Messenger
2.   Go to your browser's Edit menu and click on "Preferences"
3.   Click on "Mail Server"
4.   Your POP address will be in the Incoming Mail Servers field or you can obtain it from your ISP

Account Name:

1.   Go into Netscape Messenger
2.   Go to your browser's Edit menu and click on "Preferences"
3.   Click on "Mail Server"
4.   Highlight the POP address under the Incoming Mail Servers field and click on "Edit" and your Account Name will be in the "User name" field or you can obtain it from your ISP

To find your POP information in Outlook Express:
POP3 Account:

1.   Go into Outlook Express
2.   Click on Tools on the menu bar
3.   On the Mail Tab select your e-mail account and click Properties to the right
4.   Click on the Servers Tab
5.   Your POP address will be in the Incoming Mail POP3 field or you can obtain it from your ISP

Account Name:

1.   Go into Outlook Express
2.   Click on Tools on the menu bar
3.   On the Mail Tab select your e-mail account and click Properties to the right
4.   Click on the Servers Tab
5.   Your Account Name will be in the Incoming Mail Server field or you can obtain it from your ISP

To find your POP information in Pegasus:
POP3 Account:

1. Go into Pegasus Mail
2. Go to the File menu and click on "Network Configuration."
3. On the Network Tab in the Settings for receiving mail section is the POP3 host, your POP3 address or you can obtain it from your ISP

Account Name:

1. Go into Pegasus Mail
2. Go to the File menu and click on "Network Configuration."
3. On the Network Tab in the Settings for receiving mail section is the User Name, your Account Name or you can obtain it from your ISP

To Edit an External E-mail Account

STEP 1: From the "Options" list under "Messages", click on "External Mail:Edit". A pop-up window opens, which displays all the E-mail accounts that are linked to your Onebox account.

STEP 2: Check the account you want to change, and click "Edit". The pop-up window will allow you to select a frequency value from a drop-down list. Make your selection, then click "Save".

TIP: Selectively turn E-mail consolidation ON or OFF for each E-mail account you have any time you need to!

E-mail Consolidation by Phone

Once enabled, your E-mail accounts will automatically be consolidated each time you log into your account by phone.

You can easily enable or disable the E-mail consolidation feature by phone following these steps.

STEP 1: Dial your Onebox phone number and log in.

STEP 2: From the Main Menu, press $\boxed{8}$ for Personal Options.

STEP 3: Press ⒊. Onebox will prompt you to select either "Enable" or "Disable" E-mail Consolidation.

NOTE: The telephone prompts above are played for you only if you have first set up your E-mail Consolidation feature online.

Transcription How To's

Transcription is a way that our system takes your recorded voice message and converts it into a text message for a recipient to read. For example, when you manage messages by phone, and:

- Create a new message to be sent to an E-mail address or fax number

- Forward a message to an E-mail address or fax number

- Reply to a message to an E-mail address or fax number

Sending Transcribed Messages to Contacts:

After recording a message and selecting a recipient from your online Contacts list, Onebox will tell you what the delivery method set up for him/her is. (See the Contacts section of this chapter for more about setting up delivery methods using your Online Manager website).

By default Onebox sends your recorded messages to recipients as audio files attached to E-mail. Press ⒈ to send your message this way.

OR

Press ⒉ to select another delivery method. If you press ⒉, Onebox will prompt you with more options, including transcribing the message to text.

NOTE: If you have changed the delivery method of a recipient in your Contacts lists (or Distribution Groups) to either E-mail text of Fax, your recorded voice message will be transcribed to text for a fee. (Please contact Customer Service for the actual cost of transcription.)

TIPS FOR RECORDING YOUR MESSAGE OVER THE PHONE

- Remember to speak clearly and avoid recording your message in a noisy environment.

- Break up long dictations (over 20 minutes) into several shorter ones.

- Five seconds of silence will stop the recording.

- Spell out any unusual names or words.

Advanced Operations

SPAM and Virus Quarantine

For your protection and to protect your privacy, Onebox provides a quarantine system. This system removes emails that contain a known virus. It also removes potential SPAM messages to eliminate clutter from your Inbox. The Onebox quarantine system allows you to control which messages are delivered to your Inbox or placed into quarantine.

Virus Quarantine

Any message sent to your address that contains a known virus is automatically quarantined. You can view the message(s) by doing the following:

STEP 1:   From the Navigation menu select "Messages" link then click on "SPAM Quarantine". A new window opens, which allows you to control your SPAM and virus options.

STEP 2:   Select the "Virus" tab at the top of the page to view the message(s) that have been quarantined. You can use this feature to delete the message, or you can choose to ignore it. Each message is automatically deleted after 7 days.

SPAM Quarantine

The SPAM filter removes any known SPAM messages and puts them in quarantine. The SPAM system allows you to select a message in quarantine and control future delivery options. The system also allows you to create your own filters that help you eliminate unwanted messages from your Inbox.

STEP 1:   From the Navigation menu select "Messages" link then click on "SPAM Quarantine". A new window opens, which allows you to control your SPAM and virus options.

STEP 2:   Select the "SPAM" tab at the top of the page to view the message(s) that have been quarantined. You can use this feature to delete the message, or you can choose to ignore it. Each message is automatically deleted after 7 days.

STEP 3:   Place a check in the box next to the message that you would like to manage.

To remove the message, select the "Delete" tab at the top of the screen.

To change the SPAM filter for this message, select the "Report/Deliver/Allow" tab at the top of the screen. You can select from the following:

- Report as Non-SPAM – when this option is selected, the SPAM filtering system is updated so that this message is no longer treated as SPAM. Future messages from this sender are delivered to your Inbox.

- Deliver to my Mailbox – when this options is selected, the message is automatically delivered to your Onebox mailbox (to allow future delivery from this sender, the "Report as Non-SPAM" option must also be checked).

- Add to Allow List – allow all future messages from this sender, or all messages from this domain, delivered to your Inbox

- Delete from Quarantine Central – when this option is checked, then the selected message(s) are automatically deleted.

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Creating Custom Filters

You can create personal filters to control which messages are delivered to your Inbox, or which   messages are automatically quarantined.

> **STEP 1:**   From the Navigation menu select "Messages" link then click on "SPAM Quarantine". A new window opens, which allows you to control your SPAM and virus options.

> **STEP 2:**   Select the "Personal Allow/Deny" tab at the top of the screen. This screen lets you set up rules to allow the delivery of messages or rules that force messages into quarantine.

- To allow message delivery, create an allow rule. Simply type in the complete email address or just type in the domain to allow any message delivered from this site or business.

- To reject messages, or force them into quarantine, create a deny rule. Simply type the complete email address or the domain in the space provided. Any incoming message matching this rule is automatically put into quarantine.

> **NOTE:** To delete custom rules, locate the rule at the bottom of the page. You can simply click on the trash can icon, or place a check in the box next to the rule and then use the "Delete" button.

Location Search Schedules

Please refer to "Setting up Call Forwarding" in *Chapter 1, Getting Started* (page 8) before continuing with the Advanced Call Forwarding operations in this section.

Modify Schedules Online

Click on "Telephone Options" on the left hand navigation bar to access all of your Call Forwarding options. You can change your availability by modifying your schedules any time you choose.

> **NOTE:** When traveling, it is important to set the Onebox system to your local time zone. To change this setting, use the "Info&Options > "Time Zone" links.

You will see your schedules on the weekly calendar as well as several links listed on the window. These links allow you to perform several functions.

