



## Setup Guide for Corporate Membership and Silver and Gold Membership

### About This Manual

Thank you for ordering your voice mail system from E2E4PC Systems. These instructions apply to both Silver and Gold Membership and Corporate Membership, because both systems are built on the same concept. This manual is a step-by-step chronological guide through all of the features of your respective E2E4PC System.

You will want to begin using your new E2E4PC System as soon as possible, but please take the time to read this manual and plan the features that you will use. It will save you time and possibly some frustration over the long run, and ensure that you make the best use of the advanced features of your new E2E4PC number.

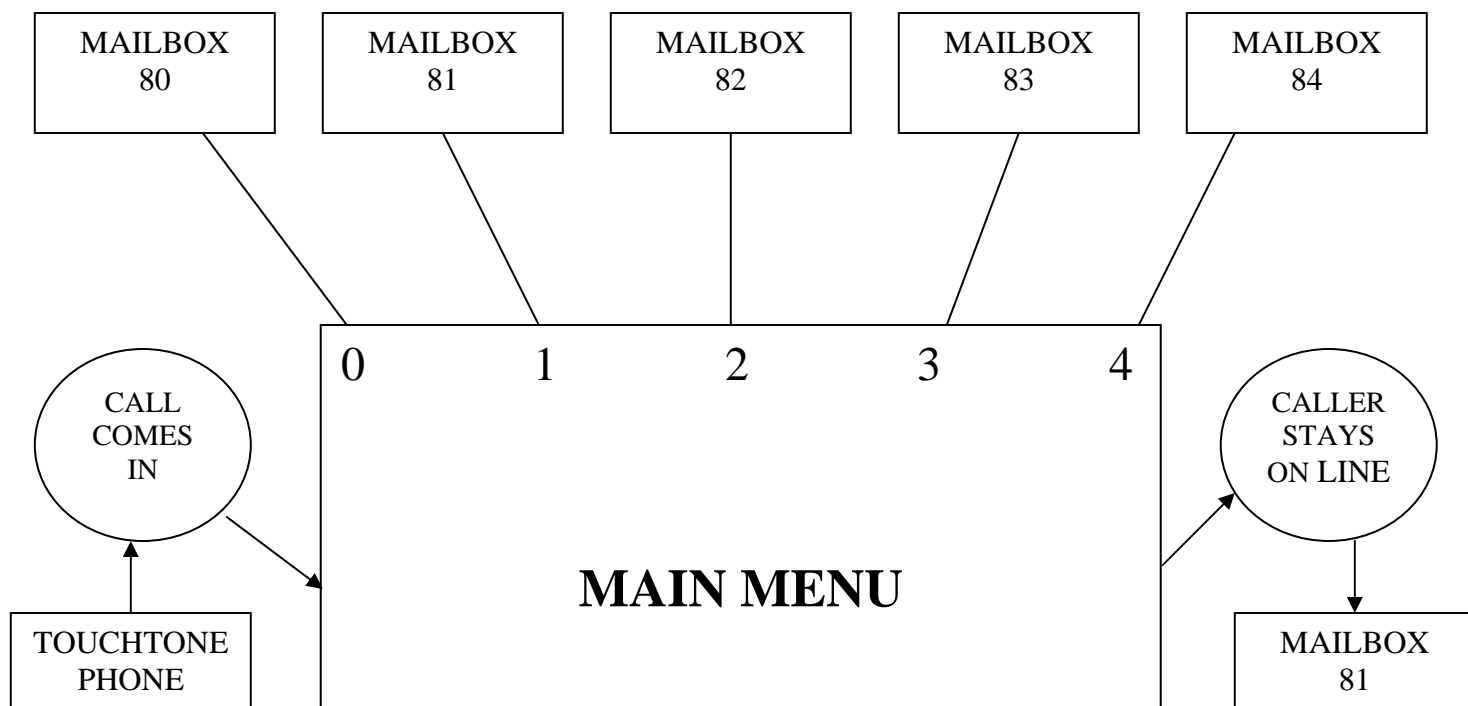
### What You Need To Begin:

