



One View Users Guide

To Use One View you MUST have Windows based software. One View works with Windows 95, 98, 2000, NT and XP. You MUST have your viewer set to Windows' default Viewer, or have the capability of viewing a TIFF file. One View may or may not work with other systems. It is your responsibility to find out which viewer you are using and make any changes. Contact your computer technician for any questions regarding your own computer settings. Voice Retrieval is not responsible for problems you may experience with viewing your faxes on your system due to your own computer system.

To Use One View you must have a One Number Account.

1. Log on at **www.vfemail.com**
2. Enter your user name (first name last name with no space).
3. Enter your pass code.
4. After you have logged on you will see 4 buttons on the left hand side:
 1. Profiles
 2. Messages
 3. Callings
 4. Numbers

These buttons will assist you on managing your One Number over the web instead of from a touch tone phone.

Profile

This is a default screen when you log on. At the top of the screen, there are six options to your profile:

1. Availability

- Available / Unavailable for callers to connect to you
- Enable / disable your primary number
- Enable / disable your follow-me number
- Enable / disable your call screening

2. Message Paging

- Page for messages when you are available
- Page for messages when you are unavailable
- Set paging options

3. Web Password

- Allows you to change your password for your online account. (Can be the same as your telephone access pass code.)

4. Account Password

- Allows you to change your telephone access password (Can be the same as your

5. Recordings

- Name recording
- Unavailable Greeting
- Personal Greeting
- Temporary Greeting

6. Configure E-Mail

- Enter your e-mail address

Messages

There are two options at the top of this screen to select from:

1. Voice mail

- You can listen to your messages
- Forward your messages via email as an attachment after saving to your hard drive
- Save or delete voice mail messages – by checking the correct box

2. Fax

- You can view your faxes
- You can save them to your hard drive and send them via email as an attachment
- You can forward them to any fax machine
- Save or delete fax messages – by checking the correct box

Calling

There are three options to chose from on the screen

1. Place a call – enter the number you wish to call in the space indicated
2. Redial the number called
3. Or, choose one of your speed dial numbers you wish to call

Numbers

These are six options at top of this screen to select from:

1. Change Primary Number

- Outlines your Primary Number

- Allows you to change your Primary Number
- Allows you to specify if desire no number defined
- Set-up Speed Dials

2. Follow-Me Number Change

- Outlines your Follow-Me number
- Allows you to change your Follow-Me number
- Set up Speed Dial

3. Change Personal Operator

- Specifies your Personal Operator number
- Allows you to change your Personal Operator number
- Specify if you want no number defined
- Set-up Speed Dial

4. Change Fax Number

- Defines default fax number
- Allows you to change defined fax number
- Or, set to one of your speed dials

5. Change Call Me Number

- Defines Call Me Number
- Allows you to change your Call Me number
- Set it to one of your Speed Dials

6. Edit Personal Directory

- Create a new Speed Dial number
- Change a recording associated with an existing number
- Allows you to delete Speed Dial numbers

One View Troubleshooting Tip

If you are experiencing problems viewing the fax document online, check your user guide (available at www.vri.com). If you are using an approved system and still having problems, downloading and installing AlternaTIFF may help. AOL users benefit from installing AlternaTIFF.

1. Visit <http://www.alternatiff.com/>
2. Click on "Click here to go to the installation page" Under " 1. ActiveX control, auto-install."
3. Click on "Auto-install AlternaTIFF ActiveX control."
4. Follow on-screen directions to install and register AlternaTIFF ActiveX control.
5. Restart ALL Internet Explorer Browsers.

You should be able to view the fax from OneView on Windows XP and AOL after doing the above steps.