When a schedule is not created (blank area on this screen) then the system automatically routes all callers to Voicemail.
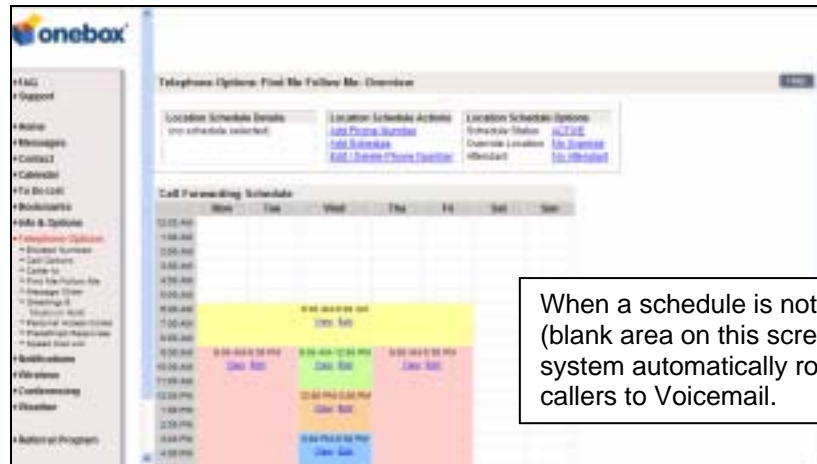
Edit/Delete Schedules

STEP 1: Click "Edit" on any scheduled time period on your weekly calendar to select it.

STEP 2: A pop-up window appears.
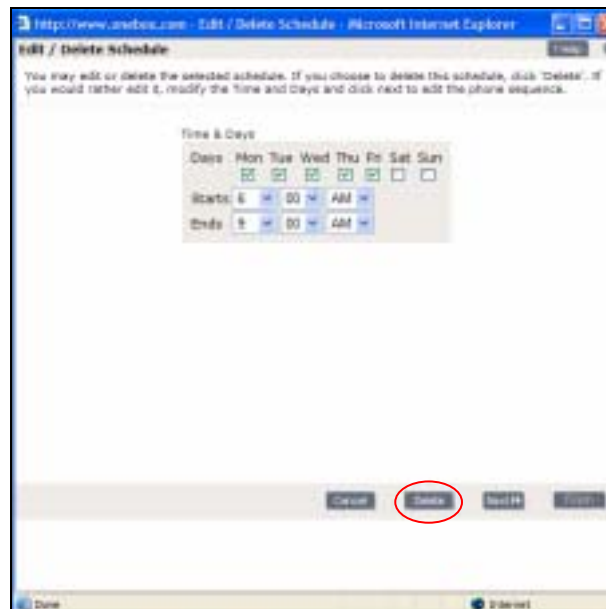
STEP 3: To delete this schedule use the "Delete" button –OR - Modify days and times and click "Next."

STEP 4: The "Phone Sequence" window appears and allows you to modify phone numbers used in this schedule. Select the phone sequence the Call Forwarding feature will use to call you.

NOTE: There are two ways the Call Forwarding feature can locate you. One way is to call you at multiple locations by calling one number after the other. The second way is by dialing multiple numbers at the same time (See page 77 for more information about parallel ringing.)

Enable or Disable Schedules Online

To make yourself unavailable for incoming calls, you can disable your schedule and calls will be routed directly to your Voice Mail. Choose to send calls to your Voice Mail until a specific date/time, or you can set this to remain in effect indefinitely.

NOTE: The schedule status also indicates whether you have an extended absence greeting enabled.

Simply "Enable" your schedule again whenever you like:

STEP 1: Click "Schedule Status" listed under the heading, "Location Schedule Options."

STEP 2: Click the radio button of your choice: "Active," "Disabled Until Manually Activated," or "Disabled Until (set the time and day you'd like to have your schedule automatically enabled again.)"

STEP 3: Click "Save" and close the window. Your new schedule status will be displayed next to the "Schedule Status" link.

Temporarily Override Location Schedules Online

You can change your scheduled availability temporarily so your calls will be directed to another number. When you enable Temporary Override, you can:

- use a default location override number (a number you often use).

- enter a specific number whenever you need to.

- choose a phone number already entered in the system.

When setting a temporary override, you can set an expiration time after which the override will no longer be in effect (until a specific date and time.) If no expiration time is selected, the override remains in effect until you disable it.

STEP 1: Click on the "No Override" link under the "Location Schedule Options". (Once you have set numbers, the link will change to read "Override.")

STEP 2: At the Override window, enter the telephone number, or choose a number you are already using in your schedules from the drop-down menu.

You may also enter a default override number. Whether or not you fill this in will not affect your override status. It will simply be there for you to easily access a frequently used number as an override number (by phone or online.)

STEP 3: Set the expiration date for this override, or check the "Override Indefinitely" box.

NOTE: All phone numbers associated with your Call Forwarding Location Search Schedules support extension dialing and are restricted by any Restricted Outdialing Security that may have been set up for your account.

Parallel Ringing Settings Online

A schedule can be customized to dial multiple phone numbers simultaneously. For example, you may want your home number called first. If you cannot be reached there, your office and mobile phone can all ring at the same time as a second attempt.

Set Up Parallel Ringing for an Existing Schedule

STEP 1: Click on "Edit" any scheduled time period on your weekly calendar to select it.

STEP 2: A pop-up window appears.

STEP 3: Click "Next" (if not modifying the days and times your schedule will be in effect).

STEP 4: The "Phone Sequence" window appears. Select the phone numbers you'd like to ring (hold down the "Ctrl" key to select multiple numbers.)

STEP 5: Use the drop-down list to set all selected numbers to ring as either "first", "second" or "third." Click "Add" and "Finish."

Set Up Parallel Ringing for a New Schedule

STEP 1: Click "Add Schedule" under "Location Schedule Actions." (You must have added at least one phone number for you to Add a Schedule for the first time.)

STEP 2: The "Add Schedule" window appears.

STEP 3: Click "Next" after setting the days and times your schedule will be in effect.

STEP 4: The "Phone Sequence" window appears. Select the phone numbers you'd like to ring (hold down the "Ctrl" key to select multiple numbers.)

STEP 5: Use the drop-down list to set all selected numbers to ring as either "first", "second" or "third." Click "Add" and "Finish."

Attendant Settings Online

You can set up Onebox so that your callers have access to an attendant (any person you select to handle your incoming calls). After Call Fowarding has tried you at all your selected locations, the caller will be prompted to either leave you a Voice Mail (by pressing $\boxed{1}$), or call your attendant (by pressing $\boxed{0}$).

TIP: : If you like, let your callers know they can press $\boxed{0}$ at any time to reach your attendant. They will hear a confirmation message that the attendant is being dialed. (There are no prompts informing callers of this option but it is available anytime they dial your Onebox number if the attendant feature is enabled.) You can also state "Dial 0" inside a custom music on hold file to remind your callers of this option.

You can control the way your attendant handles calls. Your attendant can:

- send the caller to your Voice Mail.

- take the call,.

- transfer the call to another outside number after taking the call. If there is no answer at the number for transfer, the call is returned to the attendant. The attendant is limited to two transfer attempts. (Enable or disable Call Transfer by phone, WAP or Online Manager website)

- specify the number of times a call will ring your attendant before being transferred to your Voice Mail. If your attendant is unavailable, all calls are automatically transferred to your Voice Mail.

- use Call Screening. This feature is available for your attendant's use whenever you enable it for your single number service. Before answering, he or she will hear a voice clip of who is calling. (See "Call Screening" in this section for more details.)

You may set up a schedule online of when your attendant is available:

- Choose an expiration time for the attendant feature.

- Specify "indefinitely".

NOTE: If there is no schedule set up for the attendant and you enable the Attendant feature from the phone, the default schedule (M-F, 9am to 5pm) is used. If you have a Call Forwarding schedule in place and enable the attendant feature from the phone, that schedule will be used for your attendant's availability..

Set up or modify the Attendant feature:

STEP 1:   Click "Telephone Options" from the left navigation bar.

STEP 2:   Click on the "Attendant" link at right and a pop up window appears.

STEP 3:   Select "Active" or "Inactive"

STEP 4:   Make your selections from the window that appears after selecting "Active":

- • use the current number or enter a new number (include an extension if necessary)

- • add a new number (include an extension if necessary)

- • enable or disable Call Transfer

- • Use the checkboxes to set the date and time period the attendant will be available

- • change the numbers of rings the attendant's phone will ring before the system stops dialing this number

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NOTE: All phone numbers associated with your attendant schedule support extension dialing and are restricted by any Restricted Outdialing Security that may have been set up for your account.