- E2E4PC Toll Free 800/888/877/866 number
- PIN Number
- Touch Tone Telephone

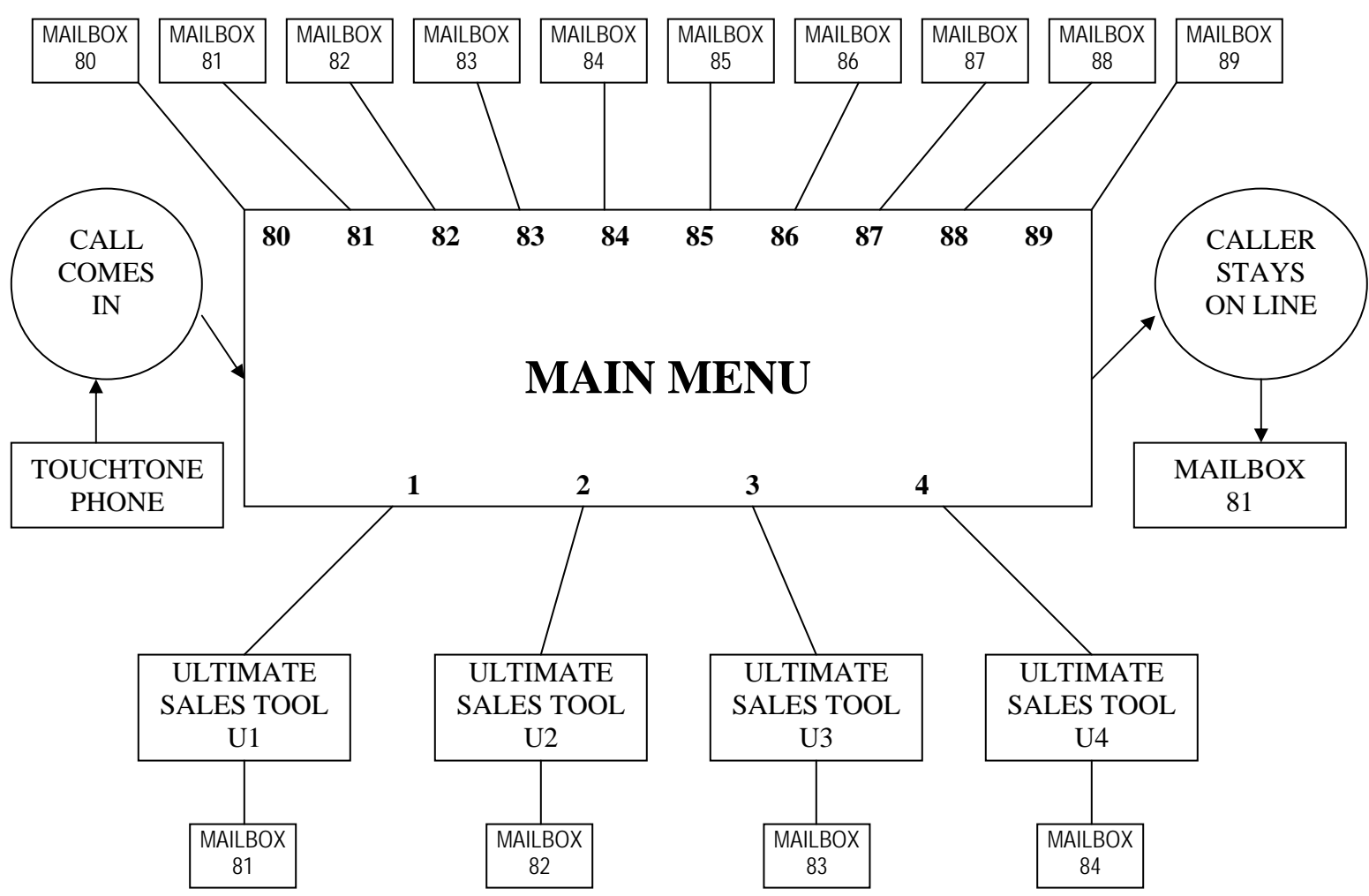
### Freedom Voice Systems Quick Guide

Dial	Main Menu	UST	List of Ext.	Mailbox Menu	Mailbox Setup
0	Box 80	Back to main menu	Box 80	Cardless calling card	Back to main menu
1	U1--box 81	U11	Box 81	New messages	Record greeting
2	U2--box 82	U12	Box 82	Saved messages	Change PIN
3	U3--box 83	U13	Box 83	Deleted messages	Setup call forwarding
4	U4--box 84	U14	Box 84	Group messages	Setup call back
5	Testimonial line	U15	Box 85	Mailbox setup	Setup paging
6	Receive fax	Receive fax	Box 86	Back to previous menu	Record name
7	Box 81	Box 81	Box 87	Back to previous menu	Email option
8	List of ext.	List of ext.	Box 88	Back to previous menu	Whisper feature
9	Repeats	Back to previous menu	Box 89	Back to previous menu	Back to previous menu
#	Repeats	Repeats	Repeats	Repeat	Repeat
time out	Box 81	Box 81	Main menu	Back to previous menu	Back to main menu

# What Your Corporate Membership System Looks Like



# What Your Silver and Gold Membership System Looks Like



## TABLE OF CONTENTS

### 1. MAIN MENU

1-0. <a href="#">Getting Started With Your New E2E4PC System</a> .....	5
1-1. <a href="#">Loading Fax Documents</a> .....	6

### 2. MAIL BOX SETUP

2-0. <a href="#">Recording Your Mailbox Greetings</a> .....	7
2-1. <a href="#">Checking Your Mailbox Messages</a> .....	8
2-2. <a href="#">List Of Extensions</a> .....	9
2-3. <a href="#">Call Forwarding</a> .....	10
2-4. <a href="#">Operator Revert</a> .....	12
2-5. <a href="#">Pager Notification</a> .....	13
2-6. <a href="#">Call-Back Notification</a> .....	14
2-7. <a href="#">Question and Answer Mailbox</a> .....	15
2-8. <a href="#">Changing Your PIN Number</a> .....	16
2-9. <a href="#">Cardless Calling Card</a> .....	17

