



Universal Mailbox

User Guide

Supports
WinFax PRO 9.0 and 10.0

July, 2001

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Table of Contents

About Universal Mailbox.....	3
System Requirements	4
WinFax PRO Interface.....	4
Web Interface.....	4
Getting Started	4
Account Signup.....	4
Software Installation	5
Configuring Your Personal Mailbox	6
Accessing your Universal Mailbox Main Menu.....	6
Setting your Personal Numeric Password	7
Recording Your Personalized Greeting.....	8
Retrieving Messages	10
Retrieving Messages by Phone.....	10
Retrieving Messages Using WinFax PRO.....	13
Retrieving Messages Using a Web Browser.....	14
Using the Concord Web Fax Viewer.....	17
Using the Concord Web Voice Player.....	18
Appendix	19
Installing the Concord Players	19
Configuring your Internet Email Default Program.....	19
Using Netscape Navigator	19
Getting Help.....	20
Contacting Concord Technologies Customer Service.....	20

About Universal Mailbox

With one toll-free number and a personalized email address, your associates, clients and customers can leave fax, voice, and email messages for you to retrieve at any time, from anywhere in the world. A direct dial telephone number is available for users who are outside of North America.

Universal Mailbox allows you to receive messages 24 hours a day, 7 days a week, without leaving your PC or fax machine running. No matter where you are, your Universal Mailbox messages are available to you through three different connection methods.

1. **Telephone Retrieval** — Even if you are away from a PC, you're never out of touch with your messages. Dial your personal telephone number and numeric password from wherever you are, 24 hours a day. You'll get a complete listing of voice messages, faxes and email received. Listen to your voice messages, send your faxes and email to print at any fax machine. You'll no longer need to log on to your PC to get your email.
2. **PC Retrieval** — Launch WinFax PRO and retrieve your messages by using your Internet connection. Your fax and voice messages will appear in the WinFax PRO receive log and email will be in your Internet email Inbox.
3. **Web Retrieval** — Messages can also be retrieved by visiting the Concord Message Center site on the World Wide Web. Simply go to the site, enter your name and numeric password, and get instant access to fax, voice, and email messages. This can be done from your PC, a friend's or colleague's PC, or anywhere you have access to the Web!

Optional features make your Universal Mailbox even more effective.

Paging Notification — Have Universal Mailbox Check in With You!

If you have a pager with Paging Notification, you won't have to worry about missing messages. By combining your paging service with Universal Mailbox, you'll be notified immediately whenever you receive a new message. Or arrange to be paged only for urgent messages.

International Telephone Access — If You're Out of the U.S. You're Not Out of Touch

If you want telephone access for dial-in message retrieval when you're outside the United States, you can be issued a supplementary 206 area code telephone number (in addition to your personal 800 number) that will keep you in touch from anywhere in the world.

Note: Messages are maintained on the server for 14 days, after which they are deleted and unavailable for retrieval.

The **Concord Universal Mailbox User Guide** provides instructions on using the WinFax PRO, telephone, fax and Web features of the Concord Universal Mailbox.

This User Guide explains how to:

- Install the software
- Configure your personal Mailbox
- Retrieve your voice, email or fax messages from:
 - WinFax PRO and your existing email program
 - Telephone
 - Web Browser
 - Fax Machine

- Forward a fax or email message:
 - To your default fax number
 - To another fax number
 - To the fax machine you're calling from
- How to use the Concord Message Center

System Requirements

WinFax PRO Interface

The following are the recommended system requirements for using your Concord Universal Mailbox.

- Windows 95, Windows 98, Windows 2000 or Windows NT 4.0 (with service pack 3) operating system
- WinFax PRO 9.0 or 10.0 installed to listen to voice messages or view faxes
- Any Internet Email program that supports SMTP and POP3. This includes most popular mail programs including Eudora, Outlook Express, Netscape Mail and others
- A sound card with speakers to play voice messages

Web Interface

To access your voice, fax or email messages via the Concord Message Center Internet Web site you must have an Internet connection and Internet Explorer 3.02 or higher installed.

To view or send email with the Concord Web interface, you must have Microsoft Outlook Express or Microsoft Internet Mail configured as the mail program used with Internet Explorer. See "Configuring your Internet Email Default Program" on page 19 for further information on Internet email configuration.

