



Regus smartnumbers Fax

User Guide

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1. Introduction

Regus **smartnumbers** is a suite of next-generation voice services that enable an organisation to improve an individual's availability and working practices, in addition to promoting team collaboration.

The **smartnumbers** Fax service is a business-class fax application designed to meet the needs of people working in large-scale organisations. It gives you a centralised, managed system which eliminates the need for separate fax systems in the office, at home, or on the move.

1.1. What you get with smartnumbers Fax

- **Fax-to-email** – a personal fax number that delivers fax messages to an email address of your choice.
- **Fax forwarding** – faxes delivered to a fax machine of your choice.
- **Message alerts** – the system alerts you by text message when you receive a new fax.
- **Password protection** – a unique ID and password to securely manage your service.

1.2. Related information

The appendices to this document include a How Do I...? section which acts as a quick reference for common tasks.

1.3. Further assistance

If you have a question that can not be answered by this document, please contact your centre team. Your support details are available in the Welcome email you received.

Note: Please have your ID and password to hand when you call your centre team.

2. Managing your service

Your **smartnumbers** Fax service allows you to manage your personal settings via the web. Your personal settings specify the telephone number you want your fax messages delivered to, and your password. Your email address is set up as part of the service provisioning and can be changed via the helpdesk.

2.1. Logging in to your service

In order to manage your settings and access your faxmail, log in to your mailbox via a telephone handset.

To log in to your mailbox

1. Dial your mailbox number.
This number was sent to you within the Welcome emails.
2. Press the **#** key.
3. Enter your password when prompted. The system plays your voice messages.

2.2. Changing your password

To ensure security, you must change your password as soon as you receive your **smartnumbers** service.

Important: Your new password cannot begin with zero.

To change your password

1. Log in to your mailbox.
See *To log in to your mailbox* on page 3
2. Press **7** to access the Mailbox Customisation menu.
3. Press **2** to access the Password menu.
4. Enter your new password.
5. Confirm your new password. If your new password is valid, the system will confirm that your password has changed and return you to the Mailbox Customisation menu.

2.3. Updating your email address

Faxes sent to your fax number can be delivered to your email address as a TIFF file. To ensure faxes are delivered, you must ensure your email address is correct.

To update your email address, please contact the helpdesk.

2.4. Configuring your fax settings

The system allows you to define how your faxes will be handled. You can forward faxes to a fax machine, and also select whether you would like your fax messages to be copied to your email address as a TIFF email attachment.

Once you have received a fax, you can manage it as a standard document.

To add fax numbers to your service

Faxes sent to your fax number can be forwarded to a fax machine. To ensure faxes are forwarded, you must ensure fax machine number is correct.

1. Log in to your mailbox.
See *To log in to your mailbox* on page 3
2. Press **7** to access the Mailbox Customisation menu.
3. Press **5** to hear the Message Delivery menu. The system will inform you of your current delivery settings.
4. Press **1** to access the Fax Forward menu:
 - To change the number for the office fax, press **1**.
 - To change the number for the home fax, press **2**.
 - To enter a temporary fax number, press **3**.

If no number is entered for the location you select, you will be prompted to enter a number. To add the number from which you are calling, press the **#** key.

To define how your faxes are handled

1. Log in to your mailbox.
See *To log in to your mailbox* on page 3
2. Press **7** to access the Mailbox Customisation menu.
3. Press **5** to hear the Message Delivery menu. The system will inform you of your current delivery settings.
4. Press **1** to change your fax forwarding.
 - To enable fax forwarding, select a fax location.
 - To disable fax forwarding, press **4**
5. Press **2** to change your fax-to-email options.
 - To enable fax-to-email, press **1**
 - To disable fax-to-email, press **2**

If no number is entered for the location you select, you will be prompted to enter a number. To add the number from which you are calling, press the **#** key.

2.5. Setting message alerts

The system can automatically send you a text message to your mobile to alert you whenever you receive a fax.

To set your alerts

1. Log in to your mailbox.
See *To log in to your mailbox* on page 3
2. Press **7** to access the Mailbox Customisation menu.
3. Press **3** to access the Alerts menu.
4. Press **2** to select SMS alerts.
5. To enable the alert, press **1**. To disable the alert, press **2**. The system returns you to the Mailbox Customisation menu.

To update your mobile number

If your mobile number has changed, you must tell the system your new number to receive your message alerts.

1. Log in to your service.
See *To log in to your mailbox* on page 3
 2. Press **8** to access the Amend Location menu.
 3. Press **2** to listen to your mobile number location.
 4. Press **2** to change your mobile number.
 - To accept the new number, press **1**
 - To enter a different number, press **2**
- If you have not entered a number, the system will prompt you to enter a number, or offer to use the number you are calling from if it is recognized.

3. Managing your messages

Your **smartnumbers** service provides you with a mailbox to receive your fax messages.

3.1. Accessing faxes

After faxes have been delivered, they remain available in the mailbox until deleted. You can access these faxes in a number of ways.

