



QUICKSTART GUIDE

INTRODUCTION

Welcome to ConnectMe Voice. You have just subscribed to the most powerful voicemail and unified messaging service on the market today. Unlike other services available which may offer just a few of our features, ConnectMe Voice serves as your office phone system.

YOUR PHONE NUMBER AND ACCESS CODE

You will receive your ConnectMe Voice phone number and administrator access codes by e-mail along with your order confirmation. If you are the administrator of this service, your access code will work for any and all extensions. If this is a single user account (ConnectMessage or ConnectAnywhere plan), you have administrator status. If this account was purchased for your entire office (ConnectBiz plan), an administrator should be designated to manage ConnectMe Voice for your office. Only the administrator can manage all extensions and access billing information. If you have been assigned an extension in your office by your administrator, you may access only your individual extension.

WEBSITE LOGIN

1. Go to www.connectmevoice.com and click on the Login button found at the top right corner (or go directly to <http://login.connectmevoice.com>)
2. Enter your ConnectMe phone number, your extension (note: If you are the administrator, you may leave the extension blank, which will log you into the main account), and your 4-digit access code.
3. Click **Login**.
4. Once you are logged into your account you may click on HELP for additional assistance on using the site. Our unique audio help will assist you with a brief overview of the section of the site you visit. You also have written explanations of various features found on the site.
5. The ConnectMe Web Interface makes it easy for you to setup your Follow Me preferences, upload greetings, enable message notification, get call reports and manage your account. We recommend taking a few minutes to visit each section. Be sure to listen to the audio help explanations found under HELP to familiarize you with all the features of ConnectMe Voice.

START USING CONNECTME AS YOUR OFFICE PHONE SYSTEM

Note: We strongly recommend that everybody using this system dials in at least once by dialing into your account.

1. Dial your assigned ConnectMe phone number
2. Press the **[*]** key when you hear the default greeting.
3. When prompted, enter your extension, followed by the **[#]** key, or just press **[#]** if you are logging into the main mailbox
4. When prompted, enter your 4-digit access code.
5. Follow the prompts to allow the system to lead you through recording your name, and voicemail greetings, along with changing your access code.
6. Please note that you may have selected to use our web site greeting upload option. If you have done this, we recommend skipping the new setup tutorial, by selecting that option when prompted.
7. From the main menu, you can follow the prompts to listen to messages, record greetings and more. Please see the ConnectMe User Guide for details on using the phone system.

SPECIAL ADMINISTRATOR FUNCTIONS

Recording your Main Greeting over the phone

You may upload greetings through ConnectMe **Greeting Manager**, or you may record you greeting over the phone. The main mailbox is required for any plan for which there is more than one extension. This greeting will advise the caller to enter the extension of the person with whom they wish to speak.

1. Dial your assigned ConnectMe phone number
2. Press the **[*]** key when you hear the default greeting.
3. When prompted to enter an extension number, press the **[#]** key.
4. When prompted, enter your 4-digit access code.
5. The system will then guide you through recording your main mailbox greeting as part of the new subscriber setup.
6. You may re-record this greeting any anytime, by pressing 4 from the main menu

Setting up Mailbox Sharing:

Mailbox sharing is used to allow you to have all messages or faxes from one or more extensions shared with another extension. For example, if you wish all messages from extensions 102 and 103 to be available to extension 101, you would select this option. Please go to the ConnectMe Mobile Web site and select the audio help under the extension manager section for more help.

How to use FollowMe call forwarding

Call Screening "ON" will ask the caller for their name and announce it to you.

When you answer your Follow-Me calls you should answer as you normally would any other call. The system will then play the name of the person calling followed by your recorded name. You will then have the option to press 1 to accept the call, press 2 to send the caller to voicemail, or press 3 to listen to the caller-ID information. If the number was setup without call screening or call announce, the call will just go through directly with no prompts.

Final Note

This QuickStart Guide is intended to get you started using your new system. Please read the attached set of instructions for further instructions on setting up your phone messaging and greetings. Please be sure to listen to the AUDIO HELP files on the Web Interface that will explain the features available to your plan.

