

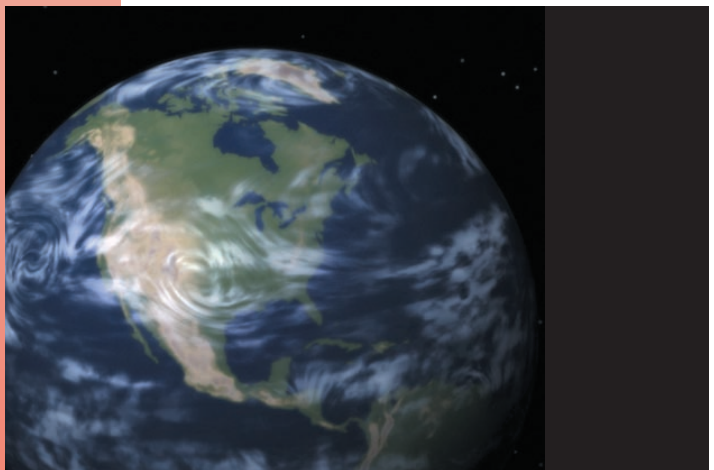
Voice Retrieval
& Information Services



CORPORATE

OneNumber Service

User's Guide





ONE NUMBER SERVICE CORPORATE USER GUIDE

OneNumber is an advanced call management service that gives you complete control of all your calls. Callers can now reach you at your work phone, your cellular phone, or your home phone by dialing just one telephone number. And you can check your voice and fax messages by dialing the same number.

OneNumber Puts You In Charge

OneNumber lets you manage your calls the way you want to. It identifies your callers for you and lets you decide to accept the call, transfer the call into voice mail or transfer the call to another number.

You can make yourself unavailable if you cannot take calls. OneNumber will automatically route your calls to voice mail or to your Personal Assistant.

You can easily transfer a call from one phone to another. So if you are on a call at your desk but running late to an appointment, you can seamlessly transfer the call over to your cellular phone without missing a beat!

972-380-8400 Voice

1-800-879-3500 Voice

1-800-879-5600 Fax

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"Advanced communication at your fingertips"

SETTING UP YOUR MAILBOX

Dial your OneNumber telephone number. This is the same number callers will use to reach you.

Press * and enter your passcode.

You will be greeted by a tutorial to help you configure your OneNumber account.

Passcode and Calling Code

OneNumber will tell you how to change your passcode (4-11 digits) and your calling code (4-10 digits). It is important that this number be unique and confidential to avoid potential access by another user.

For security purposes, a 5-digit code is recommended.

Name

OneNumber will give you instructions on how to record your name.

Greetings

OneNumber will guide you through your greetings. For more information on greetings see Recording Greetings.

Your OneNumber Account is now ready to use. To access your OneNumber Account in the future, simply dial your OneNumber account number and press * followed by your passcode.

RECORDING GREETINGS

You may choose to greet your callers with the standard greeting or you may choose to record your own greetings. If you want to use the standard greeting, you do not have to do anything more. If you want to record your own greetings, follow the instructions below. You can change your greetings at any time from within your account.

To Record Your Greetings

From the Main Menu, press **3** to go to the Personal Options Menu.

From the Personal Options Menu, press **3** to go to the Greetings Menu and follow the instructions.

Personal Greeting

Your personal greeting is played when you make yourself available to answer calls. Your personal greeting should provide information so your callers know how to reach you best.

For example, "Hi, this is John Smith. If you would like to speak with me, press **1** and hold while PSC locates me. Press **#** for more options."

Unavailable Greeting

Your unavailable greeting is played when you make yourself unavailable to answer calls. For example, "Hello, this is Jane Smith. I can't take your call right now, press **2** to leave a message or press **0** to connect to my Personal Assistant.

Temporary Greeting

A temporary greeting overrides all other greetings. Temporary greetings are useful to give callers short-term information.

For example, "Hi, this is Steven Smith. I am giving a presentation from 2-4 today. Press **2** to leave a message." Your temporary greeting is activated as soon as you record it. The greeting is deactivated as soon as you delete it.

AVAILABLE AND UNAVAILABLE MODES

With OneNumber, you can make yourself available or unavailable to your callers. When you make yourself available, callers hear your personal greeting and may connect to you. When you make yourself unavailable, callers hear your unavailable greeting and are not given the option to connect to you and will go directly to voice mail.

To Change Your Availability

From the Main Menu, press **5** to access the Availability Menu.

Press **1** to make yourself available. When you are available, your personal greeting is voiced to callers. Callers will be able to connect to you.