Call Forwarding Phone Commands

STEP 1:   After log in, press ⎡8⎤ for **Personal Options**.

STEP 2:   Press ⎡6⎤ for **Find Me Follow Me**.

⎡1⎤   **Disable/Enable Location Search Schedule Settings**. (Calls will be rerouted to your Voice Mail when disabled.)

⎡1⎤ Set expiration date.

⎡1⎤ Set date

⎡2⎤ Set number of hours

⎡2⎤ No expiration date (indefinitely disabled)

⎡2⎤   **Disable/Enable Temporary Voice Override Location**

⎡2⎤ Select from predefined numbers

⎡1⎤ Set expiration date.

⎡1⎤ Set date

⎡2⎤ Set number of hours

⎡2⎤ No expiration date (indefinitely disabled)

⎡3⎤ Set temporary override number

⎡1⎤ Set expiration date.

⎡1⎤ Set date

⎡2⎤ Set number of hours

⎡2⎤ No expiration date (indefinitely disabled)

3 **Modify Temporary Voice Override Location.** (Menu prompts only if you have set a Voice Override Location.)

> 1 Change phone number
>
>> 2 Enter new phone number
>>
>> 3 Select from predefined numbers
>
> 2 Change expiration date
>
>> 1 Set date
>>
>> 2 Set to no expiration date
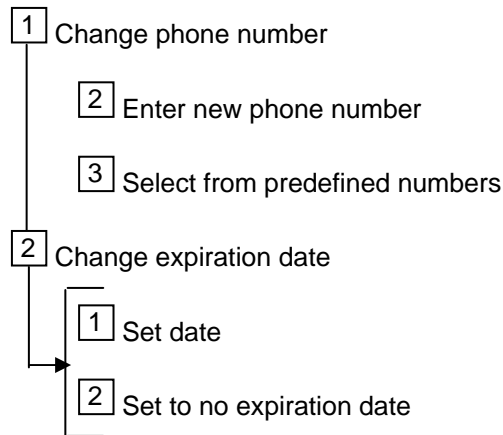
4 **Enable/Disable Call Screening** (See **Call Screening** below.) The system will prompt you to choose either "On" or "Off" after informing you of your current Call Screening setting.

5 **Enable/Disable Direct Direct Connect** (See **Direct Connect** below.) The system will prompt you to choose either "On" or "Off" after informing you of your current Direct Connect setting.

6 **Modify Default Voice Override Number** (This is a frequently used number you may have entered online. This prompt will only play when Override is enabled.)

> 1 Select from predefined numbers.
>
> 2 Set new default location number.

7 **Attendant Settings**

> 1 Enable/disable Attendant (When enabled by phone, system will automatically use the default M-F, 9-5 schedule, overriding any schedule you set up online.)
>
> 2 Modify the number of rings before calls are sent to Voice Mail.
>
> 3 Modify Attendant's phone number.
>
> 4 Set an expiration date for Attendant's availability.
>
> 5 Enable/disable Call Transfer ability for Attendant.

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Call Options: Call Screening and Direct Connect Options

Onebox allows you to control the callers experience when they dial your number. Would you like all callers to identify themselves so you know who is calling before you answer? Or, do you want your callers to listen to hold music or a telephone ringing while the system is locating you? The following section explains how these settings alter your greeting when using the Call Forwarding feature.

Manage Call Options:

STEP 1: Select the "Call Options" link listed under "Telephone Options" in the Navigation Bar at left.

STEP 2: The "Call Options" window appears. Simply click the "on" or "off" button to select one of the following options:

NOTE: These options only apply when a Call Forwarding schedule is created and is configured to actively search for you. Otherwise, callers hear the default Onebox message used for Voicemail, your personal Unavailable greeting, or your Extended absence greeting.

- Callers name is recorded– when this call screening feature is enabled the caller is asked to state their name before the system locates you

- Greeting only – the caller hears a greeting prompt, but then listens to hold music while the system locates you (their name is not recorded)

  A default personal greeting has been provided with this system. You can record a personal greeting by logging into the system via telephone and recording your greeting –OR- you can upload a file using the Online Manager

- Music on hold – the caller only listens to hold music while the system is locating you (the caller does not hear a greeting message)

- "Connecting Call" – a quick prompt is played to the caller followed by the sound of a telephone ringing (the caller does not hear any of your greetings or hold music)

- Ringing Only – the caller does not hear any prompts, once they finish dialing they only hear a telephone ringing while the system locates you

TIP: You can personalize the hold music and some greetings. You can play a custom song or even a company message. The Onebox system will accept recordings in either the .MP3 or .WAV format. To control this feature go to "Telephone Options" > "Greetings and Music on Hold."

NOTE: If you choose to upload copyrighted material, you must have a license for personal use.

Receive Calls

When using Call Screening, you will hear the caller say his or her name. You can then press:

$\boxed{1}$ To accept the call.

$\boxed{3}$ To send the call directly to Voice Mail.

If you don't want to hear prompts when receiving incoming calls, the Onebox system can be changed so that calls are connected directly to you. When this option is used, you won't need to press a button to answer a call. Go to the "Telephone Options" link, and then select the "Call Options" link. At the bottom of the Call Options page, you can turn this feature 'On' and 'Off.'

If you turn off the option requiring you to press a key to accept a call, then calls will be connected to a voicemail system or answering machine and Onebox will no longer capture voicemail messages for you. You will no longer receive voicemails at your email address or notifications.

Caller ID and Blocked Numbers

Caller ID

You can control the phone number that is displayed as Caller Id when your Call Forwarding service is locating you. You can choose to display your Onebox me number or to display the phone number of the person who is calling you. By default, the system displays the number of the person who is calling you.

Manage Caller ID Options

STEP 1: Select the "Caller Id" link listed under "Telephone Options" in the Navigation Bar at left.

STEP 2: The "Caller Id" window appears. Simply click the "on" or "off" button to select which phone number you would like displayed as Caller Id.

Blocked Numbers

To help you manage your time and protect your privacy, Onebox lets you block phone numbers. Once a phone number is blocked, all calls originating from this number will be denied access to your Onebox system.

Manage Blocked Numbers

STEP 1: Select the "Blocked Numbers" link listed under "Telephone Options" in the Navigation Bar at left.

STEP 2: The "Blocked Numbers" window appears. Simply type the phone number that you would like to block and press the "Add Number to Block List" button.

To delete one or more phone numbers from the list, simply place a check in the box next to the number and then use the "Delete Selected Numbers" button.

Speed Dial List

The Onebox system allows you to create a Speed dial list used when forwarding or making calls. You can use a two digit code to dial someone.

TIP: To quickly call a contact, click the blue phone icon next to a phone number and the Click to Call feature will call the number and connect you (See "Click to Call on page 57 for more details).

Manage the Speed Dial List:

STEP 1: Select the "Speed Dial List" link listed under "Telephone Options" in the Navigation Bar at left.

STEP 2: The "Speed Dial" window appears. Choose which code you would like to use for an individual. Type in their phone number (including area code) in the space provided. Use the Description field to type in any notes, or the name of the person this speed dial code represents.

STEP 3: When finished adding to your speed dial list, click on the "Submit" button at the bottom of the page.

TIP: To delete a name from your speed dial list, just erase their information and click the "Submit" button

Personal Access Codes

Personal Access Codes allow your most important calls to always go through, even if Call Screening is enabled or your Call Forwarding schedule is set to "unavailable."

People you give this code to will always be able to reach you even if you have set the system to "unavailable"— the Personal Access code will force your phone to ring anyway, making this an indispensable tool for emergencies and your highest priority calls. The call will immediately go into a location search to find and connect to you, bypassing Voice Mail and Call Screening.

Set Up a Personal Access Code:

STEP 1:   Click "Telephone Options" in the Navigation Bar at left.

STEP 2:   Select "Personal Access Codes", listed under "Telephone Options".

