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Tutorial

When you call into your LinxConnect Number for the first time, you are greeted by a tutorial to help you configure your account

"Welcome to your Linx account. Since this is the first time that you have used the system, please take a moment to initialize your account. The first step is to choose a new passcode. Your passcode will prevent unauthorized use of your account. Choose a sequence of numbers between four and ten digits long. It is important that this number is unusual and unique. Please enter your passcode now."

Follow the prompts to change your passcode. It is important that this number is unique and confidential to avoid potential access by another user

"The next step is to record your name. Please use your first and last name."

This name announcement is used by the system to identify your account. It may also be used to announce your listing in a spell by name directory.

"The next step is to record your personal greeting. This is the greeting your callers will hear when you are available to take calls. In this greeting, you should let people know that they may try to reach you or they may leave a message, as shown in the following example:

"Hello, this is Jane Smith and you have reached my LinxConnect Number. Please press 1 to speak with me now- if I am available, I will come on the line shortly. If you would like to leave a message, please press 2."

"The last step is to record your unavailable greeting. This greeting will be played to callers when you make yourself unavailable to take calls. It operates in a manner similar to voice mail in that it tells the caller that you can't take their call and gives them the information they need to leave a message. For example:

"Hello, this is Jane Smith. And you have reached my LinxConnect number. Unfortunately, I am unable to take your call at this time. Please press 2 and enter the phone number at which you would like me to return your call (press # if you do not wish to leave a phone number). You may then record your message. I will return your call as soon as possible."

"Your account is now ready to use. Your passcode and recordings may be changed at any time by logging into your account and selecting the Personal Options Menu from the Main Menu."

Accessing Your LinxConnect Number Account

To access your account, dial your LinxConnect Number. When you hear your personal greeting, press the star key [*] followed by your passcode followed by the pound key [#]. You can then listen to your messages, retrieve faxes, place calls, or make changes.

Caller Functionality

When callers dial your LinxConnect Number, your account can be configured to dial your work number immediately, or the caller may be given several options from either your personal greeting or the caller menu. If the caller hears your personal greeting or the caller menu, the following options are available for proceeding:

If the caller presses [1] to request a call connection with you, your account is configured to prompt the caller to record their name. LinxConnect Number dials your primary, follow-me, and 2nd follow-me numbers in an attempt to locate you, or pages you with a page code of "1" to inform you that a live caller is holding, if enabled (default is off). To connect to the caller, follow the directions for Taking Calls. If you do not connect to the caller, LinxConnect Number voices the options to continue holding, send a message, send a numeric page, or transfer to your personal operator.

If the caller presses [2] to send you a voice mail message, LinxConnect Number allows the caller to record a voice message. They will be prompted to enter their telephone number before recording their message. The caller is instructed to record a message after the tone or to hold while the call is transferred to your corporate 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 Pager Codes for a description of pager codes associated with voice messages. Callers transferred to your corporate voice mail system receive the same service that your system normally provides.

If the caller presses [3] to send you a numeric page, LinxConnect Number instructs the caller to enter the number at which you should return the call. LinxConnect Number immediately sends you a page that displays the number that the caller entered.

If the caller presses [4] to send you a fax message, the caller should be calling from a fax machine. (Remember that the caller can also send a fax directly to your LinxConnect Number.) LinxConnect Number will prompt the caller to enter a phone number and to record a brief description of the fax. The caller is then prompted to press [1] to send the fax and to press the Start or Send button on his fax machine. When sending a fax from the personal greeting or caller menu, options are also available for sending urgent and confidential faxes. Refer to Paging for a description of pager codes associated with fax messages.

If the caller presses [0] to request operator assistance, the caller is transferred to the number you have defined as your personal operator

Greetings

LinxConnect Number allows several different types of greetings to assist and direct callers who call your LinxConnect Number. Greetings should inform your callers of how you can be reached based on your availability. Greetings can be changed at any time from within your LinxConnect Number account.

To change your greetings:

From the Main Menu, press [3] to advance to the Personal Options Menu.

