

# USER GUIDE

# INTRODUCTION



## Welcome to *mynumber*

*mynumber* is a business tool that can turn any phone into a business center. You will have the power of your office with you no matter what kind of phone you use - wired, wireless, or even a payphone.

*mynumber* is a feature-rich service that not only helps you to stay connected, but can make you more accessible, and more productive than ever before. As you read through this guide, you will see the variety of exciting features that *mynumber* has to offer: **Voice Mailbox, Fax Mailbox, Conference Calling Capability, Find Me/Follow Me, Outbound Dialing and much more.**

This User Guide provides you with easy-to-follow instructions for using your *mynumber* account. Please remember that depending upon the service you selected, you may not have access to some of the features described in this guide. If you have difficulty using any of your *mynumber* features, please call *mynumber* customer care at (630) 218-7686 or dial-in to your account from the main menu, select option 3, and then select option 0.

**GET READY TO HAVE YOUR COMMUNICATIONS ENHANCED!**

**IT IS ALL ABOUT REACHING PEOPLE, NOT PLACES.**

**YOU WILL TELL YOUR IMPORTANT CALLERS,**

**“*mynumber* reaches me, not my location”**

*mynumber*

---

Note: For security, do not write your password in the same place as your *mynumber*.

### **Sales & Billing**

888-mynumber  
(888-696-8623)


### **Customer Care**

630-218-7686  
(24 hours/7 days)

Note: Please do not hesitate to contact sales at anytime. If you have a question regarding the features or functionality outside normal business hours then you can always reach Customer Care.

*mynumber* **Webview logon:**

[www.888mynumber.com](http://www.888mynumber.com)

**mynumber** provides an easy way for you to manage all your communications. The system is easy to use. This user guide provides an explanation of all **mynumber**'s features and functions. You should expect that as you use **mynumber** you will become familiar with the commands. In this manual, Section I will provide information on some features that are most common and Section II provides additional information. Please pay close attention to the "Hint"  symbols.

Now you have the ability to manage your calls and messages anywhere, at any time. Your **mynumber** account provides voice instructions to help guide you through the steps to take calls, retrieve messages, place calls, change the settings in your account, and much more.

## How to Access **mynumber**

1. Call your **mynumber**

2. When answered, press \*
3. When asked, enter your passcode followed by the #.

Note: For security reasons, do not write your passcode in the same place as your **mynumber**.

## Entering Your Account for the First Time

The first time you access your account, you will be guided through several steps to set up your account.

1. **Create a new passcode.**

Your passcode is a number, up to 11 digits, that keeps your account private and secure.

2. **Create a Calling Code.**

Your calling code is an 11 digit number that is entered before you make outgoing calls. This code secures the calling card function of **mynumber**.

3. **Record your name.**

Your name announcement will be used to help you screen calls. When you answer calls you will be told that the call is for you. Additionally, your name greeting is used for the system directory, or when another subscriber is calling you.

4. **Record your personal greeting.**

This is the greeting your callers will hear when you are available to take calls. This greeting sets caller expectations and gives the most desired options, while encouraging certain

actions on the part of the caller. For example, if you use a pager but no follow-me number, you might tell callers to wait for you to connect. You should always provide callers with the option to press # to hear the caller menu.

*Hi, this is Jenna. If you wish to speak with me, stay on the line while **mynumber** locates me. If you wish to leave me a message, press two and I will return your call as soon as possible. For more options press #.*

Or you can change the options to reflect your order of preference

*Hello this is Jenna. To leave me a message press two now. If this is important and you need to speak with me, hold the line, and if I'm available, I'll be on soon. For more options press #.*

5. **Record your unavailable greeting.**

This is the greeting your callers will hear when you are unable to take calls, but you want them to leave you a message.

*Hi, this is Jenna. I'm sorry I am unable to take your call right now. To leave me a message, wait for the tone and I will return your call as soon as possible. When you are finished press # to attach your phone number to your message.*

After you set up your account, you will hear the Main Menu.

### Hint



A Subscriber is a **mynumber** customer. A caller is anyone calling a subscriber's **mynumber**.



When you are ready to take calls, reference the Personal Options section to verify your phone numbers.

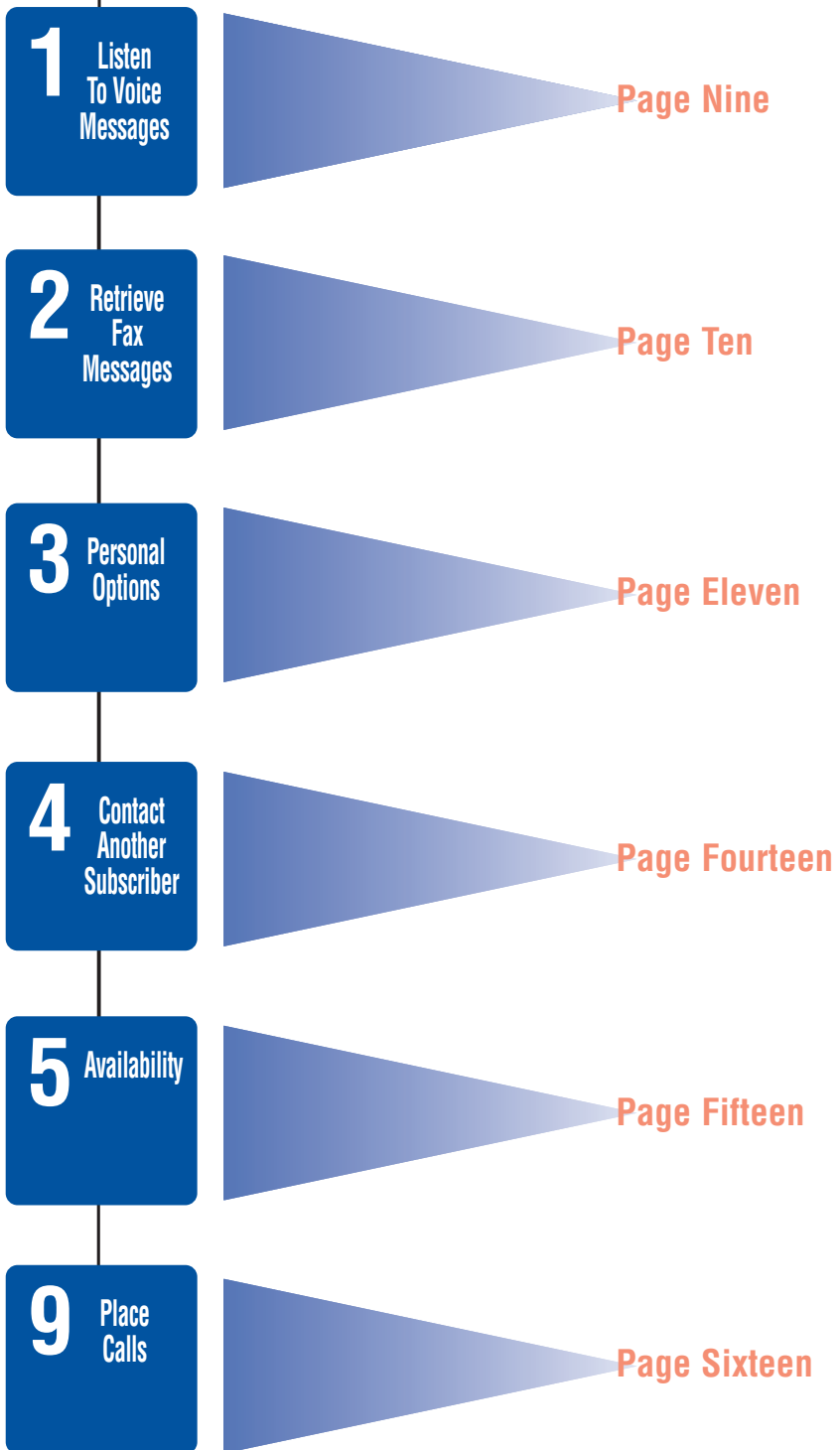


When entering any phone numbers or passcodes, pressing # (or sometimes 1) after the number will speed up the response.