Thank you,

ConnectMe Voice



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ConnectMessage

User Guide



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ConnectMessage

User Guide

IMPORTANT NUMBERS

Login Information: <http://login.connectmevoice.com/>

Your assigned 10 digit phone number: _____

Your 4 digit personal access code: _____

NEW SUBSCRIBER SETUP

The first time you log into your system, you will be presented with a new subscriber setup and tutorial. This will make the setup of your service extremely simple. Just follow the prompts to record your name, change your access code, and record your greetings. You may also change your follow-me settings during this session, however we suggest using our Web site www.ConnectMeVoice.com for follow-me setup.

ENTERING YOUR MAILBOX

You must always perform these steps when accessing your voice mailbox

1. Dial your 10 digit phone number.
2. As soon as you hear a voice, press the star key [*].
3. *(Multiple extensions only)*
You will now be prompted to enter your extension number followed by the pound key, or just # for the main mailbox.
Here, you enter # for the main mailbox, 1# for extension 1 or 2# for extension 2 etc.
4. You will then be prompted to enter your four-digit personal access code.

SETTING UP your MAILBOX NAME & GREETING:

RECORDING your VOICEMAIL GREETING:

This greeting will be played when you are not available.

1. Dial your 10 digit phone number.
2. As soon as you hear a voice, press the star key [*].
3. Enter your access code.
4. Press 4 then the # key and follow prompts to record your voicemail greeting.

Example: At the tone, please leave your name and phone number and we will return your call. Thank you.

RECORDING your MAIN GREETING

******(Multiple Extension plans ONLY)***

Your mailbox comes with 5 extensions. The main greeting should be recorded as a menu type greeting.

1. Dial your 10 digit phone number.
2. As soon as you hear a voice, press the star key [*].
3. When prompted for an extension, Press[#]to enter your Main Mailbox.
4. Enter your access code.
5. From the Main Menu, Press 4 to record main greeting, then press any key to continue.

When recording this greeting you must tell the caller to press an extension (1-5) to either leave a voicemail or to forward to someone (follow-me).

Example: Thank you for calling. To leave a message, please press 1 now. To find me, please press 2 now, for Sales press 3.

RECORDING your VOICEMAIL GREETING on EXTENSION 1 - 5:

******(Multiple extension plans ONLY)***

This must be done for all extensions 1 - 5. If you have Connect Message plan (with 5 extensions), then you need to record voicemail greeting on each extension. If you have the Connect Anywhere plan (with 5 extensions), then you will need to record the name and voicemail greetings for each extension.

1. Dial your 10 digit phone number
2. Press the * key then your access code.
3. Enter the Extension number (1-5) followed by the (#) key.
4. Enter your access code
5. Press 4 and follow prompts to record your voicemail greeting.

Example: At the tone, please leave your name and phone number and we will return your call. Thank you.

AFTER HOURS GREETING

All plans come with *After Hours Greeting*. This is a separate greeting from the Main Greeting. This is the greeting that will be heard by all callers after the times you set online. This can be set as a permanent greeting or a specific one-time message.

RECORDING the AFTER HOURS GREETING

1. Call your 10 digit phone number
2. Press the star [*] key after greeting starts
3. Press the pound [#] key
4. Enter your 4 digit access code
5. From the Main Menu, Press [4]
6. Press [3], then follow the prompts.

TIME SETTINGS

Through the web interface, log into the Main box and click on the “Office Hours” icon under the “Control Panel” tab. This will take you to a screen that allows you to set your “Office Hours”. The default setting is Open 24 hrs a day. If you wish to change the Open/Closed hours, use the drop down arrow by the “Selected Times” box. If you chose “Open”, you can then select various open hours. If you select “Closed”, it is for a 24 hr period. Click Save to save your changes.

EMAIL NOTIFICATION

With this **FREE service**, anytime a caller leaves a voicemail message in your mailbox, an email will be sent to up to 3 email addresses of your choice. You decide if you want the original voice message attached to the email or not. You can also have a Text Message (SMS) sent to any cell phone by entering the cell number and selecting the appropriate type.

This can be done by going to <http://login.connectmevoice.com>, logging into your account and then selecting the “Notification” icon under the “Control Panel” tab. Enter the email address(s) that you wish to have the voicemails and faxes sent to and then select the “Notification Type”. Then click “Save”.

CHANGING your PERSONAL ACCESS CODE:

All subscribers are encouraged to change their personal access code often. Please do not select simple codes like 1234, etc.

