

iTel Connect's 'OnlyOne Number' Service



871-8686

Powered by iTEL-Connect

3 Minute Quick Start and Reference Guide

Version 5.1

Name _____ **O1#** _____



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3 Minute Quick Start

Version 5.1

Welcome to a better way to communicate!

Your new 'OnlyOne Number' will enhance your professional image; save you time, and save you money on other communication services. Please take a few minutes to be sure you get all of these benefits! In about three minutes, you can read these basics on pages 2 – 4 and quickly scan the major headings in the rest of this reference. Of course, you can take more time to fully read the instructions on specific features whenever you need to.

Initial Setup

OnlyOne is ready to use "right out of the box!" Your OnlyOne/iTEL representative has already entered your office, home, cellular and any other desired phone numbers. We should have also asked a few basic questions regarding your personal preferences on how OnlyOne forwards calls to you. Also, you should have received help creating speed dials on your mobile phone for "setting your status." If you wish to be notified of new voicemails and faxes on your cell phone and/or on your computer, make sure your OnlyOne representative activated these features. Call (205) 871-8686 if you have any questions or wish to change your initial setup.

Transitioning to iTELConnect/OnlyOne:

One of the most powerful features of OnlyOne is the ability to hold ALL of your messages in ONE place! So, it is really important to transition your messaging completely and not cause yourself to continue checking multiple voice mailboxes, paging services, fax services, etc. We urge you to update your business cards and other contact materials as soon as possible. You may want to notify others of your new OnlyOne number by sending an email to your contacts requesting that they update your number in their file. (Note: There is a sample e-mail on page 16) If you've given your mobile number to quite a few people, you may wish to record a message on your cell phone voicemail asking your callers to reach you on your new OnlyOne number. This helps callers learn your new number.



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Note: When your cell phone rings with an OnlyOne call, you'll see your OnlyOne number displayed on the screen. If the number you see is NOT your OnlyOne number, you can let the voicemail answer and instruct the caller to reach you at your new number! You can later have your OnlyOne set to display the actual caller ID on incoming calls if you wish. If you also use an office or other voice mail system, you may choose to place a "my new number is..., please change your records..." message on that system as well.

Setting Your Status – A key feature of OnlyOne

Remember, OnlyOne is not "just a voice mail system". It is like an "electronic secretary" who can handle calls according to your instructions. If you are available for calls, tell iTel/OnlyOne which phone you want to answer your calls on. If you are not available, tell iTel you are "in a meeting" or place your number on "do not disturb." **Setting your status is easy, and it will simplify and streamline your communications even more than you imagined!** You change your status in seconds by pressing a single button on your mobile phone (or other telephone with speed dial memory). As you're leaving your office, press the "cell button" and all calls to your OnlyOne number will ring on your cell phone. When you return to the office, press the "work button" and all calls to your OnlyOne Number will ring on your office number. The same is true for your "home" and for any other optional numbers you may have entered in the system. While walking into a meeting, press the "meeting button" and the system will politely take messages for you. Make sure to get in the habit of "statusing yourself" right away. See the "Setting My Status" quick reference on page 18 (and notes on page 16) to help you get started.

When you are available and answer a live call, OnlyOne will tell you the name of your caller that they recorded. Simply press 1 and say Hello, or press 2 if you prefer to have OnlyOne announce you are unavailable and take a message. Your caller will hear music (or your advertising message) until you choose to press either 1 or 2.

That's it! Please read page 5 on retrieving messages, then review the remaining reference pages at your leisure. Let us know anytime you have a question or a suggestion on how we can make OnlyOne even better. We are constantly striving to make OnlyOne – "communication at the highest level!"

Thank you for subscribing to iTEL Connect's 'OnlyOne Number' Service!



Quick Reference

How do I...?

Log in and hear my messages

To login, dial my OnlyOne number _____
and interrupt the greeting by pressing #45 _ _ _ _ #

Note: Replace the 4 blanks with your passcode.

