CallEverywhere

Unified Communications

User Guide

INTELLIVERSE

call Everywhere

WELCOME TO
UNIFIED COMMUNICATIONS

Congratulations on your choice to simplify and manage your communications using the Unified Communications. This guide is designed to help you quickly learn both the basic and advanced features of your new service.

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SETTING UP Unified Communications

Unified Communications guides you through the set-up process when you access the service for the first time.

Setting Up Your Service

- Dial your Unified Communications number
- Press * to interrupt the Greeting
- Enter your temporary **pass code** and press #
- The temporary pass code is provided on the welcome letter and confirmation email. To access the system after the initial set-up, simply dial your Unified Communications number, press * to interrupt the greeting and enter your personalized pass code. You may change your pass code to any 6-10 digit number at anytime through the Personal Options Menu.

Setting up your Call Forwarding Numbers

When a caller chooses to call your service, the system has the ability to dial up to 6 separate phone lines in order to locate you. To set up your Caller Connect numbers:

- Access your callEverywhere account online at *www.everywhere.net* .
- Under the Preferences/Voice Tab, click on *Call Forwarding*
- Enable Call Forwarding and enter your contact numbers
- You can select whether you want the numbers to reach you simultaneously or in sequence.
- We recommend that if you are placing your any number that has a voicemail component (i.e. cell phone) as one of the call forwarding numbers, that you program such that no more than 3 rings. This will ensure that messages are left on your callEverywhere account.

USING Unified Communications

Every time you access your account, you hear your Inbox Message Summary, which includes the new and saved messages that are in your account. Additionally, Unified Communications service provides several menus and submenus to retrieve your messages and personalize its features.

Main Menu Options

This menu is available immediately following your Inbox Message Summary (after pressing 9):

- Press 1 for New Voice Messages
- Press 2 for Old Voice Messages
- Press 3 for Sending a Message
- Press * to Make a Call
- Press 0 to Manage Personal Options

Managing Your Voice Messages via the Phone

Unified Communications allows you to manage your voicemail from any phone – you can listen to a message, forward a message (from the web portal) or send a message to another callEverywhere subscriber. When you access your voicemail service from any phone, the Unified Communications will play new messages first followed by saved messages.

Additional Voice Message Options

After listening to your message you may select from the following options before listening to the next message:

- Press 1 to Play the next message
- Press 2 to Save the current message
- Press 3 to Delete the current message from your mailbox*

• Press 4 to Replay the current message
• Press 5 to Play the Previous message
• Press 6 to get sender information (call from phone number) and hear recipient information (number called)
• Press 9 to return to the previous menu

***Please Note**: Deleting message from either the phone or web portal will delete the message in both places.

Managing Incoming Calls

When someone calls your Unified Communications number, the caller is directly connected to one of a possible six numbers pre-programmed by you.

•Callers are directed to the numbers specified only if they are activated.
•You will be able to see the caller's phone number if you have caller ID activated on your call forwarding number's device (i.e. cell phone, home phone).

Managing Your Fax Messages

Receiving a Fax Message

Unified Communications accepts fax messages by normal delivery methods. The caller sends a fax message from any fax machine directly to your Unified Communications number.

• To retrieve the fax message, access your callEverywhere web portal *www.everywhere.net* and click on the "Fax" folder under the *Messages* tab.

Sending a Fax Message

To send a Fax Message using the callEverywhere service, access the callEverywhere web portal *www.everywhere.net* and click on the "Fax" folder under the *Compose* tab.
•Enter the fax number (full 11 digits or international dialing #) in the "To" field
•Attach a document along with any instructions to the recipient.
•You can also send a fax from a facsimile machine. (See page 5 under *Sending a Message*.)

USING ADVANCED SERVICES

Unified Communications provides several menus and submenus to manage your messages and personalize its features. This
section covers the more advanced features of your service.

Voicemail To Email

Unified Communications sends all your voice messages to your callEverywhere web portal, accessible through www.everywhere.net.

Each voice message you receive appears in your web portal as
an email message with a .WAV® attachment. Simply open the email and click on the attachment to hear the message through your computer's speakers. By double clicking
on the attachment, the RealPlayer® launches and automatically begins to play your message. RealPlayer® allows you to replay the message as well as rewind and advance within the message.
Once you are finished listening to the message, close the RealPlayer®. You now have the option to save, forward or delete
the message just like any other email.