### 3. ULTIMATE SALES TOOL

3-0. <a href="#">Ultimate Sales Tool</a> .....	18
3-1. <a href="#">Loading Fax Documents</a> .....	20

### 4. Other Features

4-0. <a href="#">Web Interface</a> .....	21
4-1. <a href="#">Voice Blaster</a> .....	24
4-2. <a href="#">Group Messaging</a> .....	25
4-3. <a href="#">Customizations</a> .....	27
4-4. <a href="#">Forced Disconnect</a> .....	30
4-5. <a href="#">Remaining Options</a> .....	31

# 1. Main Menu (Initial Greeting)

## 1-0. Getting Started With Your New E2E4PC System

### I. How To Record Your Main Menu Greeting:

- A. Dial your E2E4PC toll free number
- B. Press **STAR (\*) 2**
- C. Enter your **PIN** followed by **POUND (#)**
- D. Press **2** to Record Your Greeting (This greeting will be the first thing callers will hear when they dial your number)
- E. Press any key when finished recording
  - Press **1** to **Listen** to greeting
  - Press **2** to **Re-Record** greeting
  - Press **3** to **Save** greeting

[TOP](#)

## 1-1. Loading Fax Documents

**Description:** Allows caller to request a fax from the Main Menu.

### I. How To Load Fax Documents For Fax Back in Main Menu:

- A. Load the documents in your Fax Machine
- B. Dial your E2E4PC toll free number from your Fax Machine
- C. Press **STAR (\*) 3**, this will load the fax on the main menu
- D. Enter your **PIN** followed by **POUND (#)**
- E. Press **SEND** on your Fax Machine

[TOP](#)

## 2. Mail Box Setup

### 2.0. Recording Your Mailbox Greetings

**Description:** Greeting on your mailboxes that callers hear after dialing a mailbox extension or after leaving call forwarding.

#### I. How To Record Your Mailbox Greetings:

- A. Dial your E2E4PC toll free number
- B. Press **STAR (\*)** followed by the two digit **Mailbox Number** (e.g. \*80, \*81, \*82, \*83, \*84, ect.)
- C. Enter your **PIN** followed by **POUND (#)**
- D. Press **5** to enter mailbox setup
- E. Press **1** to enter greeting setup
  - Press **1** to **Listen** to greeting
  - Press **2** to **Re-Record** greeting
  - Press **3** to **Save** greeting
  - Press **5** to **Delete** greeting
- Press **9** to **Exit** without saving the greeting

## 2-1. Checking Your Mailbox Messages

### I. How To Retrieve Your Mailbox Messages:

- A. Dial your E2E4PC toll free number
- B. Press **STAR (\*)** and the **Mailbox Number** you want to access
- C. Enter **PIN** followed by **POUND (#)**
- D. Press **1** to Listen to **New Messages**
- E. Press **2** to Listen to **Saved Messages**
- F. Press **3** to Listen to **Deleted Messages**
- G. After listening to messages you will hear a time/date stamp
  - Press **1** to **Delete** message
  - Press **2** to **Save** message
  - Press **3** to **Repeat** message
  - Press **4** to **Skip** message
  - Press **5** to **Return Call**
  - Press **6** to **Hear Time/Date Stamp of message**
  - Press **7** to **Hear Telephone Number of caller**
  - Press **0** to **Place a Call**
  - Press **9** to **Return to Previous Menu**

[TOP](#)

## 2-2. Setting Up A List Of Extensions

**Description:** This feature will keep you from cluttering your main menu with too many options. The caller will be able to choose from a list of extensions to go directly to a recording.

### I. How To Set Up A List Of Extensions

- A. Dial your E2E4PC toll free number
- B. Dial the extension you would like to record then immediately press **STAR (\*) 2** (e.g. 8 \* 2)
- C. Enter your PIN number followed by **POUND (#)**
- D. Press **2** to record your extension greetings (e.g. "For sales press 1. For customer service press 2." The caller will be transferred to extension 81 if they press 1 and extension 82 if they press 2.)
- E. Press **any key** when you are finished recording
  - Press **1** to **Listen** to the extension greeting
  - Press **2** to **Re-Record** the extension greeting
  - Press **3** to **Save** the extension greeting

## 2-3. Setting Up Call-Forwarding

**Description:** Available in any of your mailboxes. System places caller on hold whenever they dial a mailbox extension then forwards the call to a designated telephone number.

