



Unified Communications callEverywhere User Guide

Intelliverse
UNIFIED COMMUNICATIONS USER GUIDE



Unified Communications callEverywhere User Guide

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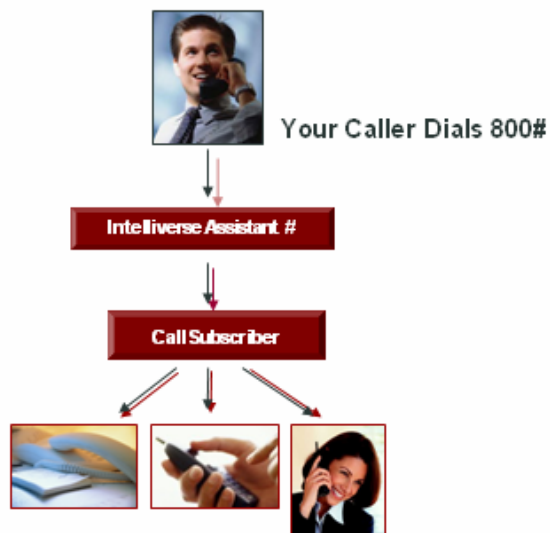


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What is the Unified Communications?

- Unified Communications is an enhanced communication tool that manages all your calls and messages with a single 800 number and individual web portal
- Unified Communications enhances the benefits of ancillary communications tools such as pagers and cell phones with features such as faxing, call blasting, and scheduled notification.
- Unified Communications ties in calling as well as management “on the fly” features.
- Change your forwarding numbers and paging without forcing those who need to contact you to learn new numbers, email address, etc.
- Keep voice, email, and fax messages in one place

How it Works Caller Connect

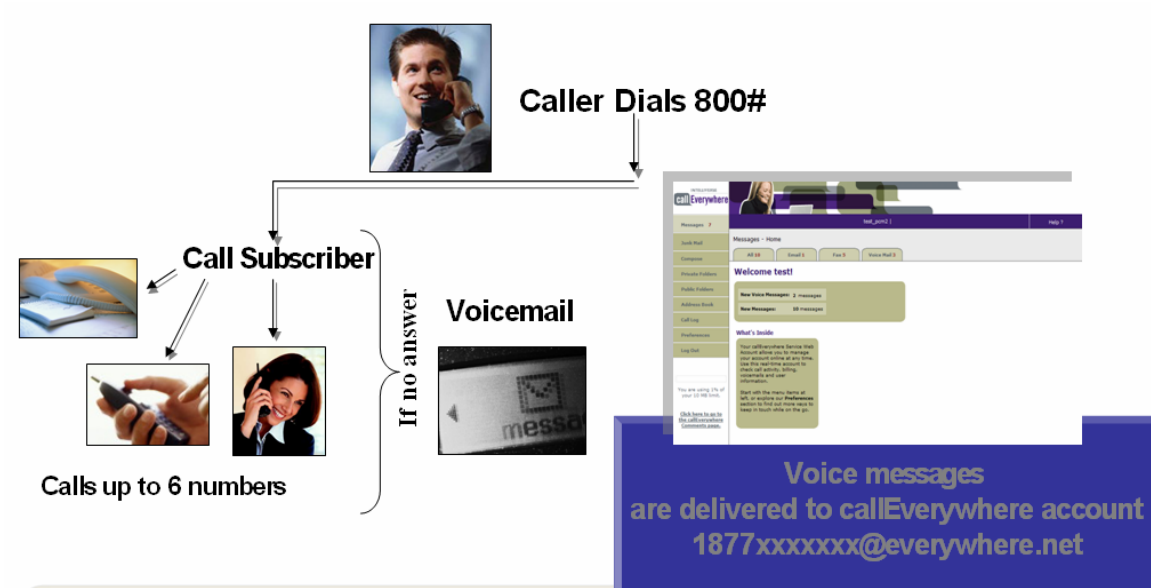


- Allows the user to store 6 phone numbers where they can be reached at all times
- The user can choose to set the numbers to a BLAST or SEQUENTIAL mode.
 - **BLAST** – calls all listed numbers at the same time
 - **SEQUENTIAL** – calls all the listed numbers one at a time in the order you wish
- The user can choose to put certain phone numbers on "Do Not Disturb" without removing numbers



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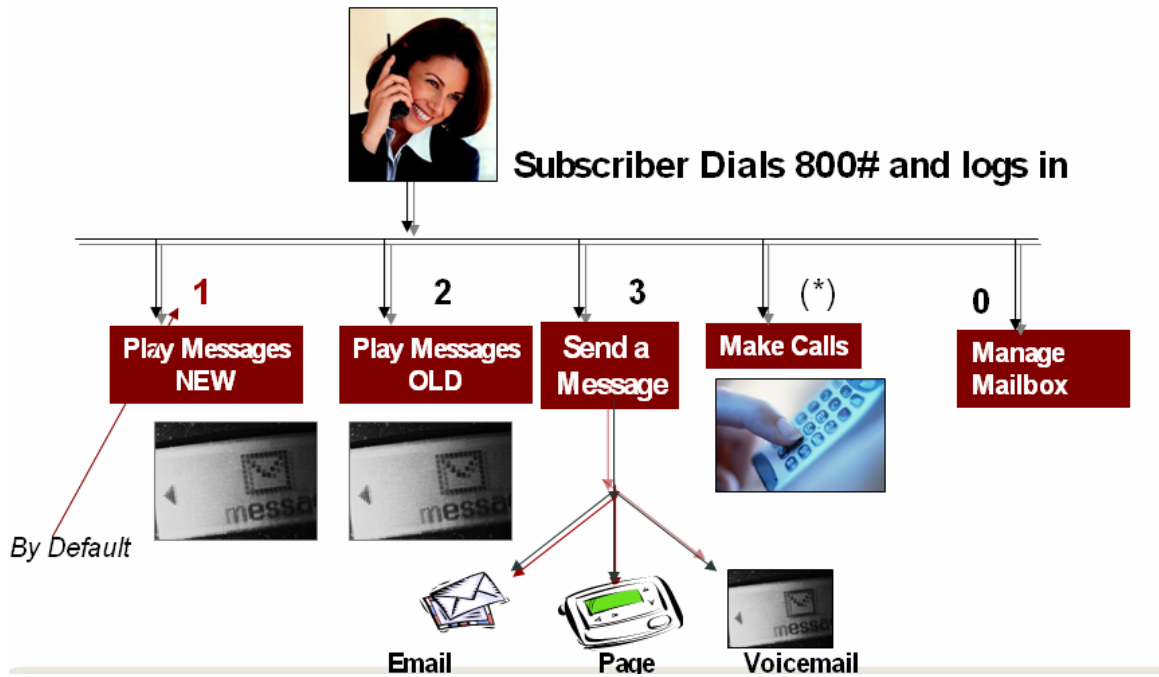
The Caller Experience



The User Experience



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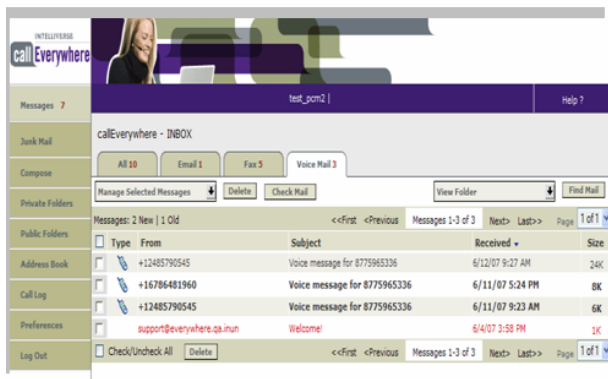