To access faxes in the mailbox

1. Log in to your mailbox.
See *To log in to your mailbox* on page 3
2. Press **9** to access the Fax menu. The system plays the details of the faxes in your mailbox.
3. When you hear the details of the fax you want to access, press **0**.
4. If you are calling from a fax machine, press **1** to send the fax to the machine you are calling from.
Otherwise, press **2** and enter the number of the machine to which you would like to deliver the fax.

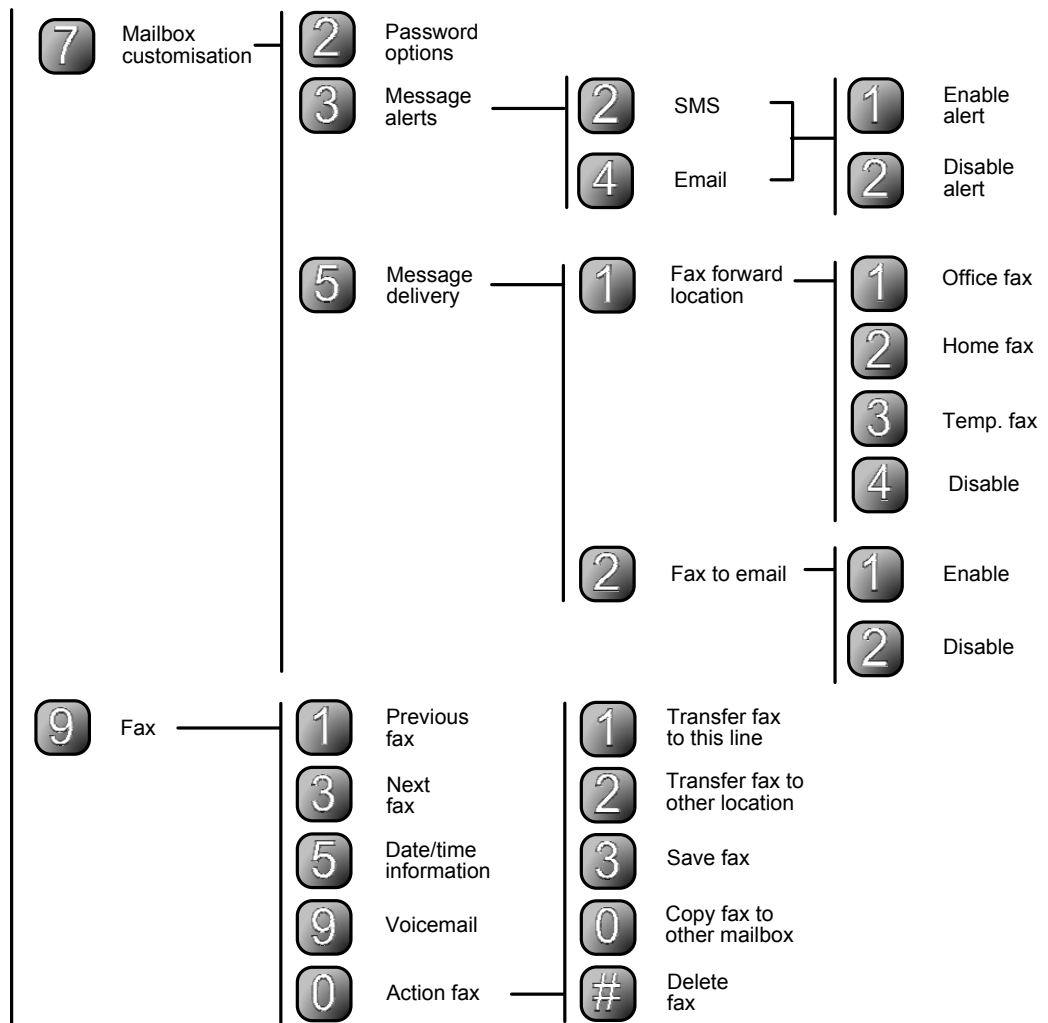
3.2. Deleting messages

To ensure that your mailbox is kept current and the faxes you require are easily accessible, you can delete faxes you no longer need.

To delete messages using your handset

1. Log in to your mailbox.
See *To log in to your mailbox* on page 3
2. Press **9** to access the Fax menu. The system plays the details of the faxes in your mailbox.
3. When you hear a message you want to delete, press **0** to action that message.
4. Press **#** to delete the message.

4. Appendix A – Telephone Button Map



5. **Appendix B - How Do I...?**

The latest version of this guide as well as a troubleshooting/FAQ section can be found at:

<http://help.regussmartnumbers.com>

It is recommended that you check this web page before you call your centre team.

How do I know if I've got a fax?

See *Setting message alerts* on page 5

How do I change my password?

See *Changing your password* on page 3

How do I update my email address?

See *Updating your email address* on page 3

Can I have faxes delivered to my fax machine?

See *Configuring your fax settings* on page 4