### I. How To Set Up Call-Forwarding:

- A. Dial your E2E4PC toll free number
- B. Press **STAR (\*)** and the **Mailbox Number** you want to access  
(e.g. \*81)
- C. Enter your **PIN** followed by **POUND (#)**
- D. Press **5** to enter mailbox set up
- E. Press **1** to Record a Greeting for the mailbox
- F. Press **3** to access *Call-Forwarding Set Up*
- G. Press **6** to Record a Name *-(optional see below for explanation)-*
- H. Enter **Area Code and Telephone number** followed by **POUND (#)**
- I. Press **1** to **Add** the Telephone number
- J. Press **2** to **Delete** the Telephone number
- K. The system default is to call-forward 24 hours/7 days a week
  - Press **1** to **Modify** the **hours/days calls are forwarded**
  - Press **2** to **Turn call forwarding On/Off** for this number
  - Press **3** to **Change the Order** this number is called in
  - Press **4** to **Delete** this number
  - Press **9** to **Return to the Previous Menu**
  - Press **POUND (#)** to **Repeat the Options**

### STEP G: Call Announcement-

- By **recording a name** the caller will hear this and select the extension of the person they wish to speak to.

### STEP G: Call Whisper-

- With this option you will **listen to the caller's name** and have the option of accepting the call by:
  - Pressing any key and continuing on with the call **OR**
  - Hanging up and having the caller sent to the voicemail of that mailbox.
    - **Here is an example of call whisper:** A caller presses a key to speak to you, they immediately hear "to tell your party who is calling, please state your name after the tone and press any key when finished." When you answer the call it will say something like: "you have a call from \_\_\_ (person calling) \_\_\_, press any key to accept the call." *Call Forwarding Continued on next page*

**NOTE:** If you are using both **call whisper** and **call announcement** your call will sound something like: “you have a call from \_\_\_ (person calling) \_\_\_, for \_\_\_ (your name) \_\_\_, press any key to accept the call.

If no one is available to answer the call the system will send the caller to your E2E4PC message box (applicable for telephone and cell phones).

**NOTE: Immediate Connection-** Is the default mode, if no name is recorded in the mailbox, when you answer the forwarded call it is connected immediately and you will have no indication it is a call from your voice system.

If no one is available to answer the call the system will send the caller to your telephone or cell phone answering machine.

**NOTE: Keep in mind you may NOT enter a toll free number as the number to call forward to.** Since our systems make all their calls out from dedicated toll free lines, it is not possible to call another toll free number.

[TOP](#)

## **2-4. Using Operator Revert**

**Description:** This feature allows user to transfer a caller to the desired location within their system. (e.g. transfer to UST by pressing)

### **I. How To Use Operator Revert**

- A.** While on a “live call” on your E2E4PC toll free number you may transfer a caller by:
  - Pressing the desired extension followed by the # key (e.g. 81# for mailbox 81 or 1# for UST 1.)

## 2-5.To Set Up Pager Notification

**Description:** Any of your mailboxes can page you when a message has been left.

### I. How To Set Up Pager Notification:

- A. Dial your E2E4PC toll free number
- B. Press **STAR (\*)** and the **Mailbox Number** you want to access (e.g. \*81)
- C. Enter your **PIN** followed by **POUND (#)**
- D. Press **5** to enter mailbox setup
- E. Press **5** to access *Pager Notification Setup*
- F. Enter **Area Code** with **Pager Number** followed by **POUND (#)**
- G. Press **1** to **Add** the Pager Number
- H. Press **2** to **Delete** the Pager Number
- I. The system default is to set the pager notification to On
  - Press **1** to **Turn the Pager Notification OFF**
  - Press **2** to **Modify** the Pager number
  - Press **3** to **Delete** the Pager number
  - Press **9** to **Return to the Previous Menu**
  - Press **POUND (#)** to **Repeat the Options**

**NOTE:** This feature may be setup using a cell phone that accepts emails

**NOTE:** You may **NOT** enter a toll free number as your pager number.

[TOP](#)

## 2-6.To Set Up Call Back Notification

**Description:** Any of your mailboxes can call you when a message has been left. You may listen to the message then or at a more convenient time.

### I. How To Set Up Call Back Notification:

- A. Dial your E2E4PC toll free number
- B. Press **STAR (\*)** and the **Mailbox Number** you want to access(e.g. \*81)
- C. Enter your **PIN** followed by **POUND (#)**
- D. Press **5** to enter mailbox setup
- E. Press **4** to access *Call-Back Setup*
- F. Enter **Area Code** with **Telephone Number** followed by **POUND (#)**
- G. Press **1** to **Add** the telephone number
- H. Press **2** to **Delete** the telephone number
- I. The system default is to call-back 24 hours/7 days a week
  - Press **1** to **Modify** the hours/days your calls are forwarded
  - Press **2** to **Turn Call-Back On/Off** for this number
  - Press **3** to **Change the order** this number is called in
  - Press **4** to **Delete** the number
  - Press **9** to **Return to the previous menu**

**NOTE:** You may not enter a toll free number for your call back notification.

## 2-7. Question and Answer Mailbox

**Description:** Setup within any of your mailboxes. Allows you to record multiple mailbox “greetings” to interview a caller.