# TABLE OF CONTENTS

<b>Section I - Basic Features</b>	<b>Page</b>
Main Menu.....	4
<i>mynumber</i> Map.....	5
Taking Calls.....	7
Paging Integration.....	8
Listening to Messages.....	9
Retrieving Fax Messages.....	10
Personal Options.....	11
Contact Subscribers.....	14
Availability.....	15
Place Calls.....	16
 <b>Section II - Additional Features</b>	
Managing Calls.....	19
Caller Functionality.....	21
Conference Calling.....	22
Personal Options.....	25
Personal Options-Speed Dialing.....	27
Availability.....	29
Place Calls.....	30
 <b>Section III - Optional Features &amp; Services</b>	
Account or Project Codes.....	31
<i>mynumber</i> Webview.....	31
Extended Mailbox.....	31
External Voicemail & Faxmail.....	31
Paging Service.....	31
<i>mynumber</i> Stickers.....	31

MAIN MENU





Call into account  
press \* to log in

If caller is waiting, go to  
Connect/Redirect Menu

If caller is not waiting,  
enter passcode followed by #,  
go to Main Menu

## Connect/Redirect

- 1 Connect To Caller
- 2 Send Caller To Voice Mail
- 3 Send Caller To Another Phone
- 7 Add Caller To Conference
- 9 Disconnect Caller
- 0 Send Caller To Operator
- \* Go To Main Menu
- # Screen Next Caller

## Listen Menu

- 1 Softer
- 2 Go To Function Menu
- 3 Louder
- 4 Slower
- 5 Date/Time/Sender
- 6 Faster
- 7 Rewind
- 8 Pause
- 9 Fast Forward
- 0 Replay Menu Options
- \* Exit Voice Messaging
- # Go To Function Menu

## Main Menu

- 1 Listen to Voice Messages
- 2 Retrieve Fax Messages
- 3 Personal Options
  - 1 Paging Options
  - 2 Passcode
  - 3 Recordings
  - 4 Phone Number
  - 6 Personal Directory
  - 8 Screening
  - 0 Customer Care

- 4 Contact Subscribers
- 5 Availability
- 9 Place Calls

\* Connect Menu/  
Hang up

## Phone Numbers

- 1 Fax Number
- 2 Follow-Me Number
- 3 Personal Operator Number
- 5 Primary Number
- 6 Second Follow-Me Number

Enter Subscriber  
Number or # for  
Subscriber Dial by Name

Enter Calling Code  
Followed by #

## Place Calls

Enter The Number To Dial, Then  
Press # Or Press #0 To Hear Your  
Speed Dial Numbers

- \* \* \* To End The Call
- # # # To Place The Call On Hold

## Function Menu

- 1 Save Message
- 2 Delete Message
- 3 Message Replay
- 4 Print Fax
- 5 Date/Time/Sender/no. of pages
- 6 Reply To Message
- 7 Message Replay w/date stamp
- 8 Forward Message
- 9 Call Sender
- 0 Replay Menu Options
- \* Exit Messaging
- # Next Message

## Print Fax

- 1 To Number Called From
- 2 To Personal Fax Number
- 3 To Any Fax Number

## Paging

- 1 Options When Available
- 2 Options When Not Available

## Paging Options

- 1 Page For All
- 2 Page Only For Urgent
- 3 Turn Off Pager Notification

## Recordings

- 1 Name Greeting
- 2 Unavailable Greeting
- 3 Personal Greeting
- 4 Temporary Greeting

## Screening

- 1 Enable Name Screening
- 2 Disable Name Screening
- 3 Enable Numeric Screening
- 4 Disable Numeric Screening

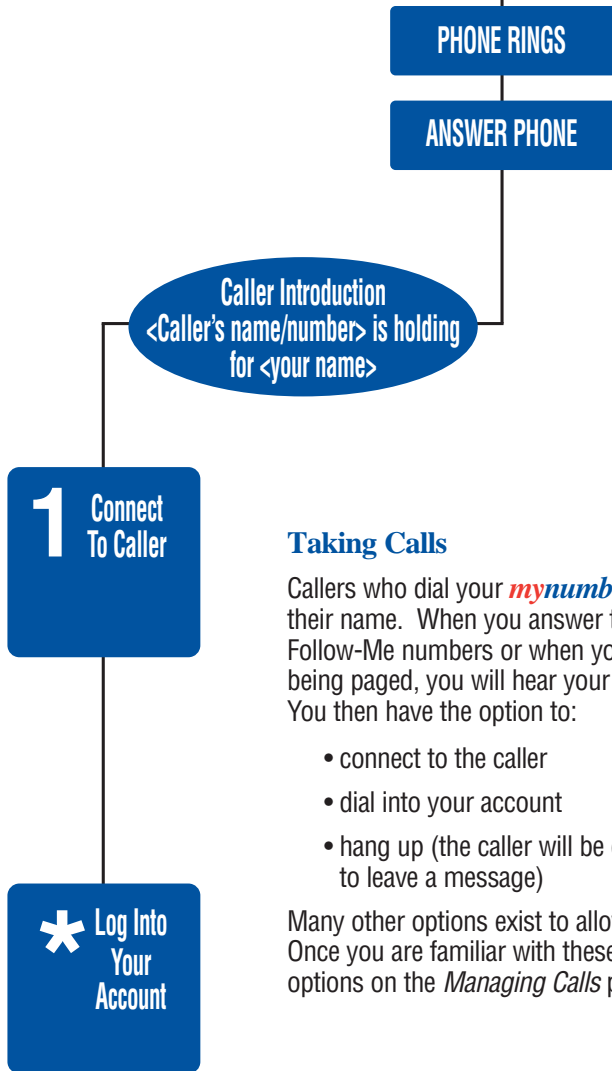
## Availability

- 1 Available
- 2 Unavailable
- 3 Enable Primary Number
- 4 Disable Primary Number
- 5 Enable Follow-Me Number
- 6 Disable Follow-Me Number
- 7 Enable Second Follow-Me Number
- 8 Disable Second Follow-Me Number

## Keys Always Available

- \* Cancel / Previous Menu
- # Move Ahead
- 1 Move Ahead/Dial Number/  
Listen to Message
- \* \* \* End Call and Return to Account
- # # # Place Caller On Hold

# TAKING CALLS



## Taking Calls

Callers who dial your **mynumber** may be asked to record their name. When you answer the call on one of your Follow-Me numbers or when you call into your account after being paged, you will hear your caller's name recording. You then have the option to:

- connect to the caller
- dial into your account
- hang up (the caller will be given the option to leave a message)

Many other options exist to allow you to manage your calls. Once you are familiar with these basics, review the additional options on the *Managing Calls* page. (See Pages 19-20)

# PAGING INTEGRATION

If you have a pager assigned to your account, your pager can provide you with information about callers holding to connect to you and voice and fax messages in your account. The following are samples of the paging codes you will receive.

## Numeric Pager Codes

1	New call arrival from unknown caller
1 8885465673	Caller holding from 888-546-5673
2	Voice message from unknown caller
3 8885465673	Urgent voice message from 888-546-5673
4 003	Three-page fax from unknown caller
4 0018885465673	One-page fax from 888-546-5673
5 0028885465673	Urgent two-page fax from 888-546-5673
6 8885465673	Problem receiving fax from 888-546-5673
8	Problem printing fax
8885465673	Standard numeric page from 888-546-5673

## Alphanumeric Paging Codes

Live Call from unknown	Unknown caller
Voice MSG From 8885465673	
Urgent Voice From 8885465673	
Fax MSG 1 Page	One-page fax from unknown caller
Urgent Fax MSG: 3 pages from 8885465673	
Failed Fax From 8885465673	Problem receiving fax from 888-546-5673
Print Fax Error	Problem printing fax
Numeric Page 8885465073	Standard numeric page from 8885465673

# LISTENING TO MESSAGES

To listen to your voice messages, press

**1**

...from the Main Menu.

Date, time & number of pages (to skip press 1)

Voice message played

## LISTEN MENU

<b>1</b> Softer	<b>2</b> Go To Function Menu	<b>3</b> Louder
<b>4</b> Slower	<b>5</b> Sender, Time, Date	<b>6</b> Faster
<b>7</b> Rewind	<b>8</b> Pause	<b>9</b> Fast Forward
<b>*</b> Exit Voice Messaging	<b>0</b> Replay Menu Options	<b>#</b> Go To Function Menu

## FUNCTION MENU

<b>1</b> Save Message	<b>2</b> Delete Message	<b>3</b> Message Replay (V) Record Intro (F)
<b>4</b> Print Fax	<b>5</b> Sender, Time, Date	<b>6</b> Reply To Message
<b>7</b> Previous Message	<b>8</b> Forward Message	<b>9</b> Call Sender
<b>*</b> Exit Messaging	<b>0</b> Replay Menu Options	<b>#</b> Next Message

### Hint



Function menu 6  
Reply to message is only available if the message was left by a mynumber subscriber through their mynumber.

V=VOICE  
F= FAX

<b>1</b> Print on the line you called from	<b>2</b> Print on your specified number	<b>3</b> Print to any fax machine
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# RETRIEVING FAX MESSAGES

To retrieve your fax messages, press

2

...from the Main Menu.

Date, time & number of pages

## FUNCTION MENU OPTIONS

1

**Save Message.** Saves the current message and moves you to the next message.

2

**Delete Message.** Marks the current message for deletion and moves you to the next message. The message will not actually be deleted until you move back to the Main Menu.

3

**(for Voice Messages or Fax Messages with Voice Introduction)** Replay Message. Allows you to hear the current message again.