1. Enter your voice mailbox.
2. From the Main Menu, press [8] for User Options menu.
3. Press [1] for Access Codes.
4. Follow prompts to change your Personal Access Code.

CHANGING your PERSONAL ACCESS CODE:

Through the WEB INTERFACE: Log into your account (and extension) and go to the “Mailbox Settings” icon under the “Control Panel” tab. Enter your new 4 digit code twice, then click Save.

USING YOUR FAX MAILBOX CAPABILITIES:

You may have a caller send a fax directly to your mailbox, as if it were a dedicated fax machine. The system will automatically detect that it is being called from a fax machine, and will accept a fax. To receive the fax (by phone) simply enter your mailbox, and the prompts will inform you that there is a fax waiting. You may then select to have the fax sent to any fax machine you wish. The fax would then be sent once you hang up. If you do not wish to receive the fax at that time, simply follow the prompts to skip the fax step, and you will be presented with the same options on your next call.

You may also elect to view your faxes through the Internet. The faxes will be stored in your Inbox and can also be sent to your email. Faxes will be sent in .PDF format.

NOTE: If you have a local number plan, a toll free number must be assigned for faxing (no additional cost). Call Customer Service at (800) 743-1208 ex 2.

LISTENING to MESSAGES

LISTENING over THE INTERNET

This feature will enable you to retrieve your Voicemail Messages FREE Through the Internet.

1. Access the ConnectMe web site at <http://login.connectmevoice.com>
2. Select the Login icon.
3. Enter your 10 digit account number (area code + phone number with no dashes), and your access code.
4. Click on Login.
5. Your messages will be displayed on the screen, along with the Caller ID information. You can click on any message to play.
6. You may then select to delete messages, or you may move the message to another folder. If you do not delete or move the message, then it will be saved. Please note that once you move a message to another folder, you will no longer be able to access this message from the phone.

LISTENING over THE PHONE

Use these instructions to listen to messages that are in your voice mailbox

1. Enter your mailbox. (See above)
2. You will be presented with the Main menu. Press [7] from this menu to play your messages. (Refer to “Options While Playing Messages” to see what choices you may select while listening to messages)

WHAT CAN I DO WHILE I AM LISTENING TO MY MESSAGES

Use this as a quick reference for actions that you may take while listening to a message

| | | |
|---|--------------|-------------|
| Delete Message: | Press | [3] |
| Save Message: | Press | [2] |
| Call Return (during call) (Instantly return call without dialing number) | Press | [*4] |
| Forward (Copy) Message | Press | [*6] |
| Caller ID Information (no time stamp info.) | Press | [*5] |
| Caller ID / Time & Date Stamp | Press | [*9] |
| Replay Message | Press | [7] |
| Rewind Message | Press | [4] |
| Fast Forward Message | Press | [6] |
| Pause/Unpause Message | Press | [0] |

(Note selections without a * may only be made while message is playing)

OPTIONS AFTER LISTENING TO ALL MESSAGES

Use this as a quick reference for all options that you have after listening to your messages

- | | |
|---------|---|
| Press 1 | Listen to all saved messages |
| Press 2 | Review messages that you just marked as deleted. You may now delete them or choose to save them. (Note: You only have one chance to listen to a message marked as deleted, and re-save it.) |
| Press 3 | Return to the main menu |

CARDLESS CALLING CARD (must be activated by ConnectMe)

Minutes used will be billed to your account. No long distance charges!

MAKING AN OUTBOUND CALL FROM YOUR ACCOUNT:

After calling your assigned phone number and getting to the main menu:

1. Press 0
2. Press 2
3. Enter the Area Code and Number to be called

NOTE: Outside calls are charged at 2 times the normal inbound rate. For example, a 5-minute outbound call is charged as 10 minutes of time.

OPTIONAL SERVICES

These services are provided at additional cost per month.

FAX ON DEMAND (optional)

This feature allows callers to receive predetermined information from you automatically via fax. This can be order forms, applications, maps or any marketing information. Can store up to 5 single or multiple set of documents.

SAMPLE DEMO

To see how the system works and to hear a sample of the basic Phone Greeting and multiple document Document Greeting call: (888) 319-6657

PLACING DOCUMENTS INTO YOUR SYSTEM

Each document in your fax on demand must be assigned a corresponding 3-digit number. We recommend that you start with document 101# and continue sequentially from there (ex. the second document would be 102#...) Please note that a document can be multiple pages.

