



Fax Advantage

FaxAdvantage ensures that your customers can send you a fax on their first attempt. If your fax line is busy, faxes are diverted to a mailbox and delivered when your fax machine is free.

Important points:

- FaxAdvantage requires a dedicated business line
- FaxAdvantage is not compatible with some Smartphone services and line types
- Outbound faxes are charged at normal call rates. Minimum charge is 30 seconds

Things you should know:

- If a fax can't be delivered it is automatically diverted to a FaxAdvantage mailbox
- Faxes go into an automatic delivery schedule and are delivered when the fax machine is free.
- Fax Waiting can be programmed to call you if a fax is unable to be delivered within a specified time

Fax Advantage User Guide

Fax Advantage mailbox - this is a fax mailbox sitting in your local telephone exchange, faxes are held in this mailbox until they can be forwarded to you

Mailbox number - this is same as your fax number starting with the second digit of your area code. eg if your fax number is 09 345 6789, your mailbox number will be 9 345 6789

Your PIN - is your personal identification number. No-one can retrieve your faxes or change your Fax Advantage set up without knowing your PIN

If the line you are using to call Fax Advantage has other business line services (eg Call Minder) you will always need to press the * key after dialling 083211.

Help:

- Whenever using Fax Advantage you can: Press * to cancel
- Press 0 for help

Delivery of faxes:

Fax Advantage attempts to deliver your faxes:

- Six times at five-minute intervals, then
- Six times at 15 minute intervals, and
- Six times at 30 minute intervals.

If it isn't answered by then, Fax Advantage will try and send it after 10pm.



Customise Fax Advantage

Change your PIN and add your business name

1. Dial 083211(from a touchtone phone)
2. Enter your mailbox number
3. Enter your starter PIN (same as your mailbox number)
4. Enter your new PIN and press #
5. Press 1 to confirm
6. Record your business name and press #
7. Press 1 to confirm

Setting up fax alert

1. Dial 083211(from a touchtone phone)
2. Enter your mailbox number
3. Enter your PIN
4. Press 3 for "personal options"
5. Press 3 for "fax alert options"
6. Press 2 if you want Fax Advantage to call your pager, or 3 to call your telephone or mobile phone
7. Press 2 to set up your fax alert calls
8. If you're setting up calls to your telephone or mobile phone, press 1 to set up your first schedule
9. Enter your phone, mobile or pager number beginning with your full area code
10. Press #
11. Press 1 to confirm the number is correct or 2 to re enter
12. Press 1 to complete setting up your fax alert call

Setting up fax waiting

Where and when Fax Advantage calls to notify you of waiting faxes

1. Dial 083211 (from a touchtone phone) to call Telecom Message Exchange
2. Enter your mailbox number
3. Enter your PIN
4. Press 3 for "personal options"
5. Press 3 for "fax alert"
6. Press 2 if you want FaxAdvantage to call your pager, or 3 to call your telephone or mobile phone
7. Press 3 to set up fax waiting
8. Press 2 to turn fax waiting on
9. Enter the length of time (in minutes) you want FaxAdvantage to wait before calling you eg for 1½ hours, enter 90 minutes



Setting up an alternative fax number

Change your PIN and add your business name Fax Advantage can send your faxes to another machine if yours is still busy after 30 minutes

1. Dial 083211 (from a touchtone phone) to call Telecom Message Exchange
2. Enter your mailbox number
3. Enter your PIN
4. Press 4 for 'delivery options'
5. Press 2 to 'change your alternative delivery number'
6. Press 2 to change your fax number
7. Enter your alternative fax number beginning with the area code, press #
8. Press 1 if the number is correct or 2 to re-enter

Retrieving faxes manually

Fax Advantage will automatically deliver your faxes but if you want immediate delivery:

1. Dial 083211 (from a touchtone phone) to call Telecom Message Exchange
2. Enter your mailbox number and PIN
3. Press 1 to receive fax messages
4. To deliver to your normal fax number press 1 or follow the voice prompts to enter another fax number

Keeping track of Fax Advantage use

Call anytime, Fax Advantage will tell you over the phone how many fax messages and how many pages have been delivered to you for the current calendar month

1. Dial 083211 (from a touchtone phone) to call Telecom Message Exchange
2. Enter your mailbox number
3. Enter your PIN
4. Press 4 for "fax delivery options"
5. Press 3 to receive status report

Changing your PIN

1. Dial 083211 (from a touchtone phone) to call Telecom Message Exchange
2. Enter your mailbox number
3. Enter your PIN
4. Press 3 for "personal options"
5. Press 2 to change your PIN
6. Follow the voice prompt instructions