From the Personal Options Menu, press [3] to advance to the Greetings Menu. The Greetings Menu contains the following options:

Name Greeting. An example of a name greeting is "Jane Smith". Your name greeting is used when you call another user from your account, the System greeting, or in the personal directory (for example, "To reach Susan Wilson, press one.").

Unavailable Greeting: An unavailable greeting greets callers when you are not available for call connection. See page 7 for more information about being unavailable. A sample unavailable greeting might be "Hi this is Jane. I'm sorry I can't take your call right now. Please press two to leave me a message. Press zero if you need to speak with my assistant (optional) or pound for more options." Your unavailable greeting is also used when you have reached the maximum number of three calls holding to connect to you.

Your unavailable greeting is also used if there is no way to connect a caller to you (e.g., you don't use a pager and your follow-me number is disabled).

Personal Greeting: A personal greeting is used to greet callers when you are available. A personal greeting should supply callers with the most desired options and encourage callers to perform a certain action. For example, if you want to have most callers connect to you, your personal greeting might be similar to: "Hi, this is Jane and you have reached my LinxConnect Number. If you wish to speak with me, please press one, and if I'm available, I'll be on the line shortly. But, if you wish to leave a message, press two. For more options, press pound."

If, however, you would prefer that callers record a message, you might try: "Hi, this is Jane Please press two to send me a message. If this is important and you need to speak with me, press one, and if I'm available, I'll be on soon. For more options, press pound."

Your personal greeting should reflect the one or two options you most wish callers to choose.

Always provide callers with the option to press [#] to hear the caller menu. This contains other methods for sending you messages.

Your personal greeting should also help to set the caller's expectation. For example, "...and if I'm available, I'll be on soon" indicates that you may not always answer the call.

Temporary Greeting: A temporary greeting overrides either the personal greeting if you are available or the unavailable greeting if you are unavailable. An example is "Hi, this is Jane. I will be traveling today and unable to take your call. Please press two to leave a message and I'll return your call as soon as possible." A temporary greeting is activated as soon as it is recorded. To disable a temporary greeting, press [4] from the Greetings Menu, followed by [3] to remove the greeting.

Changing Phone Numbers

You can change your phone numbers at any time via the phone to customize your LinxConnect Number account to meet your changing needs.

To change your phone numbers:

From the Main Menu, press [3] to access the Personal Options Menu.

From the Personal Options Menu, press [4] to change your phone numbers. Press any of the following keys to change your phone numbers: Press [1] to keep the current number, [2] to change the number, [3] to remove the number, or [*] to return to the previous menu. When prompted, enter the new phone number. Include all digits of the phone number ("1" plus the area code and number).

Personal Fax number

Your fax number is the default number to which all of your faxes may be printed without having to enter all the digits in the fax number. Your fax number may be any dialable number-the fax machine on your desk, the department or office fax machine, or even the number of the modem connected to your PC.

Follow-Me number

Your follow-me number is the number to which you want to direct your calls. The follow me number may be any dialable number-your home, cellular, or office.

Personal Operator number

Your personal operator is the person to whom you want callers to transfer when they press [0] for operator assistance. For example, you may have either a department or personal assistant you wish to transfer your callers to. This number may also be used to have someone (perhaps a co-worker) handle your calls while you are out of the office.

2nd Follow-Me number

If enabled, your 2nd Follow-Me number is always dialed at the same time as your follow-me number. This number may be any dialable number

Primary number

Your primary number is usually your office phone. This number may be any dialable number.

If you frequently change your numbers, you can save time by creating speed dial entries to contain your commonly used numbers such as office, home, and cellular phone. Then, simply enter the speed dial number when changing your numbers.

To use a speed dial number, enter it when prompted to enter the phone number. If you do not know the number of the speed dial entry, press [0][#] for a listing of all your speed dial entries. For more information on creating speed dial entries, [\[hyperlink to speed dials\]](#)

Availability

Availability not only determines whether you are available to take calls from callers requesting to be connected to you, but also determines which phone numbers to use for call connection. When you are available, your personal greeting is voiced to callers, who are given the option to press [1] to connect to you. When you are unavailable, your unavailable greeting is played and callers cannot request a connection with you. The Availability Menu also allows you to enable or disable your primary and follow-me numbers. Refer to Changing Numbers for information on changing your primary and follow-me numbers.