STEP 3:   The "Personal Access Codes" window appears. Enter a two digit number to complete your access code.

NOTE: All Personal Access Codes are 3-digit numbers, beginning with 9.

STEP 4:   Type in a description of what/who this code represents.

STEP 5:   Click "Save" on the top right and close the window. You may now enter more access codes or click "Close" on the menu.

Add a New Personal Access Code:

STEP 1:   Go to the "Personal Access Codes" window by following the steps above. You will see the codes you have previously entered. Click "New" at the top of the window.

STEP 2:   Follow Steps 3 through 5 above.

If you currently have codes, you may follow the steps above to add a new code or click on a current code to edit or delete it.

Edit or Delete a Personal Access Code:

STEP 1:   Go to the "Personal Access Codes" window by following the steps above. You will see the codes you have previously entered. Click "Edit" at the top of the window.

STEP 2:   Make your modifications to the code and/or description or, click "Delete" to delete the code.

STEP 3:   Click "Save" on the top right and close the window.

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Contact List

Onebox allows you to maintain an electronic file of all your personal contact information with the Contacts list. (Your Contacts list is referred to as your "Personal Address Book" when hearing options by phone).

Using Your Contact List

When you use your contact list, you can:

- Sort by Name or Company Name

- Access important details about each contact

- Easily send E-mail by clicking on a contact's E-mail address

- Call a contact using Click to Call

- Set up Distribution Groups comprising different sets of people

- Specify unique Delivery Methods for contacts to receive messages

> **NOTE:** You can synchronize this contact list with Outlook, Act, Palm Pilot, Outlook Express, etc. Refer to the Web Services chapter to learn more about Synchronization.

View Your Contacts List

STEP 1: Select "Contacts" from the left navigation bar. This will bring you to the page which lists all your contacts.

If you entered fewer than 50 contacts, all of them will be displayed on the same page. If you have more than 50 contacts entered, you will see a line of tabs alphabetically sorting your list.

STEP 2: Select a tab to view the contacts sorted in each alphabetical section, or select "All" to see all of your contacts. Simply click on the checkbox next to a listed contact to view all information about that individual contact, or click their name.

Print Your Contacts List

Print the currently shown list by clicking "Print" from the toolbar at the top of the page.

You can also print all information about any contact individually by clicking on the checkboxes next to them. Simply make your selection by clicking on the checkbox of the contacts you'd like to view and then click "Print" from the toolbar at the top of the page.

Find a Specific Contact

STEP 1: If you are looking for a specific contact, type some information about the contact in the text box next to the word "Find'" on the menu at the top of the Contacts page.

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STEP 2: Click "Find."

Send Messages to a Contact

Send a message to a contact by simply clicking on their E-mail address. This will automatically bring you to the Compose page and you can type in your message.

Call a Contact using Click to Call

You can use the Click to Call feature to call a contact either directly from the Contact List, or when viewing/editing a contact. For contacts that contain at least one phone number, click the blue phone icon 📞 to initiate a call using the Click to Call feature (See "Click to Call on page 57 for more details).

Setting up Your Contact List

Your Contact List can be set up online. You can include just enough information to contact the individual via phone or email or you can include more details such as birthdays, anniversaries, etc.

Add a Contact

STEP 1: Click the "New Contact" button. A pop-up window appears.

STEP 2: Fill in any information relevant to the contact. You must at least fill in the First Name or the Company.

STEP 3: Click either "Save" or "Save & Close".

STEP 4: If you have filled in either a Birthday or Anniversary, Onebox will ask if you'd like to set up a Reminder for this date. If so, a pop-up window opens to capture the calendar event, and to ask for the date and time to display the reminder. Enter the date and time when you would like a reminder, then click "Save & Close". (For more details, see "Reminders" in the Web Services section of this chapter.)

NOTE: When first adding a new contact, you will only be able to enter one address, two phone numbers, one E-mail address, and one website (URL). To add more to these fields, you must first save and close the "New Contact" window and then click on the contact name in your list. You will then be able to add more information for this contact in the "Modify Contact" pop-up window that automatically appears.

TIP: Contacts can be sorted by either Name or Company.

Setting a Contact's Preferred Delivery Method

Onebox gives you the flexibility to set up each of your contacts with the delivery methods best suited to them.

First, you'll set the Preferred Delivery Method to the type of message your contact(s) would like to receive: either Fax or E-mail. If setting the method to E-mail, you can then select the Default Format (See next page for more about Default Formats for E-mail).

Specify Preferred Delivery Method for a Contact

STEP 1:   Click "Contacts" on the navigation bar at left.

STEP 2:   Locate the contact from the displayed list and click on the name. The "Modify a Contact" window automatically appears.

STEP 3:   In the "Advanced Options" drop-down list you will see the choices, "Delivery Method" and "Dist Groups" listed. Select "Delivery Method."

STEP 4:   Select how this contact receives messages you send to them by phone. The default Preferred Delivery Method is E-mail, but you may change this to Fax. If you change this to Fax, any voice messages you send them will be transcribed to text and sent to their fax machines for a fee (please contact your Customer Service representative to determine the actual cost).

STEP 5:   Click "Save & Close" at the top right of the Delivery Method window.
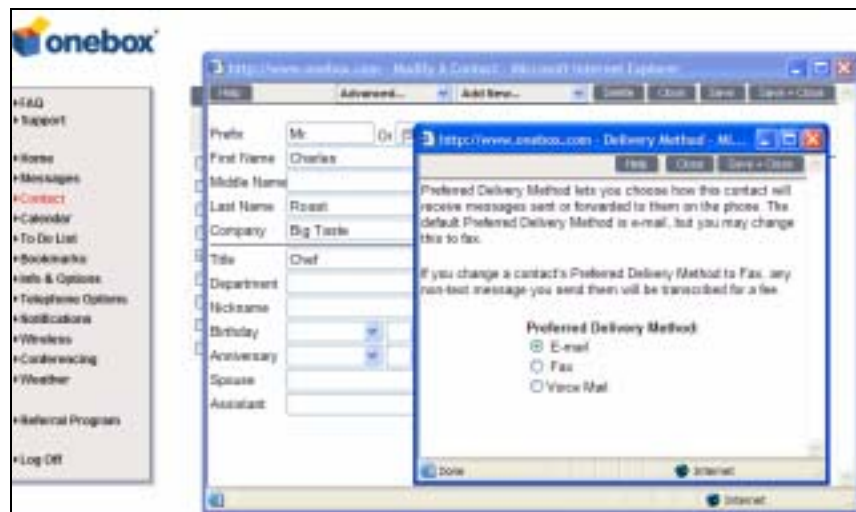
Default Delivery Formats for E-Mail

If you've set "E-mail" as a contact's Preferred Delivery Method (following the steps above), you can select the format of the files they will receive. For example, you may receive a Voice Mail, listen to it, and decide two of your contacts need to also receive the message. Both contacts are set up with E-mail as their Preferred Delivery Method. Onebox automatically forwards any Voice Mail as a .wav file attachment to an E-mail (Default Format: "Audio"). However, one of them does not have speakers on their computer. Therefore, the contact without speakers would need to be set up to receive all of your E-mail messages as text files they can read (Default Format: "Text").

Specify the Default Format for a Contact's E-mail address

STEP 1: Click on a contact's name in your Contacts list. The "Modify a Contact" page automatically opens. (If specifying the E-mail default format while adding a new contact, you will already be at this page and can proceed to Step 2 below).

STEP 2: Click on the contact's E-mail address in the "Modify a Contact" window.

STEP 3: Click the radio button to choose either "Text" or "Audio". ("Audio" is the default setting for all E-mail messages you send by phone).

If you change the default format to "Text" and send a voice message from the phone, your message will be transcribed and sent as text to the recipient's E-mail address for a fee (Please contact your customer service representative to determine the actual cost).

STEP 4: Click "Save and Close" on the top right.

