

## *Network Communication Solutions*

Welcome to Touchfon, the solution to your communication needs. Touchfon has been designed for and used by successful distributors for over twenty years. Our system is user friendly, and is menu driven. The system will guide you as you become familiar with its functions. Following are some of the basic functions to the Touchfon system.

### **HOW TO USE YOUR TOUCHFON NUMBER:**

#### **ENTERING YOUR MAILBOX**

1. Call your Touchfon number.
2. Press \* or 0 telephone keypad.
3. Enter your personalized password.

#### **MAIN MENU**

When entering your Touchfon number, you will be directed to the **main menu**. From the main menu:

- Press **7** to play your messages.
- Press **8** for user options.
- Press **6** to make a message.
- Press **9** to exit your Touchfon number

#### **PLAYING A MESSAGE**

From the main menu, press **7** to play your first message. While listening to your message, or after the message, you can utilize the following options:

- Press **7** to play the message again.
- Press **2** to answer the message (if it is from another Touchfon user).
- Press **4** to give the message to another Touchfon user.
- Press **5** to keep the current message.
- Press **3** to discard the current message.
- Press **\*** to rewind the message 6 seconds.
- Press **#** to fast forward the message 6 seconds.
- Press **1** to pause the message for 30 seconds or until another key is pressed. Press the **1** key multiple times for a longer pause.

#### **USER OPTIONS**

User options allow you to change your mailbox features such as greeting, password and name.

From the **main menu** press **8** to access the following user options:

- Press **4** to change your greeting.
- Press **6** to change your name.

- Press **7** to change your password.
- Press **5** for distribution list maintenance (see distribution list section for details).
- Press **8** to activate the original tutorial.
- Press **9** to exit to the main menu

## MAKING A MESSAGE

From the **main menu** press the **6** key to make a message. When prompted, enter the mailbox number(s) of the person(s) you wish to make a message for, followed by the **#** key. When prompted, record your message. After making a message, you can make use of the following options:

- Press **7** to review your recording.
- Press **3** to discard your message and record again.
- Press **2** to append to your message.
- Press **5** to leave a fax with your message (you must call from your fax machine and have your document ready to fax).
- Press **6** to enter Message Addressing Options:

Message Addressing Options:

- 2 mark message confidential
- 3 future delivery
- 7 request a receipt
- 8 mark message urgent
- 9 exit message addressing options

- Press **9** to send your message and exit to the main menu.

## DISTRIBUTION LISTS

Each Touchfon number comes equipped with 99 separate distribution lists, each capable of holding over 65,000 other mailbox numbers.

To maintain your distribution list, press **8** for user options from the **main menu**. Press **5** for distribution list maintenance.

Enter the distribution list that you would like to modify (01 - 099).

You will be asked to name your list, which is optional but recommended.

Press the **2** key to add a mailbox to the distribution list.

Press the **3** key to delete a mailbox from the distribution list.

To make a message to a distribution list, follow the instructions on "Making a Message", and enter your distribution list in place of the mailbox number.

## RETRIEVING A MESSAGE

Touchfon offers Fax Messaging capabilities. If you receive a "message with fax" in your Touchfon mailbox, the fax can be retrieved as follows (you must call from to retrieve your fax from a fax machine).

- Press **7** to play the message.
- Press **8** for fax transmittal options.
- Press **7** to retrieve the current fax message.
- Press start/send on your fax machine when prompted by the system.

#### **LOADING A FAX**

Your Touchfon number can store fax messages that can be retrieved at a later time.

To load a fax into your Touchfon number, manually dial your Touchfon number from the fax machine and press the start/send button on the fax machine when prompted.

After loading the fax into your Touchfon number, it can then be given to another Touchfon number or a distribution list.

#### **ADDITIONAL SERVICES**

Touchfon offers a selection of additional services to help you educate prospective clients and train your organization. By utilizing such resources you can make the most of your limited time, and efficiently drive your business upward. You can add additional services by contacting customer service. Our additional services include:

**Standard Training Messages** - create a greeting that can be copied to other Touchfon numbers.

**Greeting-Only Boxes** - create a training number that callers can listen to anytime!

**Bulletin Boxes** - gives your callers multiple message options on one number!

**Rotation Boxes** - share the cost of advertising with other Touchfon users!

**Teleconferencing** - up to 200 callers!

Each standard Touchfon mailbox is capable of holding 50 messages at any one time. However, messages given to you by another Touchfon user equal 2 messages. If the message is then passed on again, it will equal 3 messages, and so on.

The standard time for message storage is seven days un-played, and three days played. These settings can be increased by calling Touchfon customer service.

When playing a message, you do not need to listen to the entire message before selecting the play (again), answer, give, keep, discard, fast forward/rewind or pause options. You can select any of these options by pressing the appropriate key anytime while or after listening to the message.

If you hang up or exit the system while/after listening to a message, your mailbox will automatically keep the current message.

Your Touchfon account is set up on an automatic payment method. Invoices are sent for your personal records only.

By signing up for services with Touchfon International, you agree to our Terms and Conditions, as found on our online website, <http://www.touchfon.com/thediamondnetwork>.

#### **CUSTOMER SERVICE**

If you have any questions, please contact us:

Australia	02 9502 0602
Austria	01 2051 661
Belgium - French	0 7879 9000
Belgium - Dutch	0 7879 9009
Canada	800 866 8088
Denmark	3271 0555
France	01 7091 4004
Germany	069 36506 6100
Italy	02 3033 0001
Netherlands	020 799 1001
New Zealand	800 901 300
Norway	800 56 301
South Africa	011 510 0001
Spain	093 445 4505
Sweden	020 1700 102
Switzerland	01 560 4334
United Kingdom	020 7864 6502
<b>United States</b>	<b>800 866 8088</b>

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