Press 1 for VOICE MAIL

Press 1 again for NEW messages or 2 for SAVED messages

If desired, press the * key to skip through the date/time playback

Skip, Forward, Save, or Delete a message

After hearing message, or at any time during message playback:

Press 1 to skip to next message

Press 2 to forward the message (to other iTelConnect subscribers only)

Press 3 to delete the message

Press 4 for a "one button" callback to the caller ID number for this message

Note: (Press 4 then 1 to call back to the caller ID number. When finished talking, you may press ## to return back to your OnlyOne menu and continue listening to voicemail)

Press 5 to replay the message including date and time

Press 6 to save the message so it no longer appears as "new"

Press the * key if you wish to "back up" to the main menu

Hang up when finished

During message playback

Press 7 to rewind six seconds

Press 9 to fast forward six seconds

After hearing message

Press 9 to hear the caller ID number read to you



Quick Reference

How Do I ...?

Change my PIN number (Passcode)

After logging in as above:
Press 5 for OPTIONS
Press 3 for PASSCODE
Enter new PIN followed by #
Enter new PIN again followed by # to confirm.

Change the order I hear messages played back

After logging in as above:
Press 5 for OPTIONS
Press 4 for PLAYBACK OPTIONS
Press 2 for MESSAGE SORTING
Press 1 for oldest messages first OR press 2 for newest messages first

Change my Status while logged in to the system

Note: (This is the "long way." See Setting My Status reference (page 17) for shortcuts!)

After logging in as above:
Press 5 for OPTIONS
Press 1 for SET STATUS
Press 2 for Cell or
 3 for Do Not Disturb or
 4 for Home or
 5 for Custom Statuses (see separate instructions for custom statuses)
 6 for In a Meeting or
 7 for Rest/Vacation or
 8 for Traveling or
 9 for Work

Note: Whenever changing your options, you can press the * key if you wish to "back up" to the main menu. Simply hang up when finished.



Quick Reference

How do I ... ?

Forward a fax to a convenient fax machine

To login, dial my OnlyOne number _____

and interrupt the greeting by pressing #45 _ _ _ _ #

Press 2 for FAXES

Press 1 for NEW or 2 for SAVED faxes

If necessary, press 1 to skip to another fax

Press 4 to forward the fax (NOTE: Option 2 sounds similar, but is only to other subscribers)

Enter number for fax machine (area code included) followed by #

Press 1 to accept your entry or 2 to re-enter

Press the * key if you wish to "back up" to the main menu

Hang up when finished

Transfer a caller to another phone (save on cellular minutes!)

While speaking to a caller, press * * on your phone

Press 2 on your phone to select the transfer option

Enter the 10 digit number to transfer to

(NOTE: Always use area code within our system – 10 digit dialing, even for local calls)

(NOTE 2: You can also use our 3-digit 'speed dialing' here)

Press # (Then, the number will be read back to you)

Press 1 at any time (even before you hear the number read) to complete the transfer

Press 2 if you made a mistake and need to re-enter the number.

Transfer a caller directly to my voicemail

If a caller needs to leave you information at a time it's not easy for you to record it (such as while you're driving), you can instantly send them to your voice mail WITHOUT asking them to hang up and call back! Just alert the caller that you are about to transfer them into voice mail.



Quick Reference

How do I ... ?

Transfer a caller directly to my voicemail (cont'd)

Press * * on your phone

Press 1 on your phone to select the voice mail option

The caller will be sent immediately to your voice mail and can leave the desired message. Then you can hang up (your “airtime” is over while your caller has up to 4 minutes to leave you a voice message.)

