

EasyTel setup instructions

[To setup a single extension or mailbox, click here.](#)

[To setup a switchboard with multiple extensions, click here](#)

[To setup an Information Delivery account, click here.](#)

How to set up a single extension (aka Universal Office)

Most features can be accessed by telephone and the website at www.easytelcanada.com. Some items such as enter a new email address can only be done on the website.

To Access your Universal Office

Dial your Universal Office number
Press * (star key)
Enter password
Press # (pound key)

Recordings (the greeting and the name)

To Record your Greeting	
Access your Universal Office Press 8, 3 and 1 Follow prompts to record and post your greeting.	
It is important to have a professional greeting that welcomes callers to your place of business. The phone greeting you will be your caller's first impression of your business. We advise you to write a script and record it in a quiet area. Include company name or contact person/ department. Genie, the auto-attendant, will advise your callers if you are not available. Your greeting clear and brief. Your callers will appreciate it.	
Sample of a greeting	<i>"Thank you for calling. You've reached the office of ABC Company" or "You've reached the universal office of Dave Smith"</i>
Do not record	<i>"You've reached the office of ABC Company; please leave your name and number after the beep" or, "You've reached Dave Smith. I am not available to take your call..."</i>

To Record your Name	
Access your Universal Office Press 8, 3 and 2 Follow prompts to record your name.	
Sample of a name	<i>"ABC Accounting" or "Dave Smith"</i>
Do not record	<i>"You've reached the office of ABC Company; please leave your name and number after the beep" or, "You've reached Dave Smith, I am not available to take your call..."</i>

Follow Me

Access your Universal Office
Press 6
Select Follow Me 1, 2, or 3
Follow prompts to set your Follow Me numbers.

Program the Follow Me numbers in the order that you would like to be contacted. For example, if you want Genie, the auto-attendant, to contact you first at your office line, then on your cell phone and then at your house, program your

Universal Office in that order. You can also and turn them on and off any of your Follow Me numbers whenever you wish.

Message Notification

These are the numbers that Genie will call you at to tell you that you have a message or fax waiting. You can also have these sent to email automatically or manually as desired.

Access your Universal Office
Press 8, 3 and 6
Select Notification 1, 2, or 3
Follow prompts to set your notification numbers.
Program your Universal Office to contact you whenever you receive a new voice message, fax or page.

Pager

Access your Universal Office
Press 8, 3 and 5
Follow prompts to set pager number.

Password

Access your Universal Office
Press 8, 3 and 3
Follow prompts to change your password.

Change your temporary password to your own private password immediately.

To Retrieve Your Voice Mail

Access your Universal Office
Genie will tell you how many messages you have
Press 1 to hear new messages
Press 2 to hear saved messages
Press 3 to recover deleted messages
Press # to send the message to your e-mail (You must have previously entered your e-mail address, on-line).

To Retrieve Your Faxes

Access your Universal Office
Genie will tell you how many faxes you have
Press 2 to review faxes
To retrieve a fax to a fax machine press *1
To retrieve to your email address(es) press *3

To Use Your Virtual Calling Card

Access your Universal Office
Press 5 to receive a dial tone
Dial your destination
The CallerID shown for you call will be that of EasyTel 416-848-9777

Account Balance

Access your Universal Office
Press 7 to hear your account balance

Exit / go back 1 menu level

Press 9 at any time to exit your Universal Office. Pressing 9 from within a nested menu typically moves you back up one level.

How to set up a switchboard with multiple extensions

Step 1. The Switchboard Greeting

Dial your Universal Office number
Press * (Star Key), enter your Password
Press 1 ...Follow prompts to record and post your Main Menu Greeting.

It is important to have a professional greeting that welcomes callers to your place of business. The phone greeting you present will be your caller's first impression of your business. We advise you to write a script of extensions then record it in a quiet area.

Sample Main Menu Greeting; "Thank you for calling, you've reached the Office of ABC Company. If you know your parties extension, you may enter it now, or listen to the following options. For the sales department, dial 1. For the customer service department, dial 2

Do Not Record; "Thank you for calling. You've reached the office of ABC Company; please leave your name and number after the beep". Or, "Thank you for calling. You've reached the office of ABC Company; I am not available to take your call".

Genie, the auto-attendant, will advise your callers if you are available or not available. Keep your greeting clear and brief. Your callers will appreciate it.

