

iTEL Connect's
Simple Messaging *by*



Powered by iTEL-Connect

3 Minute Quick Start and Reference Guide

Version 5.2

Name _____ O1# _____



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3 Minute Quick Start

Version 5.2

Welcome to a better way to communicate!

Your 'OnlyOne Simple Messaging Number' will save you time, and save you money on other communication services. Please take a few minutes to be sure you get these benefits!

Initial Setup

OnlyOne is ready to use "right out of the box!" Your OnlyOne/iTEL representative has already entered your e-mail address and text messaging address (if desired) into our system.

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. Many clients 'forward' their cell phone, office phone and/or home phone to their 'Simple Messaging Number' using "forward if no answer" and "forward if busy" – these are services provided by your various telephone services. This will combine all of your voicemail systems into ONE. Your OnlyOne/iTel representative should be able to help you with this as well.

That's it! Please read page 3 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 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 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

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 for 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



Quick Reference

How do I ... ?

Send an internal message to another 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 the LAST name entered)

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. 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 your voicemail with 4-2.

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.)

Quick Reference

How do I ... ?

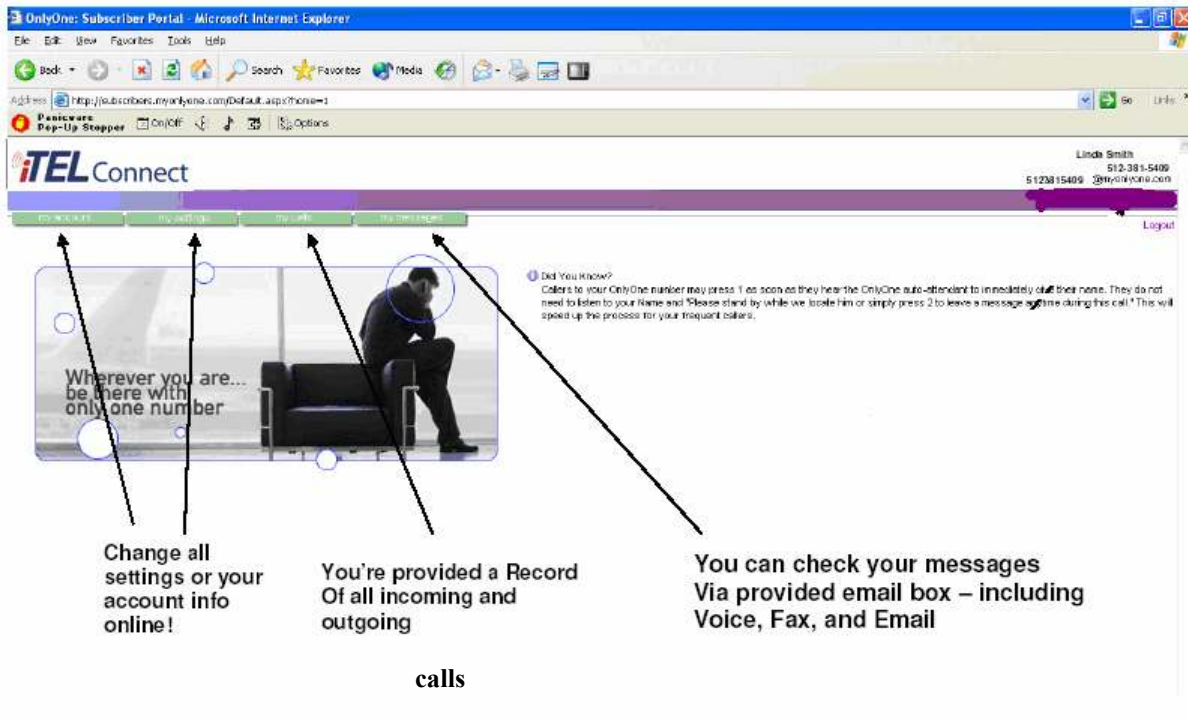
Log in to the Web Site

Point your browser to <http://www.getonenumber.com>. Click on the “OnlyOne/iTEL Login” on the left. 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

