



L I N X C O N F E R E N C E

Q U I C K S T A R T G U I D E

This Guide provides all the instructions you will need to administer your LinxConference account and begin using your new conference line.

Linx Communications has programmed the menu choices in your LinxConference account in accordance with your order. Only Customer Support can change your menu choices. Change orders will be processed within 48 business hours.

To order changes or discuss different menu options, please call 888-250-4800 to speak with a Customer Support representative.

As soon as you are notified that your LinxConference line has been activated, you should:

- a. log in to your account
- b. record your greetings
- c. change the passcode (if desired)
- d. set your hours of operation.

L I N X C O N F E R E N C E L O G I N

1. Dial your LinxConference phone number.
2. Press the * key to login.
3. When prompted, enter your passcode followed by # key.

Your choices are:

- 1 Change the greetings**
- 2 Change the passcode**
- 3 Change the opening and closing times**
- 4 Add special greeting**
- 5 Add play-message greetings**

CHANGING GREETINGS

Select option 1 from the Administrator Menu to Change greetings. Follow the prompts to select the appropriate greeting you wish to customize. (Welcome, Daytime, Nighttime and Special greeting are all described below.) Once you select the greeting type, if you already have a greeting recorded, it will be played for you. You may press **1** to keep it, or **2** to change it. If you have no greeting recorded, it will simply ask you to record the greeting. After recording a new greeting, press any key to end the recording process, and follow the prompts to save or re-record the message.

Welcome Greeting: The Welcome Greeting is the first brief message a caller hears when dialing into the main menu and it is used to identify the Auto Attendant to the caller. It is played only once per phone call; it is never repeated. A typical welcome greeting is "Thank you for calling the ABC Incorporated LinxConference line."

Daytime Greeting: The Daytime Greeting is the second message a caller hears when dialing into the main menu during "daytime" hours. A typical daytime greeting is "Press one to hear a schedule of this week's conferences. Press 2 to receive a copy of this schedule via fax. To join a conference, press 5. If you would like to speak to an operator, press 0."

Nighttime Greeting: The Nighttime Greeting is similar to the Daytime Greeting, but it is played during the hours when you do not want your LinxConference line to be open to callers. A typical Nighttime Greeting is "Our offices are now closed. Office hours are 9 am through 5 p.m., Monday through Friday. Thank you for calling."

Note: You must have opening and closing times defined to have a Nighttime Greeting. Otherwise, the Daytime greeting will play 24 hours.

Special Greeting: The Special Greeting is typically only used to notify callers of a special situation, such as a change in the time of a scheduled conference call. If a Special Greeting is recorded, it will always be played immediately after your brief Welcome Greeting, overriding your Daytime or Nighttime Greeting, regardless of the time of day. In order to have callers hear your Daytime and Nighttime Greetings again, you must delete the Special Greeting.

CHANGING THE PASSCODE

Select option 2 from the Administrator Menu to Change the Passcode. When prompted, enter the new passcode

* Note: You must have an operator defined to use this option.

for accessing the LinxConference line menus. The passcode must be at least four digits long, and it must not be a "trivial" sequence of digits (such as 1234, 7777, etc.) After entering your new passcode, press # to indicate that you are done entering the new passcode. Your new passcode will be played back to you. Press 1 to accept it (save the change), 2 to try again, or * to cancel the change and return to the previous menu.

CHANGING THE OPENING AND CLOSING TIMES

Opening Time: This is the time that defines the beginning of the daytime office hours. At this time, the greeting will automatically switch from the Nighttime Greeting to the Daytime Greeting. The current opening time will be played. Press 1 to keep it, or 2 to change it. Enter the time using Military Time, i.e. for 9:00 am, enter 0900, for 9:00 p.m., enter 2100. For midnight, enter 0000 or 2400. For noon, enter 1200.

Closing Time: This is the time that defines the end of the daytime office hours, or the beginning of the "office closed" hours. At this time, the greeting will automatically switch from the Daytime Greeting to the Nighttime Greeting. The current closing time will be played. Press 1 to keep it, or 2 to change it. Enter the time using Military Time.