

AccessLinemobile

User's Guide



The AccessLine™ Mobile iPhone application provides complete control of your AccessLine™ SmartNumber. With AccessLine Mobile, you can listen to and forward voicemails, view and forward faxes and control routing of your calls quickly and easily.

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Customer Service

Initial Setup

What You Need

AccessLine Mobile works on a variety of Apple models:

- iOS 4+ or,
- iPod Touch 2nd (no background activities), 3rd, 4th Generations or,
- iPhone 3G (no background activities), 3GS, 4 or,
- iPad

Note: The application will not work with the 1st Generation iPod Touch and iPhone

- AccessLine SmartNumber
- TeleDesk Notification Enabled (Call Customer Service for assistance)

Logging In

Once you have downloaded the app, you will need to log in. To log in:

1. Open the AccessLine Mobile application on your device.
2. Enter your 10-digit AccessLine SmartNumber and your 6 to 10 digit PIN. (Use the same 6 to 10 digit PIN to log in to your AccessLine account via the phone or Web.)
3. Tap Sign On.



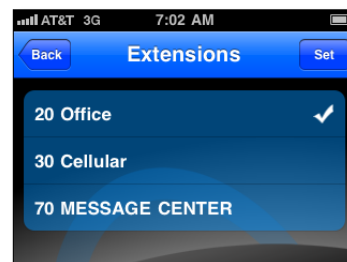
Controlling Your Calls

Changing the Active Extension

You can control forwarding of incoming calls through your AccessLine SmartNumber by changing the active extension. For example, if you change the active extension to Extension 20 – Office, incoming calls to your AccessLine SmartNumber will forward to your office phone number.

To change the active extension from the application main screen:

1. Tap Active Extension to display a list of your Extensions.
2. Select the Extension you would like to make active.
3. Tap Set.
4. Your calls will route via this extension until you change the active extension or until your next weekly schedule change.

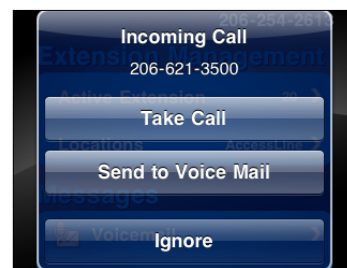


Incoming Call Control

A screen popup can appear when your AccessLine SmartNumber receives an incoming call. To receive an incoming call notification, Popup Notification for Incoming Calls must be set to ON.

When you receive a Popup Notification, you will have the option to:

1. Take the call on the iPhone (not available for iPad or iPod)
2. Send the caller to Voicemail, or
3. Tap Ignore to route the call to the active extension.



To receive Incoming Call screen popups:

1. Tap Settings in the upper right hand corner of the main screen.
2. Under Popup Notifications, set Incoming Calls to ON.
3. Switch to OFF if you do not wish to receive Incoming Call screen popups.
4. Tap Back to return to the main screen.



This Phone's # field becomes visible when Incoming Calls Popup Notification is set to ON. Whatever phone number is entered into this field is the phone number calls will be sent to when you tap the Take Call button.

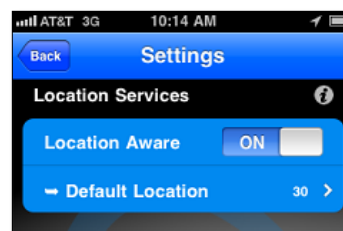
Location Based Call Control

One of the major features of the AccessLine Mobile application is the ability to change the routing of calls through your AccessLine SmartNumber based on the current location of your iPhone or other device. This means when your device detects you at your home location your AccessLine SmartNumber will automatically route calls to your home phone!



Initial Settings for Location Based Call Control

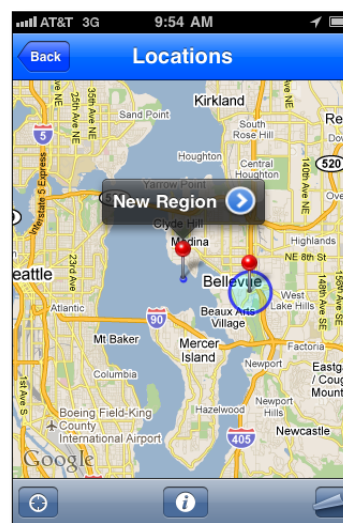
There are a few settings you must activate for Location Services to function correctly. To do so:

1. Tap Settings
2. Under Location Services, set Location Aware to ON.
3. Select your Default location To set Default Location tap Default Location, tap the extension you wish to use as your default location, tap Set. Default Location is visible when Location Aware is ON. Incoming Calls to your AccessLine SmartNumber route per the Default Location when your device is not within any of the predefined locations. This is usually an extension ringing to your cell phone.
4. Tap Back to return to the main screen.