<http://subscriber.itelconnect.com>

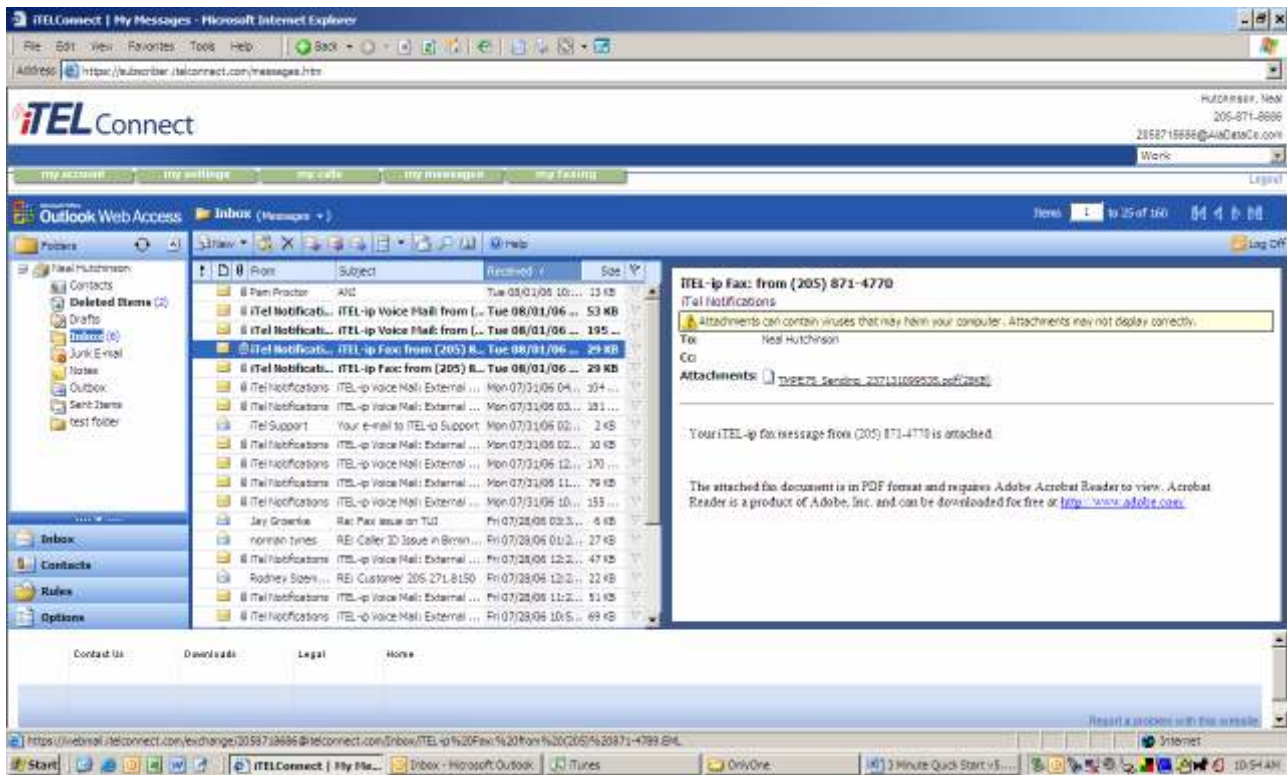


Quick Reference

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 voicemail 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.

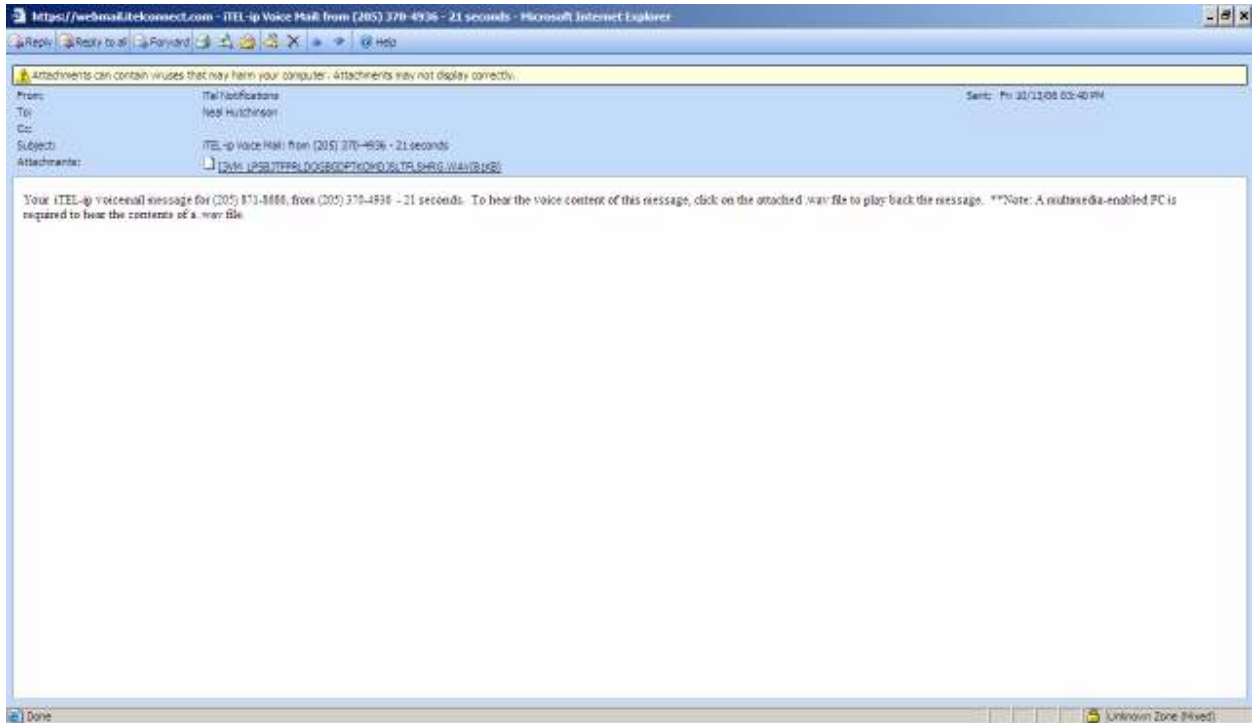
The following new screen now displays the message information (date, time, phone number etc) along with an attachment which contains the actual message (voicemail or fax).



Quick Reference

How do I ... ?

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



A voicemail looks something like this:

Attachment: I3VM_DDNR...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 click on the **Open** link to the right of the attachment. When finished with the message, you can click **Delete** near the top of the screen 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.

See a record of all incoming 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!



Quick Reference

How do I ... ?

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.

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 *powered by iTel Connect*

For further help, call Neal Hutchinson at: 866-472-1848. If no one is available there, try our network center at 1-888-249-iTel (888-249-4835).

OR, E-mail us with questions or comments to: Info@GetOneNumber.com



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Still have questions?



Please call Neal Hutchinson for any assistance you need at (866) 472-1848
or via e-mail: Info@GetOneNumber.com

or try our National Technical Support:

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

Email: support@itelconnect.com

“Thank you for using iTEL and OnlyOne – communication at the highest level”