Voicemail

- Voicemail by phone
- Captures the caller's phone number
- Callers/Subscribers can leave up to a 2 minute message
- Message capacity on the phone is 50 KB (approximately 80 messages)
 - This includes fax, email , public and private folders
 - Allows you to save voicemail and also forward voicemail to another subscriber



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- All voice messages are sent as an email as a .wav attachment to your callEverywhere inbox
 - No need to install any new software on your computer
- Store, forward, and retrieve Voicemail just like Email

Managing your Voice Mail by Telephone

To record Voice mail Greeting using a telephone

1. Dial your Phone Number from any telephone.
2. When you hear the voice mail greeting, press the * (star) key on your telephone keypad to interrupt the greeting.
3. You will be asked to enter your password followed by the # (pound) key. This is the same password that you use when you access your account on the web.
4. To manage your mailbox, press 0 (zero) on your telephone keypad.
 1. Record Name Announcement, press 0 (zero). Once finished recording, press the # (pound) key. Select from the following options:
 - Press # to approve the Name Announcement
 - Press 1 to review the Name Announcement
 - Press 2 to append the Name Announcement
 - Press 3 to re-record the Name Announcement
 2. To record a new Personal Greetings, press 1 (one). Once finished recording, press the # (pound) key. Select from the following options:
 - Press # to approve the Personal Greeting
 - Press 1 to review the Personal Greeting
 - Press 2 to append the Personal Greeting
 - Press 3 to re-record the Personal Greeting
 3. To review your current voice mailbox greeting, press 2 (two).
 4. To change your password, press 7 (seven).
 5. To return to the previous menu, press 9 (nine).

To Play and Save Messages from your Voice Mail using a Telephone

1. Dial your Phone Number from any telephone.
2. When you hear the voice mail greeting, press the * (star) key on your telephone keypad to interrupt the greeting.



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3. You will be asked to enter your password. This is the same password that you use when you access your account on the web.

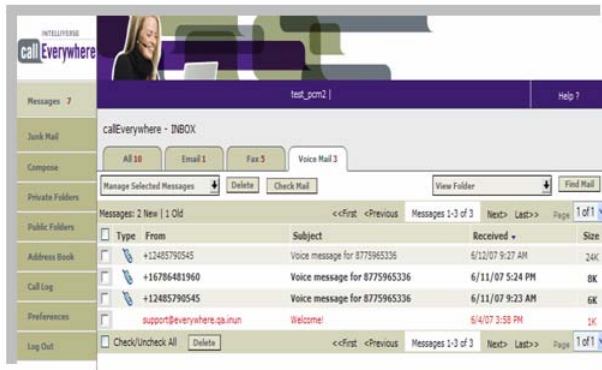
After hearing each message:

- Press 1 to Play the next message
- Press 2 to Save the current message
- Press 3 to Delete the current message
- 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 8 to Forward the message
 - To forward this message to an email address press 1
 - To forward this message to another voicemail press 2
 - Or to return to the main menu press 9
- Press 9 to Return to the previous menu



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Managing your Voice Mail Online at your Computer



- All voice messages are sent as an email as a .wav attachment to your callEverywhere inbox
 - No need to install any new software on your computer
- Store, forward, and retrieve Voicemail just like Email

You can check voice mail directly from your computer and listen through your computer's media player from anywhere in the world. Log into your Web Portal on www.everywhere.net and click on the **Messages/Voice** tab. Here you will see any voice messages you may have received. Click on a message and then click on the attached .wav file to listen to the message.

You can log into your callEverywhere Web Account to manage settings and options using a standard web browser. Simply direct your browser to www.Everywhere.net and enter your user name and password (established during the CallEverywhere sign-up) in the login fields. Once logged in, you can view and manage your service.

If you forget your login password

1. Enter your User Name at the lower left hand corner of www.Everywhere.net screen.
2. Leave your password blank. Click on "Forgot Your Password?" link.
3. Enter your callEverywhere ID (This is your User Name).
4. Click the 'Continue' box.
5. The system will ask a series of questions that only the account owner would know before providing the password.

To change your login password

1. After login, click the **Preferences** section (on the far left column).
2. Select the **Account Info** tab.
3. Click the "Password" link.
4. Make any necessary changes.
5. Click 'Save' to save changes, or click 'Cancel' to ignore any changes made.

To record a Voice mail greeting using your PC



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1. After login, click the **Preferences** section (in the far left column).
2. Select the **Voice Options** tab.
3. Under the **Management** area, click the "Record Greeting" link.
4. Select the telephone number in the drop down box that you wish to record a greeting for.
5. Under "Record Greeting", click the 'Record' button (red circle)
6. After you have finished your message, click the 'Stop' button.
7. Click the 'Play' button to review the recorded greeting.
8. Click the 'Upload' button (up arrow) to save the message.

Note: You will need to have a working PC microphone to record greetings using the online function.

To retrieve messages from your PC

1. After login, click the **Messages** section (in the far left column).
2. Click on the **Voice mail** tab.
3. Click the 'Check Mail' button.
4. The voice mail folder will be refreshed with any new received messages.

To open a message using your PC

1. From the **Voice mail** tab, you will see *Type, From, Subject, Received* and *Size* of messages in your box.
2. If Caller ID is not blocked, the caller's number will be given as the sender's information. If Caller ID is blocked, you will see 'restricted' in the "From" column.
3. You can click on any of the columns to open the message.
4. To listen to message, click the **Play** button next to the attachment file name.
5. Voice mail will play via the computer's default application for audio files.
6. When message has played, exit your media application.

Note: Make sure your computer speakers are turned on.

Notes:

- An unread message will appear in the folder view in bold text. After reading a message, it will appear in the folder view in non-bold text.
- You can get your messages from any computer with Internet access and a web browser.

To delete messages using your PC

1. From the folder view, check the box next to the message(s) to be deleted.
2. Click the **Delete** button (bottom of screen).

To save a received message using your PC

1. From an open received message, click the **Save** button and navigate to the directory you would like to save the message.
2. To save a message attachment, click the **Save** button next to the attachment file name.

To sort messages from the Inbox

- Click one of the following column headings:
- Type to sort by type of message
- From to sort alphabetically by sender
- Subject to sort alphabetically by subject



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- Date to sort chronologically by date received
- Size to sort by size

Note: When you first open your voice mail or alerts box, messages are sorted with newest messages at the top.