Defining Locations

1. Start by tapping Locations from the main screen. This will open Google Maps.
2. Zoom in to your Home or Office location on Google Maps.
3. Tap Define Location  in the lower right hand corner of the Location Google Maps.
4. Select Drop Pin or Drop Pin On Me. Drop Pin places a pin near the center of the map. Drop Pin On Me places a pin on the current location as determined by your device.
5. Move pin to correct location.
6. Tap the pin then tap  on New Region.
7. Tap Name, tap **x** to clear the field, and then type the location name, i.e. Home or Office.
8. Tap Radius, tap **x** to clear the field, and then enter a distance in meters. Default Radius is 100 meters. Incoming calls route per the defined location settings when the device detects your location within that radius.
9. Tap Extension to determine how your incoming AccessLine SmartNumber calls will route when your device detects you are in a particular location. Tap Set.
10. After entering Name, Radius and Extension, tap Set.
11. Repeat Steps 2 – 10 to add another location.



Deleting a Location

1. Tap Locations from the main screen.
2. Tap the pin you wish to delete.
3. Tap  on pin title bar.
4. Tap Delete. To proceed with deletion tap Delete on the screen popup, to keep the location tap Cancel.
5. Tap Back to return to the main screen.

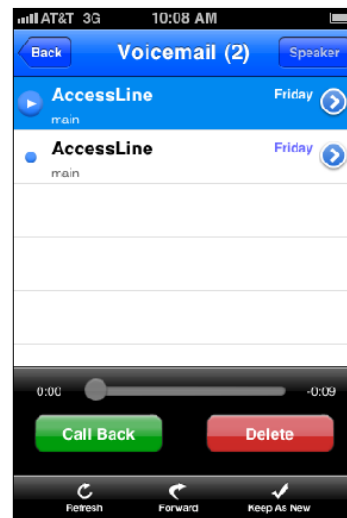
NOTE: If your Weekly Schedule is currently ON, a Weekly Schedule transition may change an extension set by Location Services or vice-versa. If you wish to eliminate this interaction between Location Services and the Weekly Schedule, you can elect to turn the Weekly Schedule OFF.

Accessing Voicemail

Listening to Voicemail

To listen to voicemail with the AccessLine Mobile application:

1. Tap Voicemail on the main screen.
2. Once your voicemail list is loaded (this may take a few seconds) select a voicemail from the list.
3. Tap the play button.
4. Once a voicemail is played the new voicemail tag will disappear. To retag a voicemail as new, tap *Keep As New*.
5. Tap Call Back to initiate a return call to the party who left the voicemail. Call Back is available only on the iPhone.
6. Tap Delete to delete the selected voicemail.

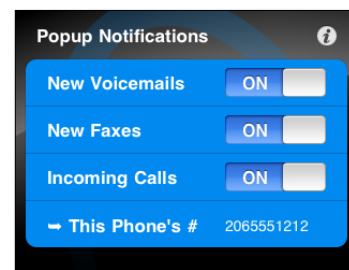
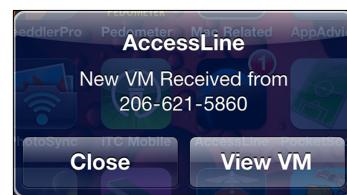


Voicemail Notification

A screen popup appears when your AccessLine SmartNumber receives a new voicemail message.

To receive Voicemail screen popups:

1. Tap Settings in the upper right hand corner of the main screen.
2. Under Popup Notifications, set New Voicemails to ON.
3. Switch to OFF if you do not wish to receive New Voicemails screen popups.
4. Tap Back to return to the main screen.



Forwarding Voicemail

To forward a voicemail to one or more email addresses or one or more AccessLine numbers:

1. Tap Forward.
2. Enter email addresses and AccessLine numbers manually or you can tap + to access your device contact list to input email addresses or AccessLine numbers.
3. Follow on screen directions to complete forwarding of the voicemail.

NOTE- Pressing and holding a message will reveal additional information about the message.