Step 2. Record Greeting for Each Extension

Dial your Universal Office number
Enter an Extension Number
Ignore prompt – genie # is not available
Press * (Star Key), enter your Password
Press 8, 3, and 1 ...Follow prompts to record and post your greeting.

We suggest that the greeting that confirms the selection made from the main menu.

Sample Extension Greeting; " Thank you for selecting the Sales Department".

Step 3. Access Name Recording

Dial your Universal Office number
Enter an Extension Number
Ignore prompt – genie # is not available
Press * (Star Key)
Enter your Password
Press 8, 3, and 2...Follow prompts to record your name.

Step 4. Follow Me / Find Me (at up to 3 numbers)

Dial your Universal Office number
Enter an Extension Number
Press * (Star Key)
Enter your Password
Press 6

Select Follow Me/ Find Me 1, 2, or 3 ...Follow prompts to set your Follow Me/ Find Me numbers.

Program the Follow Me/ Find Me numbers in the order that you would like to be contacted. For example, if you want Genie, the auto-attendant, to contact you first at your office line and then at your house, then program your Universal Office in that order. You can preprogram your Follow Me/ Find Me numbers and turn them on and off when you wish.

Step 5. Message Notification (at up to 3 numbers)

Dial your Universal Office number
Enter an Extension Number
Press * (Star Key), enter your Password
Press 8, 3, and 6

Select Notification 1, 2, or 3...Follow prompts to set your notification numbers.
Program your Universal Office to contact you when your account has a new voice message, fax or page.

Step 6. Password

Dial your Universal Office number

Enter an Extension Number

Press * (Star Key), enter your Password

Press 8, 3, and 3...Follow prompts to change your password.

The only way to change the password for the switchboard is online. You must log in with your account number and password, then click on customer info and enter a new password there. This will change the password for the billing extension (first extension) in your switchboard setup as well as the password for the switchboard itself. It is important to keep your password private. It allows you, the subscriber access to your account and to place billable calls.

You can contact customer service at **416-957-6330** Monday to Friday, between 9:00am to 5:00pm (excluding Statutory Holidays) for assistance with your account. Or send an email to genie@easytelcanada.com.