To navigate through messages using your PC

1. From the **Voice Mail** or **ALL** tabs, (if there is more than one page of messages) click one of the following:

- First to view first page
- Previous to view previous page
- Next to view next page
- Last to view last page

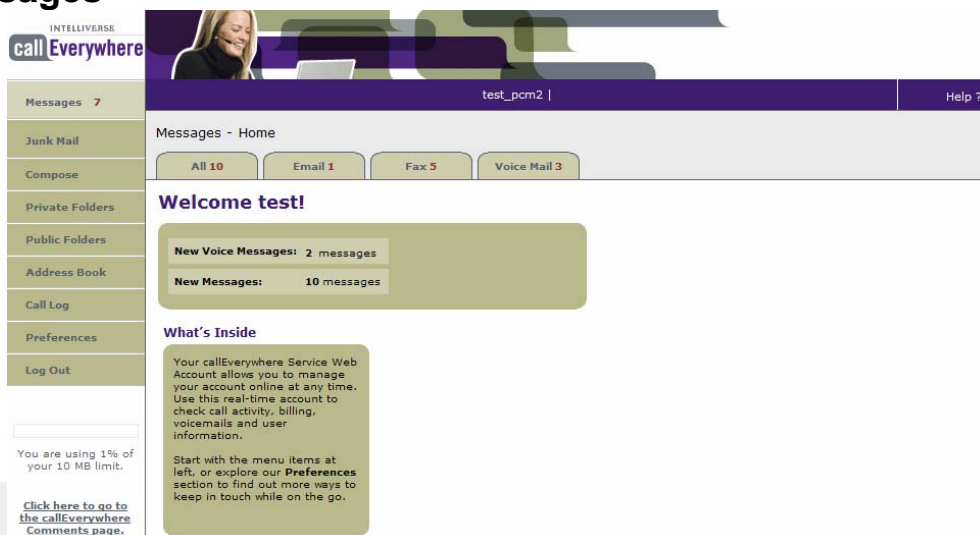
To print a message in a printer-friendly version

1. From an open message, click the Printer Friendly Version link.
2. The message will open in a separate window.
3. If there are printer capabilities, click Print to print the message.



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Messages



Under the Messages Tab you will be able to view all Emails, Faxes and Voice Mails sent to your account. Simply click on Email or Voice Mail to view a list of all messages that you have received. You may choose to Manage Selected Messages by choosing one of the following options:

- Mark as unread
- Filter messages
- Move to inbox, outbox, junk mail or trash
- Publish to your music, office or photo folders

You may refresh your messages by clicking on the Check Mail button. You may also choose to delete your message by checking the box beside the appropriate message and clicking on the Delete button.

Compose

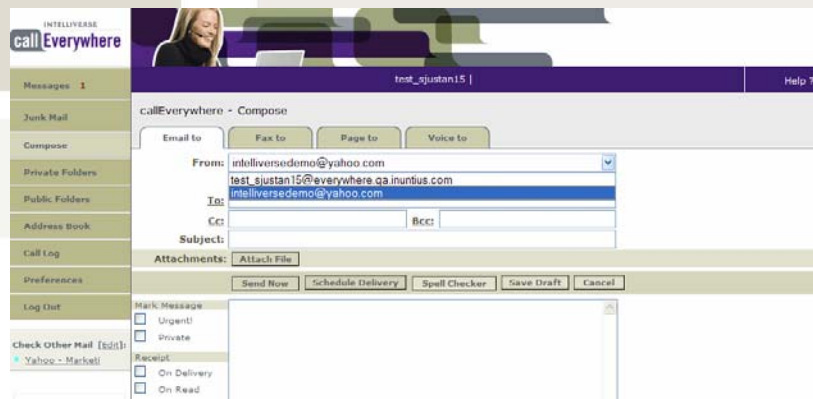
Under compose you will be able to compose a message by selecting on of the following options:



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Under the **Email to**, you can use your callEverywhere email account to send out email correspondence or visit the Preferences/Mail Tab on the left for further instructions on how to pop an email address for delivery.

1. To pop or consolidate an email account click on “add account”. Then follow the instructions and fill in your Account Nickname, Account email address (you wish to POP), the Pop mail server that you will be accessing, and the Login name and password on that account. *POP3 stands for Post Office Protocol, Server 3. When an e-mail is sent to you, it is stored on a server (called the POP server) until it is downloaded via your e-mail client (Outlook, Yahoo e-mail, etc.).*
2. You may also select a color to each popped email account to identify which account the email is being received from.
3. There will also be a choice to either delete the email from the original account once it has been received in your Unified Communications account.
4. You can also choose to have the emails download automatically to your Unified Communications account. If you do not choose this option, you will have to click on “check other email” to download from this account.
5. Once you have completed the POP, you must click on the save button to update your selections to your account. You may cancel your selections by clicking on the cancel button. Once you have established a POP email account, you may compose an email by simply assigning the email “To, Cc, Bcc” and including a Subject line as you would any other email account. You have the ability to attach a file or simply compose a new email in the text box.
6. Once you have finished, you may send your email either immediately or marked for a scheduled (future) delivery. As with most other email accounts you will have the opportunity to spell check your email, save as draft, cancel, mark message as urgent or private and have the option for receipt on delivery or when read.





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Under the **Fax to**, the format is similar to that of the email to section. This is only available if the user has the **Electronic Fax feature**.

1. You will need to provide a fax number and proceed by composing the text. There is also the option of attaching a document.
2. You may then choose to send the fax immediately by choosing Send or you may schedule the delivery time by choosing Schedule Delivery. If you are not finished composing the content, you may choose to Save Draft to complete at another time.
3. When you decide to send the fax, you can Mark the Message as either Urgent or Private. You can also receive a Receipt on Delivery or on Read. You can also choose Cancel when you no longer need to send the fax.

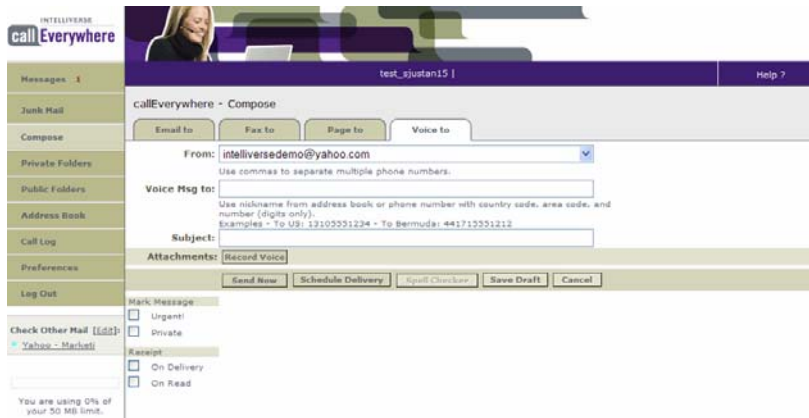
The screenshot shows the 'callEverywhere - Compose' interface. On the left is a navigation menu with options: Messages (1), Junk Mail, Compose, Private Folders, Public Folders, Address Book, Call Log, Preferences, Log Out, and Check Other Mail (with links for Yahoo and Market). The main area is titled 'test_sjustan15 |' and contains the 'callEverywhere - Compose' form. The form has tabs for 'Email to', 'Fax to', 'Page to', and 'Voice to'. Below the tabs, there is a 'Fax#' field with a note: 'Use commas to separate multiple fax numbers.' Below that is a 'Subject:' field with a note: 'Use nickname from address book or phone number with country code, area code, and number (digits only). Examples - To US: 13105551234 - To Bermuda: 441715551212'. There is an 'Attachments:' section with an 'Attach File' button. At the bottom of the form are buttons for 'Send Now', 'Schedule Delivery', 'Spell Checker', 'Save Draft', and 'Cancel'.

Under the **Voice to**, the format is similar to that of the email section.

1. This feature allows you to send a voicemail to another callEverywhere subscriber from your computer.
2. You will need to input either a nick name from your address book or a 10 digit phone number that includes the country code into the Voice Message to area.
3. When sending to multiple people or phone numbers, it is necessary to include comas in between. You are now ready to click on the Record button and begin speaking into the microphone. Click stop when you are finished. Click play to listen and review what you have recorded. If you would like to re-record, just click the record button again. When you are satisfied, click the Upload button.
4. At this point, you may follow the same instructions as with email or fax by choosing to Send immediately or Schedule a Delivery. You can also Save a Draft to return to it later or Cancel you voice message. You will then be able to Mark your Message as either Urgent or Private and Receipt as on Delivery or on Read.