Send internal message to another iTel/OnlyOne Subscriber

To login, dial my OnlyOne number _____
and interrupt the greeting by pressing #45 _ _ _ _ #

Press 6 for SEND VOICE MAIL

Enter the iTel/OnlyOne Number of subscriber

(OR you can press 2 for our name directory and enter the 1st four letters of their last name)

Press #

Enter another subscribers number, OR press # a second time

(You will need to press # twice after entering the last one)

Record at the beep and press 1 when finished recording

Press 1 to send the message, or select from the other options

Note: If you send a message this way, the recipient can press 4-2 to reply direct to your voicemail without ringing you, or 4-1 to call you back live. You can also accomplish this without logging into the system to make your message. If you direct dialed another subscriber, press 1-8 after speaking your message. Then enter your 10 digit OnlyOne number followed by #. That subscriber can then reply to voicemail with 4-2 or call back live with 4-1.

Make a call while logged into the system

After logging in as above:

Press 4 from the main menu

Enter the 10 digit number and press # (The number is read back to you)



Quick Reference

How do I ... ?

Make a call while logged into the system (cont'd)

Press 1 at any time (even before you hear the number read) to complete the call, OR

Press 2 if you made a mistake and need to re-enter the number

Your call is connected. When finished, hang up, or press # # to return into your OnlyOne and make more calls or hear more messages.

Note: There is a 5.9 cents per minute fee for all long distance calls made while logged into the iTel system (the "cardless calling card" feature). The same charge applies to a fax forwarded to a long distance number. You do NOT need to enter a 1 for long distance calls. Long Distance is any number with a different area code from your primary 'OnlyOne Number'.

Press the * key if you wish to "back up" to the main menu

Hang up when finished

Record my own name title

After logging in as above, press 5 for options

Press 6 for Greetings

Press 1 for Name Title and follow the prompts

(Note: See separate instructions to learn more about custom greetings and custom statuses.)

Change my ring sequence

iTelConnect will make two attempts to reach you when you are statused available. If statused to cell phone, it will ring your cell phone a few times, pause and try again. The caller has the option to press 2 at any time to stop the sequence and leave a message. If you are statused to work, home, or a custom status, iTel will normally ring that phone first, then ring your cell phone on the second attempt. If you prefer that it ring the work, home or custom number on both attempts, login and press 5 for Options, 5 again for Ring Sequence, then 2 for Ring Primary Twice.

(NOTE: There is also a checkbox on the website to do this.)

Quick Reference

How do I ... ?

