

Welcome to Simplify One Number!

Simplify One Number integrates your telephone, fax machine, cell phone, pager, and personal computer into a simple and easy-to-use unified communications toolset. Simplify One Number makes it easier than ever to manage all of your communication needs. And you can use it anywhere, from any touch-tone phone!

Your Simplify One Number subscription includes:

- Your own personal toll-free number
- Universal Inbox for voice, fax, and email messages
- The ability to quickly create conference calls with up to 12 participants
- Enhanced calling features
- One low rate for all your in-state or nationwide long distance
- The ability to easily screen every call
- One number that follows you anywhere—but only when you want
- An easy way to instantly move, forward, or transfer calls between different phones
- Instant access to your messages, faxes, and settings on the web

More information on what you can do with your Simplify One Number follows on the last page of this Quick Start guide.

Using Simplify One Number

Simplify One Number offers a wealth of communication capabilities, and navigating among the options may seem a little overwhelming at first. But after using Simplify One Number for a while, you'll become familiar with the menus and options. Then you'll find your way around and complete tasks easily. For now, remembering the following conventions and understanding the general menu structure will help.

Simplify One Number Conventions

The following keys always work the same way in Simplify One Number menus. Learning the functions of these basic keys will help you navigate the menus more readily.

- The [*] (star key) is used to back up one menu level or cancel an action in progress. If you ever get “lost” in the menu structure, you can press [*] until you return to the main menu.
- The [#] (pound key) is used to tell the system you're done entering information, or to move forward. Almost all prompts that tell you how to end information will end with something like “then press the pound key” or “followed by the pound key.”

You can press [0 0] from any menu to go to the Call Menu. This is the menu used to manage calls and conference calls.

Using Simplify One Number Online

You can also retrieve your messages, manage your account, and much more using Simplify One Number Online, a simple-to-use personal Web portal that gives you instant (and free) access to all of your voice and fax messages. You can log into your account at v1web.i-link.net from any computer with Internet

Setting Up Your Account

Before you can begin using your Simplify One Number, you need to complete two simple steps:

1. **Record your greetings** Your greetings are the messages your callers will hear when they call your One Number, and your name is used to identify you to callers.
2. **Enter your “Follow Me” numbers** Your Follow Me numbers are the phone numbers you want Simplify OneNumber to call to find you. You can enter up to five Follow Me numbers.

You can do either step first, but we recommend you complete both steps before beginning to use your account.

Logging in to Your Account

To record your greetings and your name you must first log into the system.

1. Dial your Simplify One Number. (Your One Number is listed in your Welcome e-mail message.)
2. When you hear the greeting, press [#].
3. Enter your passcode, then press [#].

You are now in the Main Menu. From the Main Menu you can follow the instructions in this Quick Start to perform any task.

Recording Your Greetings

To take full advantage of Simplify One Number’s Follow Me features, you need to record two personal greetings and your name.

Your Primary Greeting This is the greeting callers will hear when they dial your Simplify One Number and you are available to take calls. When recording your Primary greeting, you should include a comment to let callers know they can have the system find you by pressing [1], or leave you a message by pressing [2].

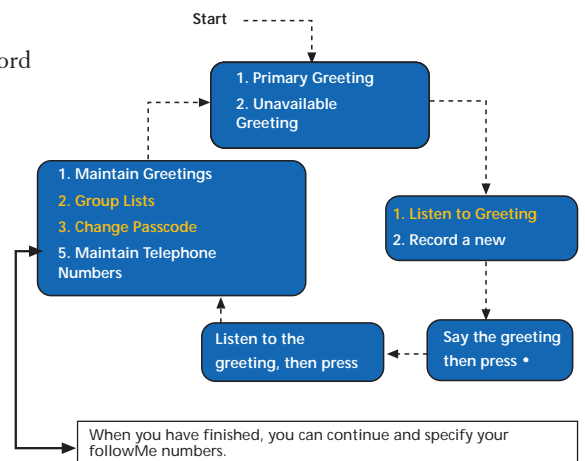
Your Unavailable Greeting This is the greeting your callers will hear when you have told Simplify One Number you are unavailable to take calls. When recording your Unavailable greeting, you should include a comment to let callers know they can leave you a message by pressing [2].