**(for Fax only Messages)** Record Introduction. Allows you to record an identification for your fax message. Next time you retrieve this fax message, your introduction will play as verification that you have selected the correct message.

4

**Print Fax.** Provides options to allow you to print the current fax message.

- (1) Print on the line you called from. If you called from a fax machine or PC with a fax modem, select this option and press Start on your fax machine to begin accepting the fax.
- (2) Print on your specified number. If you entered your fax machine telephone number in your personal options, select this option to have the current fax printed there.
- (3) Print to any fax machine. This option allows you to enter any fax machine telephone number. Your fax will be sent to that number.

5

**Sender, Date and Time.** Plays the time and date the message was left and the name or telephone number of the sender (if available).

6

**Reply to Message.** If the message was sent by another mynumber subscriber, this option allows you to reply to the person who sent you the message.

7

**Previous Message.** Moves you to the previous message. If you deleted a message by mistake, use this option to move back to that message and then save it.

8

**Forward Message.** Sends a copy of the current message to another mynumber subscriber. You will be asked to record an introduction to the message you are forwarding. Once you send the copy, you will be able to save or delete the original message.

9

**Call Sender.** If the sender's telephone number is available, select this option to immediately call that person. If you press \*\*\* after your call or if the line is busy, you will be placed back into your account where you left - able to save or delete the message.

0

**Replay Menu Options.** If you did not hear all the options in this menu, pressing 0 will replay the options.




\*

**Exit Messaging.** Returns you to the Main Menu. If you marked any messages to be deleted, you will first hear a prompt asking whether you want to listen to your messages again or return to the Main Menu. This gives you a second chance to save any messages you may have deleted by mistake.

#

**Next Message.** Moves you to the next message in your account.

### Hint

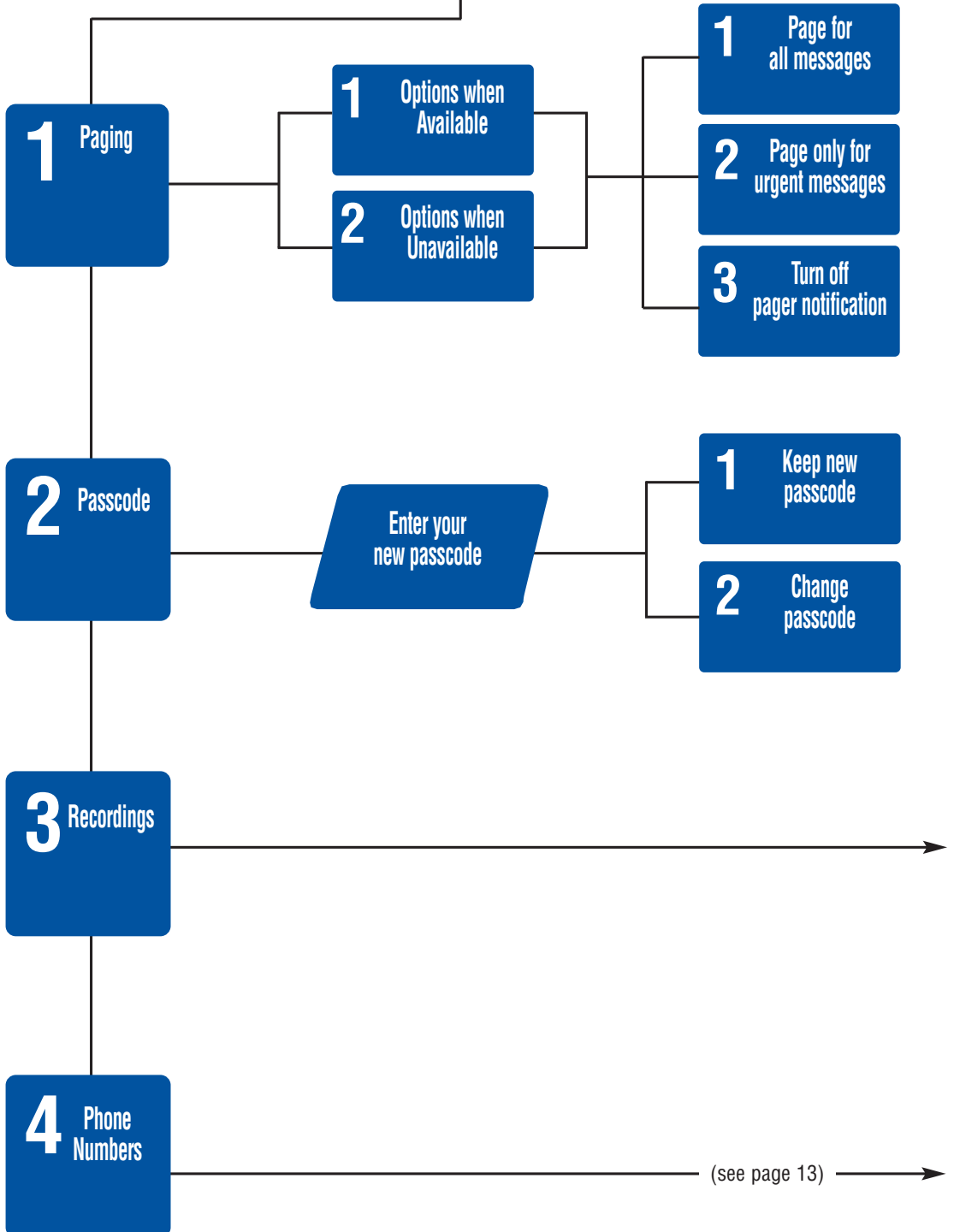
-  When you access your account you are told how many new and saved voice and fax messages are in your account.
-  To skip the date & time stamp of the message press 1 to go right to the message
-  Pressing # while listening to a message stops the message and plays the Function Menu.

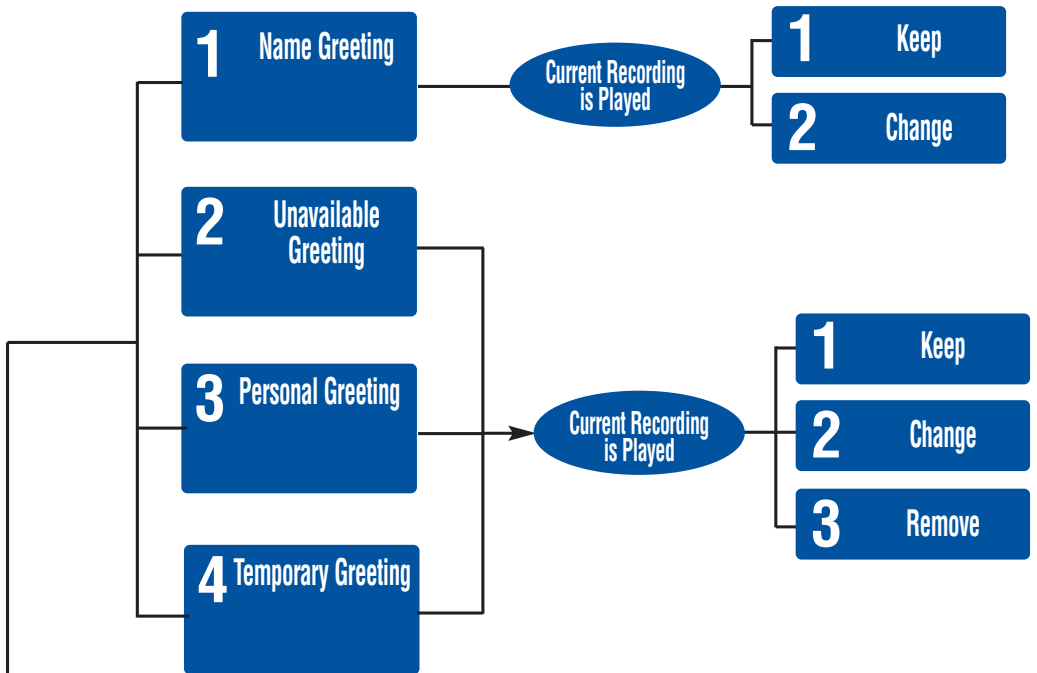
# PERSONAL OPTIONS

To modify your personal options, press

**3**

...from the Main Menu.





### Name Greeting.

Name Greeting is a recording of your name. For example, “Jenna Allison.” Your caller introduction will announce calls using your name greeting in case someone else answers your phone. Your name greeting is also used in the personal directory or when calling another subscriber from your *mynumber*.