Getting Started

Before you can begin to use your Concord Universal Mailbox you must:

- Sign-up for a Universal Mailbox account.
- Install the software.
- Setup your Universal Mailbox options.

Account Signup

To signup for a new Universal Mailbox account,

Signing up Using WinFax PRO

From the main menu, select **Tools/Program Setup/Concord Services**. Click the **Universal Mailbox** button. On the dialog that appears, click **Sign Up Now!**. This will take you to the concordfax.com Web site where you will be able to establish an account online, within minutes. Once you have submitted your registration information, you will automatically receive a User ID and Numeric Password.

Note: Your User ID is the same as your 800 number without the '1' in front or the dashes. As an example, if your 800 number is 1-888-123-4567, then your User ID is 8881234567.

Signing up Through the Web or the Concord Call Center

You can also visit the Concord Web site at **www.concordfax.com** and sign up via the Web or call a Concord Representative at 1-800-792-0329 or +1 (206) 441-3346 to sign up for an account over the phone.

Follow the instructions in the next section on installing the software and configuring WinFax PRO.

Software Installation

Once you have your User ID and Numeric Password, you are ready to install the PC software. To insure your PC has the most current Universal Mailbox software, the first step will be to download the latest version.

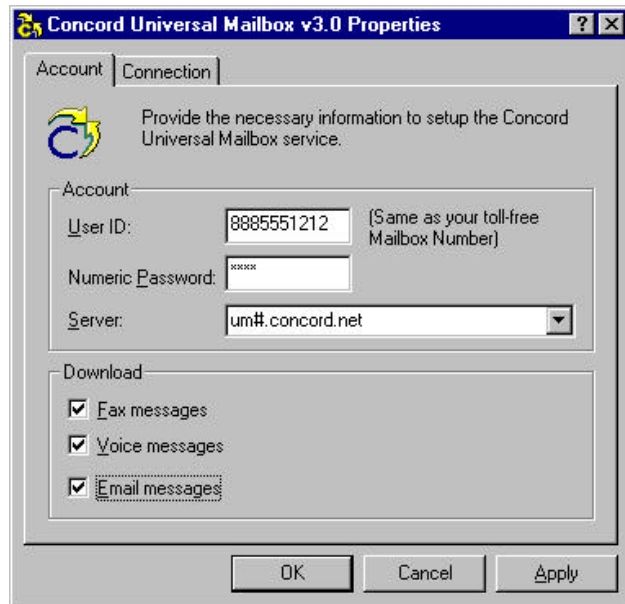
Within WinFax PRO's Message Manager, go to **Tools/Program Setup/Concord Services** and select the **Universal Mailbox** button. In this dialog, select **Enable**. This will automatically launch your Internet browser where you will be able to download the software.

Download the file into a temporary folder and make a note of this file name and temporary folder location.

Note: Make sure your PC is connected to the Internet at this time.

After you have downloaded the installation program from the Internet, from your Windows Taskbar, click **Start, Run** and browse to the file you just downloaded. Once you have located the file, click **OK**. The installation wizard will automatically begin. Follow the on screen instructions to complete the installation.

1. When the setup dialog appears, enter your **User ID** (Mailbox number) and **Numeric Password**. Do not change the Server name unless instructed by Customer Service. This should be **um#.concord.net**.
2. If you wish to only download certain types of messages, you can select which types. Most users can use the default settings.
3. When you are ready, click on the **Connection** tab (at the top of the dialog) to set up how you wish to connect to the Internet.



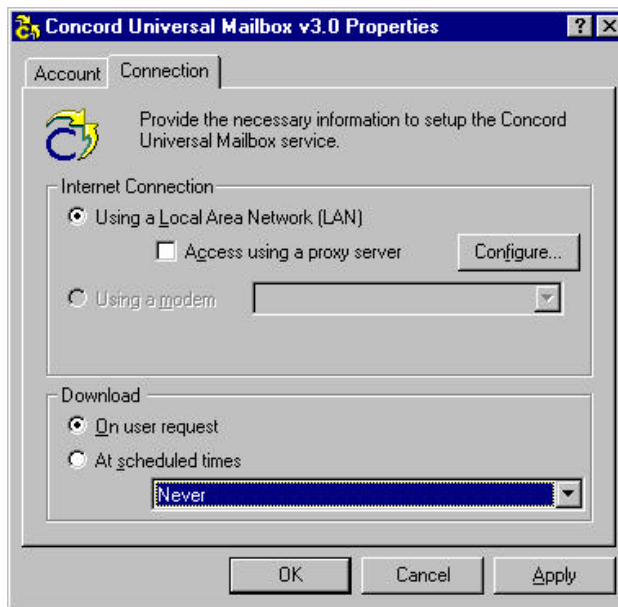
4. Select how you normally connect to the Internet. **Using a Local Area Network (LAN)** is normally for users inside a medium to large office. Other users should select **Using a modem**.
5. If you would like Universal Mailbox to automatically check for new messages periodically, change the settings in the **Download** section.
6. Click **Apply** and **OK** to complete the Properties setup.