Your Recorded Name Your name is used to identify you to others when you send or forward messages.

To record or change your greetings you must first log into the system. From the Main Menu:

1. Press [3] Personal Options
2. Press [1] Maintain Your Greetings

You are now in the Greetings menu. Refer to the flowchart below to record



Specifying Availability

Specifying your availability means telling the system whether you are available to take calls. If you are available, callers hear your Primary Greeting, and can connect to you via your Follow Me numbers. If you are unavailable, callers hear your Unavailable Greeting and are invited to leave a message.

To specify your availability, start at the Main Menu and listen to the prompts.

1. Listen to the prompts and choose option [5] Availability (callers hear your Primary Greeting).
2. Press [1] to make yourself available, [2] to make yourself unavailable (callers hear your Unavailable Greeting).

Setting Up Your Follow Me Numbers

Simplify One Number is designed so that callers can always reach you by calling one number, instead of having to remember (and call) multiple phone numbers. The number that callers always dial is your One Number. You may specify up to five Follow Me numbers (e.g., home phone, office phone, cell phone, etc.). You can set up your Follow Me numbers using a phone or online using any Internet browser.

Using a Phone To set up your Follow Me numbers using the telephone, dial your Simplify One Number, log in and start from the Main Menu:

1. Press [3] (Personal Options)
2. Press [5] Maintain Telephone Numbers.
3. Press [5] for Follow Me numbers and follow the prompts to add or change your Follow Me numbers.

Using an Internet Browser You can also add/change your Follow Me numbers using Simplify One Number Online. Go to vlweb.i-link.net. This is your Internet interface to Simplify One Number accessible through any Internet browser. Use your One Number ID and passcode to log into the system.

IMPORTANT: Never use your One Number as a Follow Me number. This creates a system “loop”: when the Follow Me number is dialed, it calls your One Number again, which forwards the call to your Follow Me number, and so forth.

Placing Calls Using Simplify One Number

Simplify One Number provides a host of powerful new calling capabilities such as call screening, call move and transfer, conference calling, and many more enhanced features.

To place a call,

1. Dial your Simplify One Number and log in to your account by pressing [#], <passcode>, [#].
2. Press [9], <dial the 10-digit number>, [#]

When you finish a call, if you want to remain in your account and place another call, press [*] [#] [9], and enter the next phone number.

If you receive another call while on the first, you will hear Call Whisper (the recorded voice of the incoming caller) announce the name of the caller. You can then place the current caller on Hold so you can answer the new call, or you can instantly add the incoming caller and create a conference. You can access these options by pressing [0 0] while connected to any caller.

Helpful Hint: Moving a Call from One Phone to Another Sometimes you may want to move a call from one telephone to another telephone, without disconnecting the caller. For example, you may receive a call on your mobile phone while you are away from your office. To save on airtime, you may then want to move the call to your regular telephone when you arrive at your office. If you are on your office phone and need to leave, you can move the call to your mobile phone and continue the call while you travel.

If you are already on a call on the first phone, pick up the second telephone and log into your account as usual. You will be connected to the caller as soon as you enter your passcode. Once you are connected, hang up the first telephone and continue your call on the second telephone.

Checking Your Messages

When someone leaves you a message or sends you a fax, it is placed in your Simplify One Number Inbox. You can listen to your messages or access your faxes from the Messaging Services menu.

In your Inbox, you can listen to your voice messages, and you can reply, save, delete, or forward them. If the message is a fax, you can send it directly to any fax machine, forward it to your email address (then print it on your computer), or save it for later reference.

To access your messages,

1. Dial your Simplify One Number and log in to your account by pressing [#], <passcode>, [#].
2. Press [1] (Messaging Services), then [1] (Check Messages).

In the Check Messages menu, you can review new, old, or saved messages; you can also reply, delete, forward, or save messages for later reference. If the message is a fax, you can send it directly to any fax machine. If it is a voice message, you can hear the message or press [8] and the system will automatically dial the number of the caller who left the message and connect you.