### Unavailable Greeting.

Your unavailable greeting will play to your callers when you are unavailable, when you have reached the maximum permitted number of calls holding, or when you do not have any Follow-Me and pager numbers defined. (See Availability - page 15) For example:

*Hi, this is Jenna. I'm sorry I am unable to take your call right now. To leave me a message, wait for the tone and I will return your call as soon as possible. For more options press # now. After your message press # to attach your phone number to the message.*

### Personal Greeting.

This is the greeting callers will hear when you are available to take calls. For example:

*Hi, this is Jenna. If you wish to speak with me, stay on the line while *mynumber* locates me. If you wish to leave me a message, press two and I will return your call as soon as possible. For more options, press #*

### Temporary Greeting.

This greeting is used for brief availability changes (out of the office, vacation, etc.). The temporary greeting overrides either the personal or unavailable greeting, depending on your availability, and is activated as soon as it is recorded. For example:

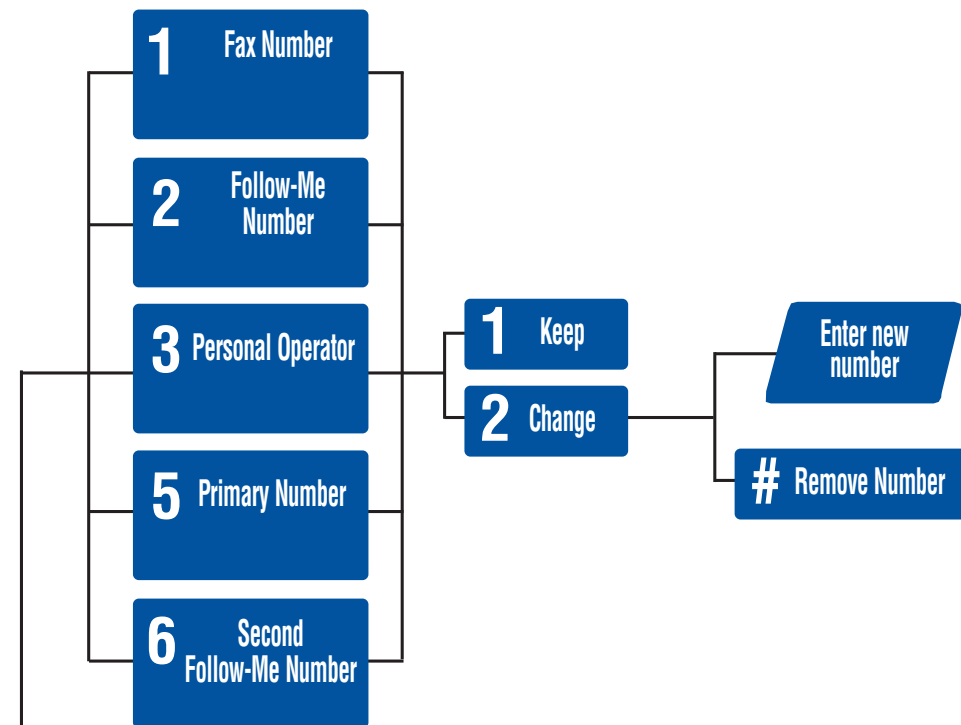
*Hello, this is Jenna. Today is Thursday, March 24th. I'll be traveling today and unable to take your call. To leave me a message, please press two now, and I'll return your call as soon as possible. For more options, press #. Be sure to attach your phone number to your message by pressing # after your message*

# PERSONAL OPTIONS (CONTINUED)

To change your phone numbers, press



...from the Main Menu.



(from page 11 -changing phone numbers, continued)

Your *mynumber* allows you to have up to three telephone numbers where your calls are directed; your Primary Number, Follow-Me Number and Second Follow-Me Number. The Primary Number is reserved for the number you can be reached at most frequently. When callers dial your *mynumber*, all of these numbers you have entered will be called at the same time.

**Personal Fax Number.**

If you often retrieve your faxes from the same fax number, enter that telephone number here to make retrieval faster and easier. When retrieving a fax, to print to this number, select the *Print on your specified number* option.

**Follow-Me Number.**

If you want to be reached at one of two telephone numbers, enter one of the numbers as your Follow-Me number.

**Personal Operator.**

If you want callers to dial 0 to be sent to another phone number, you set that number here. If you don't have a personal operator defined, this feature will not be available.

**Primary Number.**

The number where you can be reached most often should be your Primary Number.

**Second Follow-Me Number.**

If you have three numbers where you want to be reached, you can use the Second Follow-Me Number for the last number.

**Hint**



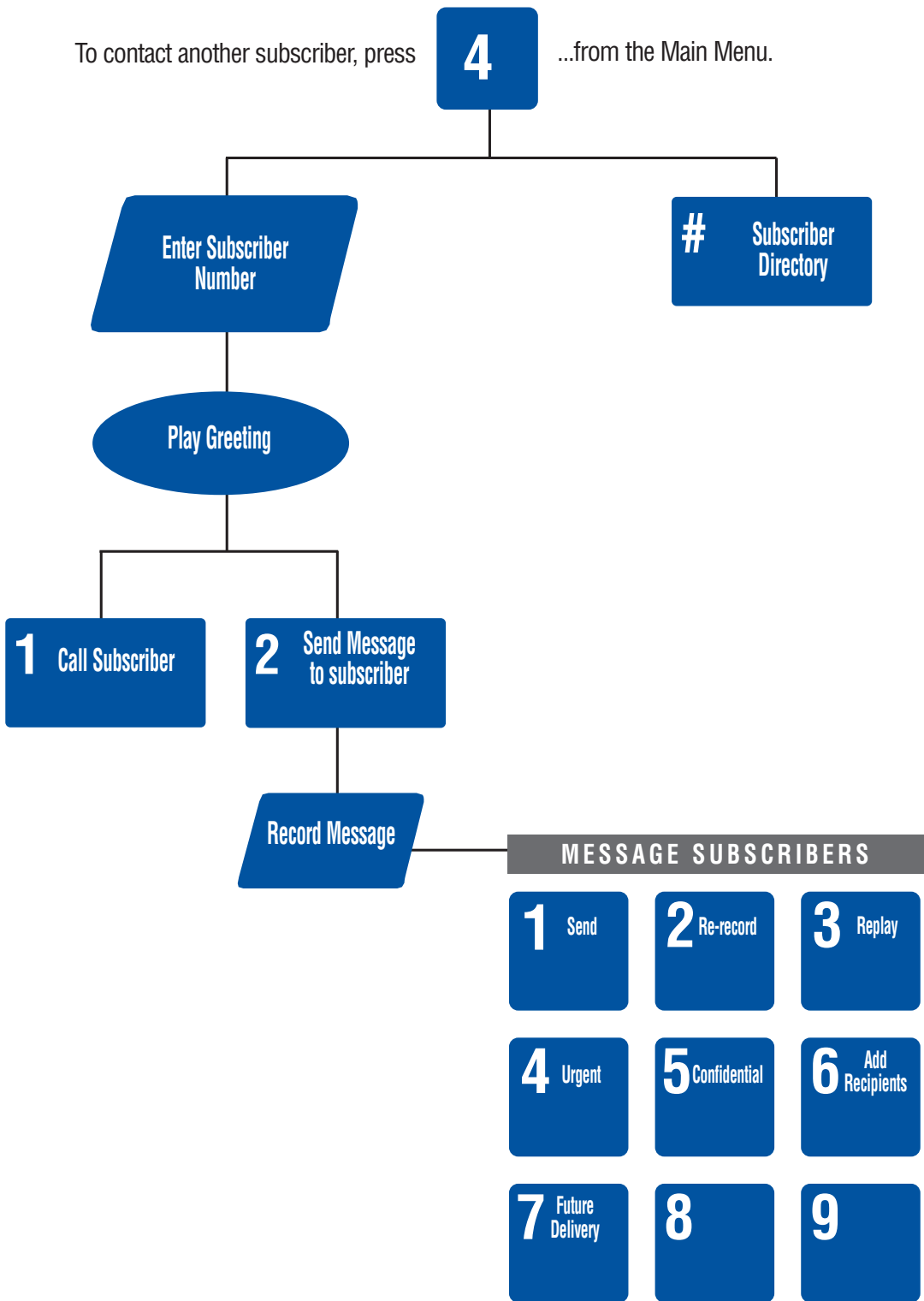
For additional information on Personal Options, see page 25.

# CONTACT SUBSCRIBERS

To contact another subscriber, press

**4**

...from the Main Menu.



# AVAILABILITY

To change your availability, press

5

...from the Main Menu.

1 Available

2 Unavailable

When you are available, your personal greeting or your temporary greeting is played to callers. Callers are able to attempt to connect to you.

When you are unavailable, callers hear your unavailable greeting. They cannot attempt to connect to you, but they are able to leave you a message.

## Caller Access Code

When you want certain callers to be able to connect with you even when you mark yourself unavailable, create a caller access code and provide it to these callers. When the caller hears you are unavailable, the caller must press 8 and then enter your caller access code.

Should you desire to have any caller who presses 8 to be able to connect with you, do not enter a code. See page 25 for more information. (Options 3,2,2)

### Hint



For additional information on Availability, see page 29.