TIP: See "Transcription How-To's" at the end of the Advanced Messaging section in this chapter for more about voice messages transcribed to text.
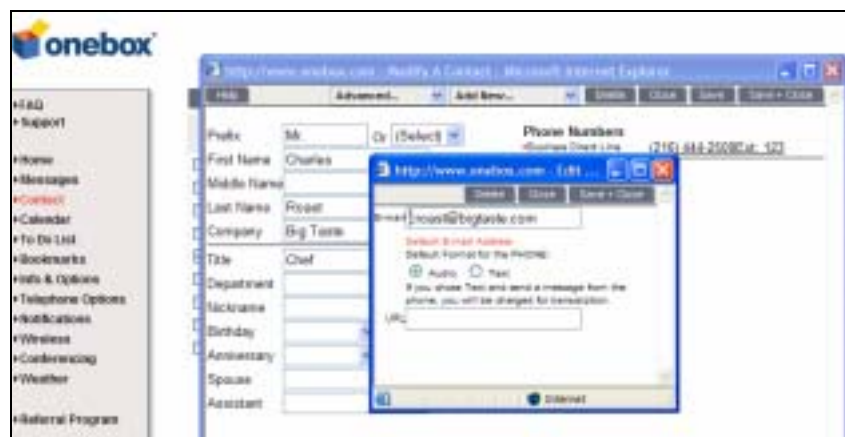
Editing and Deleting Contacts

You can edit the details about a contact or delete the contact from your list online.

Edit a Contact

STEP 1: Click on either the Name or Company of the contact you would like to edit.

STEP 2: The "Modify a Contact" window will pop up. You may edit any relevant information about this contact, including:

- • Phone Numbers, Addresses, E-mail Addresses, or Notes associated with this contact. Clicking on any of these items will open a small window in which you may edit the information.

- • Delivery Methods. Make selections from the "Advanced" drop-down menu.

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STEP 3: You may add new Phone Numbers, Addresses, E-mail Addresses, or Notes to this contact by selecting the item you would like to add from the "Add New…" drop-down list.

You may also edit any Phone Numbers, Addresses, E-mail Addresses, or Notes associated with this contact. Clicking on any of these items will open a small window in which you may edit the information.
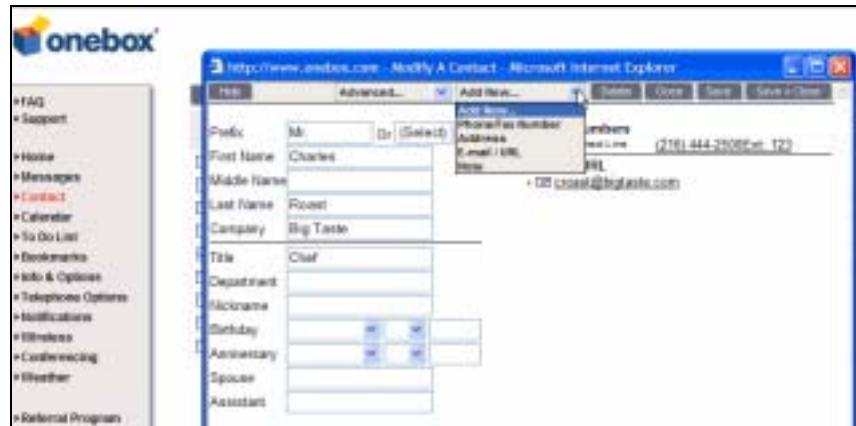
To Delete a Contact:

STEP 1: Click on the contact you would like to delete from your Contacts list to bring up the The "Modify a Contact" window. (Or, select the Contact, using the checkbox, and click "Delete" from the top toolbar.)

STEP 2: The "Modify a Contact" window appears.

STEP 3: Click on the "Delete" menu option

TIP: You may delete multiple contacts from the Contact List by clicking on the checkboxes of the contacts you would like to delete and then clicking "Delete" from the top toolbar.

Distribution Groups

Distribution Groups are used to send messages to a group of people you define. Distribution Groups work with your Contacts list, but not your Corporate Contacts list. Create and edit Distribution Groups for sending messages on the web or the phone.

You can intermix Fax numbers and E-mail addresses in your Distribution Groups, and conveniently send out E-mails and faxes within the same group.

Create a Distribution Group:

STEP 1: Select "Contacts" on the left Navigation bar.

STEP 2: Click "Groups" on the menu bar at top. The "Groups" window pops up. Click "New" at the top of that window.

STEP 3: The Group window page appears, displaying your Contacts List at left.

STEP 4: Enter a Group Name in the "Group Name" field.

STEP 5: Highlight the contact(s) you would like to include, and click "Add". Repeat for everyone you would like to include in the Distribution Group. (Hold the CTRL key while clicking on contacts to select more than one). You must also select the delivery method by adding the contact's fax number and E-mail address.

STEP 6: Click "Save" or "Save and Close" to save the new group. The "Group" window is updated with the name of the new group you've created.

Edit a Distribution Group:

STEP 1: Select "Contacts" on the left navigation bar.

STEP 2: Select "Groups" from the toolbar at top.

STEP 3: Highlight the group you would like to edit and click "Edit" on the menu bar.

STEP 4: You may "Add" or "Remove" contact names by highlighting them and clicking "Add" or "Remove". (Hold the CTRL key while clicking on groups to select more than one).

STEP 5: Click "Close" on the menu bar.

Delete a Distribution Group:

STEP 1: Select "Contacts" on the left navigation bar.

STEP 2: Select "Groups" from the toolbar at top.

STEP 3: Highlight the group you would like to delete and click "Delete" on the menu bar. (Hold the CTRL key while clicking on groups to select more than one).

Adding a Contact to an Existing Distribution Group:

STEP 1: Select "Contacts" on the left navigation bar.

STEP 2: Locate the contact.

STEP 3: Click on the contact name. The "Modify a Contact" page automatically appears.

STEP 4: From the "Advanced Options" drop-down menu select "Dist. Groups".

STEP 5: Highlight the Distribution Group you would like to add this contact to and click "Add".

STEP 6: Click the "Save and Close" option on the top right.

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Contacts List and Distribution Groups

You can easily access all your contact information by phone using your Onebox account:

You can choose to send messages to a personal contact or a corporate contact using the phone system. (Your Contacts list is also referred to as your Personal Address Book.) You can also use the Contacts feature to reply to and forward any message.

Depending upon how each contact is set up, or the type of contact information you've entered for them (E-mail address, fax number or phone number), Onebox will prompt you over the phone to select message delivery options. You can also conveniently access important information about your contacts over the phone:

Use Your Contacts and Distribution Groups by Phone

STEP 1: Dial your Onebox phone number and log in.

STEP 2: Press $\boxed{3}$ for the "Organizer" menu.

STEP 3: Press $\boxed{1}$ to select by last name

$\boxed{2}$ to select by company

$\boxed{3}$ to select by Distribution Group

$\boxed{1}$ To select from "Personal Address Book"

$\boxed{2}$ To select from "Corporate Contacts

STEP 4: After selecting a contact by phone, you can listen to the following information. Press $\boxed{1}$ for phone numbers.

$\boxed{2}$ for fax numbers.

$\boxed{3}$ for E-mail addresses.

$\boxed{4}$ for notes

$\boxed{5}$ for additional information
Company
Title
Department
Nickname
Birthday
Anniversary
Spouse's name
Assistant's name
Prefix

NOTE: All the prompts for Step 5 above will vary depending on the information you've entered online for that contact. For example, if you have not filled in the field for "Fax Number" or "Nickname", you will not hear a prompt for this item..

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Corporate Contacts List

The Corporate Contacts list gives you access to a corporate address directory, in addition to your personal Contacts list (Personal Address Book).

Corporate information is controlled by an administrator of your company, and cannot be edited by you. However, once you have access to a Corporate Directory, you can use it exactly the way you use your Contact List.

> **TIP:** You can sort Corporate Contacts just like your personal Contacts List, by name or by company name..

Use your Corporate Directory Online

STEP 1: The Corporate Directory presents a drop-down list. Select a specific company, or "All Companies".