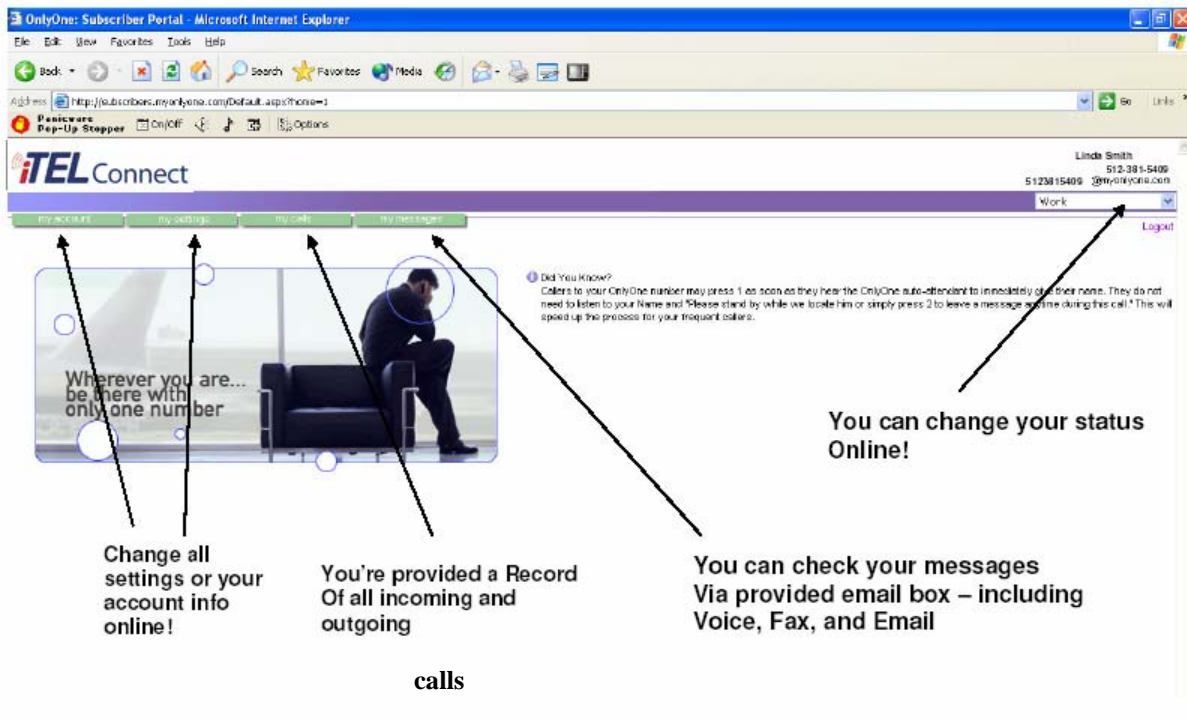
Log in to the Web Site

Point your browser to <http://www.getonenumber.com>. Then click on "OnlyOne/iTel Login". Your Subscriber ID is your 10 digit OnlyOne phone number (numbers only - no dashes or spaces) and you should know your password which is a 4 digit pin code.

Note: You can bypass the main home page and go directly to the login screen by pointing the browser to: <http://subscriber.itelconnect.com> (This is the best page to add to your 'Favorites' Folder).

You will now see the following screen:

Explore Your OnlyOne Web



Change all settings or your account info online!

You're provided a Record Of all incoming and outgoing calls

You can check your messages Via provided email box – including Voice, Fax, and Email

You can change your status Online!