# PLACE CALLS

To place a call, press

**9**

...from the Main Menu.

Enter Calling Code  
Followed by #

Enter the number you  
wish to dial  
then press #

If busy or no answer

**1** Place another call

**2** Message Delivery

**\*** Return to main menu

**Hint**



For additional information on Placing Calls, see page 30.

## ADDITIONAL FEATURES

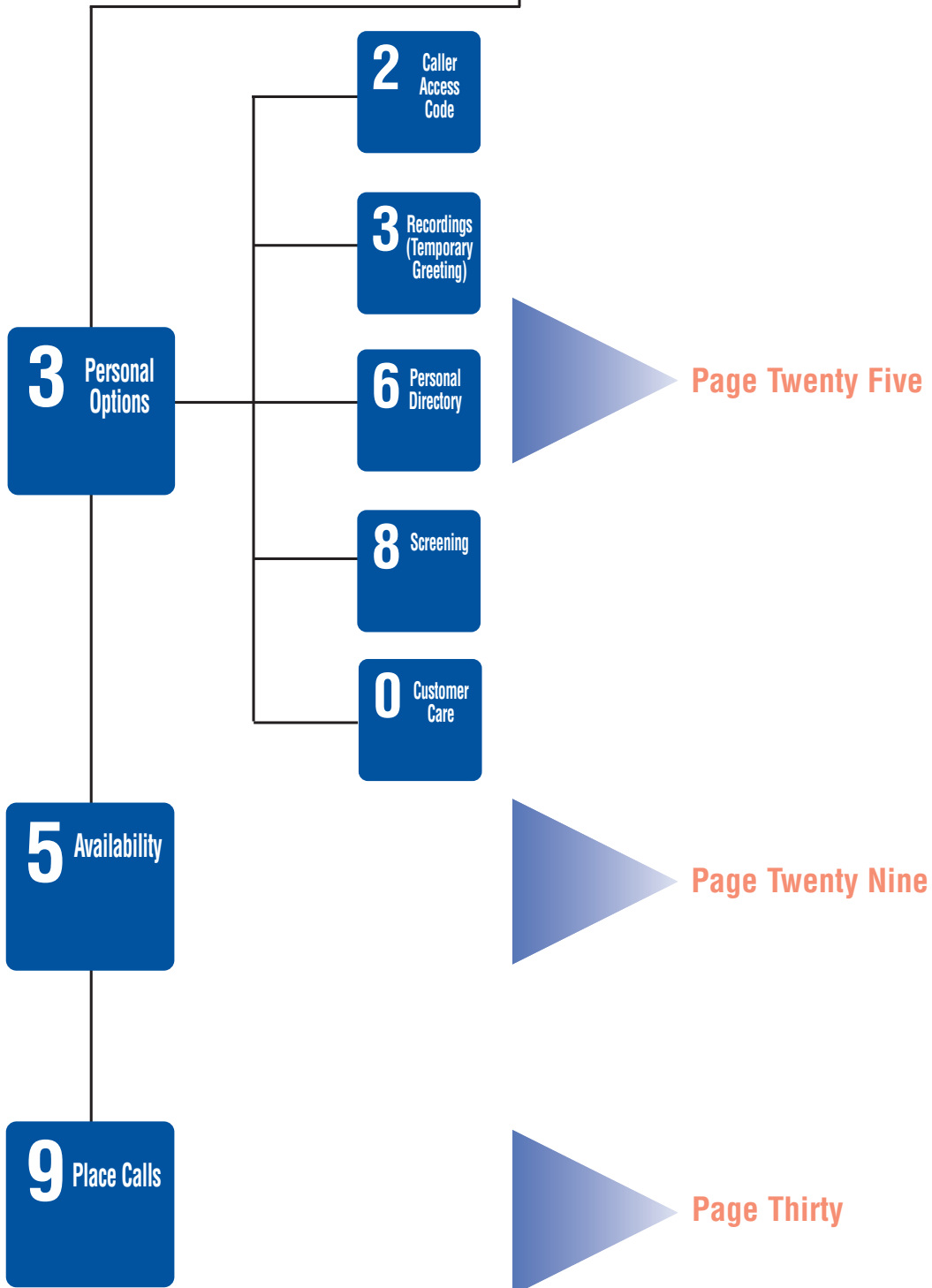
Now that you know the basic features of your account, you are ready for more. These features provide a greater level of flexibility.

Most of the features you will be able to use by simply listening to the prompts within your account. You may want to use this guide to follow along the first time you use a particular command.

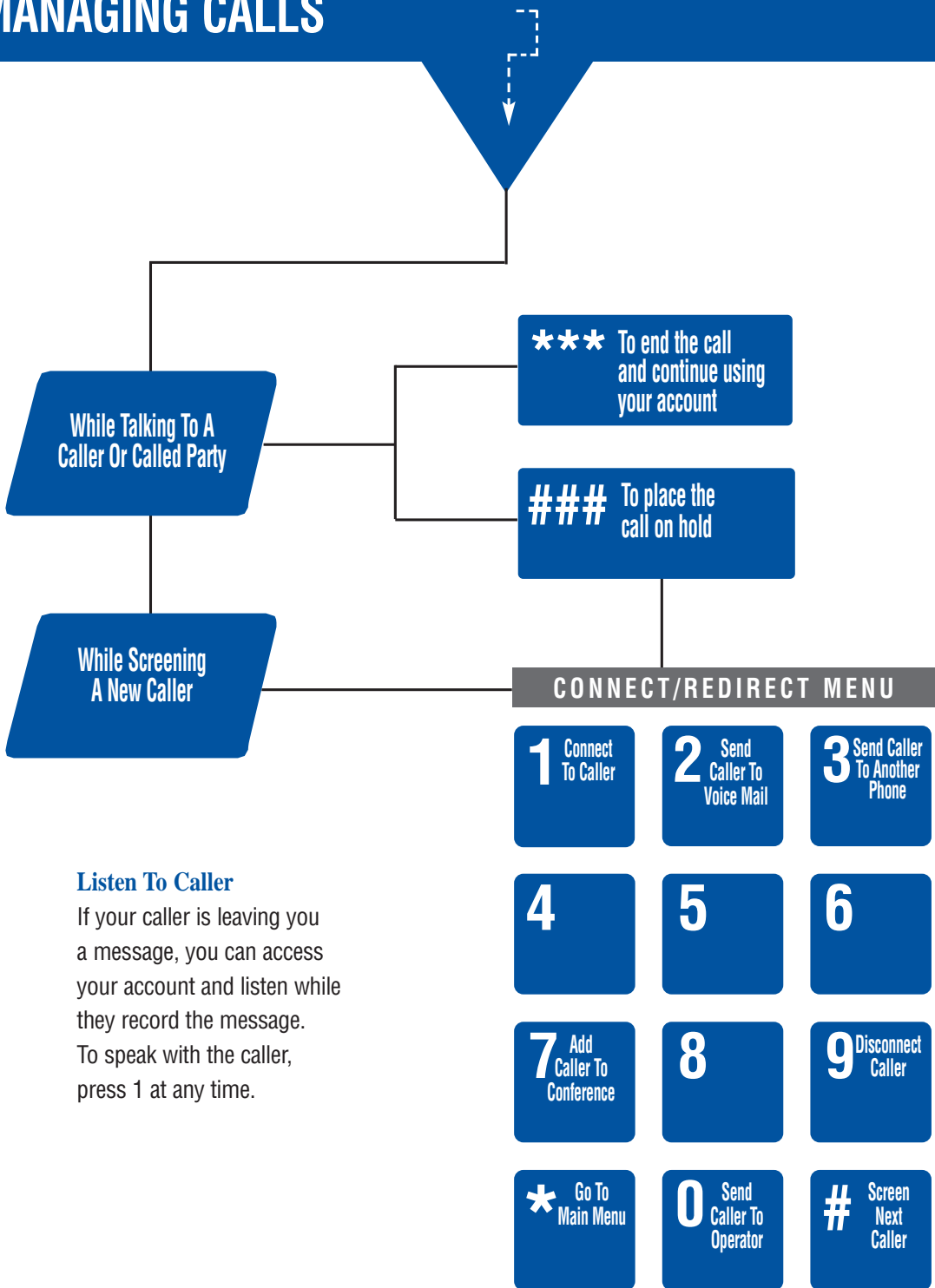
The menu on the next page shows you the additional features. There are also additional features for managing your incoming calls. *Managing Your Calls* shows you how to:

- Place calls on hold
- End calls and continue using your account
- Send callers to voice mail or other telephone numbers
- Create conference calls
- Take more than one call at a time

# ADDITIONAL FEATURES



# MANAGING CALLS



### Listen To Caller

If your caller is leaving you a message, you can access your account and listen while they record the message.

To speak with the caller, press 1 at any time.