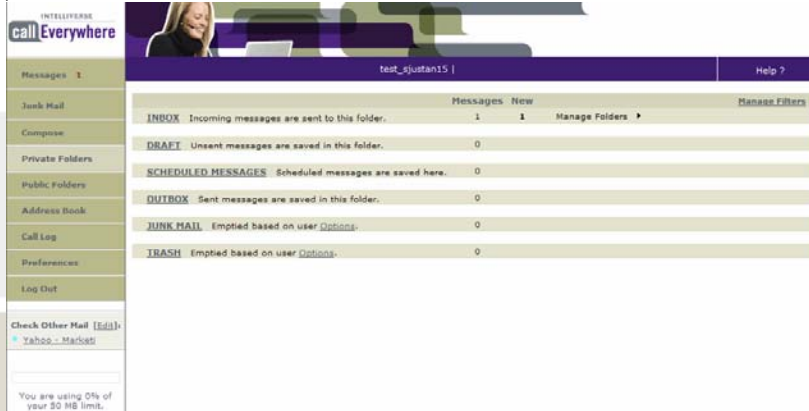


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Private Folders

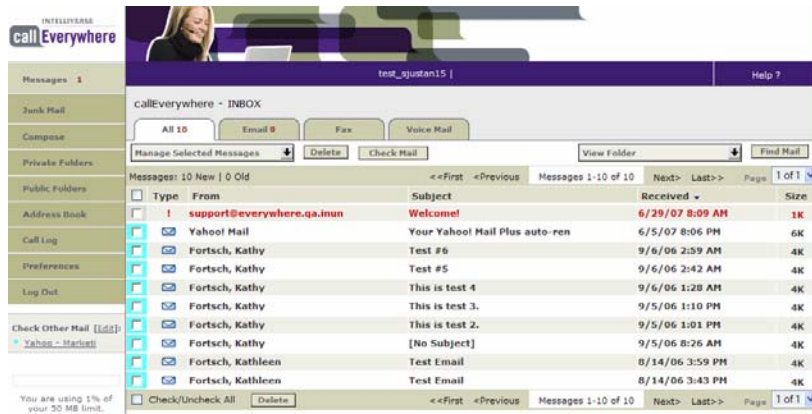
This is where you will be able to view all messages whether they are Incoming, Drafts, Scheduled Delivery, Sent, Junk Mail or Trash.



Messages – all incoming messages are displayed here.



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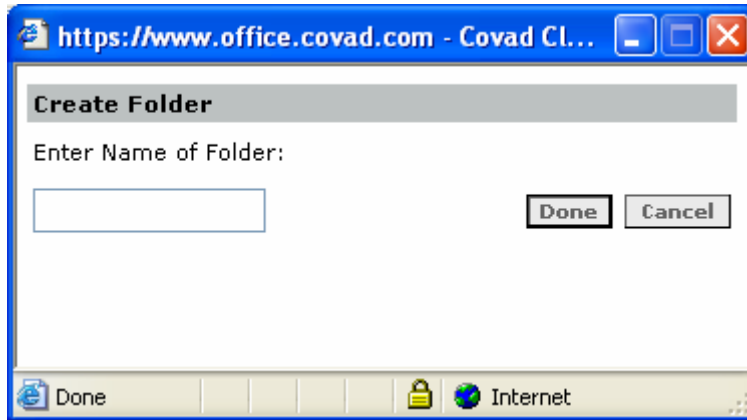
You will be able to file a message in a designated folder by selecting the Manage Folders to the right.



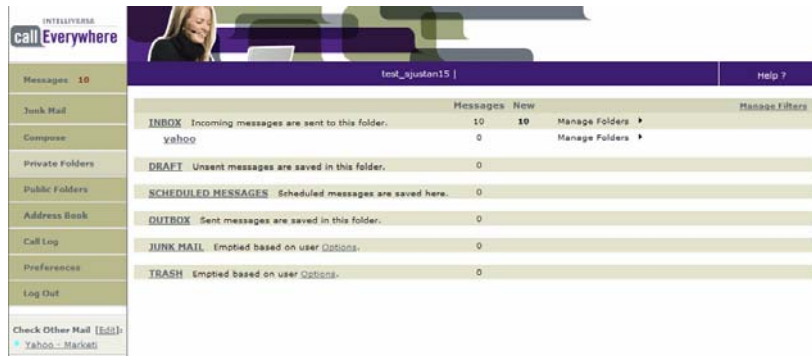
You will be able to "Create a Folder" in which to store the messages you receive to better identify there subject matter or importance level. As you can see above the folder "Yahoo" was created under "Messages" by simply typing in the name below and clicking on done.



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You may also choose to filter your messages by clicking on “Manage Filters” under “Private Folders”.



Select “Junk Mail Filtering” to block email from unwanted sources.





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Choose “Message Filters” to route your messages to the specific folder you would like them received in by clicking on “Add Message Filter” then identifying From/To/CC/Subject. When you select “match case” it will accept emails with those parameters and if not selected it will then ignore emails with those set parameters.

Add Message Filter

Junk Mail Filtering | **Message Filters** | Delete My Junk Mail

Filter Name: You are using 0 of 15 filters.

If all the following criteria are true...

From: match case

Contains 'John Smith' (Match case)

To/CC: match case

Subject: match case

Contains 'assistance' (Ignore case)
Contains 'help' (Ignore case)
Contains 'work' (Ignore case)

Finally, you may select “Move Messages” (which will route them to the destination that you have specified in the

Then...

Move messages to:

Publish messages to:

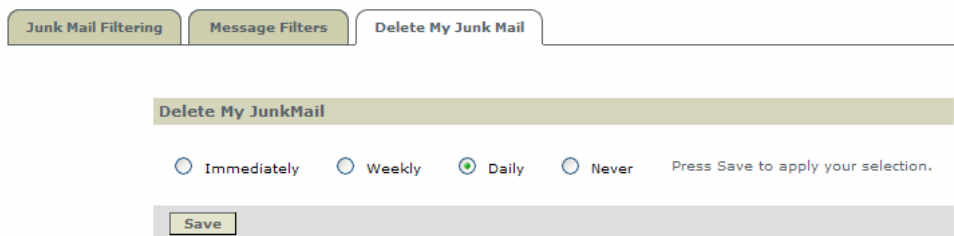
TRASH
-- Choose Folder --
--yahoo
DRAFT
SCHEDULED MESSAGES
OUTBOX
JUNK MAIL
TRASH

Once you are finished you must click on “Save Filter”.



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Choose “**Delete My Junk Mail**” and you may decide how often you wish your junk mail to be deleted.



Drafts – this is where all drafted messages will be saved until you are ready to send.



