

SmartNumber Enterprise QUICK START

LOGGING IN



PHONE

1. Dial your AccessLine Number.
2. During the greeting, enter your PIN.
(You are now in the Main Directory.)



WEB

1. Go to www.accessline.com
2. Enter your AccessLine Number and PIN.
3. Click

EXTENSIONS

AccessLine uses **Extensions** to direct your calls. Extensions identify the locations where calls can be directed such as your office or cellular phone. Each Extension is given a 2-digit number (10, 20, 30, etc) and a name that you designate. For Example, Extension 20 could represent your office phone.

DIRECTING CALLS



PHONE

Touch from the Main Directory to direct calls. Enter an **Extension**:

- (Home-Office)
- (Office)
- (Cellular)
- (Voicemail)



WEB

Click the button located on the top of every page and select an **Extension** from the drop down menu.

VOICEMAIL



PHONE

Touch from the Main Directory to manage and listen to voicemail.
Touch to delete voicemail
Touch to save voicemail.
Touch * to after listening to a voicemail to instantly call the person back.



WEB

Click to access voicemail.
Click the icon of the voicemail you want to hear.

FAXING



PHONE

Touch from the Main Directory to access faxes.
Touch to forward all new faxes to a fax machine.
Touch to forward all previously delivered faxes.
Touch to forward an individual fax.



WEB

Click to manage faxes.
To view a fax, click or of the fax you want to view.

SENDING GROUP MESSAGES



PHONE

Touch from the Main Directory or Voicemail Directory. Follow the recorded instructions.

PLACING CALLS



PHONE

Touch from the Main Directory to place a call. When promoted, enter the phone number. Or, touch to use Dial By Name

REMOTE CALL TRANSFER / ON-THE-FLY CONFERRING



PHONE

Receive or place a call from your AccessLine.
Touch # .
Enter the phone number.
When party picks up the phone, touch # again.

RESERVING CONFERENCE CALLS



PHONE

Touch from the Main Directory to reserve a conference call. Follow the recorded instructions.



WEB

Click to access conference calling.
Click

HELP

For additional information, please visit the Help section of your AccessLine Web account or contact Customer Service at 1-877-880-0055.