To change your availability:

From the Main Menu, press [5] to access the Availability Menu.

Press [1] to make yourself available.

When you are available, your personal greeting is voiced to callers, who may press [1] to request a call connection to you. When a caller requests a connection, you can be notified by pager or your primary or follow-me numbers. This menu option is silent when you are available.

Press [2] to make yourself unavailable.

When you are unavailable, your unavailable greeting is played to callers, and, although callers are not able to press [1] to connect to you, they may still leave a voice message, send a page or fax, or transfer to your personal operator. This menu option is silent when you are unavailable.

If you wish to receive calls from certain people when you are unavailable (for example, your boss or your family members), you may instruct those people to press [8] during your unavailable greeting. This allows only those people who know the silent call connect code to request a call connection to you. By using this feature, you can be sure that anyone requesting a connection when you are unavailable is considered an important caller.

The following options to enable and disable your follow-me numbers are only available if you have these numbers defined and entered in your account. The options to disable numbers are voiced only if the numbers are currently enabled. Conversely, the options to enable the numbers are voiced only if the numbers are currently disabled. Also, enabling and disabling your primary and follow-me numbers do not affect any direct calls to those numbers.

To change your phone number availability:

Press [3] to enable your Primary Number.

Your primary number should be enabled when you want LinxConnect Number to dial your primary number when attempting to locate you for a call connect.

Press [4] to disable your Primary Number.

Your primary number should be disabled if you do not want LinxConnect Number to dial your primary number when attempting to locate you for a call connect.

Press [5] to enable your Follow-Me Number.

Follow-Me should be enabled when you want LinxConnect Number to dial your follow-me number when attempting to locate you for a call connect.

Press [6] to disable your Follow-Me Number.

Follow-Me should be disabled if you do not want LinxConnect Number to dial your follow-me number when attempting to locate you for a call connect

Press [7] to enable your 2nd Follow-Me Number.

2nd Follow-Me should be enabled when you want LinxConnect Number to dial your 2nd follow-me number when attempting to locate you for a call connect

Press [8] to disable your 2nd Follow-Me Number.

2nd Follow-Me should be disabled if you do not want LinxConnect Number to dial your 2nd follow-me number when attempting to locate you for a call connect

Managing Phone Calls

When a caller dials your LinxConnect Number and presses [1] to connect to you, there are two ways that LinxConnect Number can notify you that a caller is holding for you.

LinxConnect Number dials one or more of your phones:

LinxConnect Number may attempt to locate you by dialing your Primary number, Follow-Me number, or 2nd Follow-Me Number. These numbers, which are usually defined as your office, home, or even cellular phones, may be changed and enabled/disabled at any time via your account. When your phone rings, you can answer it by entering your passcode followed by the pound key [#] or log into your LinxConnect Number account from another phone using the method described on page 1.

LinxConnect Number notifies you by page:

When the caller presses [1] to request a call connect, a message is displayed on your pager. Live calls are preceded by the digit "1" on your pager. If the caller's phone number is available, it is shown after the "1" digit. This allows you to know who is calling. If you wish to receive the call, log into your LinxConnect Number account from any touch-tone phone using one the method described on page 1.

Once you either answer the ringing phone or log into your account as the result of a page, LinxConnect Number either immediately connects you to the caller or provides call screening: "Caller's name, phone number, or unknown caller is holding. To accept press one. For other options, press pound" and allows you to connect.

To accept the call, press [1].

If LinxConnect Number called one of your numbers to connect to you, the call is screened for you. Press [#] to hear the Connect/Redirect Menu. If you dialed into your account, the Connect/Redirect Menu is automatically voiced after screening the call.

While Talking to a Caller

While you are talking to a caller, you may place the call on hold and transfer the caller to another user, another number, an operator, or your voice mail. You can also create a conference call, move the call, or reconnect to the caller.