LOADING A DOCUMENT FROM YOUR FAX MACHINE

(THIS OPERATION MUST BE DONE FROM THE HANDSET ON THE FAX)

1. Dial your 10 digit phone number FROM A FAX MACHINE.
2. As soon as you hear a voice, press the star key [*].
3. You will then be asked for extension number. Enter extension [5]
4. You will then be prompted to enter your four-digit personal access code.
This will bring you to Fax Options.
5. Press 2 to store or delete a document.
6. Press 1 to add a **NEW** fax document.
7. Press 1 to confirm you are calling from a fax machine.
8. Enter a 3-digit fax document number (start with 101), then press the # key.
9. When prompted, press the start key on your fax machine.

RECORDING PERSONALIZED GREETINGS (Fax On Demand)

There are 2 greetings on the system. The first is the phone greeting; the second is the document greeting.

NOTE: If you are only loading a single document, it is not necessary to record either of these greetings! You may however wish to record the initial greeting for the purpose of personalizing your fax on demand service.

RECORDING the GREETINGS (Fax On Demand)

1. Dial your 10 digit phone number.
2. As soon as you hear a voice, press the star key [*].
3. You will then be asked for extension number. Enter extension [5] #
4. You will then be prompted to enter your four-digit personal access code. This will bring you to the Main Menu.
5. Press 3 to RECORD GREETINGS.

- **Press 1** (for the **PHONE GREETING**)

This prompts the caller to enter the area code and phone number of their fax machine. You may elect to customize this greeting, however the greeting **must** end by asking the caller to enter the area code and phone number of their fax machine, followed by the pound (#) key.

- **Press 2** (for the **DOCUMENT GREETING**)

NOTE: This greeting should ONLY be recorded if you have more than one document loaded in the system.

If you have multiple documents, you must record this greeting, and ask the caller to enter the 3-digit number of the document they wish to receive, followed by the pound (#) key.

Example: For document A press 101, for document B press 102, press the pound (#) key after each selection.

MAIN MAILBOX GREETING (if using Fax On Demand box)

You will want to have your main mailbox greeting list Ext 5 as being Fax On Demand

Example

“Thank you for calling ABC Corporation. If you would like sales, press 101, for customer service, press 102, if you would like information sent to you BY FAX, press 5 now”.

After the caller press's 5, they will then hear your greeting for this Fax On Demand extension. If you did not record one then they will hear a recording asking them to insert their fax number.

QUESTION & ANSWER (Q&A) BOX (optional)

RECORD your Q&A GREETING and QUESTIONS:

1. Call your 10 digit phone number
2. Press the [*] key immediately.
3. Press the extension number of the Q&A mailbox
4. Enter your 4-digit access code.
5. You will be at the main menu, press 4 to record your mailbox greeting.
6. You will be prompted to enter a 3-digit question number, or 000 for the main greeting. First, enter 000 and record the main Q&A greeting. The greeting should advise the caller to answer a series of questions, and to press the pound key after each answer. (*Note: The main-000 greeting is not a actual question, it just gives directions*)
7. After recording your main Q&A greeting, you can now start recording questions. Enter 001 to record question 1, 002 for question 2, etc.
8. Repeat this process for both Q&A mailboxes.

LISTENING to MESSAGES OVER THE WEB

You may use the web site www.connectmevoice.com to listen to the messages.

1. Login with the 10 digit account number (area code + phone number with no dashes)
2. In the Extension field enter the extension for the Q&A Box)
3. For password, use the same 4-digit access code that you used for the phone. Once logged in, you can click on your inbox to listen to the messages.

INFORMATION PLAYBACK (optional)

This is also referred to as an “*Announcement Only*” box. This box can have a message up to 10 min in length. When a caller calls in, they will hear this message and then will hang up without leaving a voicemail message.

7. Call your 10 digit number number
8. Press the star [*] key after greeting starts
9. When prompted for an extension number, enter the extension number
10. Press the pound [#] key
11. Enter your 4 digit extension access code [1234]
12. From the Main Menu, Press 4 to record your mailbox message, then Press # to finish.