### I. How to Set Up a Question and Answer Mailbox:

- A. Dial you E2E4PC toll free number
- B. Press **STAR (\*)** and the **Mailbox Number** you want to access (e.g. \*81)
- C. Press **5** for mailbox set up
- D. Press **1** to **Record** the question for the mailbox
  - Press **1** to **Listen** to the question
  - Press **2** to **Re-Record** the question
  - Press **Any Key** when you are finished recording your question
- E. Press **4** to *Record the Next Question* (this will be the second recording)
  - Repeat this process until you have all the questions you need
- F. Press **3** to **Save**

**NOTE:** When recording the questions you want to instruct the user to press any key to continue to the next question. In addition, you will want to press any key when you are finished recording your question.

## 2-8. Changing Your PIN Number

### I. How To Change Your PIN Number:

- A. Call your E2E4PC toll free number
- B. Press **STAR (\*)** and the **Mailbox Number** you want to access  
(e.g. \*81)
- C. Enter your **PIN** followed by **POUND (#)**
- D. Press **5** to enter mailbox set up
- E. Press **2** to *Change Your PIN*
- F. Enter your new **PIN**
- G. Enter your new **PIN** one more time for confirmation

[TOP](#)

## 2-9. Cardless Calling Card

**Description:** Accessed from within any mailbox, it allows you to place long distance calls and charge them to your E2E4PC system as opposed to a calling card/credit card.

### I. How To Setup Cardless Calling Card:

- A. Dial your E2E4PC toll free number
- B. Press **STAR (\*)** and the Mailbox Number you want to access (e.g. \*81)
- C. Enter your **PIN** followed by **POUND (#)**
- D. Press **0**
- E. Enter **Area Code and Telephone number** you wish to call
- F. Press **POUND (#)** to return to the previous menu once call is completed

**NOTE:** You may also use the *Cardless Calling Card* feature while listening to messages by pressing 0, following steps 5 and 6.

**NOTE:** If line is busy or does not answer you will automatically be sent to the previous menu.

**NOTE:** You may not dial out to a toll free number.

## 3. The Ultimate Sales Tool (Voice-On-Demand)

### 3-0. Ultimate Sales Tool

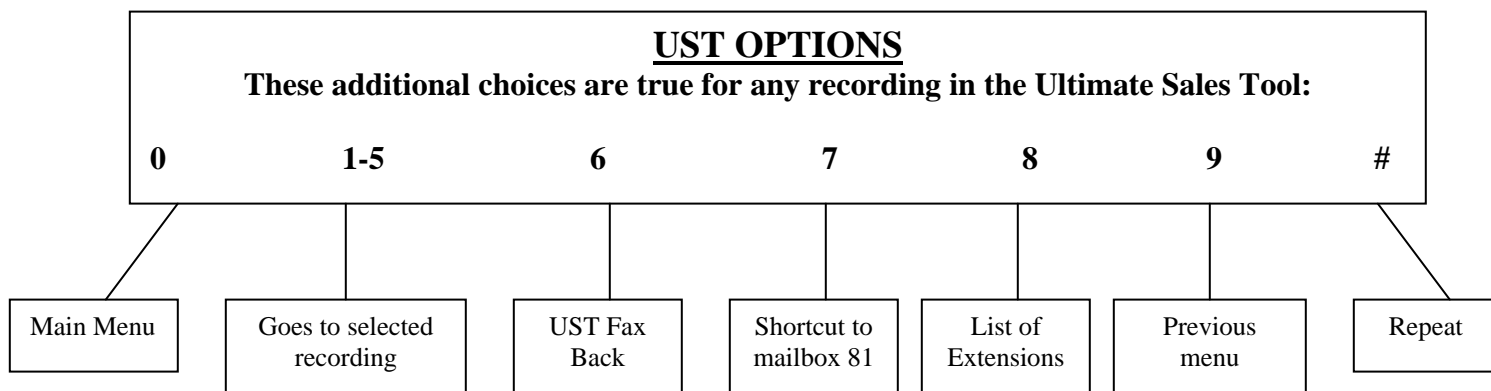
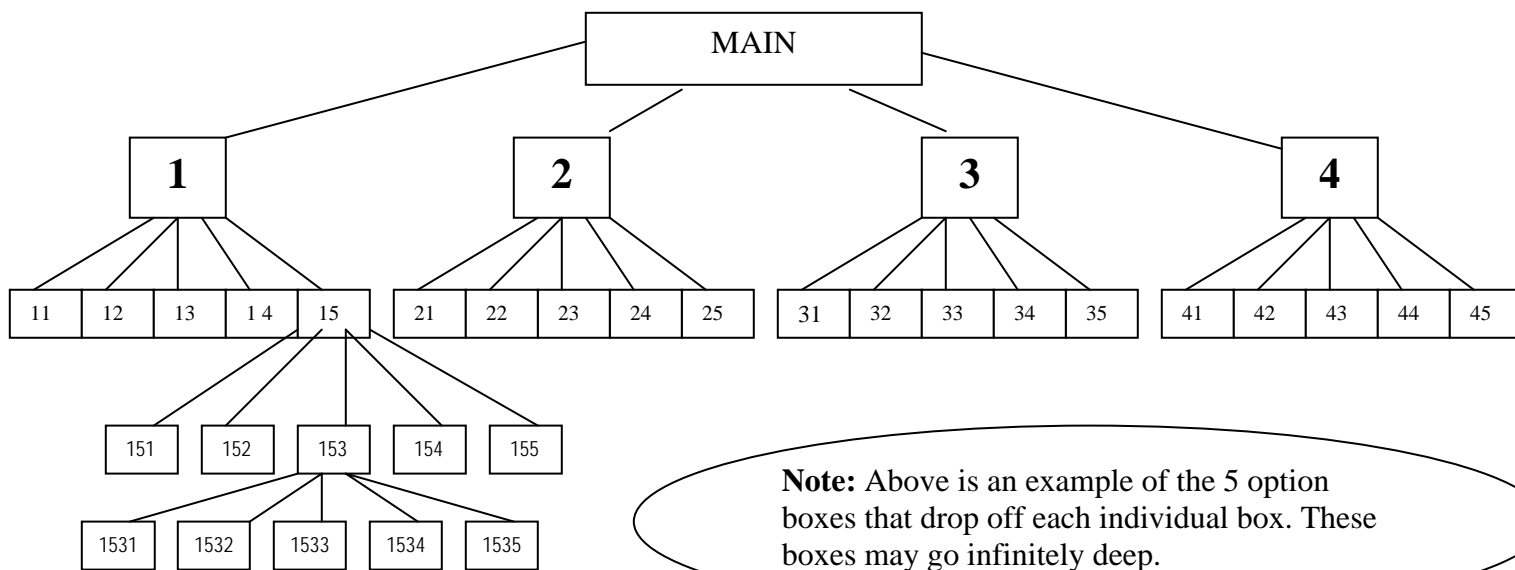
**Description:** The UST is an automatic information dispenser that allows the caller to listen to recorded information about your business and then reach the desired department/person through a list of extensions.