To place a call on hold:

While connected to a caller, press [###] to place the caller on hold.

When you place a caller on hold, the Connect/Redirect Menu is voiced. For options available on the Connect/Redirect Menu, refer to the previous page.

Handling multiple calls:

If a call arrives for you while you are talking to another party, you may place the call on hold by pressing [###], and press [#] to screen the next caller.

If you are performing other tasks in your LinxConnect Number account, press [*] until you reach the Main Menu, and press [*] again to screen the caller.

To move a call:

Moving callers is a convenient way to handle calls for users who are mobile. For example, this feature allows you to take a call that started at your desk phone, move it to your cellular phone as you travel to your house, and then move it to your home phone once you arrive at home.

You can move a call from one phone to another by pressing [###] to place the call on hold, hanging up on the current phone, dialing into your account from another phone, and pressing [1] to reconnect.

Once you are more comfortable with moving calls between phones, you can actually "move" the call without placing the caller on hold. While you are talking to a caller, pick up the handset on another phone and log into your account. From your greeting, press [*1] to connect to the caller on the second phone. The connection on the first phone is not terminated, so you need to hang it up.

Conferencing

The base service includes 9-way conference calling. This feature is available for no additional monthly charge. Contact Customer Service for more information.

Using this feature, you can create and manage conference calls that include as many as eight other parties. A conference call may contain parties that called your LinxConnect Number and other parties (including LinxConnect Number users and outside numbers) that you call to add to the conference. Also, as the owner of the account through which the conference exists, you can join or exit the conference as you wish and the other parties in the conference may continue talking. You can also "steal" a party from the conference and talk to the party on a one-on-one basis.

To create a conference:

You must be talking to at least one party that you wish to participate in the conference. This party may have called your LinxConnect Number account or you may have called them via your account.

While talking to the first party, press [###] to place the caller on hold. The redirect menu is played. For more information on using the connect/redirect menu, refer to page 9.

From the Redirect Menu, press [7] to initiate a conference with the first party. This creates a "conference room" that you and other calls may be moved into to use conferencing. The conference is considered a call in your queue. This allows you to join or exit the conference at any time. Once the first party has been sent to the conference room, the Conference Redirect Menu is voiced:

Press [3] to add another number to the conference. When prompted, enter the number to dial. If the called party answers, you can press [###] to place the called party on hold followed by [7] from the redirect menu to add him to the conference. Press [1] to join the conference.

Press [4] to add another user to the conference. When prompted, enter the account number of the user you wish to add. If the user is available, you will hear his personal greeting and you can press [1] to request a call connection. If the user connects to your call, you can press [###] to place the user on hold followed by [7] from the redirect menu to add him to the conference. Press [1] to join the conference.

Once you have at least two other parties in the conference, press [1] to join the conference. You are conferenced in with the parties that were sent to the conference room

To exit the conference:

Press [###] to exit the conference. You may then perform other functions in your account, including placing calls, contacting subscribers, listening to messages, and retrieving faxes. The other parties in the conference can still speak to each other.

To rejoin your conference:

From the Connect/Redirect Menu, press [#] to screen callers. Each call in the conference is presented (for example, "555-1234 is holding. Press one to connect"), as well as the conference itself. When the conference is voiced, press [1] to join the call.

To speak privately to a party in the conference:

From the Conference Menu, press [#] to screen callers. Each call in the conference is presented (for example, "555-1234 is holding. Press one to connect"). Press [1] to connect to that party. This removes the party from the conference and connects you to him. To return the party to the conference, press [###] to place the party on hold and [7] to send him to the conference.

To terminate the conference:

While in the conference, press [***] to terminate the conference and remain in your LinxConnect Number account. All outside calls are terminated and any other users that were in the conference are returned to the Main Menu of their accounts.

It is important that you not hang up while a conference is in progress in your account. If you do hang up, the conference is immediately closed. To properly close the conference, press [***] while in the conference.

Making Phone Calls

You can place a call from within your LinxConnect Number account. Not only can you receive calls at your LinxConnect Number, but you can make calls without having to hang up between each call to get dial tone. This feature is especially useful for users who want to manage all of their inbound and outbound calls and voice and fax messages in a single session.