Press **2** to make yourself unavailable. Your unavailable greeting will be played to callers. Callers will not be able to connect to you. Callers may leave a voice message or transfer to your Personal Assistant.

SETTING UP PHONE NUMBERS

With OneNumber, you have a Primary phone number, this is the place where you can be reached most often such as your business phone, cellular phone, or your home phone and a 2nd Follow Me number - these numbers ring simultaneously when someone presses **1** to speak with you. You can also have a Personal Assistant phone number, this is a number where a person can talk to the caller live in the event you are unable to respond. You can also set a fax number where most of your faxes will be delivered.

To Set-Up and Change Your Phone Numbers

From the Main Menu, press **3** to access the Personal Options Menu.

Press **4** to change your phone numbers.

Follow the instructions to enter your phone numbers for your Fax number, Personal Assistant's telephone number, and your Primary number. Enter all 10 digits of the phone number (area code and number).

WHAT THE CALLER HEARS

When a caller dials your OneNumber they will hear your personal greeting, unavailable greeting, temporary greeting or the system greeting.

If you are **available**, the caller may press **1** to connect to you. OneNumber will ask them to say their name or enter their telephone number. The caller will be asked to hold while you are located.

If you do not respond, or choose not to accept the call, OneNumber will ask the caller to continue holding, leave a message, send a page, or be transferred to your Personal Assistant.

If you are **unavailable**, the caller may press **2** to leave a message. They will be able to record a private message.

TAKING A CALL

When a caller tries to reach you, OneNumber will ring your Primary phone number. When you answer, you will hear: “The recorded name of caller or caller’s telephone number” is holding. To accept, press **1** or press **2** to send to voice mail.

If you press **#**, you will be directed to the Call Management Menu. At this menu, you can transfer your caller to voice mail, to another number, or to your Personal Assistant.

CALL MANAGEMENT MENU

- 1** Connect to Your Caller
- 2** Transfer Your Caller To Voice Mail
- 3** Transfer Your Caller To Another Number
- 4** Transfer Your Caller To Another OneNumber User
- 7** Add Your Caller To Your Conference Call
- *9** Hang Up On Your Caller
- 0** Transfer Your Caller To Your Personal Assistant
- *** Log Into Your Mailbox
- # #** Place Your Caller on Hold
- #** Screen Your Caller

MANAGING CALLS

When you are talking with a caller, you can place the caller on hold, transfer them to another number, or allow them to leave a message. You can also change phones seamlessly while talking to a caller.

Putting a Caller on Hold

While connected to a caller, press **# #**. Once the caller is on hold, you have full access to the Call Management Menu. Press **1** to reconnect to the caller. You also have multiple options of transferring the call. See the Call Management Menu.

Changing Phones while Connected to a Caller.

While talking to a caller, dial into your OneNumber account from a second phone. Press ***** to log into your mailbox. Press **1** to connect to the caller on a second phone. You can now talk on the second phone without interrupting your conversation. Then, just hang up the first phone. This feature is convenient when you want to, for example, change from a cellular phone to a landline phone or vice versa.

Reconnecting if a call is dropped

If you are disconnected during a call (for example, if a cellular connection is temporarily dropped). OneNumber will ask your caller to press **1** to hold while the call is reconnected. OneNumber will “shotgun” your phones to reconnect your call. You can also dial into your OneNumber account if your phone drops the call and press ***** to go to the Call Management Menu. Press **1** to reconnect to your caller.

PLAYING VOICE MAIL MESSAGES

Each time you log into your account the system will tell you how many new voice and fax messages you have.

Press **1** to play. Your urgent messages will automatically be played first.

At any time during message playback, you can:

Press **1** to decrease volume.

Press **3** to increase volume.

Press **7** to backup your message 5 seconds.

Press **8** to pause.

Press **8** to resume listening.

Press **9** to advance your message 5 seconds.

Press **#** to move to the end of the message.

After you have played your message you can:

Press **1** to save the message

Press **2** to delete the message.

Press **3** to replay the message.

Press **5** to receive message information with time and date stamp.

Press **6** to reply to a message.

Press **7** to return to previous message.

Press **8** to forward a copy of a message.

Press **9** to call the sender of a message.

After you have finished listening to your messages, you can return to the OneNumber Main Menu any time by pressing ***.**

RECEIVING FAXES

Your OneNumber Account can receive faxes as well as voice messages. A caller can send a fax to your OneNumber Account as if it were a fax machine. OneNumber detects the fax tone at the beginning of the call and deposits the fax into your account.