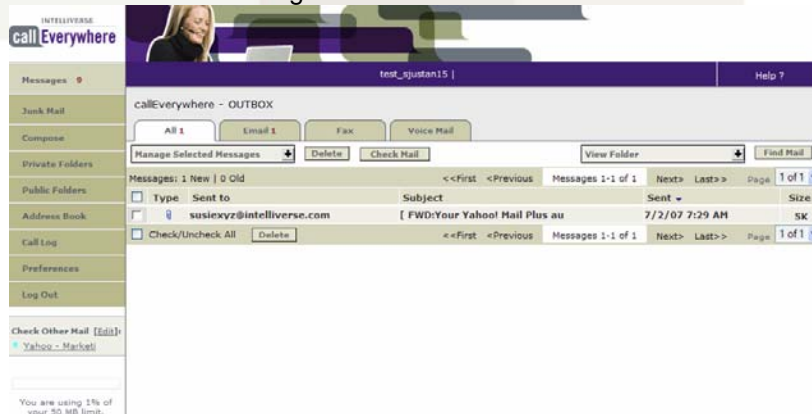
Scheduled Messages – this is where all future scheduled messages are stored until they are sent.



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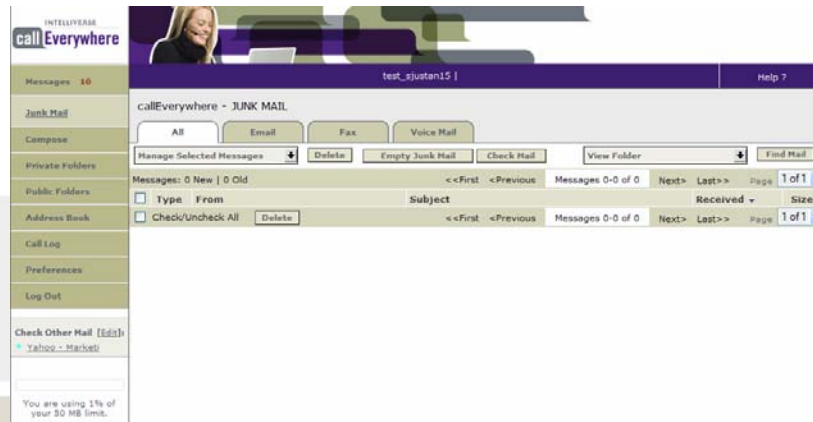
Outbox – this is where all sent messages can be viewed..



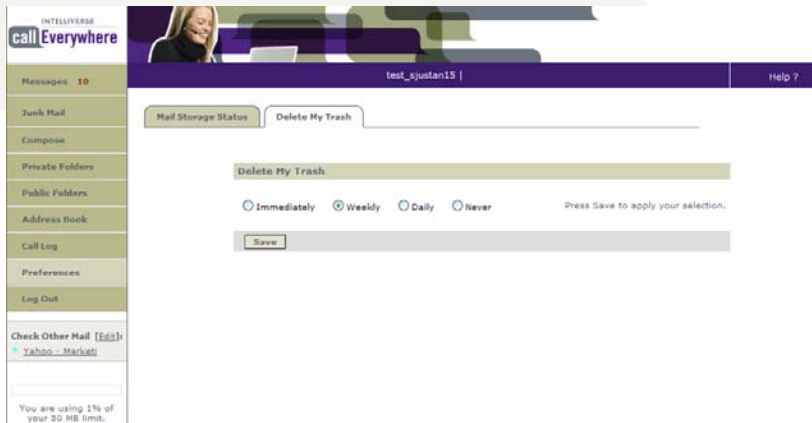
Junk Mail – this is where your junk mail can be viewed and stored depending on the options that you choose.



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Trash – this is where any messages that are deleted with be sent.





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Public Folders

Intelliverse Unified Communications offers a convenient and powerful way to store, access, and share, files and folders online with the briefcase feature. Share files and folders with anyone you choose; share files that are too big to email.

Network storage

By uploading files to public folders, you can access files from the office, at home, or on the road; collaborate online with colleagues; and share, and archive files through an easy-to-use Web interface. Simply go to "**username**".**everywhere.net** to view and download files.

Manage your files with your online briefcase

Easily upload and store documents, music, images, presentations, and documents through your online connection. Access your files from anywhere, such as work, home, or on the road. Simply go to www.everywhere.net and log in.

How do I use briefcase?

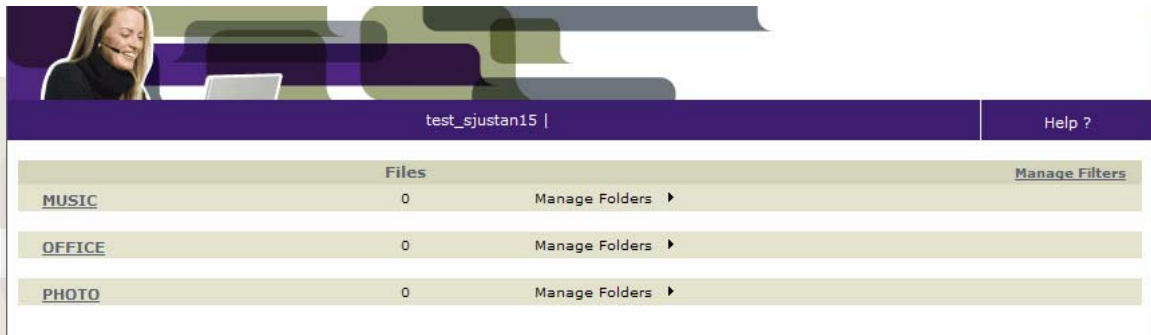
1. Go to your callEverywhere web portal at www.everywhere.net and log in.
2. To create a folder, go to the left navigation column and select "Public Folders" or "Private Folders" to create a new folder. Public folders are only for those files you wish to share. The only way to access a private folder is by logging in to your Intelliverse Unified Communications Web Portal.
3. Within your chosen private or public folder, select a subfolder, such as Music, Office, and Photo for public folders. Each subfolder contains a "Manage Folders" link that will let you create, share access, or upload files to a folder.
4. Select the link and follow the instructions to complete the action.

How will others see files in my public folders?

Anyone can access your folders from the Internet by visiting **<http://yourusername.everywhere.net>**. For example, if your login to the Web Portal is "jsmith," then your Briefcase can be accessed from <http://jsmith.everywhere.net>. No password is required to view what you have stored in your "public" folder.



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To upload a file to any of your **Public Folders** (*Music, Office or Photo*) simply click on the folder you wish to use then click on browse to search for your stored information, then simply double click to select as in section 1.



You will then click on the **Upload** button and wait while the file is uploading. In the next step you will have the opportunity to remove the file which will become section 3 when a file is uploaded. If you choose to remove the file at this point, the file will not exist in the folder. If you would like to add the file to the folder, simply click on the “done” button and your file will be loaded and ready to be saved as shown below.



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test_sjustan15 | Help ?

Upload Files

1. Select one or more files to Upload

M:\Communications\INTERNAL\NewsletterMonthly\06\

[\(Click here for Help.\)](#)

2. To Upload the files, click on the button below.

3. To Remove a file, click on its checkbox then click on the "Remove File" button.

"Intelliverse July 2007.doc" Total Size: 524K

4. To Publish the files, click on the Done button below.

test_sjustan15 | Help ?

Publish File(s)

Select one or more files to publish and a caption to display.

FILENAME	PUBLISH TO	NAME	CAPTION
Intelliverse July 2007.doc	OFFICE	Intelliverse July 2007	
Intelliverse_editable_Awards.pdf	OFFICE	Intelliverse_editable_Awards	

You will see that it has been saved in the **Office Folder** as shown below.