If you want to receive email with your Universal Mailbox, follow the on-screen instructions on how to configure your email program.

Congratulations, your software is installed and your account is now activated for use.

You can now give out your fax/voice number and email address and begin to enjoy the benefits of Concord Universal Mailbox. If you wish to personalize your greeting or change the default password, set the next section.

If you experience any difficulties or need to register via phone you may do so by contacting Concord Technologies Customer Service. See "Contacting Concord Technologies Customer Service" on page 20.



Configuring Your Personal Mailbox

There are several options you can set for your Universal Mailbox.

- Change your Numeric Password
- Change your Voice Greeting
- Define your Default Fax Number for forwarding fax and email messages
- Set your Paging Options (if subscribed to this service)

You may configure your Universal Mailbox options from either the phone or Web interface.

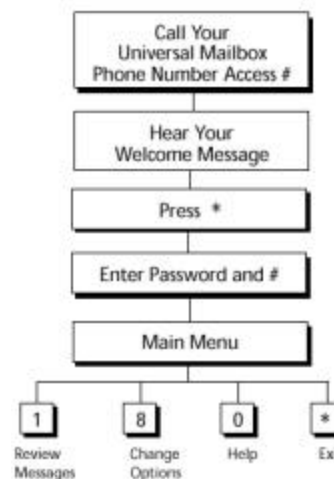
The User Guide will focus on using the telephone to set the options.

Accessing your Universal Mailbox Main Menu

Each time you want to change your mailbox options, listen to a message, forward, save or delete a message, you must first access the Universal Mailbox main menu.

To access your mailbox main menu:

1. Log in to your Universal Mailbox by dialing your Universal Mailbox telephone number.
2. When your greeting plays, press * to access the main menu.
3. Enter your password, followed by the # sign.



4. You will hear an announcement of the number of messages you have in your mailbox.
5. Press 8 for Feature Options.

Setting your Personal Numeric Password

When your Universal Mailbox box was created you were given a temporary Numeric Password. You will need to enter this Numeric Password the first time you access your Mailbox.

Changing your Universal Mailbox Numeric Password

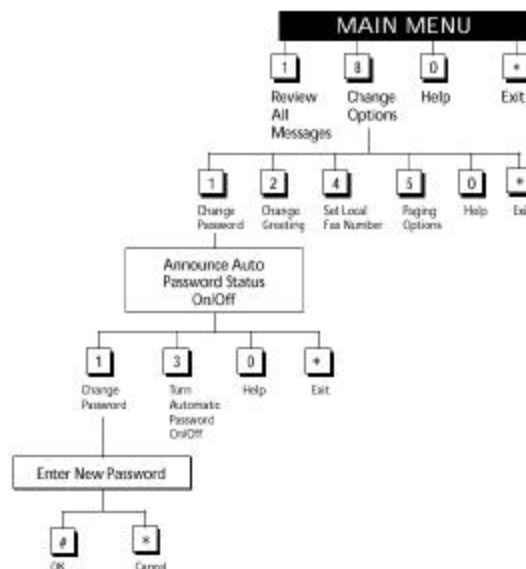
First Time

1. Dial your Universal Mailbox Number
2. You will hear a welcoming message and a brief description of how Universal Mailbox works.
3. When prompted to change your Numeric Password you may enter a new personal Numeric Password. Passwords may be 4 to 13 numbers in length.
4. Enter your new Numeric Password and press #.
5. The voice mail attendant will repeat your Numeric Password.
6. Press # to confirm your Numeric Password or
7. Press * to cancel and try again.
8. You may hang up when finished or press * to return to the previous menu for more options.



