

Logging Into the Online Interface

1. Go to www.COASecure.com.
2. Enter your iTeleCenter Number or Email Address and Passcode, and click the Sign In button.

STEP 1 Set Up Your Greeting

Voice Studio

You can place an order to have a Voice Talent Professional record your Greetings. Professionally recorded greetings are easy to order, inexpensive and can make a great first impression to your callers. Your Greetings will be uploaded within a few days of you placing your order. Click the **Voice Studio** option in the Greeting drop-down menu in the online back office and then follow the steps to place your order.

Standard Greeting

Your Standard Greeting plays when your business is open.

To Record Your Standard Greeting on the Phone:

- 1) Using the Phone, log in to your iTeleCenter.
- 2) Enter [4] to Modify your Configuration.
- 3) Enter [1] to Manage your Greetings.
- 4) Enter [1] to Manage your Standard Greeting.
- 5) Enter [2] to Record your Greeting.

Accessing iTeleCenter Using the Phone

- 1) Dial your iTeleCenter Number.
- 2) When you hear your greeting begin, enter [*].
- 3) Enter your personal passcode when prompted.

Tips for Standard Greeting Content:

- If Call Forwarding is enabled, you should record a greeting that instructs the caller to "Press zero to be forwarded to me directly."
- If you have faxing enabled and want to receive faxes, you should have a greeting that instructs the caller "To send a fax, press Start now."
- If you want the caller to leave you a message, you should record a greeting that instructs the caller to "Press the # key or stay on the line to leave me a message."
- If you would like to have an alternate recording play during specific days/times (such as closed business hours) you may set up your business hours and the After-hours Greetings by clicking the After Hours option in the Greetings drop-down menu.

To upload a Standard Greeting recording file:

1. Click the **Standard** option in the Greetings drop-down menu in the online back office.
2. Click the Upload WAV/MP3 File tab. Enter the path for the recording file you wish to upload or click the Browse button to find the file.
3. Click the Save button to upload and save the file for your greeting. NOTE: To ensure the best quality for playback, we recommend one of the following formats: MP3 (256 bit, mono), WAV (8000 Hz, 8 bit, mono PCM) or WAV (8000 Hz, 8 bit, mono CCITT U-Law).
If you want your greeting to be different when your business is closed, you can set up an After Hours Greeting. Refer to the extended iTeleCenter User Guide for more information on setting up your business hours and your After Hours Greeting.

STEP 2

Set Up Your Message Notification

Message Notification allows you to be notified when you receive a message in your inbox. There are three ways you can be notified, by phone, by email and by text message to your cell phone. Your Email Notification is automatically set up for you when you sign up for iTeleCenter. You can change the email address for notification and set up phone and text notifications. To make updates to your notification settings, click **Message Notification** in the Manage Settings drop-down on the main menu. Refer to the extended iTeleCenter User Guide for more information on notifications.

STEP 3

Set Up Your Call Forwarding

Call Forwarding will forward calls to up to 5 different phone numbers in a specific order of your preference! These calls can ring directly to your forwarded number or iTeleCenter can announce the name of the caller and let you choose to accept the call, transfer the caller to voicemail or record a message to be played to them prior to sending them to voicemail. Once you accept the call, you can forward the caller to another extension or even another phone number. This creates the impression of a single office even if you and your employees work from different geographical locations.

If you are planning to speak Live to your callers, you will need to turn Call Forwarding On. Click **Call Forwarding** in the Manage Settings drop-down on the main menu. Select the Call Forwarding is On option to turn Call Forwarding ON.

There are a couple of settings that determine how calls are forwarded.

- If you want callers to be transferred directly to you without listening to your greeting first, then select **Connect My Caller Directly To Me** in the **When someone calls** drop-down.
- You may want to see the Caller ID of the person who is calling or you may want to see your iTeleCenter number so you know where the call originated. Select the number to be displayed for Caller ID when calls are being forwarded to you in the **Caller ID Display** drop-down.
 - **My iTeleCenter Number:** Select this option if you want to know when a iTeleCenter call is being forwarded.
 - **Caller's Number:** Select this option for true caller ID.
 - **(732) 463-6439:** If your Calling Plan has "Favorites", choose this option, make 732-463-6439 a "Favorite", and you won't use minutes on your calling plan when calls are forwarded.
- The Callers will hear setting determines the recording your caller will hear while the system attempts to forward your call. Select an on-hold music option from the drop-down or upload a Custom music file or message. When you upload a custom file, it will be saved as "Custom" in the Callers will hear drop-down."

When Someone Calls	Play My Standard Greeting
Prompt Callers to	Record Their Name
Caller ID Display	My iTeleCenter Number

To Record an On Hold Message on the Phone:

- 1) Using the Phone, log in to your iTeleCenter.
- 2) Enter [4] to Modify your Configuration.
- 3) Enter [6] to Manage your Call Forwarding.
- 4) Enter [5] to Record your On-hold message.