STEP 2: If you select "All Companies", a line of tabs appears that divides all your Corporate Contacts alphabetically, rather than by company.

STEP 3: Click a tab to view the contacts listed in each alphabetical tab.

STEP 4: Click the person's name to view contact information.

STEP 5: Click the E-mail address to send the person a message.

Use Your Corporate Contacts List by Phone

STEP 1: Dial your Onebox phone number and log in.

STEP 2: Press 3 for the "Organizer" menu.

STEP 3: Press 1 to select "Contacts"

STEP 4: Press 2 to select "Corporate Contacts

STEP 5: Press 1 to select by last name

2 to select by company

STEP 6: After selecting a contact by phone, you can listen to the following information. Press 1 for business telephone

2 for business fax

3 for home telephone

4 for pager number

5 for mobile number

6 for business address

7 for home address

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$\boxed{8}$ for e-mail address

$\boxed{9}$ for additional information
    Company
    Title
    Department
    Nickname
    Birthday
    Anniversary
    Spouse's name
    Assistant's name
    Prefix

NOTE: All the prompts for Step 6 above will vary depending on the information you've entered online for that contact. For example, if you have not filled in the field for "Fax Number" or "Nickname", you will not hear a prompt for this item..

Conference Center

The Onebox Conference Center is available to you wherever you are and whenever you need it. You can speak with as many as 32 people at a time without operators, reservations or time limits.

Conference Center Features

Click "Conferencing" on your Online Manager navigation bar to learn more about how to:

- Initiate conference calls by simply dialing into your Onebox account.

- Mute your line

- Reference your 4-digit Conference Center PIN number.

- Allow participants to dial in to the conference directly.

- Access Contacts lists to easily retrieve participants' addresses to notify them about upcoming conference call details.

- E-mail participants instructions for dialing into upcoming conference calls. Instructions to participants include:

  - the date and time the conference call will take place

  - a toll and a toll-free number for them to call, and

  - the conference code to enter

Leader Instructions

As the leader, you are always in control of the conference call. You inform the participants as to whether they will dial into the conference, or receive a connecting call.

If the participants are dialing into the conference, the following information must be distributed prior to the scheduled conference:

- The date and time of the conference call.
- Our Toll-Free Reservationless number
- The conference code

Implement Your Conference Call (as the leader)

STEP 1: Dial your Onebox phone number and log in.

STEP 2: Press $\boxed{2}$ at the Main Menu to access the Conference Center.

STEP 3: Enter your Conference Code that is listed online followed by the $\boxed{\#}$ key.

STEP 4: Press $\boxed{*}$ to confirm that you are the leader.

STEP 5: Enter your 4-digit leader PIN followed by the $\boxed{\#}$ key.

TIP: If you need to be reminded of your code or PIN number, you can find them on your online Business Card ("Info & Options">"Get Business Card"). Or, refer to the E-mail that was sent to you when your online account was first activated, "Accessing the Conference Center". Or, click "Conference Center" from the navigation bar online and view leader instructions.

Leader Options

Press $\boxed{*6}$ to mute your individual line.

Press $\boxed{\#6}$ to turn off the mute for your individual line.

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Participant Instructions

The conference leader will distribute the following information to you and all participants beforehand, including:

- the date and time the conference call will take place
- the toll-free number for you to call, (or a Toll Number for International Callers)
- the conference code to enter

Dial into a Conference Call

STEP 1: Dial either the toll-free number (888.500.7771) for U.S. or Canada, or the toll number (847.892.5900) for international calls.

STEP 2: Enter the conference code.

STEP 3: Press the $\boxed{\#}$ key. You will be placed on hold (while music plays) or entered directly into the conference.

Participant Options

Press $\boxed{*6}$ to mute your individual line.

Press $\boxed{\#6}$ to turn off the mute for your individual line.

Web Services

Calendar

Onebox helps you manage your schedule online, by day, week or month. You can:

- Add, edit and delete events from your schedule

- Set up "repeating events" so you'll always be reminded of recurring dates such as birthdays, anniversaries, or monthly meetings

- Set up Active Reminders to alert you of upcoming events

View Your Calendar:

To view your calendar, log onto Online Manager and click on "Calendar" in the navigation bar. Your Calendar page will appear.

The Day View: You will see the current day first. You can view other days by clicking on them in the small calendar at left. Any events without a time assigned to them are displayed at the top. Conflicting events are displayed with an alert bar.
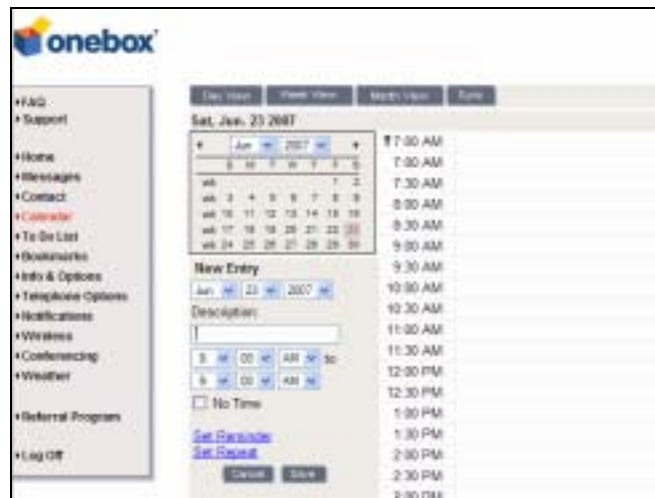
The Week View: View a week's worth of events by clicking this option at the top of the page, or by clicking on the icon labeled "wk" next to each Sunday on the calendar.

The Month View: This view displays a one-month calendar with the current date in red. A highlighted bar appears on those days you have scheduled events.

TIP: You can easily select and modify Time Zone and Time Settings (12-hour or 24-hour clock). Click the "Info & Options" link in the navigation bar to make your selections. Onebox recommends that you always change your Time Settings when traveling.

Add an Event to Your Calendar

STEP 1:   Below the "New Entry" heading set the day, month and year of your event from the drop-down list. You can click the day on the small calendar pictured at top left. If needed, use the small arrows to display past or future months.

STEP 2:   Enter a description for your event (i.e., lunch with Jeff and Karen).

STEP 3:   Select the time of the event (12:00 pm to 1:30 pm.)

NOTE: The end time must be later than the start time. Click "No Time" for events such as birthdays that do not have a specific time associated with them.

STEP 4:   You can set an event to repeat every Day, Week, Month, or Year. Click the "Set Repeat" link. The heading under the calendar will change to "Set Repeats" and provide drop-down menus you use to set repeat options for your event. Click "OK" when done.

Advanced Operations

TIP: You can choose to have Onebox remind you of this calendar event. When reminders become active, they will be listed in a window that pops up each time you log in to the home page. They will also be played for you when you first log in by phone, and you can select them to work with your Notifications. (See "Notifications" on page 62 and "Reminders" on page 104 for more details.)

STEP 5: If you would like to set a reminder for this event, click "Set Reminder" link. The heading under the calendar will change to "Add Reminder." If your event does not repeat, you may choose to set the reminder for a specific date, for the same day (by entering "0" in the day field) or to begin a certain amount of days or weeks before the event date. Click "OK" when done.

STEP 6: Click "Save" at the bottom after you've made all your choices.

Edit/Delete an Event:

STEP 1: Click on the day's event you would like to edit or delete in the small calendar at top left of the Calendar window, or go to Week View.

STEP 2: Locate the event listed on your schedule at right. Click on the description. The "Edit Entry" menu appears at left.

NOTE: If this event repeats, you are given the choice of editing the individual occurrence of the event, or the entire series.

STEP 3: Edit the event information using the same menu lists you used to add it. (You can also edit, add or delete a reminder.)

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STEP 4: To delete the event, click "Delete" at the bottom of the window.

STEP 5: Click "Save" when finished modifying this event.

Listen to Your Calendar by Phone

STEP 1: Dial your Onebox number and log in.

STEP 2: From the Main Menu, press ⎾3⏌ to reach the Organizer.