How to set up an information delivery system

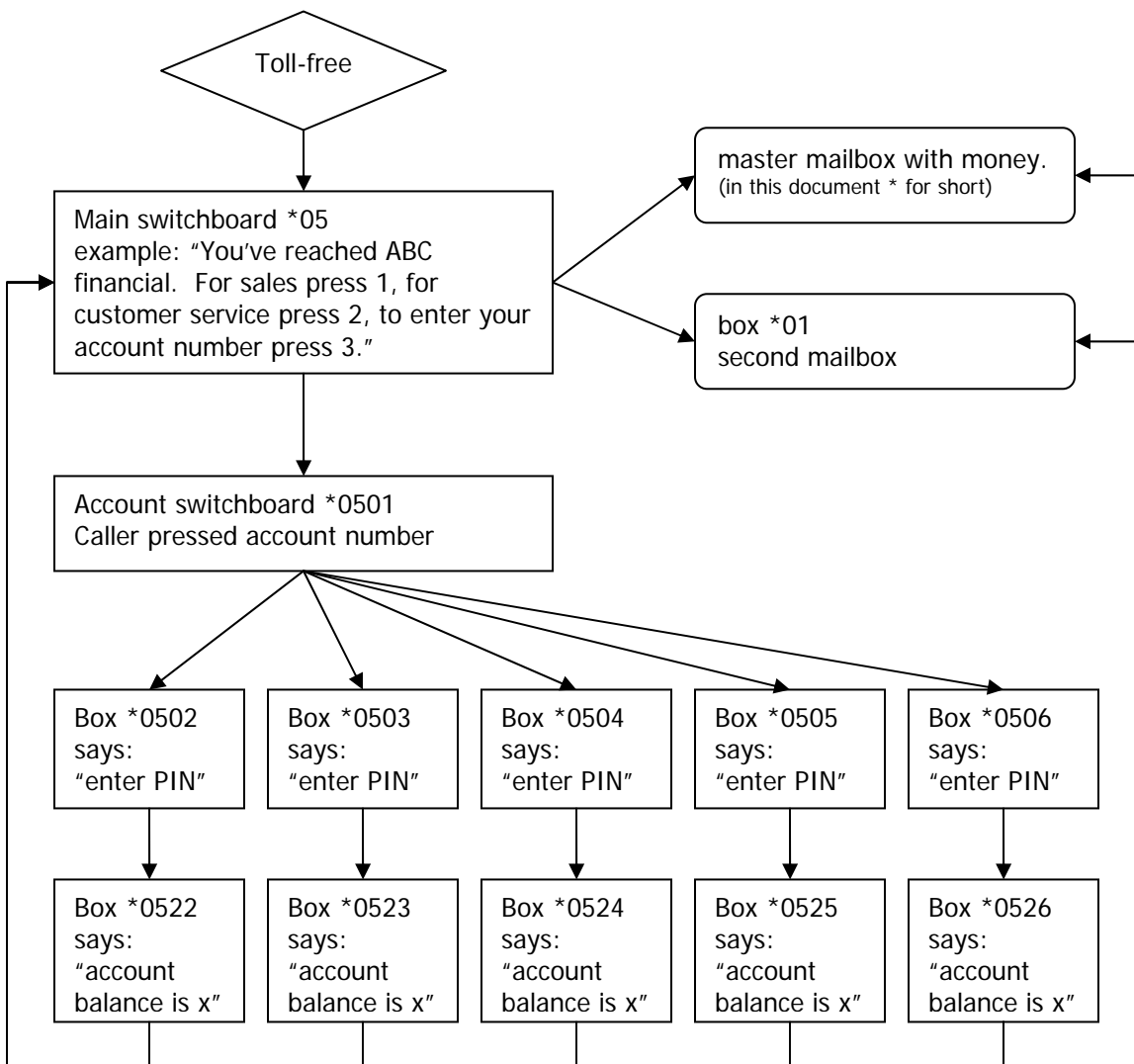
Overview

1. Record a greeting for the main switchboard (box *05)
2. Record a greeting for the account switchboard (box *0501)
3. Record a greeting *and name* for extension 1 (master mailbox)
4. Record a greeting *and name* for extension 2 (box *01)
5. Record a greeting for each of the PIN boxes (boxes *0502 - *0506)
6. Record a greeting for each of the information boxes (boxes *0522 - *0526)

The information delivery system is already configured and working after you have signed up online. The only thing that needs to be done is recording the appropriate greetings (and names for the mailboxes). EasyTel will not create these for you. To start recording the greeting for any point on the diagram below simply start by calling your Toll-Free Number (TFN) and press the sequence of keys necessary to get you to that point, then press *password#. Genie will then prompt you to record

For setup instructions for a mailbox please see [mailbox section](#) above.

For setup instructions for a switchboard please see the [switchboard section](#) above.



Access your Universal Office account online

1. Type www.easytelcanada.com into your address bar
2. Enter your account number and password to logon to your account online.

Call Me

Enter the phone number where you would like Genie to call you. This is good when you're traveling and don't wish to incur long distance charges where you are currently, or if you'd like to avail yourself of unlimited incoming minutes on a cell phone plan.

Billing Report

Enter the box number for which you would like to retrieve the billing report. Enter the start and end dates that you would like to view. This will show all increments such as payments other credits and decrements such as monthly fees to your account's balance.

Call Detail Report

Enter the box number for which you would like to retrieve the call detail report. Enter the start and end dates that you would like to view. The call detail report is the "phone bill" which shows the calls in detail for the specified range.

Customer Information

Enter your personal or business information. This is only used for your informational purposes only. EasyTel Canada does not require this information, nor do we share it with any partners, directly or indirectly.

Follow-Me and Greetings

Select the greeting you would like to be active. A greeting is a sequence of follow-me numbers and related settings that are tied together. For example one might make a greeting for "business hours" and another for "after hours". By simply making the business hours greeting active, all the properties of it take effect such as follow-me numbers, extensions, number of rings, etc. When the after hours greeting is desired it can simply be made active (thereby automatically de-activating all others). The greetings can be scheduled for automatic changing at specified times (see settings online).

Notifications

Enter the phone number where you would like Genie to notify you of new messages, faxes and pages

Pager, Call Back and Email

Enter the phone number where you would like to be paged
Enter the phone number where you would like to be called
Enter up to 3 email address where you would like to receive messages and/or faxes

Phonebooks

Select add to create a new phonebook
Select the phonebook you would like to modify
Select telephone number from the drop-down menu
Select add entry, modify entry or delete entry

Change Password

Enter your current password
Enter your new password
Confirm your new password