NOTE: You can also retrieve your messages, manage your account, and much more using Simplify One Number Online, a simple-to-use personal Web portal that gives you instant (and free) access to all of your voice and fax messages. You can log into your account at vlweb.i-link.net from any computer with Internet

What Do My Callers Hear?

When someone calls your Simplify One Number, the system will attempt to locate you by dialing your Follow Me numbers (if you have told Simplify One Number you are available to take calls). If you do not answer, or if you have told Simplify One Number you are unavailable to take calls, callers will be able to leave you a voice message.

Your callers have additional options by pressing the star key when they hear your greeting. (You can let them know about this by mentioning this in your greeting.)

Options Available to Your Callers

- Have Simplify One Number find you (Dial your Follow Me numbers)
- Leave you a voice mail message
- Send a fax
- Transfer to your personal operator (Someone you have designated to take calls for you)
- *Access your Voice on Demand
- *Access your Fax on Demand

*Your callers hear the Voice/Fax on Demand options only if you have ordered the optional On Demand/Broadcasting service pack and have posted voice or fax messages for on-demand access.

Creating a Conference Call

Simplify One Number makes it easy to create conference calls with up to 12 participants. You can call participants and add them one-by-one, or you can have them call your One Number and add them as an incoming call.

Note: to create a conference call, you must first be logged into the system.

1. To create a conference call, start at the Main Menu in your account.
2. Press (9) to place the first call. Enter the 10 digit number to dial, followed by the pound key (#).
3. When you are connected to the person you called, tell them that you are creating a conference call and that they will be on Hold for a short time. Then press (0 0) to place the call on hold.
4. After the first caller is on hold, Press (9) to place a second call. Enter the number to dial, followed by the pound key (#), or press pound to record the name of the person you are calling.
5. When you are connected to the second person you called, tell them that you are creating a conference call and that they will be on Hold for a short time. Then press (0 0).
6. Continue calling people and placing them on hold until your conference group is complete (up to 12 total participants). When all the participants are on hold, press (7). This places you and everyone who was on hold in the conference. You should now be able to hear and speak with everyone in the conference
7. To end a conference, press (0 0) to place the conference on Hold, then press 6 to end the conference.

If a call comes in while you are already in a conference and you know from the Call Whisper that you want to take the call, you can do so by pressing 00, then choosing option 1 to connect to the caller. When you are done with the call, you can press 00, 5 to disconnect the caller, and then rejoin the conference by pressing 00, 7. Or add yourself and the caller to the conference by pressing 00, 7.

Note: When you place a call, the system will continue to ring the number until you disconnect the call by pressing [], [#]. If you place a call and get an answering machine, or if no one answers, you can disconnect the call this way.*

Additional Features

There's a lot more to Simplify One Number than what we've introduced for you here in this Quick Start guide. But with what you know now, you can put your One Number to work for you and begin to take advantage of the power of this amazing set of communication tools.

Call Management Moving calls between phones (cell phone to home phone, etc.), transferring calls, screening calls, call hold, call queuing, redialing, etc.

Messaging Options Sending voice, fax, or email messages; adding confirmation options, specifying urgent, private, attaching a fax to a voice message, etc.

Conference Calling Creating and managing conference calls, options available during conference calls

Availability Options Specifying when and how you want your Follow Me numbers to ring

Message Notification Setting up options for having the system notify you when you receive calls, faxes, or messages

Speed Dialing Setting up Speed Dial keys for frequently-dialed phone numbers

Group Lists Setting up "groups" of Simplify One Number users; enables you to instantly send a voice or fax message to multiple Simplify One Number subscribers.

Direct Login Specifying a phone number from which you can access your account without needing to log in each time.

Personal Operator Designate a specific phone number as your "personal operator" number.

Autoforward Set Simplify One Number to autoforward messages and faxes to an email address or specific fax number.

Voice/Fax on Demand (optional add-on) Set up audio recordings or fax messages that can be accessed by your callers 24 hours a day without having to speak to you.

Voice/Fax Broadcasting(optional add-on) The ability to "broadcast" voice or fax messages (as with Group Lists above) to groups containing up to 256 10-digit phone numbers.