This feature also provides Message Delivery. Message Delivery enables you to record a message for a called party that is either busy or not answered, and LinxConnect Number attempts to deliver the message over a defined period of time.

To place a call from within your LinxConnect Number account:

From the Main Menu, press [9] to place a call.

When prompted, enter the number to dial. This number can be any dialable number, including:

A local number

A long distance number

An international number

A speed dial entry number

When you place a call through LinxConnect Number, the called party may be placed on hold and then subject to any of the functions of the redirect menu, including transferring to another number, user, or voice mail, or being added to a conference.

To hang up on a call and continue with your LinxConnect Number session:

Press [***] to hang up and proceed.

When you return to LinxConnect Number, you may either place another call by pressing [1] followed by the number to dial, or press [*] to return to the Main Menu.

If the called party is busy or does not answer:

If the called party is busy or does not answer, press [***] to be presented with the following options:

Press [1] to place another call. You are prompted to enter the next number to dial.

Press [2] to use message delivery. LinxConnect Number prompts you to record the name of the person for whom the message is intended, followed by the message itself. LinxConnect Number then attempts to deliver the message to the called party by continuing to dial the number for a period of time until it is either answered, or the delivery period expires.

If the called party answers the line, the System voices, "Message for [the name you recorded]. Message from [your name recording]. Please press [1] to receive the message." The called party may press [1] to hear your recorded message. If all delivery attempts expire, the message is returned to your account so that you know the intended party did not receive it.

Press [*] to return to the Main Menu.

To contact another LinxConnect Number user from your LinxConnect Number account:

From the Main Menu, press [4] to contact another LinxConnect Number user.

After you press [4], enter the last five digits of the phone number of the user you wish to contact, or press [0] to dial by name. You hear the personal greeting prompt if that user is available or the unavailable greeting if he is not available. You are not asked to enter your phone number or record your name for identification-because you are already logged in to your account, LinxConnect Number uses your phone number and your name recording.

If you press [2] to leave a message, you are prompted for additional account numbers to receive the message. Press [#] to start recording.

Speed Dial

Speed Dial allows you to create one- or two- digit codes (called speed dial entry numbers) which represent phone numbers that you commonly dial. A speed dial entry number may be used to place calls or enter phone numbers in your account, such as your primary or follow-me numbers.

Your LinxConnect Number account may have as many as 49 speed dial entries. The speed dial entries may be numbered from 1 through 49.

To create, edit, or delete a speed dial entry:

From the Main Menu, press [3] to advance to the Personal Options Menu.

From the Personal Options Menu, press [6] to access your speed dial list. From the Speed Dial Menu, the following options are available:

Add Speed Dial Entry. If you wish to add a speed dial entry, LinxConnect Number prompts for the number of the entry you wish to add.

You are then prompted to record a name for the entry and to enter the phone number that this speed dial entry should dial.

Change Speed Dial Entry. If you wish to change a speed dial entry, LinxConnect Number prompts for the number of the speed dial entry you wish to change.

Once you have chosen the entry to edit, LinxConnect Number voices the name of the entry followed by the number it dials. You are instructed to press [1] to change the telephone number or [2] to change the name recording.

Delete Speed Dial Entry. If you wish to delete a speed dial entry, LinxConnect Number prompts for the number of the entry you wish to change. LinxConnect Number warns that you are about to delete the entry and prompts you to press [1] to continue.

When prompted by LinxConnect Number to enter a speed dial entry number, you may press [0#] to hear your entry numbers followed by their corresponding name recordings. Press [1] when you hear the speed dial entry you wish to select

Using Speed Dial Entries

Speed dial entries can be used to place calls or change the phone numbers in your account.

To use a speed dial entry number to place a call:

From the Main Menu, press [9] to place a call.

When prompted "Please enter the number to dial" enter the speed dial entry number. The system responds, "Calling [recorded entry name]. Please hold while your call is being placed."

To use a speed dial entry number to define a phone number in your account:

From the Main Menu, press [3] to advance to the Personal Options Menu.