### Call Waiting

Call Waiting is another feature provided by *mynumber*. You will hear a call-waiting tone if another caller is trying to connect to you while you are in your account.

To place a call on hold press ###, then press # to screen the next call. The Connect/Redirect Menu options are presented. You can continue to press # to switch between the callers. Press 1 to connect to the caller.

## Taking Calls

When callers dial your **mynumber**, they will hear your greeting and be presented with the option to hold to speak with you or to select other options, such as leaving a voicemail message. If callers choose to speak with you, **mynumber** will dial your primary and follow-me number(s) in an attempt to locate you, in addition to sending you a page (if you have paging service).

When answering an incoming call, you may be required to enter your passcode. You will then be presented with the caller's introduction information followed by the Connect/Redirect Menu for other options. Press 1 to connect the caller (see the Connect/Redirect Menu below for other options).

If you receive a page and are not near one of your specified phones, you can dial your **mynumber** and press \* to identify yourself. At this point you may be asked to enter your passcode. You will then be given the caller introduction information and will be presented with the Connect/Redirect Menu.

### CONNECT/REDIRECT MENU

1

**Connect to Caller.** After you hear the name or number of the caller, select this option to connect to the caller.

2

**Send Caller to Voice Mail.** This tells your caller that you are unavailable and offers the option to leave a message. You can also send a caller to voice mail by placing the caller on hold and then selecting this option.

3

**Send Caller to Another Phone Number.** This sends your caller to another number without ever connecting to you. The caller hears a prompt stating that you are unavailable and then asks the caller to hold while they are transferred. You can also use this option if you are already talking to a caller and you want to transfer the call to another number. First place the caller on hold, and then select this option.

7

**Add Caller to Conference.** This places outgoing and incoming calls into the conference "room". (See page 22 for information on conferencing.)

9

**Disconnect Caller.** This tells your caller that you are unavailable and requests that they call again later.

0

**Send Caller to Operator.** This sends your caller to your personal operator if you have one defined. (see page 13 for options 3,4,3 - defining personal operator)

#

**Screen Next Caller.** If you hear a call waiting tone, you can place your current caller on hold and then select this option to hear the name or number of the next caller. You can then connect to or redirect the new caller.

#### Hint



### will place your current call on hold, and CONNECT/REDIRECT MENU will be presented.



\*\*\* will disconnect your current call.

# CALLER FUNCTIONALITY

## CALLER FUNCTIONALITY

When callers dial your *mynumber*, the following options can be made available. The availability of these options depend on the type of service you have selected.

**1**

**Call Connect.** When a caller stays on the line to request connection to you (a caller can connect to you only if you are available), your account may be configured to prompt the caller to record their name or enter their phone number. *mynumber* dials the numbers configured in your account (Primary, Follow-Me, and/or Second Follow-Me Number) in an attempt to locate you, and pages you with a page code of “1” to inform you that a live caller is holding. To connect with the caller, follow the instructions in the section titled “Managing Calls”(page 19). If the caller is unable to connect to you, *mynumber* voices the options to continue holding, record a voice-mail message, send a numeric or text page, or transfer to your personal operator.

**2**

**Record a Voice Message.** When a caller presses 2, *mynumber* allows the caller to record a voice message. If the caller has not entered a phone number, he may be prompted to enter one before proceeding, or after the message has been recorded. The caller is instructed to record after the tone or hold while the call is transferred to an external voice-mail system. After recording a message, the caller is given options to send, re-record, or replay the message, or to mark the message urgent or confidential. Refer to the section titled “Paging Integration”(page 8) for a description of pager codes associated with voice messages.

**3**

**Send a Numeric Page.** When a caller presses 3, *mynumber* asks the caller to enter a numeric message. *mynumber* sends you a page displaying only the number the caller entered. You may also be notified of a numeric page via a voice message in your account that says “Numeric page from <number> at <time/date>.”

**4**

**Send a Fax Message.** Faxes may be automatically sent either by faxing directly to your *mynumber* or by selecting an option 4 from the Personal Greeting or Caller Menu. The advantage to sending a fax through the Caller Menu is that the sender can attach a voice header to the fax. To send a fax, the caller presses 4 from your Personal Greeting or Caller Menu. *mynumber* will prompt the caller to enter a phone number and record a brief description of the fax. The caller is prompted to press 1 to send the fax and to press the Start or Send button on their fax machine. When sending a fax from the Personal Greeting or Caller Menu, options are available to mark the fax urgent and confidential. Refer to the section titled “Paging Integration”(page 8) of pager codes associated with fax message.

**5**

**Send a Text Page.** When a caller presses 5, they are transferred to *mynumber* Customer Care. The operator will send a text message to your alphanumeric pager, or the caller is transferred to an external paging service. For this option to be available, a text pager must be used.

**8**

**Caller Access Code.** When you want certain callers to be able to reach you even when you are unavailable, create a caller access code and provide it to those callers. When they hear your unavailable greeting, callers must press 8 and then enter this code to attempt to connect to you. Note: Should you desire any caller to attempt to connect to you by pressing 8, do not enter a code. To set this option see page 25.

**0**

**Request Operator Assistance.** By pressing 0, the caller is transferred to the number you have defined as your personal operator. Remember, any number may be defined as your personal operator (typically a co-worker or administrative assistant in your department). If you have not assigned a personal operator to your account, the caller is told that there is no operator available.

# CONFERENCING

## Conferencing

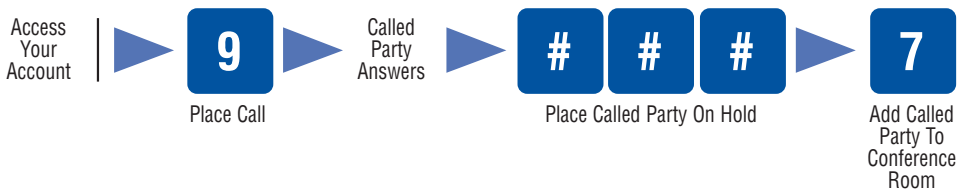
You can use **mynumber** to create and manage conference calls that include up to eight additional parties. A conference call may contain both individuals you have called and those that have called you, including both **mynumber** users and external numbers. You can also “pull” a party from the conference to initiate a private conversation while the conference continues.

A conference is initiated when you place a caller on hold, access the Connect/Redirect Menu (refer to the “Managing Calls” section Pages 19-20), and select the conferencing option. This creates a “conference room” to which callers are added. The conference is treated like a call in your queue. Once you send the first party to the conference room, the Conference Menu is voiced.

As the conference owner, you should not hang up to terminate the conference call. The conference call should be terminated by pressing **\*\*\***, which returns you (and other users in the conference) to the Main Menu. Alternatively, if you want the conference to continue without you, press **###**.

## To Create A Conference Call

### If You Call The First Member Of The Conference



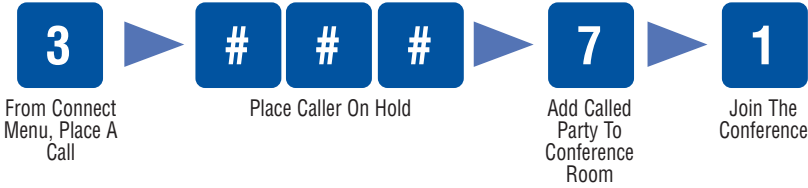
### If Your First Caller Calls You



# CONFERENCING

## Adding More People To Your Conference Room

### Adding People You Call



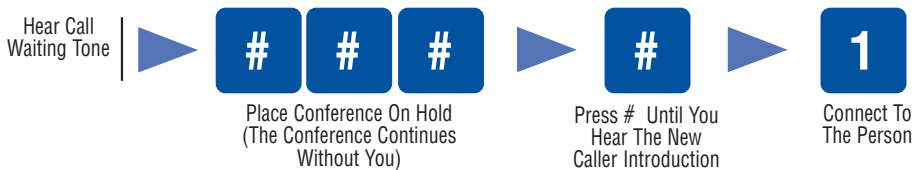
### Adding Another Subscriber You Call



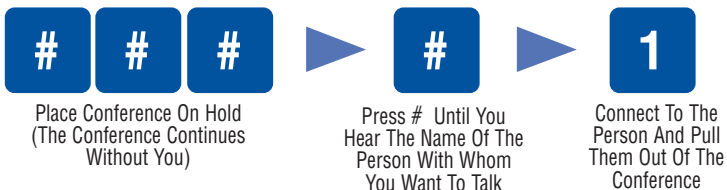
### Adding People Who Call You



## Taking Calls During A Conference



## To Have A Private Conversation With A Member Of Your Conference



NOTE: The other parties remain in the active conference

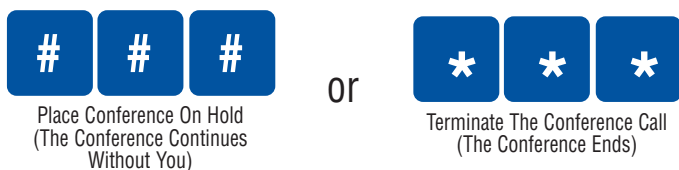
## Adding the party back to the conference call



## To Delete Callers from the Conference



## To end the Conference



### Hint

📞 Once you place your conference on hold, all features of your account are available. Just press \* to go to the Main Menu.