When you press **2** from the OneNumber Main Menu, you will also be told how many fax messages you have.

Your fax messages are handled just like voice messages. OneNumber will tell you the telephone number of its origination.

Press **1** to save the fax.

Press **2** to delete the fax.

Press **3** to replay (if voice attachment).

Press **4** to print fax...

- 1** To print to the fax/phone you are calling from.
- 2** To print to the personal fax number specified in you account.
- 3** To print to any fax machine. If you select this option you are prompted to enter the number of the fax machine to which you wish to print.

Press **5** for message information.

Press **7** to return to previous fax.

Press **9** to call sender of a fax.

Press ***** to exit to previous menu.

MAKING CALLS - LONG DISTANCE & LOCAL

In addition to receiving calls, OneNumber allows you to make calls from your account. You can make multiple calls without having to hang up or re-enter your password.

From the OneNumber Main Menu, press **9**.

OneNumber will ask you to enter your calling access code followed by the area code and phone number. After your call is placed and you are connected to your caller, you can manage your call in the same way you manage your incoming calls. See "Managing Calls."

After you have finished your call, press ***9** to hang up, OneNumber will ask you to enter the number you want to call or press ***** to return to the Previous Menu. If you make a call and your party does not answer press ***9** to hang up.

Note: Your outbound calling may be restricted. Please consult our customer service center at (800) 879-3500.

CONFERENCE CALLING

To create a 3-way conference call:

Connect to an incoming call or login and place a call. This is considered the first party in your conference.

1. Press **# #** to place the first party on hold.
2. From the Main Menu, press **7** to add the caller to your conference call.
3. To add another party to your conference call, press **3** and enter the telephone number of the party. OneNumber will dial the number.
4. Start the conversation. Press **# #** to place the second party on hold.
5. From the Main Menu, press **7** to add the caller to your conference call.
6. Press **1** to bring all parties into the conference.

Note: Please consult our customer service center at (972) 380-8400 if you would like the ability to have up to an 8-way conference call, as an Optional service..

ACCEPTING MULTIPLE CALLS

OneNumber allows you to accept up to two calls at one time.

If you are talking to a caller and a second caller is trying to reach you, you will hear a call waiting tone.

To screen the second caller, put your first caller on hold by pressing **# #**. Press **#** to screen the second caller. After screening the call, you can press **1** to connect to the second caller.

Note: You also have multiple options of transferring the second call. See the Call Management Menu.

After talking to the second caller, you can return to the first caller. Place the second caller on hold by pressing **# #** press **#** to screen the first caller, and press **1** to connect. You can move back and forth between your calls in this way.

After you have finished talking to a caller and the caller hangs up, OneNumber will automatically ask you if you want to reconnect to any holding caller.

USING PERSONAL DIRECTORY

OneNumber allows you to save time by using personal directory numbers. You can use your personal directory numbers anywhere you would enter a telephone number from within your account. And OneNumber makes personal directory dialing easy by allowing you to record a name with each number.

Entering Personal Directory Numbers

From the Main Menu, press **3** to go to the Personal Options Menu.

Press **6** to access your personal directory list.

Press **1** to add a directory entry. Follow OneNumbers' instructions to give the entry a personal directory code and to record a name for that code.

Press **2** to change a directory entry.

Press **3** to delete a directory entry.

USING PERSONAL DIRECTORY CODES

You can use your personal directory codes any time OneNumber asks you to enter a phone number. You can use personal directory codes to change your Primary or Follow Me numbers. You can also use personal directory codes to place calls. If you use Voice Mail messaging it would be helpful to have your associates OneNumbers programmed as directory codes. To forward a Voice Mail message simply enter the personal directory code of your associate and OneNumber will do the rest.

USING PAGING

You can connect a pager to your OneNumber Account so you can be alerted when a caller is trying to reach your OneNumber will let you know via your pager if a caller is leaving a message, or if a caller is sending you a fax. You can use either a numeric or an alphanumeric pager with your account.

Paging Codes From Your OneNumber Account

When you see a “2” on your pager, a caller is leaving a message for you. If the caller has entered their telephone number, it will follow the “2” on your pager. For example, 2 5551234 means your caller with number 555-1234 is leaving you a message.

When you see a “4” on your pager, a caller is sending you a fax. If the caller has entered their telephone number, it will follow the “4” on your pager. For example, 4 5551234 means your caller with number 555-1234 is sending you a fax.

When you see a “8” on your pager, your fax transmission had an error in delivery. If the caller has entered the fax number, it will follow the “8” on your pager. For example, 8 5551234 means your fax was not delivered to the number 555-1234.