From the Personal Options menu, press [4] to advance to the Phone Numbers Menu.

From the Phone Numbers Menu, select the phone number you wish to change. The system voices the current number. If you press [2] to change the number, LinxConnect Number asks you to enter the new phone number. Enter the speed dial entry number.

Many users assign a speed dial entry number based on the called party's initials. For example, you might use entry number 23 to represent the speed dial number for Ann Davis

Voice Mail

LinxConnect Number provides comprehensive voice and fax messaging service as part of the LinxConnect Number service. Optionally, your company's voice mail system can be integrated with the LinxConnect Number service. Callers will be seamlessly transferred to your voice mailbox on your company's system. Contact Customer Service for further information.

To listen to your messages:

From the Main Menu, press [1] to listen to voice messages. Messages in your account are presented in order of urgent, new, and then saved.

The following key-presses are available when listening to messages:

When listening to messages, you may change the speed or volume of the message, review its sender and date and time received, or rewind, pause or fast forward a message.

Once the message is through playing (or you may press [#] to skip to the end of the message), The Function Menu on the next page is voiced.

If you are using an external voice mail system, you will be transferred to that system when you want to retrieve your messages. When you are through, press [***] to return to your LinxConnect Number account. This allows you to perform other functions, such as replying to your messages

Save Message. Press [1] to save the message in your LinxConnect Number account. Saved messages are always stored after new messages in your account. Messages may be saved for 21 days on this system.

Delete Message. Press [2] to delete a message from your account.

Replay Message. Press [3] to replay the message.

Message Information. Press [5] to review the sender's name or phone number, and the date and time that the message was received in your account.

Reply to Message. If the sender of the message was another user, press [6] to reply to the message. This allows you to record a message to the sender without having to enter his account number. A copy of the original message is not attached.

Return to Previous Message. Press [7] to return to the previous message. Use this function to "undelete" a message that you have deleted.

Forward Copy of Message. Press [8] to forward a copy of the message to other users. LinxConnect Number prompts you to enter the account number to which the message should be forwarded and asks you to record a brief introduction to the forwarded message. You may forward the message to multiple recipients.

Call Message Sender. If the message was from another user or an outside caller who attached a valid phone number to the message, press [9] to call the sender without having to enter the number.

Exit Menu. If no messages were deleted during the listening session, you are returned to the Main Menu. If messages were deleted, you may press [1] to restart the listening session (this undeletes all messages deleted in the session) or [2] to return to the Main Menu.

See Paging for the types of pager codes displayed when you receive a message in your account

Fax Mail

LinxConnect Number provides comprehensive voice and fax messaging service as part of the LinxConnect Number service. Optionally, your company's fax mail system can be integrated with the LinxConnect Number service. Faxes are seamlessly transferred to your fax mailbox on your company's system. Contact Customer Service for further information.

With your LinxConnect Number account, you can receive faxes at your LinxConnect Number. Faxes can be sent to you in two ways. Callers can automatically send a fax to your LinxConnect Number, or they may dial your number and press [4] at your greeting to leave a fax message. The latter method allows the caller to record a description of the fax. You can use your LinxConnect Number account to retrieve your faxes at any time.

To retrieve your fax messages:

From the Main Menu, press [2] to retrieve your fax messages. Fax messages in your account are presented in order of urgent, new, and then saved. If there is a recorded voice message attached to the fax, it is voiced. If there is no attached voice message, the date and time the fax was received and the number of pages are voiced. The following key-presses are available when listening to the voice attachment:

Once the voice portion of the message is through playing (or you may press [#] to skip to the end of the message), the Function Menu on the next page is voiced. The Function Menu offers many options for handling faxes in your LinxConnect Number account.

If using an external fax mail system, you will be transferred to that system when you want to retrieve your messages. When you are through, press [***] to return to your LinxConnect Number account.

The Function Menu offers many options for handling faxes in your LinxConnect Number account.

Save Fax. Press [1] to save the fax in your LinxConnect Number account. Saved faxes are always stored after new faxes in your account. Faxes may be saved for 21days on this system.