Fax To Email

When someone sends a fax message to your Unified Communications number, the system automatically forwards the message as an email message with a TIFF attachment to your callEverywhere web portal, accessible through *www.everywhere.net* . To view the fax, click on the attachment. Once you have finished viewing your fax, you have the option to save, forward or delete the message just like any other email.

Making Calls

Unified Communications gives you the ability to place local, long distance or international calls from any phone.

To Place a Call

• Access your account and listen to your Inbox Message Summary

• Press * to make a Call

• Dial the area code and phone number. For international calls, dial 011, country and city code before entering the number.

Sending a Message

The callEverywhere messaging feature allows you to record a message and send it directly into the mailbox of another Unified Communications user via voice mail or email. You can also record a message and send it through your account as an email, send a fax, or send a numeric page.

To Send an Email, press 1
To Send a Fax, press 2
To Send a Page, press 3
To Send a Voicemail, press 4

To Send an Email, press 1

You will have the option of using your address book (accessible through your web portal) to enter in an email address you are messaging to and press # to record your message. Press # after you finish recording your message and select from the following options:
• To Approve, press #
• To Review, press 1
• To Append, press #2
• To Re-record, press #3
• To Cancel, press #4

If you do not press any option, the message will be delivered.

To Send a Fax, press 2

• You have to have dialed in from a fax machine in order to use this feature. You will have the option of using your address book to enter in a fax number or enter the number by pressing the * key. Press # after you finish entering the

address book entry or fax number and select from the and press start to send the fax.

To Send a Page, press 3

• You will have the option of using your address book to enter in a number or enter the number by pressing the * key. Press # after you finish entering the address book entry or pager number and select from the following options:
• If this is correct, press #
• If this is incorrect, press *

If you do not press any option, the page will be delivered.

To Send a Voicemail, press 4

• You will have the option of using your address book to enter in a number or enter the number (or numbers) you are messaging to and press # to record your message. Press # after you finish recording your message and select from the following options:
• To Approve, press #
• To Review, press 1
• To Append, press #2
• To Re-record, press #3
• To Cancel, press #4

If you do not press any option, the message will be delivered.

CHANGING YOUR PERSONAL OPTIONS

Unified Communications allows you to customize and update your personal greeting, pass code, availability and default fax number whenever you want through your Personal Options. The Personal Options Menu includes:

• Press 0 to update your Name Recording or Personal Greeting

To Update your Name
Press 0

• Press 1 to hear the current Name Recording

• Press 2 to append to current Name Recording

- Press 3 to record a new Name Recording
- Press 4 to cancel
- Press # to save

To Update your Personal Greeting
Press 1
- Press 1 to review the current Personal
  Greeting
- Press 2 to append to current Greeting
- Press 3 to record a new Greeting
- Press 4 to cancel
- Press # to save

To Review current Voice Greeting
Press 2

To Change your Password
Press 7

To Return to the Main Menu
Press 9

To Change your Availability
When you mark yourself unavailable, calls are automatically sent to voicemail. To change your availability:

- Access your callEverywhere web portal *(everywhere.net)* and go to the *Preferences/Voice Options* Tab

- Under *Call Forwarding,* click on the *Disable* option.

- If you only want to make some of the numbers unreachable, you can go to *Call Forwarding./Enable*, go to the selection of the number or numbers you wish to make unavailable by clicking on the "Do Not Disturb" check box and save the changes.

To reverse your Un-Availability status:

- Access your callEverywhere web portal (*www.everywhere.net*) and go to the *Preferences/Voice Options* Tab

- If you want to make all numbers available, you can click on *Call Forward/Enable* and save those settings

To manage Pager Notification Options
Unified Communications can inform you either of all messages or certain messages. You can also change the time and days in which you wish to receive notification. To change the notification setting:

- Access the callEverywhere web portal *www.everywhere.net*

- Under the *Preferences/Mail Optons*

HELPFUL TIPS

Web Portal Access
Access www.everywhere.net with your login and password.
The web portal gives you access to do the following:
- View, manage, and compose fax, email, and voicemail
- POP other email accounts as well as address book into callEverywhere or integrate callEverywhere with Microsoft Outlook®
- Create a central published location for shared documents, music, and photos
- View a record of your calls in real time
- Manage personal options such as paging, pass code, and call forwarding numbers.

Downloading Required Software
Unified Communications stores voicemail messages in a

.WAV format and fax messages as .TIFF files. Since both of these formats are supported by several popular software packages, your computer may already be pre-configured to launch these applications when you retrieve your messages.

Client Services
1-888-554-7835