#### I. How To Setup the Ultimate Sales Tool (UST)

- A. Dial your E2E4PC toll free number
- B. Dial the UST extension you would like to setup (*e.g.* 1)
- C. Immediately Press **STAR (\*) 2** to create or change your greeting
- D. Enter your PIN followed by **POUND (#)**
- E. Press **2** to create or change your greeting for this UST box
- F. Press any key when finished recording greeting
  - Press **1** to Listen to the greeting
  - Press **2** to Re-Record the greeting
  - Press **3** to Save the greeting
- G. Record your four UST box greetings providing the caller with information about the five options  
e.g.: "For information on upcoming events, press **1**. For consulting services, press **2**. For general information about our company, press **3**."
- H. Repeat the above instructions for each additional UST Option

**NOTE:** If you would like to include the fax back option with your UST make sure to instruct callers to press 6 to receive a fax back in your recording for each choice.

**NOTE:** As detailed in the flowchart below your UST may go infinitely deep with 5 options off of each individual box.



### 3-1. Loading Fax Documents

**Description:** Allows caller to request a fax from the UST.

#### I. How To Load a Fax in the Ultimate Sales Tool:

- A. Dial your E2E4PC toll free number from your Fax Machine
- B. Dial the **Extension** you would like to record (e.g. 111)
- C. Immediately Press **STAR (\*) 3**
- D. Enter your **PIN** followed by **POUND (#)**
- E. Press **Send** on your Fax Machine

**NOTE:** Make sure you instruct callers to press 6 to request a fax on your recorded greeting for this extension.

[TOP](#)

## 4. Other Features

## 4-0. Web Interface

### I. How to change your mailbox configurations

- **How to change your PIN Number**
  1. Log onto your account on [www.E2E4PC.com](http://www.E2E4PC.com)
  2. Click on one of your mailboxes
  3. Click on Properties
  4. Highlight the location where your original PIN number is listed in "Pin number"
  5. Enter the new PIN number you would like for this particular mailbox
  6. Click on the "Submit Query" button
  
- **How to change your email address**
  1. Log onto your account on [www.E2E4PC.com](http://www.E2E4PC.com)
  2. Click on one of your mailboxes
  3. Click on Properties
  4. Highlight the location where your default email is listed in "Email addresses"
  5. Place the Email address (es) you would like your messages sent
  6. Click on the "Submit Query" button
  
- **How to change your time zone**
  1. Log onto your account on [www.E2E4PC.com](http://www.E2E4PC.com)
  2. Click on one of your mailboxes
  3. Click on Properties
  4. Click on the scroll arrow to the right of the default time zone
  5. Click on the "Submit Query" button
  
- **How to setup your delivery options**
  1. Log onto your account on [www.E2E4PC.com](http://www.E2E4PC.com)
  2. Click on one of your mailboxes
  3. Click on Properties
  4. Click on the appropriate button below "Delivery Options"
  5. Click on the "Submit Query" button

[TOP](#)

- **How to setup fax forward**

1. Log onto your account on [www.E2E4PC.com](http://www.E2E4PC.com)
2. Click on one of your mailboxes
3. Click on Properties
4. Enter your Fax number where it say "Fax Forward Number"
5. Click the Yes option next to Fax Forward
6. Click on the "Submit Query" button