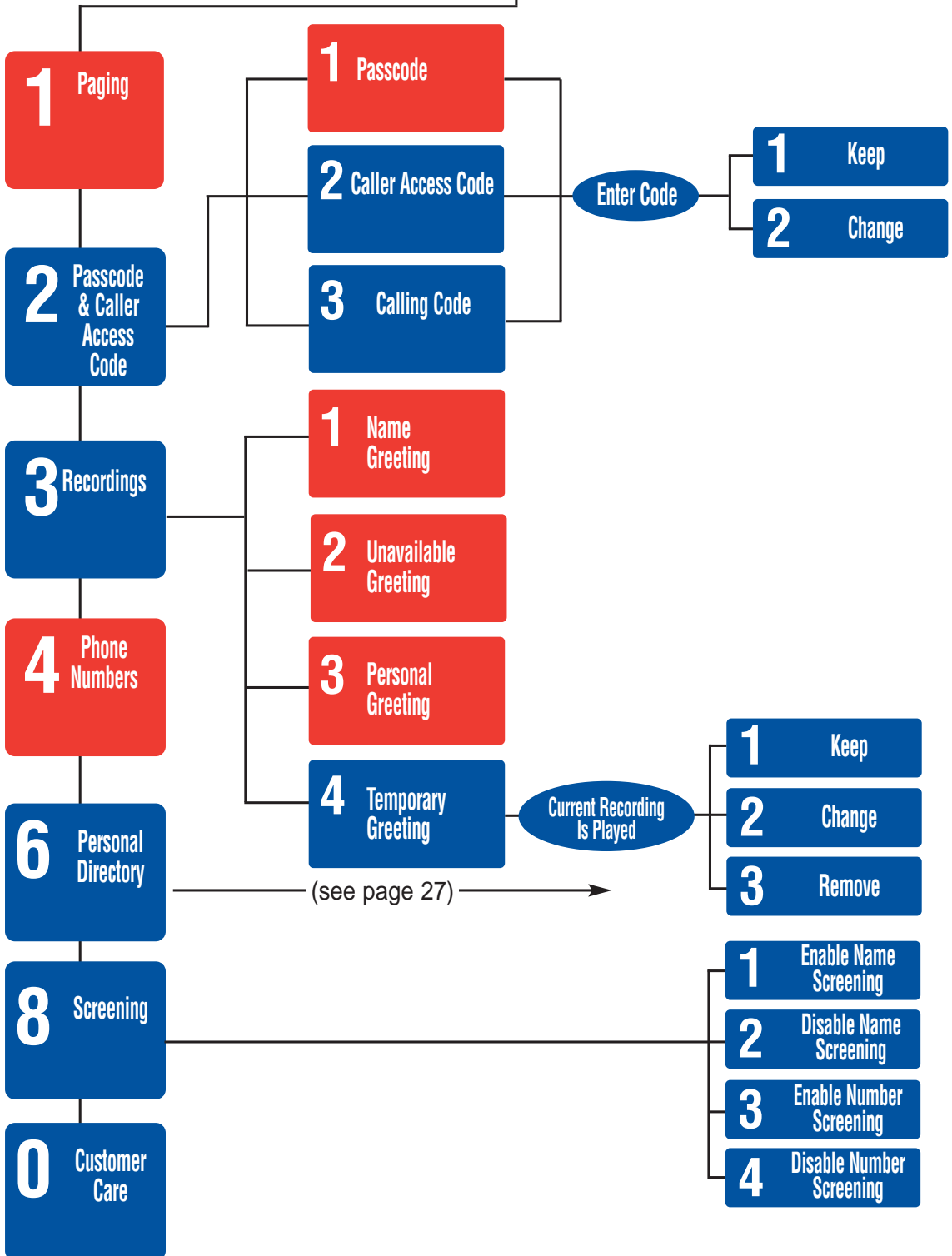
📞 To return to your conference, from the Main Menu, press # until you hear "This is your conference." Press 1 to connect.

# PERSONAL OPTIONS

To modify your personal options, press

**3**

...from the Main Menu.



## Screening

When a caller attempts to find you, *mynumber* can ask the caller for their name and/or telephone number. When you answer the call, this information is played back to you so you will know who is holding. It is recommended that you enable either name or number screening, not both — you want it to be easy for your callers to reach you. This option can be changed by pressing 3,8.

## Temporary Greeting

Record a Temporary Greeting to provide special information to your callers (i.e. when on vacation). This greeting overrides all other greetings. When you do not want your Temporary Greeting to play anymore, you must remove it. (See page 12)

## Default System Greeting

A subscriber can use a Default System Greeting instead of the Personal or Unavailable Greeting by removing the Personal Greeting. The Default System Greeting will play a generic greeting and use your Name Greeting. (See page 12)

## Caller Access Code

When you want certain callers to be able to reach you even when you are unavailable, create a caller access code and provide it to those callers. When they hear your unavailable greeting, callers must press 8 and then enter this code to attempt to connect to you.

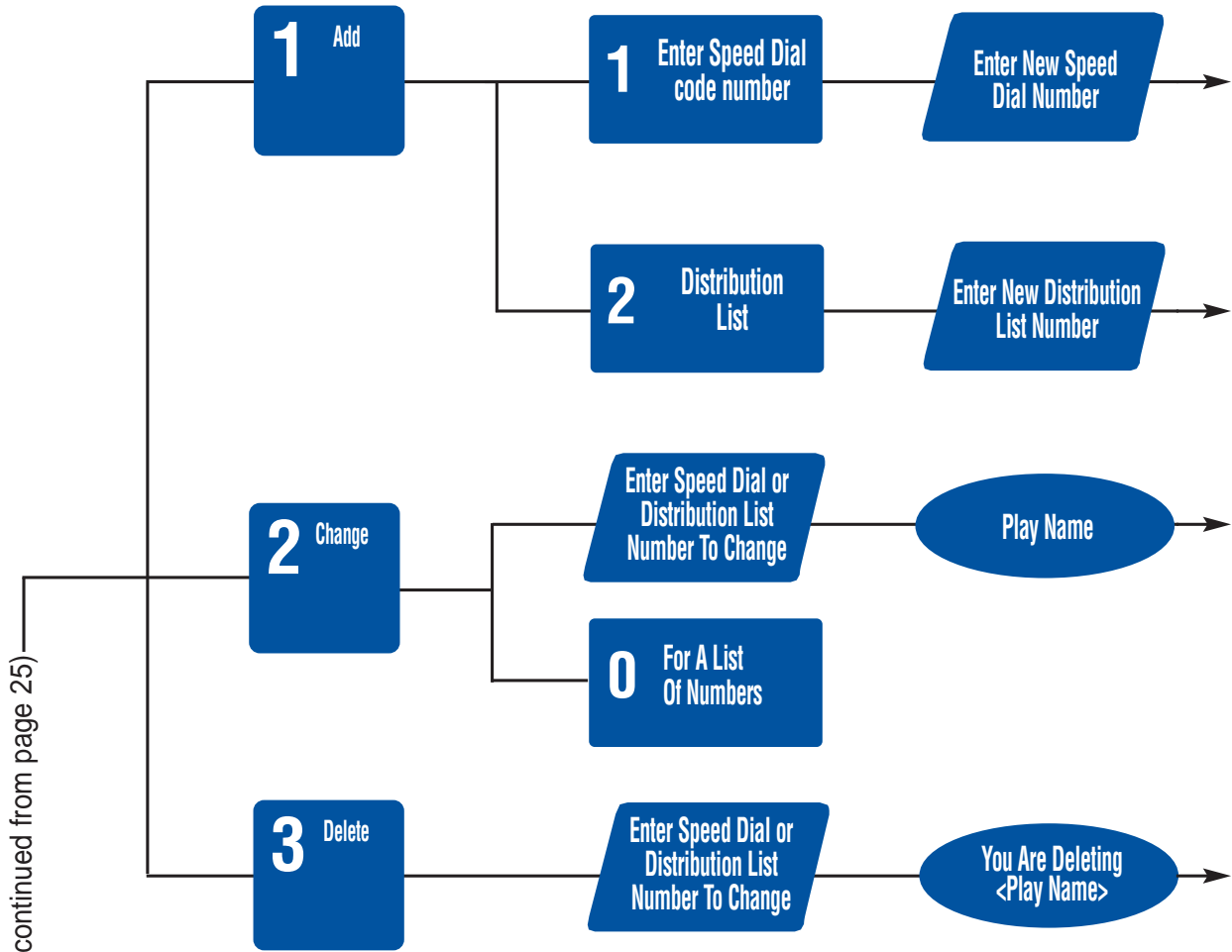
NOTE: Should you desire any caller to attempt to connect to you just by pressing 8, do not enter a caller access code.