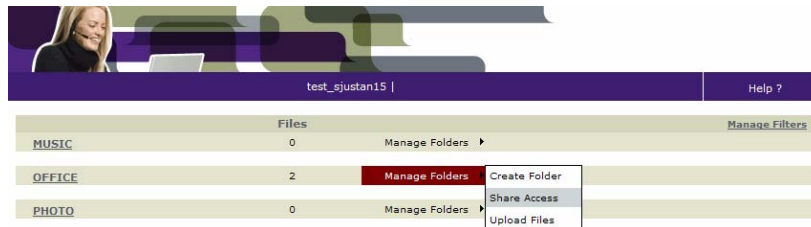
test_sjustan15 | Help ?

	Files	Manage Filters
MUSIC	0	Manage Folders ▶
OFFICE	2	Manage Folders ▶
PHOTO	0	Manage Folders ▶

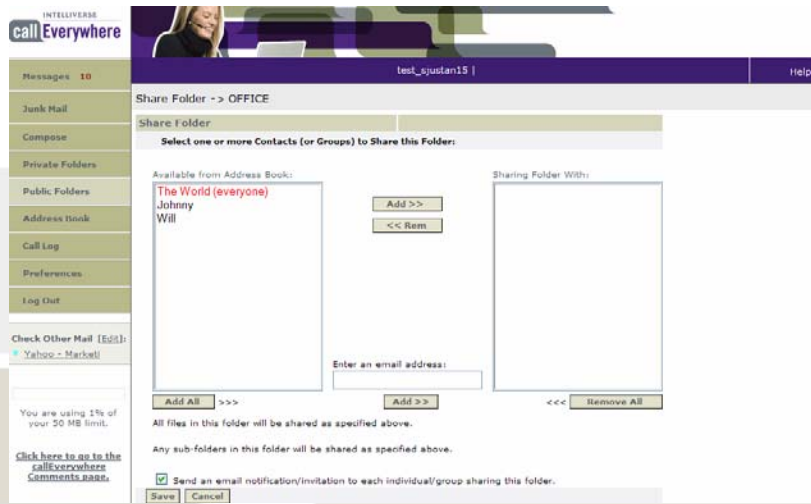


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Sharing Access



When you select share access as you see above you will then be able to decide whether you will share access with individuals that are listed in your Address Book or the World (everyone). As shown below.



Note: If you select to share your folder (s) with an individual, you will have to provide the individual with your login and password or they will need to have their own callEverywhere login and password. If selected, the callEverywhere system will send the individual an invite.

Note: If you select to share your folder (s) with the World, you will have to provide a link to the individual in order for them to access the public folders. This is recommended if you are going to share the folder with multiple people over the course of time.



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Sharing with the World

Select who you would like to Share a Folder with and simply click on the “Add” button. The selection will then be moved to the box Sharing Folder with as you see below.

This illustration shows that the user has selected to Share the Folder with **The World** (everyone). You must then click on the Save button at the bottom to finish.

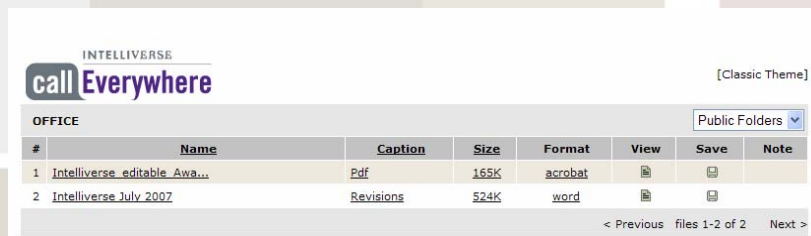
When Sharing a Folder with The World, it will unlock the Folders that you have Shared. You will then be able to give a URL address for anyone to view the Folders. The URL address will consist of <http://18xxxyyy.everywhere.net>. You will be able to view all Folders that have been shared with the world when visiting this site.



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You will be able to access the Office folder because it has been shared with 'The World'. If you created a sub folder under the Office folder and shared the Office folder with the world you would be able to view not only the Office folder but all sub folders as well.



You can also choose to publish messages such as fax/email and voicemail to your public folders for further viewing.



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test_sjustan15 | Help ?

Messages - Read Messages View Folder

All 12 | **Email 11** | Fax | Voice Mail

From : <postmaster@Intelliverse.com>
To : <test_sjustan15@everywhere.qa.inuntius.com>
Cc :
Subject : Delivery Status Notification (Failure)
Received : Jul 2, 2007 7:29 AM

Attachments : 2 Attached File(s)

unknown (1K)	[Open] [Save] [Publish]
unknown (4K)	[Open] [Save] [Publish]

Manage Message | Delete | Reply | Reply All | Forward | Save | Previous | Next

Copy to my Public Folder

FILENAME: OFFICE

NAME:

CAPTION:

Done | Cancel

This is an automatically generated Delivery Status Notification.
Delivery to the following recipients failed.
susiexyz@intelliverse.com

Sharing with an Individual

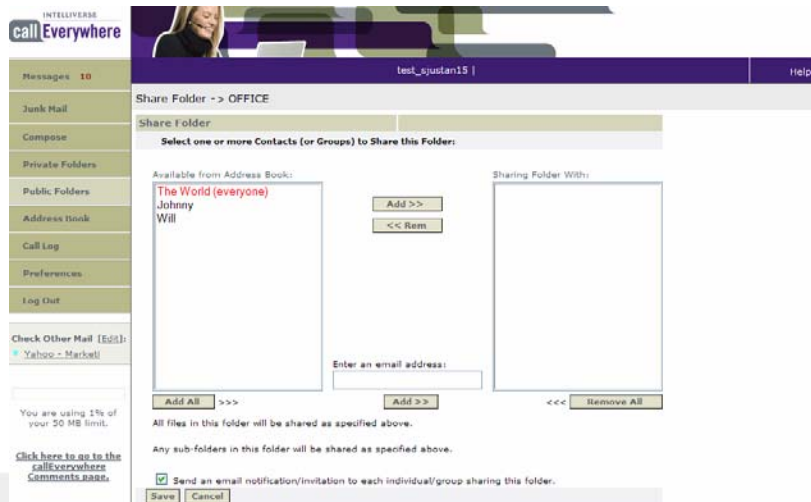
One way you may **Share Access** with your files is share them with specific individuals.

Files	Manage Folders	Manage Filters
MUSIC 0	Manage Folders	
OFFICE 2	Manage Folders	
PHOTO 0	Manage Folders	

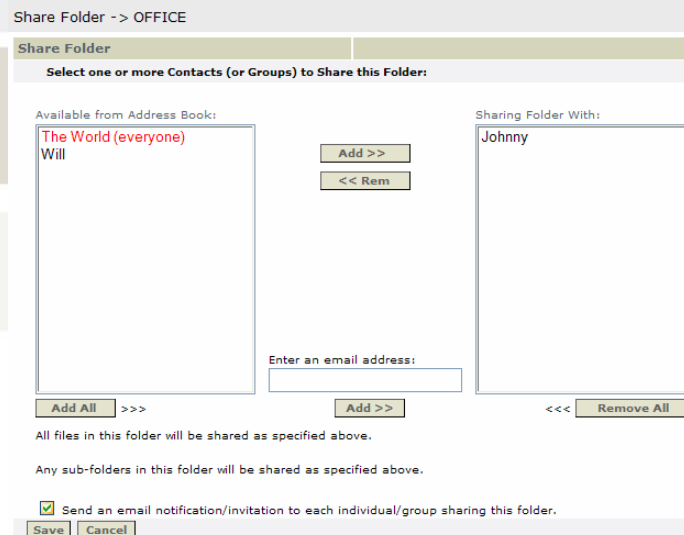
- Create Folder
- Share Access
- Upload Files



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Highlight the individual you would like to share access with as shown below. Click on “Add”.