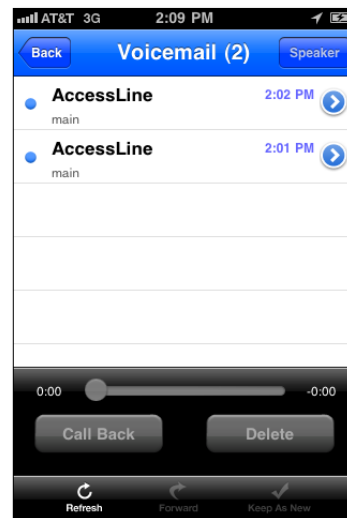
Tap *Back* to return to the previous application main screen.

Accessing Faxes

Viewing Faxes

To view a fax with the AccessLine Mobile application:

1. Tap Fax on the application main screen.
2. Once your fax list is loaded (this may take a few seconds), select a fax from the list.
3. For more information about the fax including the number of pages, press and hold on the desired fax in the fax list
4. To retag a fax as new, tap *Keep As New*.
5. Tap Delete to delete the viewed fax.
6. Tap Back to return to the main screen.

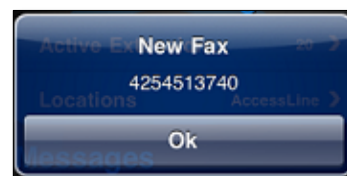


Fax Notification

A screen popup appears when your AccessLine SmartNumber receives a new fax.

To receive Fax screen popups:

1. Tap Settings in the upper right hand corner of the main screen.
2. Under Popup Notifications, set New Faxes to ON.
3. Switch to OFF if you do not wish to receive New Fax screen popups.
4. Tap Back to return to the main screen.



Forwarding a Fax

To forward a fax to one or more email addresses, one or more fax numbers, or one or more AccessLine numbers:


1. Tap Forward.
2. Enter email addresses, fax number and/or AccessLine numbers manually or you can tap + to access your device contact list to input email addresses, fax numbers or AccessLine numbers.
3. Follow on screen directions to complete forwarding of the fax.
4. Tap *Back* to return to the previous screen.

Other Features and Settings

Using AccessLine Mobile with Multiple SmartNumbers

AccessLine Mobile supports use with multiple AccessLine SmartNumbers however; you may be logged in to only one account at any time.

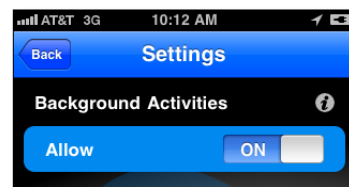
To add multiple numbers to the application on your device:

1. Log in to each number separately by entering the 10-digit AccessLine number and your 6 to 10 digit PIN.
2. Tap Sign On.
3. Each number can have its own unique configuration. Steps for configuring the application are detailed in this document.
4. Once you have logged in at least once to each SmartNumber, select which account you wish to log in to by:
5. Tap  in the AccessLine Number field.
6. When the Select Account screen appears, select the AccessLine SmartNumber you wish to use with AccessLine Mobile.
7. Once back at the Log In screen, enter your 6 to 10 digit PIN to complete the log in process.

Background Activities

Background Activities allow your AccessLine Mobile app to send Popup Notifications to your device as well as track your current location so the Location Based Call Control will work. To Set Background Activities:

1. Tap Settings in the upper right hand corner of the main screen.
2. Set to **Allow** ON if you want the application to deliver notifications and track location while the application is running in the background.
3. Set to **Allow** OFF if you want to reduce battery consumption but you will be required to have the application run in the foreground to receive notifications and use location services.



NOTE: Background Activities not available on the iPhone 3G and 2nd Generation iPod Touch.

Message Forwarding

If you intend to forward voicemail messages or faxes, you can save time by entering information that will be used everytime you forward a message. To Set Message Forwarding:

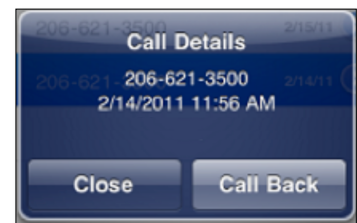
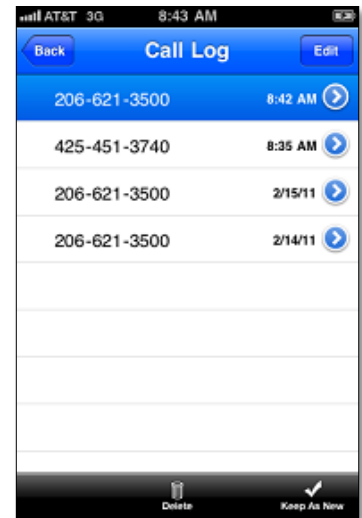
1. Tap Settings in the upper right hand corner of the main screen.
2. Tap **Email** to enter an email address that pre-populates as the return email address when forwarding a voicemail or fax to an email address.
3. Tap **Company Name** to enter a company name that will be pre-populated when forwarding to a fax number.
4. Tap **Phone** to enter a phone number that pre-populates as the return phone number when forwarding to a fax destination and used by the fax recipient to send a reply fax. This number would typically be your AccessLine SmartNumber.