To set up your Call Forwarding numbers and schedule:

Follow the directions below to set the number(s) your calls will be forwarded to (in priority order). If the first number is not answered, the second number will be called. Each number listed will be dialed in succession until one is answered. If no call forward number is answered, the caller will be sent to Voicemail.

1. For each priority, enter the telephone number you want your iTeleCenter calls to be forwarded to. You can set the following for each number:

Extension: Use this text box if your call is being forwarded to a number with an extension. If there needs to be a delay before the extension is dialed (because of an automated announcement), enter a comma before the extension number for each second you want to delay the dialing of the extension. NOTE: The call is answered when a call is forwarded to an extension, so the call will not forward to the next priority if an extension is called.

Call Announcement: To turn call announcement off, uncheck the Call Announcement checkbox. When Call Announcement is off, callers will be connected directly to you when you pick up the phone. To turn call announcement on, check the Call Announcement checkbox. When Call Announcement is on, you will hear the options prior to accepting the call.

Call Forwarding Schedule: Select the Start Time with an AM or PM setting. Select the End Time with an AM or PM setting. Check the checkboxes for the days of the week that you want call forwarding on for.

Number of Rings: Enter the number of rings that you would like forwarding to try before calling the next number.

2. Click the Save button to save your entries.

<input checked="" type="checkbox"/> Call Forwarding Phone 1	2015551212	Ext.: 100	Hide Schedule Options
<input checked="" type="checkbox"/> Call Announcement ?		Forward Calls from: 09 00 AM To 05 00 PM	<input type="checkbox"/> 24 hours
Try dialing this number for: 10 rings		On these Days: <input type="checkbox"/> S <input checked="" type="checkbox"/> M <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/> W <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/> F <input type="checkbox"/> S	
<input checked="" type="checkbox"/> Call Forwarding Phone 2	7325553425	Ext.:	Hide Schedule Options
<input checked="" type="checkbox"/> Call Announcement ?		Forward Calls from: 09 00 AM To 08 00 PM	<input type="checkbox"/> 24 hours
Try dialing this number for: 6 rings		On these Days: <input checked="" type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> T <input type="checkbox"/> F <input checked="" type="checkbox"/> S	

When Call Announcement is on, you will hear the following options prior to accepting the call:

- Press 1 (on the telephone keypad) to accept the call.
- Press 2 (on the telephone keypad) to send the call to voicemail.
- Press 3 (on the telephone keypad) to replay the caller's name.
- Press 4 (on the telephone keypad) to hear the caller ID #.
- Press 5 (on the telephone keypad) to record a short message that the caller will hear before being sent to voicemail.

STEP 4

Set Up Your Extensions

Set up extensions if you want your callers to choose from a menu of options. For example: "Thank you for calling. To hear about our revolutionary new product, press 1. To hear about our incredible business opportunity press 2. Or to speak to a representative press 3."

Click **Extensions** on the main menu.

Extension Types:

- The **Message Taking** extension can be used to present information and then allow your caller to leave a message. By far the greatest use for this type of extension is for Lead Capture. With a Message Taking extension you can spend a few minutes exciting the caller about your Product or Service 24/7 and then give them an immediate outlet to demonstrate their interest by leaving a message with their contact info for you to call them back.
- The **Greeting Only** extension can be used to present an audio message for your callers to listen to. A Greeting Only extension is the ultimate tool when it comes to providing Product/Service information, testimonials and other types of information around the clock. This feature is your 24/7 Information Hotline!
- The **Fax-On-Demand** extension can be used to give prospects immediate access to your order forms, product or company details, directories, written testimonials, or any other printable information you would like to have accessible to your callers 24/7. When the caller dials a Fax-On-Demand extension, he will hear a short description of the documents and will be prompted to enter his fax number. iTeleCenter will automatically call the fax number and deliver the document you have uploaded onto that extension.
- The **Question and Answer** extension allows you to record multiple questions, each followed by a beep in order to record an answer from the caller. This feature is great for 24/7 automated order taking and surveys.
- The **Virtual PBX** extension is designed to ring to a specific person rather than a mailbox. You can assign specific VPBX extensions to each of your employees, departments, sub-contractors and even third party support vendors.
- The **Automatic Call Distribution (ACD)** extension allows iTeleCenter to act as a virtual office switchboard, automatically distributing calls to various VPBX extensions. The Administrator will set up VPBX extensions. The VPBX extension owner will set up Call Forwarding to his or her phone number or numbers. The Administrator will then set up the ACD Extension and assign VPBX extensions to that ACD extension. Watch calls come into the ACD extension and route to a participant's extension. You can set the distribution to Round Robin or Next Available, monitor calls in the queue, and view statistics including average wait time.