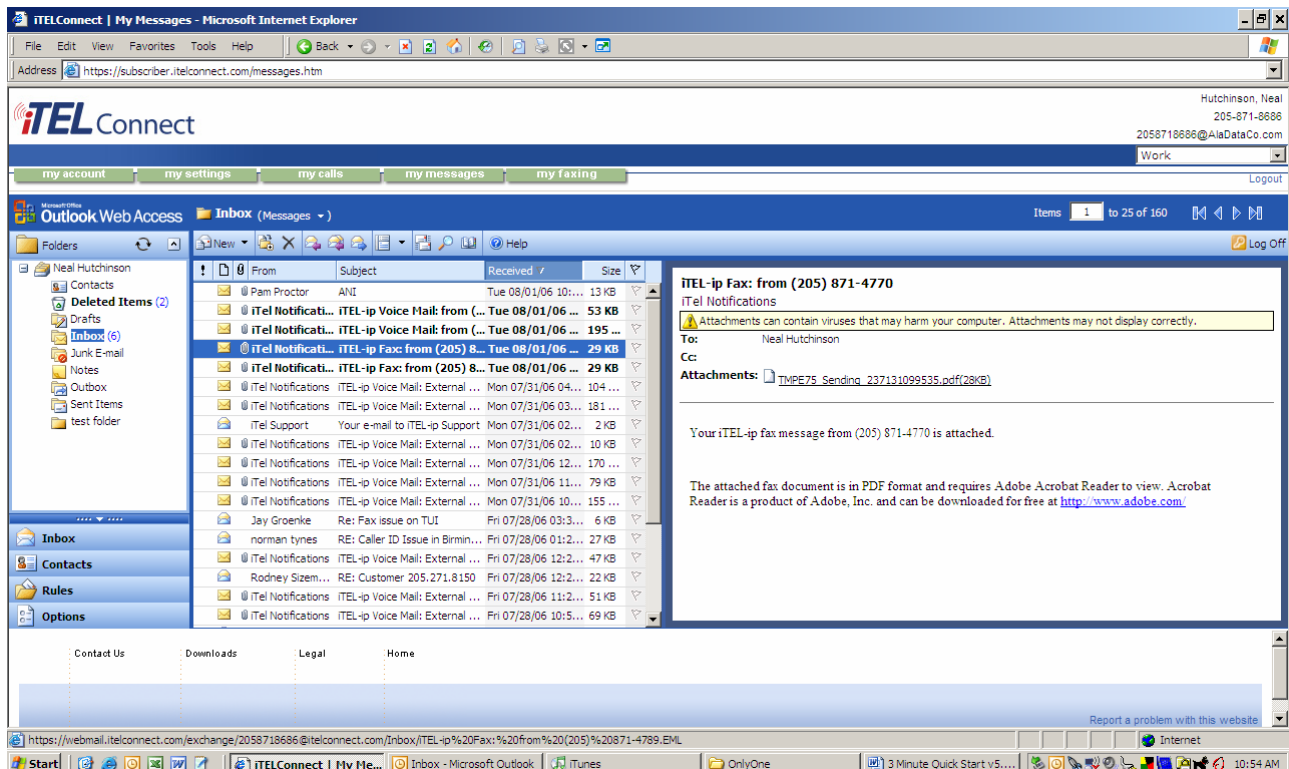
<http://subscriber.itelconnect.com>

Quick Reference

How do I ... ?

Find the Messages on the Web Page

Log in as described above. Click on the **My Messages** tab at the top to view the following screen. This is your Web inbox containing your voicemails, faxes and emails. You can receive email sent directly to your_onlyone_number@itelconnect.com. Example: 2058718686@itelconnect.com



Messages sent to “your_onlyone_number@itelconnect.com” will also be delivered to your “Primary E-Mail address”, if different.



Quick Reference

How do I ... ?

Find the Messages on Web Page (cont'd)

If your PC has the standard Windows graphics and audio software, you can hear voicemail and view faxes right on the computer.

The iTel servers will store all messages here for a period of no less than 30 days. If you use this Web Mail site as your primary email program, or if you use "IMAP" for your e-mail on your mail program, you will need to save any messages or attachments (such as voicemails and faxes) on your computer hard drive in order to keep them permanently.

If you are using a "POP3" account as your 'Primary E-Mail', then your voicemails and faxes are saved on your e-mail program (such as Outlook, Outlook Express, Eudora, etc.) until you delete them.

Most computers already have Windows graphics and audio software and you can hear voicemails and view faxes right on the computer without any additional hardware or software. Sometimes you need to set the program that opens a .wav or .tif file the first time in order to hear and view them and once set, they open automatically in the correct program everytime. Please call us if you need help with this.