# PERSONAL OPTIONS CONTINUED

To modify your personal directory, press



...from the Main Menu.



(continued from page 25)

## Speed Dials

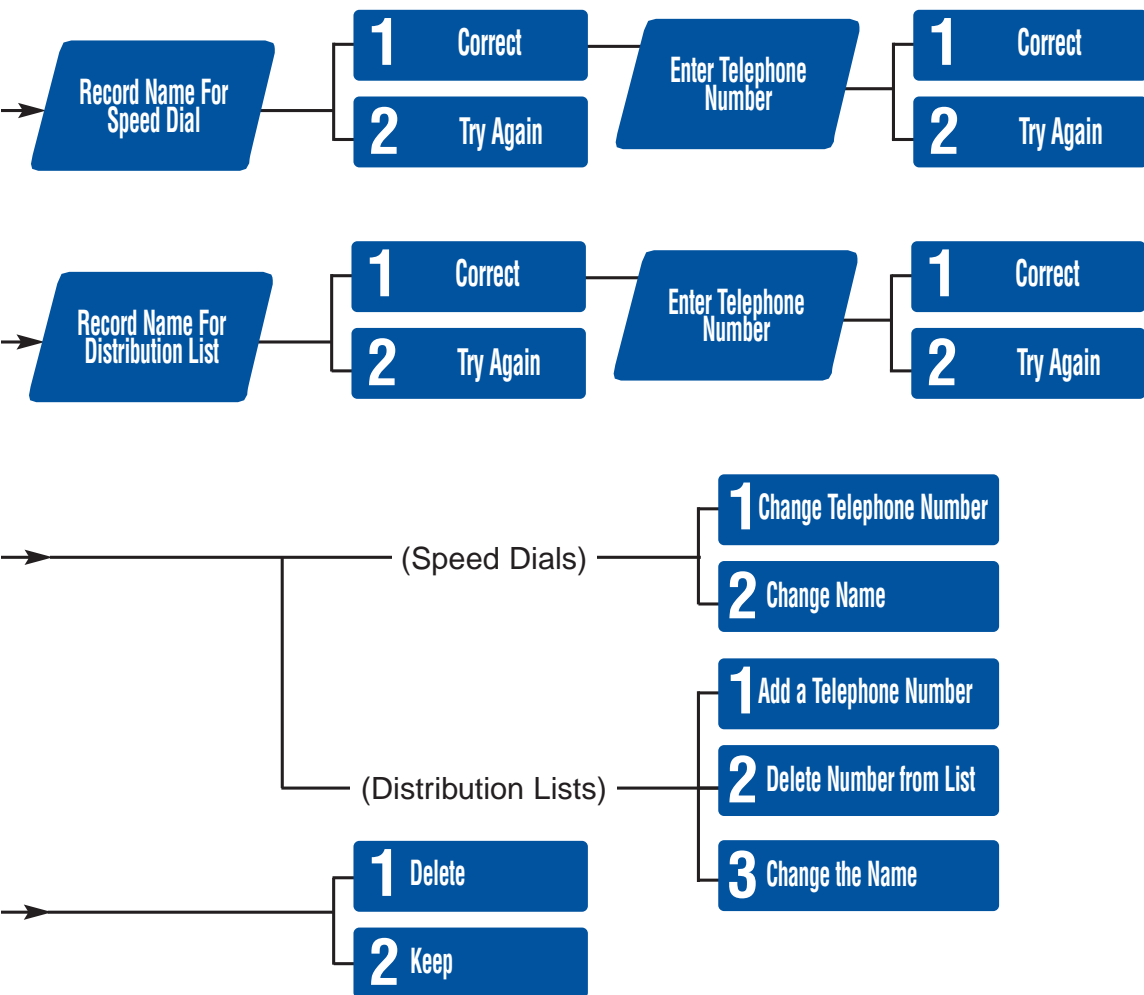
This is a one or two-digit code you assign to a telephone number. You can use these speed dial codes to quickly place a call or to assign to one of your Follow-Me numbers.

### Hint



**Using a speed dial entry to change your Primary Number, Follow-Me Number, and/or Second Follow-Me callback numbers (if you change the numbers frequently)**

1. Create a speed dial number to dial the number you frequently use as your Primary, Follow-Me, or Second Follow-Me Number (for example, your home phone number).
2. From the main menu, press 3 to access Personal Options Menu
3. From the Personal Options Menu, press 4 to access the Phone Number Menu.
4. Select the phone number you wish to change
5. The system voices the current number. Press 2 to change the number.
6. When prompted enter the new phone number or enter the speed dial number, followed by #.



### Personal Distribution Lists

This is a one or two-digit code you assign to multiple telephone numbers. Use distribution lists when you send messages to groups of subscribers. Whenever you send a message to this group, simply enter the code instead of entering each recipient's telephone number individually.



Your personal directory allows you to create your own dialing codes for your frequently called numbers (Speed Dials).



Speed dial entries and distribution lists are assigned numeric codes. The codes available are 1-49.

# AVAILABILITY

To modify your availability options and determine which of your numbers are enabled or disabled, press

**5**

...from the Main Menu.

- 1** Available
- 2** Unavailable
- 3** Enable Primary Number
- 4** Disable Primary Number
- 5** Enable Follow-me Number
- 6** Disable Follow-me Number
- 7** Enable Second Follow-me Number
- 8** Disable Second Follow-me Number

### Availability

You can make yourself either Available or Unavailable.

### Disable Phone Numbers

When you want to be available, but do not want one of your phone numbers to be called, you can disable it. All other numbers will continue to be called. To have that number used again, you must enable it.

- ▶ Message Delivery
- ▶ Last Number Redial

# PLACE CALLS

To place a call, press **9** ...from the Main Menu.

**9**

Enter Calling Code  
Followed by #

Enter The Number To  
Dial, Then Press #

# Calls The Last  
Number Dialed

If Number Is Busy  
or No Answer

Caller Answers

**1** Place Another Call

**2** Deliver A Message  
To The Number  
(Message Delivery)

This Message  
Will Be Delivered to  
XXX-XXX-XXXX

### Place Call on hold

\*\*\* End Call And  
Return To Account

**1** Keep

**2** Change

Record Name Of  
Person To Receive  
Message

Record Message

Press # to end your  
message

Connect/Redirect  
Menu Available  
See Page 19

### Message Delivery

If the number you are calling is busy or does not answer, you can *Deliver A Message To The Number*. mynumber will call that number on a pre-defined schedule and deliver your message.

**Hint**



#### Using a speed dial entry to call

1. From the main menu, press 9 to place a call
2. When prompted for the number to dial, enter the speed dial entry number. For a list of entries, press 0 #.
3. The system confirms that it is calling your entry and asks you to hold while the call is placed. To dial the number press 1 to bypass listening to the phone number.

# OPTIONAL FEATURES AND SERVICES

## Optional Services

Should you desire any of these optional services, contact *mynumber* Sales at 888-mynumber (888-696-8623).

## Account or Project Codes

An option of *mynumber* is to enter an account or project code on the outbound calls you make. This allows you to allocate this portion of your bill to a specific account or project. The project code can be up to 8 digits in length.

## *mynumber* Webview

Anything you can do via the touch tone interface described in this manual, you can do by logging into *mynumber*'s secure webserver at <http://888mynumber.com>. When you are accessing your account from the web there are no per minute charges. There is a monthly charge of \$4.99 for this service.

## Extended Mailbox

There is a limit of 25 message units for voicemail and 25 message units for faxmail. Should you desire, you can increase the message units to 50 voicemail and 50 faxmail messages. There is a monthly charge of \$4.99 for this extended service.

## External Voicemail and Faxmail:

If you have your own voicemail or faxmail, you can have *mynumber* setup to integrate with your existing service.

## Paging Service

*mynumber* is a full service paging provider. You can increase the feature functionality by integrating paging service with your *mynumber*. Of course you can use any paging service, but with *mynumber* paging your pages will come through at the speed of light because *mynumber* has a direct connection to the up link to the paging satellite. This allows for almost immediate notification of the following: Caller ID, Live Incoming Call, New Voicemail, and New Faxmail.

## *mynumber* Stickers:

Your *mynumber* changes the way you are able to control all your incoming and outgoing communications. Now you need to let your important callers know your *mynumber*. *mynumber* will provide you stickers that can be adhered to existing business cards and other printed material.



# NOTES





Sales 888-mynumber (888-696-8623)  
Customer Care 630-218-7686 (24 hours / 7 days)  
[www.888mynumber.com](http://www.888mynumber.com)

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