Call Log

The Call Log is a record of all incoming calls to your AccessLine SmartNumber.


To view and manipulate incoming calls listed in the Call Log:

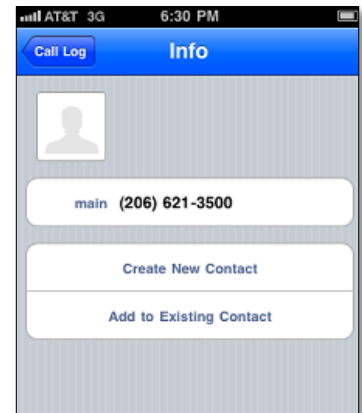
1. Tap Call Log on the main screen.
2. Tap *Delete* after highlighting any call to delete that call. To proceed with deletion tap Delete on the screen popup, to keep the call in the Call Log tap Cancel.
3. Tap *Edit* to delete multiple calls, delete all calls or to tap multiple calls to Keep As New.
4. To retag a call as new, tap *Keep As New*.
5. Press and hold a call log entry to reveal additional information about the call. You may tap the "Call Back" button (iPhone only) to return the call.



Adding/Editing Contacts from AccessLine Mobile

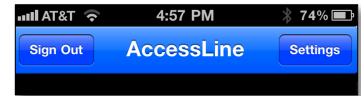
This function allows you to create a new contact in your device contact list from a received call or fax to your AccessLine SmartNumber. This function also allows you to add a new or secondary number from a received call or fax to a contact record existing in your device contact list.

1. Tap  when highlighting any voicemail in the voicemail list, fax in the fax list, or call in the Call Log.
2. To add a number not previously part of your device contact list tap Create New Contact and the device New Contact screen will appear.
3. To add a new number to an existing contact tap Add to Existing Contact.
4. To edit an existing contact, tap Edit in the upper right hand corner of the screen.
5. Once a new contact is added the contact name will appear in place of the number in the call log.



Signing Out

Signing out of AccessLine Mobile from your device does not affect the operation of your AccessLine SmartNumber. You will continue to receive incoming calls and faxes to our AccessLine SmartNumber.



To sign out of AccessLine Mobile on your device, tap Sign Out in the upper left hand corner of the main screen.

Troubleshooting

If you cannot log in

If you have confirmed that you have entered the correct AccessLine SmartNumber and PIN, please contact customer service. Your SmartNumber may have to be upgraded (for free) to work with AccessLine Mobile.

If you can log in but cannot view voicemail or faxes

If you have confirmed that you have entered the correct AccessLine SmartNumber and PIN, please contact customer service. Your SmartNumber may have to be upgraded (for free) to work with AccessLine Mobile.

Failed to connect error message

Check that you entered your AccessLine SmartNumber and PIN correctly and try again

If AccessLine Mobile Stops Responding


If the AccessLine Mobile application locks up or stops responding, you may need to stop it from running in the background and restart the app. To do so for a device running iOS 4+:

1. Double click the Home button.
2. This will bring up a list of icons (applications) that are running in the background.
3. Scroll until you see the icon for the AccessLine Mobile application.
4. Press and hold the icon until it starts to shake.
5. Press on the minus icon associated with the application. This will close the application.
6. Restart the application.

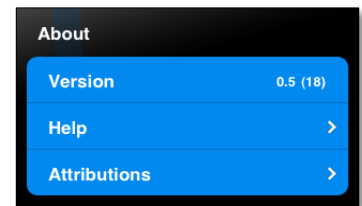
About

Tap Settings in the upper right hand corner of the main screen. Scroll to About.

Version – Displays the current version number of the AccessLine Mobile application.

Help – Tap to view help topics for the AccessLine Mobile application. You can access help topics in the application anywhere you see the  icon.

Attributions – Displays copyright information and the application developer's information.



Customer Service

Please do not hesitate to contact us if you require additional assistance. We are available Monday - Friday from 5am - 6pm and Weekends from 7am - 6pm PST.

Contact Customer Service:

- By phone: 877-880-0055
- By email: customerservice@accessline.com
- Or by submitting a web ticket via your web account in the CUSTOMER SERVICE section