Listen to a voicemail or view a fax on the Web or via Email

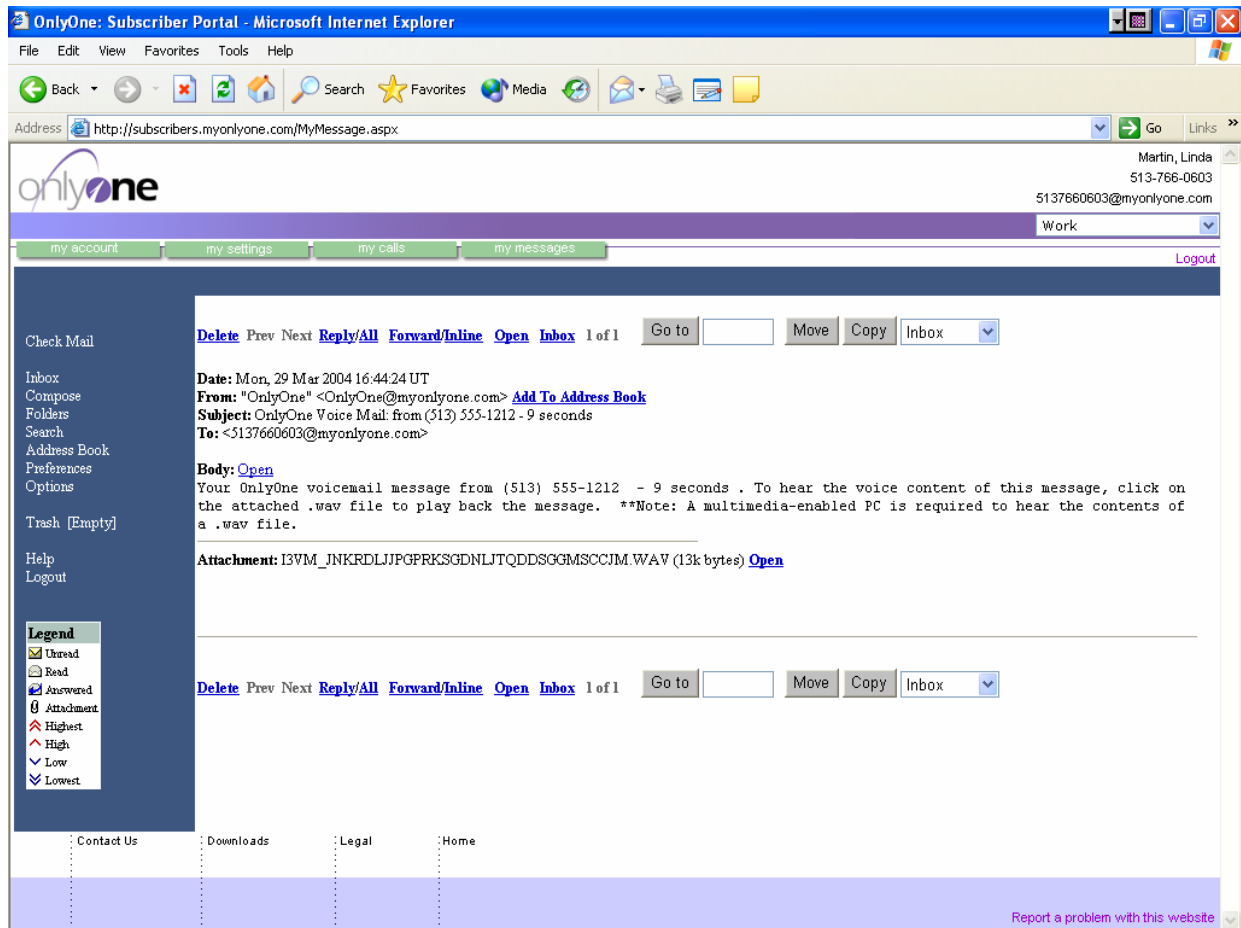
Log into your Web account as described above. Click on **My Messages** at the top of the screen. Select the desired message by double clicking on it.

The following new screen now displays the message information (date, time, phone number etc) along with an attachment which contains the actual message (voicemail or fax).

Quick Reference

How do I ... ?

Listen to a voicemail or view a fax (cont'd)



A voicemail looks something like this:

Attachment: I3VM_DDNRCJBPTBTSRDGNPKRFRDSDSQFCKKHJN.WAV (18k bytes)

A fax looks something like this:

Attachment: TMP3E9.TIF (94k bytes) or

Attachment: TMP4161_Sending_200766404328.pdf (54k bytes)



Quick Reference

How do I ... ?

Listen to a voicemail or view a fax (cont'd)

To hear a voicemail or view a fax, you must right-click and Open the link to the right of the attachment. When finished with the message, you can click **Delete** near the top of the screen (or use the delete button on your keyboard) and the message will move to your TRASH for 30 days or until you “empty deleted items”.

Should you ever need to recover an accidentally deleted message, click on **Deleted Items** at the left of the screen. You can recover all future deleted messages EVEN IF they were deleted from the telephone. Again, deleted items stay in that folder for 30 days or you can permanently delete them by Right-Clicking on the deleted items folder and select “Empty Deleted Items”.

Email Note: If you are listening to voicemail and viewing faxes via your email inbox, you will see the same attachments as described above. You should be able to double click the attachment to open it. In some cases your PC will automatically ask if you want open it or save it to disk. In other cases, you may need to RIGHT click the attachment in order to have this choice.