Note: If you are using an alphanumeric pager you may receive more information on your pager about your mailbox.

USER MAP

Main Menu

1 Listen to Messages

At anytime **during** playback, you can:

- 1 To Decrease Volume
- 3 To Increase Volume
- 7 To Backup Your Message 5 Seconds
- 8 To Pause Your Message Up To 15 Seconds
- 8 To Resume Listening To Your Message (any key will resume play)
- 9 To Advance Your Message 5 Seconds
- # To Move To The End Of The Message

After you have played your message, you can:

- 1 To Save The Message
- 2 To Delete The Message
- 3 To Replay The Message
- 5 To Receive Message Information With The Time And Date Stamp
- 6 To Reply To The Message
- 7 To Return To The Previous Message
- 8 To Forward A Copy Of The Message
- 9 To Call The Sender Of The Message
- # To Play The Next Message
- 0 To List The Prompts That Are Available

2 Retrieve Fax Messages

- 1 To Save The Fax
- 2 To Delete The Fax
- 3 To Replay The Fax
- 4 To Print The Fax
 - 1 To Print To The Fax/Phone You Are Calling From
 - 2 To Print To The Personal Fax Number Specified In Your Account
 - 3 To Print To Any Fax Machine
 - * Return to Previous Menu
- 5 For Message Information
- 7 To Return To A Previous Fax
- 9 To Call The Sender Of The Fax
- * Return to Previous Menu

3/4 Change your Phone Numbers

- 1 Fax Number
- 2 Follow Me Number
- 3 Personal Assistant
- 5 Primary Number
- * Return to Previous Menu

USER MAP

3 Modify Personal Options

1 Change Paging Options

1 Messages Received

- 1 All Messages
- 2 Urgent Messages
- 3 Disable Paging
- * Return to Previous Menu

2 Messages When Unavailable

- 1 All Messages
- 2 Urgent Messages
- 3 Disable Paging
- * Return to Previous Menu

2 Change Passcode and Calling Access Code

- 1 Passcode
- 2 Calling Access Code
- * Return to Previous Menu

3 Change Recordings

- 1 Name Recording
- 2 Unavailable Greeting
- 3 Personal Greeting
- 4 Temporary Greeting
- * Return to Previous Menu

4 Change Phone Numbers

- 1 Fax Number
- 2 Follow Me Number
- 3 Personal Assistant
- 5 Primary Number
- * Return to Previous Menu

4 Personal Directory

- 1 Add Directory Entry (1-99 but only a total of 49 entries)
 - 1 To Add A Speed Dial Entry
 - 2 To Add A Distribution List Entry
 - * Return To Previous Menu
- 2 Change Personal Directory Entry
 - 0 Personal Directory List
 - * Return To Previous Menu
- 3 Delete Personal Directory Entry
 - 0 Personal Directory Entry
 - * Return To Previous Menu
- * Return to Previous Menu

USER MAP

4 Contact Another Subscriber

Enter Your Parties Telephone Number

* Return to Previous Menu

5 Change Your Availability

1 To Mark Yourself Available

2 To Mark Yourself Unavailable

4 Disable Your Primary Number

* Return to Previous Menu

9 Place A Call

Enter your calling code wait to be instructed to enter the telephone number you wish to dial. To make another call, disconnect from your current phone call by dialing ***9** or wait for your caller to hang up, you will be instructed to enter the next number you wish to dial.

* * Disconnect Your Call To Your OneNumber Account

NOTES

- The OneNumber Account will allow up to a 5-minute greeting, a 5-minute message, and 20 messages with a 12-day retention time.
- When a voice/fax message is deleted, if you stay in your OneNumber Account, after playing all your messages you will have the opportunity to listen to the messages again or the return to the main menu. If you listen to your messages, the messages you deleted will still be there, this allows you the retain messages that you did not want to delete. If you delete the message and hang up the phone, the message is deleted and there is not a way to retrieve the message.
- Pressing **#** after each enter will speed up the system.
- When adding a distribution list entry, you can dial by last name. After you are prompted to enter the number you wish to add, press **0#**. You will be instructed to dial the persons' last name. If there is more than 1 match, you will be instructed to press **1** for... press **2** for ... press **3** for... etc. to add the person to your distribution list.
- When you send a fax message to another number that is not set-up as your default fax number, a confirmation will fax out on your default fax number to let you that it has been sent.
- After a voice/fax message has been in your account for 12 days, the system will purge out the message.