- **How to setup whisper**

1. Log onto your account on [www.E2E4PC.com](http://www.E2E4PC.com)
2. Click on one of your mailboxes
3. Click on Properties
4. Click on the Yes option next to Whisper
5. Click on the "Submit Query" button

**NOTE:** Additional instructions can be found by clicking on the hyperlink of: Pin number, Email addresses, Time Zone, Delivery Options, Fax Forward, and Whisper

## II. How to change mailbox number options

- **How to add call back number**

1. Log onto your account on [www.E2E4PC.com](http://www.E2E4PC.com)
2. Click on one of your mailboxes
3. Click on Numbers
4. Click on Call-back Number
5. Enter a number where it says "Number"
6. Click Update Changes

**NOTE:** You may click Add Call Time to select the days and times you would like to have messages sent to a telephone number

[TOP](#)

- **How to add call forwarding number**

1. Log onto your account on [www.E2E4PC.com](http://www.E2E4PC.com)
2. Click on one of your mailboxes
3. Click on Numbers
4. Click on Add Forwarding Number
5. Enter a number where it says "Number"
6. Click Update Changes

**NOTE:** You may click Add Call Time to select the days and times you would like to have call's forwarded.

- **How to add paging number**

1. Log onto your account on [www.E2E4PC.com](http://www.E2E4PC.com)
2. Click on one of your mailboxes
3. Click on Numbers
4. Click on Add Paging Number
5. Enter a number where it says "Number"
6. Click Update Changes

**NOTE:** You may click Add Call Time to select the days and times you would like to have messages forwarded to your pager

**NOTE:** This feature may be setup using a cell phone that accepts emails

[TOP](#)

**Description:** Allows you to send voice messages via email or phone using the web interface.

### **I. Setting up your Name for VoiceBlaster**

- A. Call your E2E4PC toll free number
- B. Press **STAR (\*)** and the mailbox you want to access(*e.g.81*)
- C. Enter your **PIN** followed by **POUND (#)**
- D. Press **5** to access mailbox setup
- E. Press **6** to record a name
- F. Press any key when finished

**NOTE:** The name is what will be announced when a call comes through; if no name is recorded you will **NOT** be able to choose this mailbox as a VoiceBlaster option.

### **II. Loading Fax Documents for VoiceBlaster**

- A. Place the documents you would like faxed into the fax machine.
- B. Call your E2E4PC toll free number from your fax machine.
- C. Press **STAR (\*)** followed by **3** to load the fax into the main menu.
- D. Enter your **PIN** followed by **POUND (#)**
- E. When instructed by the system press **START** on your fax machine and hang up the phone.

[TOP](#)

## 4-2. Group Messaging

**Description:** Allows you to send multiple messages to other E2E4PC customers with a single call to your own system.

### I. How To Use Group Messaging:

1. Dial your E2E4PC toll free number
2. Press **STAR (\*)** and the Mailbox number you want to access (e.g. \*81)
3. Enter your **PIN** followed by **POUND (#)**
4. Press **4** to enter Group Messaging setup menu
  - Press **1** to Send a group voice message
  - Press **2** to Send a group fax message
  - Press **3** to Setup Message Groups (numbered: 01, 02, 03, etc.)
5. Enter two digit group number or ten-digit toll free number
6. Press **2** to record an introduction or add additional comments to a message before forwarding it
  - Press any key to stop recording
  - Press **3** to Save the recording
7. Once your personalized message has been recorded you may make any necessary changes (just as in your Mailbox greetings)
  - Press **1** to Listen to message
  - Press **2** to Re-Record message
  - Press **3** to Save message
  - Press **5** to Delete message
  - Press **9** to Exit without saving message

**NOTE:** If you would like to receive a response from the individuals you are sending the message to tell them in the recording to press **5** to reply to the message.

## II. How to forward a group message you receive:

1. Press **8** to forward the message
  - Press **1** to forward to a group or user
  - Press **2** to forward to a different extension on the same system
2. Record an introduction or additional comments
  - Press any key when you are finished
  - If you do not wish to record an introduction/comments, simply press any key to continue
3. Enter the two digit group number or the ten digit toll free phone number
  - If you enter a ten digit toll free phone number you will be asked to enter the party's extension
  - Press **POUND (#)** to access a list of extensions if you do not have the party's extension
  - When the extension is selected the party's name will be announced to you.

### 4-3. Customizations

**Description:** The following is a list of customizations provided by E2E4PC Systems. Most of these customizations require an additional charge to cover the custom setup programming.

#### Customization Options:

##### 1. Immediate call forwarding

Your main menu is setup with a ring instead of a voice. This single Main Menu ring allows you to call your number and press STAR (\*) to access voicemail. After the first ring (main menu) the system defaults to mailbox 81 where it immediately begins to call forward to the number(s) you have setup. \$5.00 one time setup.