Change My Phone Numbers or Email on the Web

To change email, click on the **My Account** tab at the top of the screen, then click **Change My Profile**. Re-enter the Primary Email as desired, then click **Submit** at the bottom. To change phone numbers, click on **My Settings** at the top of the screen, then click **Change My Phone Numbers**. Re-enter phone numbers as desired, then click **Update** at the bottom.



Quick Reference

How do I ... ?

See a record of all incoming and outgoing calls

Click on **My Calls** at the top of the page. Note the page arrows at the bottom to move forward and back a page. To display more calls on one page, enter a larger number at the bottom, then click the **Set** button. You can sort and filter calls using the blanks and **Search** button at the top. Note that ALL connections to your OnlyOne appear on this screen EVEN if the caller hung up without leaving a message!

Set up a group call or fax list

Click on the **My Settings** tab at the top of the Web page, then click **Configure My Distribution Lists**. Click on **Add New**. Enter a name and number for this group. Enter the phone number of the first iTelConnect subscriber you wish to put in this group. Click **Verify** to see the person's name. If it is correct, click **Add**. Repeat for additional group members and click **Submit** when finished.

To send a single voicemail to all the members in one of your groups, log in on the phone as you would to hear your messages. Press 6 from the main menu. Then press 3 to dial by group. Enter the group number followed by the # key. Press # again to indicate you are finished with your entry. Record the message and press 1 when finished, then follow the prompts.

Use the VIP Code on the Web

Click on the **My Settings** tab at the top of the Web page, then click **Change How Incoming Calls are Handled**. Enter the desired 3 digit number in the **VIP Code** blank. Click the **Update** button. When you are statused on Do Not Disturb or In a Meeting, the VIP caller can press 9 on their phone, then enter the 3 digit number. OnlyOne will override your status and ring your cell phone to get the call through to you.



Quick Reference

How do I ... ?

Opt Out of the Global Name Directory

Other subscribers can login to their account, press 3 to send a message, press 2 for the name directory, enter the first four letters of your name, hear your number and send you a voicemail. To opt out of the directory, click on the **My Settings** tab at the top of the Web page, then click **Change How Incoming Calls are Handled**. Click on the check box to remove the check next to **Opt-In Global Whitepages**. Click the **Update** button.

Important Note: When finished using the Web site, always click on LOGOUT at the top of the screen. If you are using some computer other than your own, ALWAYS shut down the browser when finished to protect your password. This is true for any password protected Internet application, and is not unique to OnlyOne.

Thank you for subscribing to OnlyOne!

For help, please call our local number first: 205-871-8686. If no one is available, call our network center at 1-888-249-ITEL (888-249-4835).

Please note the “shortcuts” for setting your status on page 18.

Note: In order to use “one button statusing” as shown on page 18, you must store the dial sequence in a memory on your cell phone (or any phone with memories). Example: 2058718686pp#42_ _ _ #. The phone number is your OnlyOne number, the p represents a timed pause and the blanks represent your passcode. First, create a new memory entry with the above dial sequence. Then, attach that memory to a key on your phone. For example, you might use the 2 key which has the C on it to set status to Cell Phone. See your cell phone manual regarding stored memory numbers, speed dialing or one touch dialing, and how to enter pauses. Your local OnlyOne representative can assist you with speed dials.



Quick Reference

How do I ... ?

Sample Email

To announce your new OnlyOne number

The benefits of OnlyOne are greatest when virtually everyone who calls begins using your new OnlyOne number. You will have complete control over your calls and how you prioritize and answer them. All of your messages will be in one place. You will have a complete visual record of every call which comes into your number even if the caller does not leave a message! Your callers will hear a consistent and professional greeting, and never have to try multiple numbers, or wonder whether to leave messages on multiple machines to reach you. You'll save money and have better connections since your incoming calls will ring on your cell phone less frequently. We encourage you to notify all of your contacts about your new number right away! If you wish, you can copy the text below into your email software, edit as desired, and send it to your list of contacts.