To add an Extension:

1. On the *Extension Boxes* screen, click the **Add New Extension** button.
2. Enter the Extension Number.
3. Select the Extension Type from the drop-down (depending on the type of account you have, some extension types may not be available for you):

Extension Type	Message Taking
	Message Taking
	Greeting Only
	Q&A
	Fax-On-Demand
	PBX
ACD	

NOTE: Once you select the extension type, the screen will refresh with the fields for that extension type.

- For a Message Taking or Greeting Only extension:

1. Enter the Extension Description.
2. Click the **Save** button, and options will appear to add a greeting for the extension.
3. Choose from the options available to add a greeting to the extension:
 - To upload a greeting recording file, click the Upload WAV/MP3 File tab. Enter the path for the recording file you wish to upload or click the Browse button to find the file. NOTE: To ensure the best quality for playback, we recommend one of the following formats: MP3 (256 bit, mono), WAV (8000 Hz, 8 bit, mono PCM) or WAV (8000 Hz, 8 bit, mono CCITT U-Law).
4. Click the **Save** button to save the new extension.

- For a Q&A extension:

1. Enter the Extension Description.
2. Click the **Save** button to save the new extension.
NOTE: You must use the phone interface to record the greeting and questions for a Q&A extension.

Log in to your iTeleCenter and follow these prompts:

Enter [4] to Modify your Configuration

Enter [4] to program your extension

Enter the extension number you want to modify from 1 through 9999

Enter [1] to modify the extension

Enter [3] for Q & A Extension

Enter [1] record your greeting

- For a Fax On Demand extension:

1. Enter the Extension Description.
2. If your document has password protection, you must remove the password protection before uploading it. To upload the Fax file, enter the path for the file you want to upload in the **Upload File** text box or click the Browse button to find the file.

NOTE: To ensure proper functioning, the file must be in one of the following formats: DOC, TXT, PDF, XLS, CSV

3. Click the **Save** button, and options will appear to add a greeting for the extension.
4. Choose from the options available to add a greeting to the extension:
 - To upload a greeting recording file, click the Upload WAV/MP3 File tab. Enter the path for the recording file you wish to upload or click the Browse button to find the file. NOTE: To ensure the best quality for playback, we recommend one of the following formats: MP3 (256 bit, mono), WAV (8000 Hz, 8 bit, mono PCM) or WAV (8000 Hz, 8 bit, mono CCITT U-Law).
5. Click the **Save** button to save the new extension.

To Record a Message Taking Extension Greeting on the Phone:

- 1) Using the Phone, log in to your iTeleCenter.
- 2) Enter [4] to Modify your Configuration.
- 3) Enter [4] to program your extension.
- 4) Enter the extension number you want to modify from 1 through 9999.
- 5) Enter [1] to modify the extension.
- 6) Enter [1] for Message Taking Extension.
- 7) Enter [1] record your greeting.

To Record a Greeting Only Extension Greeting on the Phone:

- 1) Using the Phone, log in to your iTeleCenter.
- 2) Enter [4] to Modify your Configuration.
- 3) Enter [4] to program your extension.
- 4) Enter the extension number you want to modify from 1 through 9999.
- 5) Enter [1] to modify the extension.
- 6) Enter [2] for Greeting Only Extension.
- 7) Enter [1] record your greeting.

To Record a Fax On Demand Extension Greeting on the Phone:

- 1) Using the Phone, log in to your iTeleCenter.
- 2) Enter [4] to Modify your Configuration.
- 3) Enter [4] to program your extension.
- 4) Enter the extension number you want to modify from 1 through 9999.
- 5) Enter [1] to modify the extension.
- 6) Enter [4] for Fax On Demand Extension.
- 7) Enter [1] record your greeting.

- For a PBX extension:
 1. Enter the Belongs to **First Name** and **Last Name**.
 2. Enter the 4 to 6 digit passcode.
 3. Retype the passcode.
 4. Click the **Save** button to save the new extension.

For instructions on how to add other types of extensions, please refer to the extended iTeleCenter User Guide.

TIPS

Phone Tips

- **Enter [*] at any time** to return to the previous menu.
- **Toll Saver feature:** If you call your iTeleCenter and hear two “quick” rings, you have no new messages. If you hear one “quick ring” you have messages waiting.
- You may **skip the prompts** if you know what option you need in a menu and select it immediately.
- **Callers can enter [#]** at any time during your greeting to leave a message without having to listen to your entire greeting.
- **Automatic Login when I Call from this Number:** If you place a lot of outbound calls or access your messages on the phone often, the Automatic Login when I Call from this Number feature can speed things up for you! Enter the number you will call in from on the *User Settings* page in the online back office. Calls placed to your iTeleCenter number from this number will automatically log you into your main menu. You will not need to press the star key and enter your passcode to log in on the phone.