##### 2. Immediate call forwarding with no main menu (faster, no system access)

A call into the toll free number bypasses the main menu and starts call forwarding immediately through mailbox 81 where it calls the number(s) you have setup. With this setup there is no way to access your voicemail unless you have the web interface. If you do not have the web interface you can have the call connect to an external voicemail at your home/business or on your cell phone where you can check messages. \$5.00 one time setup.

##### 3. 1000 extension AdTrakker

This system allows you to setup 1000 unique recordings instead of just 100 like the standard AdTrakker. The 1000 extensions are also mirrored 5 times just like the standard system. \$25.00 one time setup.

##### 4. Ask for name and number before sending a fax

Instead of immediately asking for a fax number when a caller presses 6 it will first ask for the callers name and telephone number after the tone and then it will ask them to enter their fax number. \$5.00 one time setup.

**5. Dedicated fax mail toll free number (immediate fax tone)**

Allows you to use a dedicated number for faxing. The number will ring directly to a fax tone like a normal fax machine instead of the main menu of your system answering. \$5.00 per month.

**6. Rotation, internal or external**

Allows you to evenly distribute calls from one number to different mailboxes on the same system or to multiple voice systems. The first call would go to system A, the second call to system B and so on. \$25.00 one time setup.

**7. Internal mailbox rotation and mailbox rollover**

Allows you to not only distribute calls evenly, but also allows you to distribute one forwarded call between different mailboxes. For example: Call A comes in and hits mailbox 80, no one answers on box 80 so the call rolls over to 81. 81 Does not answer so the call rolls over to 82 and so on. Call B comes in and hits mailbox 81, 81 doesn't answer so it goes to 82 etc. \$125.00 one time setup for mailboxes 80-84. Additional mailboxes please call for \$\$\$ Quote.

**8. Call forwarding mailbox rollover**

Similar to the above option. The only difference is that it does not include a mailbox rotation. Each call would hit the same mailbox. For example mailbox 80, if 80 does not answer, mailbox 81 gets the call. The call keeps getting routed to the next mailbox in sequence until the call is answered or it has gotten to mailbox 84 and no one has answered. The message will then be left in mailbox 84, or whichever mailbox you designate. \$100.00 one time setup for mailboxes 80-84. Additional mailboxes please call for \$\$\$ Quote.

**9. Hear and confirm voicemail recording before saving  
(when a caller is leaving a message)**

This option allows a caller to review the message they leave for you before they hang up. After they have recorded a message on your voicemail they are asked to press 1 to hear their recording, press 2 to re-record or 3 to send the message. \$25.00 one time setup for each mailbox that needs this functionality or \$100.00 per 5 mailboxes.

**10. After hours main menu**

This option allows your callers to hear a different main menu during off hours such as: 5PM to 8AM. It can work something like: "You have reached XYZ company, we are currently closed. Our normal business hours are 8AM to 5PM. If you remain on the line you will be taken to our main menu." After the after hours message they will be taken to your regular main menu. \$25.00 one time setup.

**11. Good morning, Good afternoon and Good evening system (or combo of the above)**

This feature allows you to greet your callers depending on the time of day. During morning hours it will say "good morning", in the after noon it says "good afternoon" and in the evening it will say "good evening". Of course you can customize this to say whatever you like. \$25.00 one time setup, \$30.00 setup if you want to include an after hours main menu.

**12. Silver and Gold Membership with up to 10 UST extensions**

This allows you to have 10 Ultimate Sales Tool extensions instead of 4 on the standard Silver and Gold Membership . Keep in mind this many UST extensions takes away all other functionality such as 6 for faxing, 9 to go back etc. \$25.00 one time setup.

**13. Call blocking ( 3, 6 or 10 digit)**

This feature allows us to block numbers from calling your system. This feature is free of charge for up to 5 different requests for us to add numbers.

**14. Pin number access to system or any mailbox**

This feature asks for a pin number anytime a caller dials a mailbox extension. It basically pin protects any mailboxes on your system that you wish to add the feature to. This feature requires the web interface unless the caller does not ever need to change pin numbers. If they want one pin that never needs to be changed it is a one time \$25.00 setup for each mailbox or \$100.00 for 5 boxes. If they require the administration of pin numbers, the same setup fee applies plus the cost of the web interface.

**15. Capture digits and email to user**

This feature allows a caller to enter information into their keypad and this information is email to you. Please call for \$\$\$ quote.

[TOP](#)

**4-4. Forced Disconnect**

**Description:** Allows you to assure that you have hung up while on system.

**I. How to Force a Disconnection:**

1. Press **STAR (\*)** twice anytime while you are using the E2E4PC System.

[TOP](#)

## 4-5. Remaining Options

### I. How to you access the remaining options:

1. Press **7** for a shortcut to extension 81
2. Press **0** for a shortcut to extension 80
3. Press **9** or **#** for a shortcut to menu options/main menu

### Trouble Shooting/Upgrading

If you experience any problems with your system or need assistance in accessing or upgrading your features please feel free to call our customer service/technical support department at (888) 465-6011 (ext.82) or email us at support@E2E4PC.com.

[TOP](#)