You can also add all that are available in your address book or if you change your mind you can remove all as shown below. If you do not have an email address listed in your address book, you may add an email address by entering an email address in the box and clicking on Add as you see below.



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Share Folder -> OFFICE

Share Folder

Select one or more Contacts (or Groups) to Share this Folder:

Available from Address Book:

The World (everyone)
Will

Add >>
<< Rem

Sharing Folder With:

Johnny

Enter an email address:
sue.hancock@myemail.com

Add All >>> Add >> <<< Remove All

All files in this folder will be shared as specified above.

Any sub-folders in this folder will be shared as specified above.

Send an email notification/invitation to each individual/group sharing this folder.

Save Cancel

When Sharing a Folder with an individual/group you may choose to Send an email notification/invitation to each individual/group sharing this folder by checking the box that indicating such. You are not however able to send an invitation when Sharing your Folder to The World. As stated previously, you would be able to provide access to those folders that have been unlocked to The World by giving your URL address. (For example, <http://loginname.everywhere.net>.)

Share Folder -> OFFICE

Share Folder

Select one or more Contacts (or Groups) to Share this Folder:

Available from Address Book:

The World (everyone)
Will

Add >>
<< Rem

Sharing Folder With:

Johnny

Enter an email address:
sue.hancock@myemail.com

Add All >>> Add >> <<< Remove All

All files in this folder will be shared as specified above.

Any sub-folders in this folder will be shared as specified above.

Send an email notification/invitation to each individual/group sharing this folder.

Save Cancel



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Address Book Synchronization

Create your own Address Book or synchronize your address book with Yahoo, Outlook, or Outlook Express. The easy-to-use wizard found in the Address Book menu will help you import or export your address book in a .csv file format.

To use this feature:

1. Login to your callEverywhere Web Portal.
2. Select the "Address Book" button in the left navigational column.
3. Click on "Import/Export Address Book" on the top right corner of the current page. A new page opens where you can import or export your address book from your other email clients. Follow the easy-to-use on-screen instructions for your options.

Call logs

Real-time call logs usage

CallEverywhere service offers around-the-clock, 24/7, real-time, usage information and real-time account information.

Features	Description
Find me/Follow me	Enables you to use your Intelliverse Unified Communications number as an all-purpose phone number.
Visual voicemail and voicemail forwarding	View your voicemails in your CallEverywhere Web Portal inbox.
Electronic Fax	Receive electronic versions of incoming faxes in your CallEverywhere Web Portal.
Public and private folders	Place files into network storage folders for easy transfer and collaboration.
Email consolidation	Receive email and voicemail in the same location.
Voicemail storage	Keep up to 50 MB of voicemails, emails, and electronic Faxes for instant retrieval.
Address book synchronization	Keep all your contacts accurate and current by synchronizing with your email contact list.



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Visual Voicemail and Voicemail Forwarding

See your voicemails in your CallEverywhere Web Portal inbox along with your email and any Electronic Faxes you may have received. You can find your most important messages instantly and visually. You can also view, prioritize, and email your voice and fax messages.

To use this feature:

1. Select the "Voicemail" tab in your CallEverywhere Web Portal to see a list of all messages received.
 2. To listen to a message, click on it.
 3. When the message window opens, click "Play" at the top of the message.
 4. To forward voicemails, emails or Electronic Faxes appearing in your inbox to another email account, simply click the "Forward" button and enter the recipient's email address.
-
1. To place a call, pick up the phone, listen for a dial tone and then dial * followed by the appropriate speed dial number (1-9 or 11-49).

Faxing

The callEverywhere fax feature allows a user to:

- Receive electronic versions of incoming faxes in their CallEverywhere Web Portal.
- Send outbound faxes to regular fax machines from their CallEverywhere Web Portal.

The administrator must enable electronic fax for a user account (see, [User Privileges](#)).

Receiving faxes via the fax service



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1. Receiving faxes via the Electronic Fax line will come through the client's callEverywhere Messages Inbox. They can choose to retrieve the fax via the All or Fax folder.
2. Once the user has clicked on the fax, the message will open with the sender's phone number, number of pages, the date and time received, and the attached fax document. The user can open, delete, save, or preview the documents sent. The user can also choose to manage the message by sending them to their public folders for viewing.

Sending faxes via the fax service

Sending faxes via the callEverywhere fax service are available via the Compose folder.

1. Enter the fax number in the Fax# field using the full 11 digits (for U.S. and Canada) or the International Dialing Number. If the number has been stored in the user's address book, it can be inserted here or looked up simply by clicking on the Fax# link highlighted in blue.
2. You can enter text, attach a file, or do both to include with the fax.
3. Choose to "Send Now" or "Schedule Delivery" for the timing of the fax. You also may choose to use spell checker on the text of the message, save the draft for later, or cancel the fax altogether.
4. "Send Now" will immediately send the fax. "Schedule Delivery" will open up more options as to the time and day and the recurrence period in which the user wants to have their fax delivered.
5. To view any fax message that has been sent, the user can go to their Private Folders/Outbox tab and view the sent message.

Preferences

You can use callEverywhere web portal to manage settings and options using a standard Web browser. You can manage your account options by selecting on the "Preferences" menu.

This section briefly describes some of the features within the callEverywhere Preferences section. Certain attributes are explained more in depth as needed.

Account Info

Under Account information, you can change your password, edit your contact information, change the way in which messages are displayed and configure and manage message notification. Message notification is briefly described below.



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The screenshot shows a sidebar on the left with the following menu items: Messages, Junk Mail, Compose, Private Folders, Public Folders, Address Book, Call Log, Preferences, and Log Out. The main content area is titled "Management" and has three tabs: "Account Info", "Mail Options", and "Voice Options". The "Mail Options" tab is selected. Under "Management", there are four sections:

- Password**: Change your password.
- Personal Account**: Edit your contact information and time zone setting.
- Message Settings**: Set message display and preferences.
- Message Notification**: Configure notification methods and schedule for new messages arriving in your Inbox.

Mail Options

Under Mail Options, you can POP other email accounts into callEverywhere, Integrate callEverywhere with Microsoft Outlook® or Yahoo®. Below is an explanation on how to POP and Integrate email accounts with the callEverywhere service.

The screenshot shows the same sidebar as the previous image. The main content area is titled "Management" and has three tabs: "Account Info", "Mail Options", and "Voice Options". The "Mail Options" tab is selected. Under "Management", there are four sections:

- Integrate with other Email Account**: Consolidate all other POP accounts into this one. Retrieve email from any POP account to your Inbox.
- Email Signature**: Personalize the end of your email. Set up a custom signature to add to outgoing messages.
- Filter Management**: Sort your incoming mail automatically into designated folders. Filter out unsolicited email.
- Email Alias**: Create an email alias.



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Integrate with other Email Account

Your new Intelliverse Unified Communications service includes a free email account and email service capable of handling your business needs. Enjoy the benefits of sending and receiving email and voicemail in the same location. The email consolidation feature allows you to collect messages from other email accounts (such as Hotmail or Yahoo) or your callEverywhere email and view them from your Intelliverse Unified Communications Web Portal. You can send and receive email messages from your Intelliverse Unified Communications account using Microsoft Outlook or the Netscape Email client.