NOTE: The Organizer controls access to your Calendar, To Do's, Contacts, and Reminders.

STEP 3: Follow the prompts to hear:

⎾1⏌ today's events

⎾2⏌ tomorrow's events

⎾3⏌ next seven days' events

⎾4⏌ yesterday's events

⎾5⏌ a specific date's events
(enter date on phone keypad)

After hearing any event:

⎾5⏌ Replay event

⎾7⏌ Delete event

⎾#⏌ Go to next event

⎾*⏌ Return to the Calendar menu

To Do's

Prioritize your projects and keep better organized by setting up a To Do List on your Online Manager website.

- Sort your items by priority, subject or due date

- Set up Active Reminders to alert you of upcoming To Do items

View the To Do List:

Click the "To Do's" link from the navigation bar. The To Do List appears.

Normal priority
Low priority
Completed
High priority
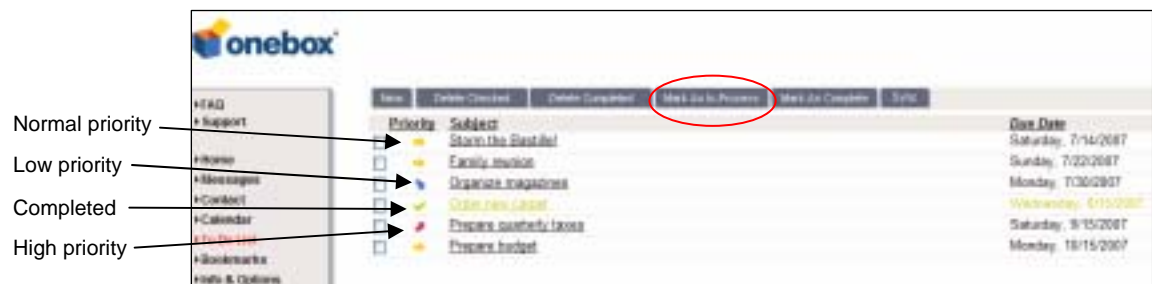
Each To Do item has a checkbox next to it for easy selection, and icons to show its Priority, Subject, and Due Date. You can sort the list by Priority, Subject, or Due Date by clicking on

one of the three headings above your listed items. The category by which it is sorted is shown in italics. The icons show whether a To Do is Normal, High, Low, or Completed:

You can mark To Do's as completed without deleting them. Check the To Do's you would like to mark as completed and then click the "Mark as Complete'" heading. The listed item will change to a lighter color and appear with the "Completed" icon.

Likewise, to make a To Do active again, simply click on "Mark In Process" from the top toolbar. The listed item will change color and appear with this icon.

Delete all your completed To Do's by clicking the "Delete Completed" heading. Or, delete selected items by clicking their checkboxes and the "Delete Checked" heading.

Add a To Do

STEP 1:   Click the "New" button from the top menu. A pop-up window appears.

STEP 2:   Enter the subject of your To Do item

STEP 3:   If your To Do item has a due date you'd like to indicate, check the box labeled "Due Date?." Uncheck the box if you do not want a Due Date associated with this item.

STEP 4:   If you'd like to set the Due Date, you can do so in one of two ways:

- Click the date on the calendar provided. You can use the arrows on top of the calendar to move forward or backward one month at a time.

- Or, select the date from the drop-down list.

STEP 5:   Set the priority of your To Do item from the "Priority" dropdown list. Select Normal, High, or Low.

STEP 6:   If you would like a reminder window to pop up each time you log in, click on the "Reminder" checkbox. The Reminder pop-up window appears. (See "Calendar" in this section for tips on how to set up reminders.)

STEP 7:   Click "Save & Close".

TIP: Receive notifications of your To Do's. (See page 62 for more information about notifications.)

Edit a To Do

STEP 1:   Click on the item you would like to modify. A pop-up window displays the same To Do fields you completed in the "Add a To Do" steps above.

STEP 2:   Edit your To Do information. You can also edit or add a reminder from this window, or choose to delete the To Do.

STEP 3:   Click "Save & Close."

Manage Your To Do's by Phone

STEP 1:   Dial your Onebox phone number to log in. Any reminders you have set up for your To Do's play automatically when you log in.

STEP 2:   Press ⬚1⬚ to hear reminders

Press ⬚2⬚ to skip reminders and continue to the Main Menu.

STEP 3:   Press ⬚3⬚ for Organizer.

STEP 4:   Press ⬚3⬚ for To Do's
(*At this menu, To Do items will be played for you whether or not you have set up any reminders for them.*)

After hearing a To Do:

⬚1⬚   Keep To Do

⬚2⬚   Close To Do

⬚3⬚   Delete To Do

Reminders

Reminders are automatically played for you over the phone each time you dial into your Onebox service. You can set up your Reminders for:

• Calendar Events

• To Do Lists

• Birthdays and Anniversaries you enter for specific contacts in your Contacts list online.

Listen to Reminders by Phone

STEP 1:   Dial your Onebox phone number and log in.

STEP 2:   Onebox will announce the number of active reminders you have every time you log in by phone. You must have at least one reminder set up to hear this announcement, otherwise you will hear the Main Menu options only.

STEP 3:   Press ⬚1⬚ to hear reminders

Press ⬚2⬚ to skip reminders and continue to the Main Menu.

After hearing a Reminder:

⬚1⬚   Keep the Reminder

⬚2⬚   Delete the Reminder

TIP: You can also hear your reminders from the Organizer menu. Press ⬚3⬚. from the Main Menu to reach the Organizer menu. If you have any reminders, you will hear a prompt to press ⬚4⬚ to listen to them.

View Reminders Online

A pop-up box is displayed when you log in alerting you about all open reminders you have specified.
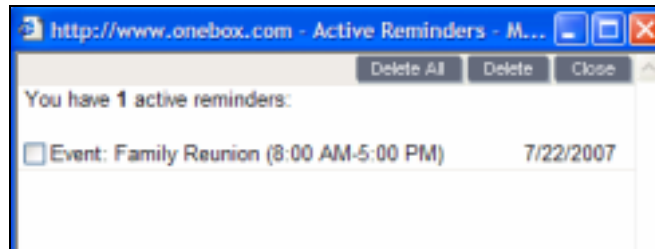
You will also see a section at right of your home page where reminders are always listed for you. You can delete these as you like by checking the boxes next to them and then selecting, "Delete Checked."

TIP: Onebox automatically responds to any time zone changes you make—so you'll never lose any reminders!

For example: While in California, you have set a reminder to be sent to you at 5:00 pm Pacific Standard Time (PST). You board a plane to New York at 2:00 pm on that day. When you reach New York you will need to change your Time Zone online by going to "Info & Options">"Time Zone". Although, it is now after the time that you should have received the reminder in California, when you change your time zone to Eastern Standard Time (EST) the reminder is sent to you immediately.

Weather

Weather keeps you up-to-date with the latest weather information for up to two U.S. cities and one international city.

Monitor the Weather Online

Click "Weather" in the Navigation Pane to see the weather in your selected cities.
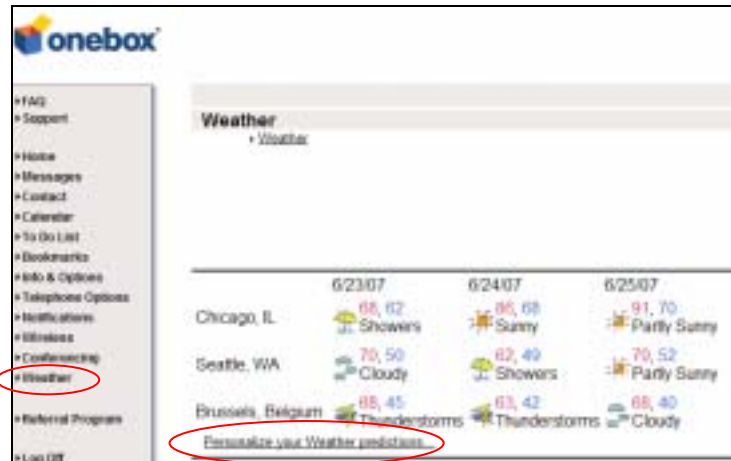
Click the "Personalize your Weather predictions" link to change the cities whose weather you want to monitor.
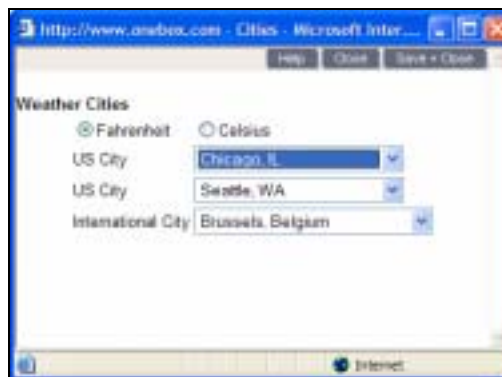
Monitor the Weather by Phone

Remember that after you log in, you can press:

$\boxed{*}$ to cancel or return to previous menu.