Dear _____

My phone number has changed. My new number is: 205-555-1212

This is my new OnlyOne number. I've invested in this new technology to make it as easy as possible for you to do business with me! This is the **ONLY NUMBER** you need to get in touch with me. When you dial 555-1212, OnlyOne will automatically route your call to my office phone, cell phone, or any other phone at which I am currently available. If I am temporarily unavailable, the system will let you know, and then take a message and notify me that you called. Should you need to send me a fax, you can use the **SAME** number – OnlyOne will recognize the call from your fax machine and receive the fax and e-mail it to me right away! Should you want to just leave me a quick message, you can call the **SAME** number and go right to my voice mail any time of day. You will never need to try multiple numbers or decide whether to leave a message on two different recorders. Whether you want to speak live, leave a message, or send a fax, you use the same **ONE** number!

This is now the easiest and best way to call me, so enter 555-1212 in your file now. I'll look forward to talking with you again soon. Thank you!



Quick Reference

How do I ... ?

Setting my Status – Speed Dial Quick Reference

(L)ogin to hear my voice mail

On your mobile phone, press and hold the **L (5)** key for about 2 seconds (if programmed.)
On any other phone, dial your OnlyOne number _____.
When the system answers, press **#45** _ _ _ _ #, then press 1 for voicemail.

Set My Status to (W)ork (Calls ring on office phone)

On your mobile phone, press and hold the **W (9)** key for about 2 seconds (if programmed.)
On any other phone, dial your OnlyOne number _____.
When the system answers, press **#49** _ _ _ _ # and hang up. (Replace blanks with passcode)

Set My Status to (C)ellular (Calls ring on mobile phone)

On your mobile phone, press and hold the **C (2)** key for about 2 seconds (if programmed.)
On any other phone, dial your OnlyOne number _____.
When the system answers, press **#42** _ _ _ _ # and hang up.

Set My Status to (H)ome (Calls ring on home phone)

On your mobile phone, press and hold the **H (4)** key for about 2 seconds (if programmed.)
On any other phone, dial your OnlyOne number _____.
When the system answers, press **#44** _ _ _ _ # and hang up.

Set My Status to In a (M)eeting (Calls go to voice mail with “in a meeting” message)

On your mobile phone, press and hold the **M (6)** key for about 2 seconds (if programmed.)
On any other phone, dial your OnlyOne number _____.
When the system answers, press **#46** _ _ _ _ # and hang up.

Set My Status to (D)o Not Disturb (Calls go to voice mail with “unavailable” message)

On your mobile phone, press and hold the **D (3)** key for about 2 seconds (if programmed.)
On any other phone, dial your OnlyOne number _____.
When the system answers, press **#43** _ _ _ _ # and hang up.

Set My Status to (T)raveling (Calls ring on mobile phone with “traveling message”)

On your mobile phone, press and hold the **T (8)** key for about 2 seconds (if programmed.)
On any other phone, dial your OnlyOne number _____.
When the system answers, press **#48** _ _ _ _ # and hang up.

Set My “Other” Statuses (Custom 1,2,3 in the phone menu)

On any phone, dial your OnlyOne number _____.
For custom 1: When the system answers, press **#51** _ _ _ _ # and hang up.
For custom 2: When the system answers, press **#52** _ _ _ _ # and hang up.
For custom 3: When the system answers, press **#53** _ _ _ _ # and hang up.

Notes: 1. Please contact your OnlyOne representative if you need help with mobile phone speed dials.
2. There is also a generic “on vacation” status accessed via **#47** _ _ _ _ #



3 Minute Quick Start

Version 5.1

Still have questions?



871-8686

Please call Neal Hutchinson for any assistance you need at (205) 871-8686
or via e-mail: 2058718686@itelconnect.com

or try our National Technical Support:

iTel Technical Support: 1-888-249-iTEL (4835)

Email: support@itelconnect.com

Thank you for using iTel & OnlyOne – “communication at the highest level”