

AccessLine Smart 800 User Guide

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Accessing your Account

Your Smart800 Number provides you with two user interfaces. You may access your account via the phone or web.

Via the phone:

1. Dial your Smart800 number.
2. Enter your Personal Identification Number (PIN) when you hear the first ring.

Via the web:

- 1- Go to www.accessline.biz.
- 2- Enter your Smart800 number and PIN in the upper right hand corner.
- 3- Click Enter.

Changing your PIN

Your Smart800 PIN may be changed at any time.

Via the phone:

1. Dial your Smart800 number.
2. Enter your PIN when you hear the first ring.
3. Touch 8, User Options.
4. Touch 7 to Change your PIN.
5. Enter your new PIN number.

Via the web:

1. Log on to your web account.
2. Click the Account Info tab.
3. Choose the Change PIN tab.
4. Enter your new PIN.
5. Click OK.

Note: Your PIN must meet the following guidelines:

- Must be numeric.
- Must be 6-10 digits.
- Cannot start with 0.
- Cannot be consecutive digits (Example: 123456 or 888888).

Directing your Calls

Your Smart800 Number is broken down into a series of Extensions. Extensions are numerical codes that correspond to your location (ex – your Office). You are provided with three Extensions by default:

Extension 20 - Office
Extension 21 - Home
Extension 22 - Open

You may select your active Extension, the location to which your calls are forwarded, via the phone or web.

Via the phone:

1. Dial your Smart800 Number.
2. Enter your PIN when you hear the first ring.
3. Touch 2 to Direct your Calls.
4. Enter the Extension number you wish to activate.
5. Enter the length of time calls should be directed to the extension. Enter hours first, followed by minutes (Example: 130 = 1 hour and 30 minutes.) Or, touch * to activate the Extension indefinitely.

Via the web:

- 1- Log on to your web account.
- 2- Locate your active Extension, listed at the top of the page.
- 3- Select your new active Extension from the drop down menu.

Using the Open Extension

Your Open Extension, Extension 22, does not have a default forwarding number. You choose where to forward your calls on the fly, when you activate the Extension. This Extension is particularly useful when you are at a temporary location.

Via the Phone:

1. Enter your AccessLine's Command Mode.
2. Touch 2 to direct your calls.
3. Activate Extension 22.
4. Enter your forwarding number.
5. Enter the length of time calls should be forwarded to your temporary location. Enter hours first, followed by minutes. (Example: 130 = 1 hour and 30 minutes.) Or, touch * to activate the Extension indefinitely.

Via the web:

1. Log on to your web account.
2. Locate your active Extension, listed at the top of the page.
3. Click the down arrow and select Extension 22 as your new active extension.
4. In the resulting pop-up window, enter your forwarding number.
5. Click OK.

Changing your Forwarding Numbers

Your AccessLine account stores default Office and Home numbers, which are used in conjunction with your Extensions. You may alter these numbers at any time.

Via the phone:

1. Dial your Smart800 Number.
2. Enter your PIN when you hear the first ring.
3. Touch 8, User Options.
4. Touch 3, Change Forwarding Numbers.
5. Touch 1 to change your Home number or Touch 2 to change your Office number.
6. Enter your new number when prompted.

Via the web:

1. Log on to your web account.
2. Click the Call Manager tab.
3. Locate the number you wish to alter.
4. Change the forwarding number in the associated Phone Number field.
5. Click Update to save your changes.

Using a Weekly Schedule

A Weekly Schedule can help you manage your Smart800 Number by automatically activating Extensions based on the time of day and the day of the week. A schedule is broken down into a series of steps. Each step has three components:

- Day(s) of the week the step occurs
- Start Time
- Extension to be activated at the start time

In the example below, Extension 20 is automatically activated at 8am on Monday. Calls are transferred there until 5pm, when the Weekly Schedule activates Extension 21. All calls reach Extension 21 until Tuesday at 8am, when the Weekly Schedule reactivates Extension 20. This cycle continues throughout the week.

My Weekly Schedule

Select the day(s) you wish to schedule:

7 days a week
 weekdays only
 weekends only
 Single specific day :

Sunday

Start Time :

1 : 00 am

Ext. 20, Office

Add this new event to my weekly schedule +

Click here to **ACTIVATE** my Weekly Schedule

Monday 9:00 am Ext.20
Monday 5:00 pm Ext.21
Tuesday 9:00 am Ext.20
Tuesday 5:00 pm Ext.21
Wednesday 9:00 am Ext.20
Wednesday 5:00 pm Ext.21
Thursday 9:00 am Ext.20
Thursday 5:00 pm Ext.21
Friday 9:00 am Ext.20
Friday 5:00 pm Ext.21

< - Remove the selected event from my weekly schedule
REMOVE Remove all events from my weekly schedule

You must create your Weekly Schedule via the web. Your schedule may contain up to 32 steps:

1. Log on to your web account.
2. Click the Call Manager tab.
3. Click the Weekly Schedule tab.
4. Enter the day(s), start time and Extension to be activated for your first step.
5. Click the + icon to add the step to your Weekly Schedule.
6. Repeat steps 4-5 until your Schedule is complete.

Using a Weekly Schedule, Continued

Once your Weekly Schedule is built, you may activate or deactivate it at any time.

Via the Phone:

1. Dial your Smart800 Number.
2. Enter your PIN when you hear the first ring.
3. Touch 8, User Options.
4. Touch 5 to Turn On/Off your Weekly Schedule.

Via the Web:

1. Log on to your web account.
2. Click the Call Manager tab.
3. Click the Weekly Schedule tab.
4. Click the Activate/Deactivate button.

Note: You may temporarily override your Weekly Schedule at any time by manually activating a different Extension (see Directing Calls). The Weekly Schedule will take over again when your next scheduled step occurs.

Contacting Customer Service

Customer Service is available 24 hours a day if you need assistance. You may contact them in a variety of ways:

- Call 877-880-0055.
- Touch 00 at any time while logged into your phone interface.