Delete Fax. Press [2] to delete a fax from your account.

Replay Message. Press [3] to replay the voice portion of the message. This option allows you to record your own personal description to be attached to the fax.

Print Fax. Press [4] to print the fax. When you choose this option, the following options are presented:

Press [1] to print to the fax/phone that you called in from.

Press [2] to print to the personal fax number specified in your account. This number may be changed following the steps on page 5.

Press [3] to print to any fax machine. If you choose this option, you are prompted to enter the number of the fax machine to which you wish to print.

Message Information. Press [5] to review the sender's name or phone number, and the date and time that the fax was received in your account.

Reply to Fax. If the sender of the fax was another user, press [6] to reply to the message. This allows you to record a voice message to reply to the sender without having to enter his account number.

Return to Previous Fax. Press [7] to return to the previous fax message. Use this function to "undelete" a message that you have deleted.

Forward Copy of Fax. Press [8] to forward a copy of the fax to other users of the system. LinxConnect Number prompts you to enter the number to which the fax should be forwarded and asks you to record a brief introduction to the forwarded fax. You may also forward the message to multiple recipients.

Call Message Sender. If the fax was from another user or an outside caller who attached a valid phone number (not a fax number) to the fax, press [9] to call the sender without having to enter the number.

Exit Menu. If no messages were deleted during the listening session, you are returned to the Main Menu. If messages were deleted, you may press [1] to restart the listening session (this undeletes all messages deleted in the session) or [2] to return to the Main Menu.

Your LinxConnect Number account can be configured to use page notification, which notifies you via a numeric or alphanumeric pager when a caller arrives at the system for you, a caller requests a call connection, a caller sends either a voice or fax message or a numeric page message, or when there is an error receiving or printing a fax.

Paging

Your LinxConnect Number account has been set to page you when a caller sends a voice or fax message, or requests a page. The default setting is to page you for all messages. If you wish to deactivate call connection pages or activate page on call arrival, contact Customer Service. You can also be paged when a caller attempts to connect to you.

The following are the page codes and examples of each type:

When a caller is holding to speak with you, the page message begins with the digit "1".

1 Live call from unknown caller
18005551234 Live call from 800-555-1234

When a voice message is received in your account, the page message begins with the digit "2".

2 Voice message from unknown caller
25085556589 Voice message from 508-555-6589

When a caller records a message in your account and marks it for urgent delivery, the page message begins with the digit "3".

3 urgent voice message from unknown caller
35085556589 urgent voice message from 508-555-6589

When a fax message is received in your account, the page message begins with the digit "4", followed by the number of pages in the fax:

4003 Three page fax message from unknown caller
40015085554138 One page fax message from 508-555-4138

When a fax message is sent to your account with urgent delivery, the page message begins with "5", followed by the number of pages in the fax.

50025085551255 Two page urgent fax from 508-555-1255

If an error occurs while receiving a fax, your pager displays a "6". If there is any information about the calling party, it is displayed as well.

65085551200 Problem receiving fax from 508-555-1200

If an error occurs while printing a fax, your pager displays an "8".

Problem printing fax

Your account can be configured to page you as soon as LinxConnect Number receives a call to your LinxConnect Number, before the caller ever hears your personal greeting or is asked to press [1] to connect to you. If your account is configured this way, your pager may display "000". If any additional information is available about the calling party, it is displayed as well. The Page on Call Arrival feature is useful if you want all calls delivered to you as quickly as possible or when you are experiencing long pager delays.

0 new call arrival from unknown caller
05085551200 New call arrival from 508-555-1200

If your pager simply displays a phone number, such as 8005554567, this indicates that the caller pressed [3] from the caller menu to send you a numeric page. The number displayed is the callback number where the caller can be reached.

How to change your paging options for notification:

From the Main Menu, press [3] to advance to the Personal Options Menu.

From the Personal Options Menu, press [1] to change your paging options.

Press [1] to be paged for all messages.

Press [2] to be paged for urgent messages only. This option is unavailable if you are using your corporate voice or fax mail system.

Press [3] to disable paging for messages.