$\boxed{0}$ to reach Customer Service.

$\boxed{\#}$ to skip to then next message.

STEP 1:   After log in and any prompts for active reminders play, press $\boxed{4}$ to access the weather.

STEP 2:   Press $\boxed{2}$ to listen to the weather.

NOTE: You must first set up your portfolio and weather online before being able to access this by phone..

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Bookmarks

Store web addresses and easily go to your favorite sites by using Bookmarks. Just click on a Bookmark and Onebox quickly opens the URL in another window.

Add a Bookmark

STEP 1: Click on "Bookmarks" in the left hand navigation bar.

STEP 2: Enter the web address in the URL field on the next screen.

STEP 3: Type in a description.

STEP 4: Click "Save" at top right of the window. Your new Bookmark will appear listed in the window.

To Edit or Delete a Bookmark

STEP 1: Click the radio button next to the Bookmark you'd like to edit or delete.

STEP 2: Click "Edit Bookmark" from the toolbar at top.

STEP 3: Make your changes to the URL and/or description fields, or click "Delete" on the top menu bar to delete this Bookmark.

STEP 4: Click "Save" on the top menu bar.

Synchronization

Synchronize your Calendar, To Do Lists and Contacts with Act™, Microsoft Outlook™, Outlook Express™, and Palm Pilot™.

STEP 1: To begin synchronizing your Calendar, Contacts, and To Do items, click the "Sync" button at the top toolbar of your Calendar, Contacts or To Do page.

STEP 2: Download and install the synchronization software on your PC following the step-by-step instructions. NOTE: This feature is only supported on computers running the Windows Operating system. It is recommended that you make a backup copy of your data before you begin this process.

STEP 3: Once the synchronization software is installed on your computer, configure the synchronization process to suit your needs. Within Intellisync, you will find a detailed "Help" section describing configuration and setup options.

STEP 4: Synchronize your Calendar, Contacts, and To Do items using Intellisync. If you require help from Customer Service, go to "Info & Options" and access the "Contact Us" information.

Platform, PC Application and Device Support

Intellisync is designed for the PC, and runs on Windows 95, Windows 98, Windows NT 4.0, Windows 2000, and Windows XP operating systems.

Intellisync allows synchronization with:

- • Symantec ACT!™ 3.0.8, 4.0.2 and 2000

- • Microsoft Outlook™ 97, 98, 2000, and 2002 (Outlook 2002 required with Windows XP)

- • Microsoft Outlook Express™ 4.0 and 5.0

- • Palm Pilot™, all versions

Download and Install Intellisync

NOTE: If you are installing Intellisync on Windows NT/2000, you must have administrative privileges.

STEP 1: Begin by clicking the "Sync" button at the top toolbar of your Calendar, Contacts or To Do page.

STEP 2: Click the http://www.onebox.com/images/ucm/Intellisync Setup.exe link to download the installation software. The download is about 5 Megabytes and will take approximately one minute with a T1 connection, 30 minutes with a 56k modem, or longer with a slower connection.

STEP 3: You will be prompted to either run the program or save it to disk. Save the program to your hard drive, and make sure you record the file name and location.

STEP 4: When the download is complete, run the installation software. To run the installation software, click on the Start Menu, select 'Run...', enter the file name and location in the text box, and click 'OK'.

STEP 5: Once the installation is complete, you're ready to use Intellisync. The Intellisync icon will be on your desktop; double-click the icon to configure the synchronization process.

STEP 6: The first time you use Intellisync, a User Configure dialog box will appear. Enter your Onebox Number (numbers only, you cannot enter your E-mail name) and Password, make sure the Server Name reads: "http://www.onebox.com/Intellisync/", and click "OK".

STEP 7: Next, you will see two buttons: "Synchronize" and "Configure". Before you synchronize for the first time you must configure your Calendar, Contacts, and To Do items items to sync with a particular device or PC application. Click "Configure" and choose the Onebox feature you want to configure.

Synchronize your Data

It is recommended to back up your data before you begin the synchronization process:

STEP 1: Click on the "Synchronize" button to update your data. During synchronization, an "Operation in Progress" dialog box will show the progress of the synchronization process.

STEP 2: Once Intellisync has analyzed the data you will be asked to Confirm Changes by clicking the 'Accept' button. The synchronization process will then continue and your changes will be applied.

Congratulations! You have just synchronized your data.

NOTE: If you require help from our Customer Service department, go to "Info & Options" and access the "Contact Us" information. One of our customer care representatives will be happy to assist you.

Info & Options

Click on the "Info & Options" link on the left hand navigation bar to get current information about your account and customize your account settings.

Your Information

Displays your Access Number (Onebox number), Shared Numbers (if any), and E-mail address. The Contact Us link is also provided here so you can E-mail or telephone our Customer Support or Billing Departments with questions and comments.

Click on Get Business Card to have a card E-mailed to you with your Onebox number, E-mail address, and conference center code and PIN.

Account

Disk Usage: View the amount of space left in your mailbox (you will not be able to receive any new messages if your mailbox is full). Onebox automatically sends an E-mail to your third party E-mail address, as well as alerting you with a pop-up message at log in, when your mailbox is 90% full.

TIP: Items in your Trash Folder take up space, too. You can purge the Trash Folder to gain more space on your drive, if needed.

Password: Modify your password. Your Onebox password is used for both phone and web access.

Weather Settings: Set the two US cities and one international city for which you'd like to obtain weather information. (Select from the drop-down list of 100 largest cities.)

Secret Question and Answer: Modify your Secret Question and Answer (this helps if you forget your password)

Home Page Settings: You can elect to display either the home page or your Message Center page first upon login.

Advanced Operations

Time Settings: Select either a 12-hour clock (4:00 pm) or 24-hour clock (16:00).

Time Zone: Click to select from the drop-down list of time zones.

Language: Choose which language you'd like to use for your phone features and spell checker.

> **NOTE:** The language you select will only be used by the phone system, with the exception of the spell check feature when you send E-mails online. Language choices apply to these features when used from the phone:
>
> - Prompts that callers hear
>
> - To Do Lists
>
> - Calendar
>
> - Time Stamp of Messages.

Personal Options

Access Personal Options by phone to change your password, check phone usage, enable/disable E-mail Consolidation, record personal greetings, and customize Find Me Follow Me options. Options for Automated Fax Forwarding and Automated Voice Mail Forwarding are also available from this menu.

STEP 1:   After logging in to the Main Menu, press ⏍8⏍ for Personal Options.

STEP 2:   Select from the following:

⏍1⏍   Change password.

⏍3⏍   Enable or disable E-mail Consolidation. (See page 67 for details.) (You will hear this prompt only if you have set up E-mail consolidation from the Online Manager website.)

⏍4⏍   Record or change greetings. (See page 15 for more details.)

⏍6⏍   Modify Find Me Follow Me options. (See page 74 for more details.)

⏍7⏍   Automated Fax Forwarding. (See page 40 for more details.)

⏍8⏍   Automated Voice Mail Forwarding. (See page 44 for more details.)

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