This section describes:

- [How to add your email account to this service](#)
- [How to set up Microsoft Outlook 2002/2003](#)
- [How to set up Microsoft Outlook Express](#)

How to add your email account to this service

To add your email account:

1. Select the "Preferences" button in left navigation column.
2. Under the "Mail Options" heading, go to "Integrate with other Email Account." The "Email Consolidation" page opens.
3. From the "Email Consolidation" page, select the "Add Account" button.
4. Type the "Account Nickname" (something short and memorable for this POP3 email account).
5. Enter account email address, POP mail server address (if you're using a popular service, select from the drop-down list), login name, and password.
6. Choose a color to identify new messages from this account.
7. To delete original messages from a third-party email server, select "Yes" under "Delete after downloading." This will save space for the future delivery of emails to your account.
8. To download messages from a third-party email server at regular intervals, select "Yes" under "Download automatically."
9. Click "Save."

How to set up Microsoft Outlook 2002/2003

To set up Microsoft Outlook 2002/2003:

1. In Outlook, click on the "Tools" menu; select "Email Accounts."
2. Under "Email," select "Add a new e-mail account" and click "Next."



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3. From "Server Type," select "POP3," and click "Next."
4. From "Internet E-mail Settings," under "User Information," type your name and email address.
5. Under "Server Information," for "Incoming mail server (POP3)", type **pop.everywhere.net**.
6. For "Outgoing mail server," type **mail.everywhere.net**.
7. Under "Login Information," type your Intelliverse Unified Communications login (for example, 18771234567@everywhere.net) in the "User Name" text box. Type your account password in the "Password" box.

Note: We recommend that you leave the "Remember Password" checkbox checked, if no one else uses your computer. This way you can avoid having to retype your password to retrieve messages. If you are using a public computer, we recommend that you uncheck "Remember Password."

8. Select the "More Settings ..." button.
9. Select the "Outgoing Server" tab. Check "My outgoing server (SMTP) requires authentication" box.
10. Select the "General" tab, under "Mail Account," you can edit the mail account reference name. Type your company name in the "Organization" box. Type your "Reply E-mail address" (your email or the email alias you'd like to have replies be sent to).
11. (Optional) Select the "Advanced" tab. To leave a copy of your messages on the server after POP3 downloads to Outlook (e.g., if you want to access messages both from the Internet and from Outlook on your desktop), check the "Leave a copy of messages on the server" checkbox. (Optional) To delete messages from the server after a number of days to save space on your account, check the "Remove from server after X days" box and specify the number of days.
12. (Optional) To delete messages from the server when you delete downloaded messages in Outlook, check "Remove from server when deleted from 'Deleted Items.'"
13. Select "OK."
14. From the next dialog screen, click "Next."
15. From the next dialog screen, click "Finish."
16. Finally, from your Outlook Toolbar, click on "Tools" and "Send/Receive". Click on "Send/Receive All" and that will download the latest messages from the callEverywhere portal.

How to set up Microsoft Outlook Express

To set up Microsoft Outlook Express:

1. On the "Tools" menu, select "Accounts"
2. Select the "Mail" tab.
3. From the "Add" button, select "Mail"
4. From the "Internet E-mail Address" screen, select "I already have an e-mail address that I'd like to use." For the email address, type your email address. Click "Next."



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5. From the "E-mail Server Names" screen, select "POP3" ("My incoming server is a _____ server").
6. Type the POP3 server name: **pop.everywhere.net**.
7. Type the SMTP server name: **mail.everywhere.net**.
8. For "Account Name," type your callEverywhere login ID.
9. For "Password," type your Intelliverse Unified Communications Web Portal login password. Click "Next."
10. Click "Finish."
11. Finally, from your Outlook Toolbar, click on "Tools" and "Send/Receive". Click on "Send/Receive All" and that will download the latest messages from the callEverywhere portal.

Note: From the Tools > Accounts > Account Properties > Servers tab, it is recommended that you check the "My server requires authentication" box.

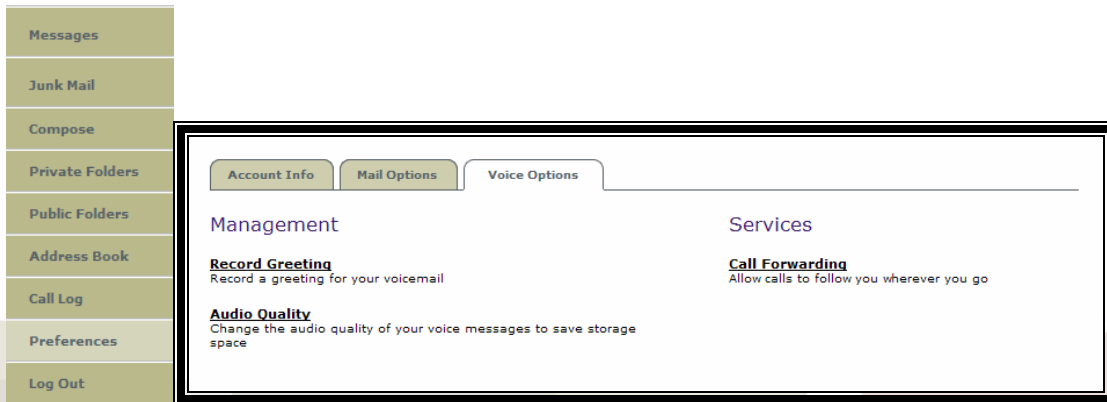
Note: To keep your messages available on your Web Portal: from the "Advanced" tab, under "Delivery," check the "Leave a copy of messages on the server" box.

Voice Options

Under Voice Options, you can change your greeting for your voicemail, change the quality of the voice messages to save storage, and enable and disable call forwarding numbers. Call Forwarding is briefly described below.



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Call Forwarding

The Call Forwarding feature enables you to use your Intelliverse Unified Communications number as an all-purpose phone number. When you enable Find me/Follow me, you supply alternate phone numbers (e.g., your cell phone or home phone) to forward calls in real time. You can prioritize which alternate phone number will be called first, second, third, etc. Or, you can have all alternate phone numbers ring simultaneously.

To set up Find Me/Follow Me:

1. Select the "Preferences" button located in the far left navigation column.
2. Select the "Voice Options" tab.
3. Select the Find me/Follow me link.
4. Select the "Enable" option, and click Next.
5. On the following screen, type the alternate phone number to forward incoming voice calls.
6. Select the priority (order that the phone numbers will be dialed) for each alternate phone number. Select the number of rings for each phone number.
7. Check (Optional) "Simultaneous Calling" to dial all alternate phone numbers at once.
8. Check (Optional) "Call Screening" to enable the ability to accept/reject incoming forwarded calls.
9. Select "Update".
10. Click "Done".

To disable Find Me/Follow Me:



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1. Select the "Preferences" button in the far left navigation column.
2. Select the "Voice Options" tab.
3. Select the "Find Me/Follow Me" link.
4. Select the "Disable" option.
5. Click "Next."
6. Click "Done."

Note: You can also temporarily disable dialing for specific alternate numbers by checking the "Do Not Disturb" option on your CallEverywhere Web Portal.

To enable/disable call blasting:

This feature allows simultaneous ringing of all your alternate phone numbers when someone calls your primary number. You can disable this feature any time by simply un-checking the call blasting box.

1. Select the "Preferences" button in the far left navigation column.
2. Select the "Voice Options" tab.
3. Select the Find me/Follow me link.
4. On the following page, click "Next."
5. Uncheck the "Simultaneous Calling" box.

Click "Update."