Second and Subsequent Times

1. Access your mailbox main menu. (See "Accessing your Universal Mailbox Main Menu" above).
2. Press 1 to Change Numeric Password
3. You will be prompted to enter a new Numeric Password. You may then enter a new personal Numeric Password. Numeric Passwords may be 4 -13 numbers in length.
4. Enter your new Numeric Password and press #.
5. The voice mail attendant will repeat your password.
6. Press # to confirm your password or
Press * to cancel and try again.



You may hang up when finished or press * to return to the main menu for more options.

Note: Remember your Numeric Password is the same for all Universal Mailbox access methods (telephone, Web and WinFax PRO). When you change your Numeric Password by phone it also becomes your Numeric Password for WinFax and Internet Web access.

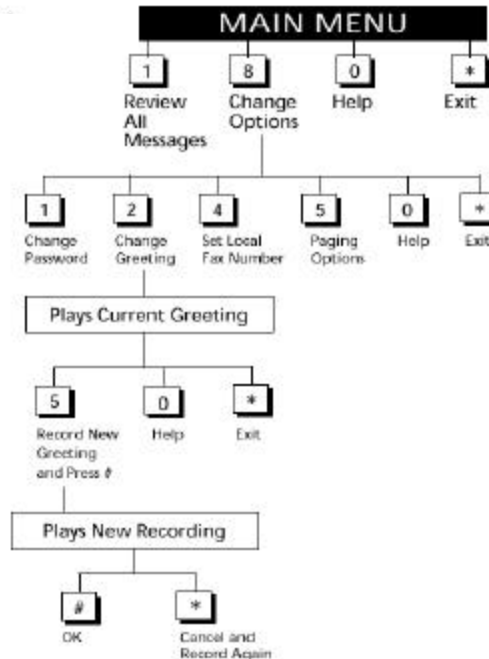
If you lose or forget your Numeric Password, you cannot recover it. You must call Customer Service to reset it. See "Contacting Concord Technologies Customer Service" on page 20.

Recording Your Personalized Greeting

First Time

Once you have set your Numeric Password for the first time, you will be prompted to record a personalized greeting or confirm that you want to continue to use the default standard greeting.

1. Access your mailbox main menu. (See "Accessing your Universal Mailbox Main Menu" on page 6.) To use the standard greeting, press #.
2. To record a personalized greeting, press 5.
3. Record your personal greeting and press #.
4. Your personal greeting will be played back. Press # to save this greeting or * to re-record your greeting.
5. You may hang up when finished or press * to return to the previous menu for more options.



Second and Subsequent Times

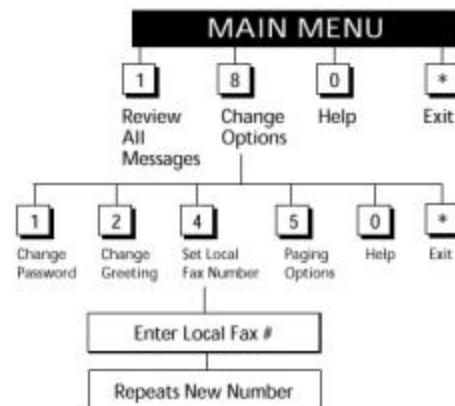
1. Access your mailbox main menu. (See "Accessing your Universal Mailbox Main Menu" on page 6.)
 2. Press 2 to change greeting.
 3. You will hear your current greeting.
 4. Press 5 to record a new greeting.
 5. Your new message will be repeated.
 6. Press # to confirm acceptance of this new greeting.
- or
- Press * to cancel and record a new greeting.

Setting the Default Fax Number

When you check for new messages with a telephone, you have the option to forward a fax or email message to a fax number for printing. Your account can be set up with a default fax number to forward to. When you wish to actually forward a message, you will have the choice to use your default fax number or enter another fax number.

To set a local fax number for printing of your faxes and email messages:

1. Access your mailbox main menu. (See "Accessing your Universal Mailbox Main Menu" on page 6.)
2. Press 4 to set or change the local fax number.
3. Enter a fax number up to 11 digits in length, then press #. Enter the number as if you were dialing it, i.e.: 1-234-567-8910.



Note: International fax numbers are not supported.

4. The voice mail attendant will repeat your local fax number.
5. Press 4 if you need to re-enter your local fax number.

Note: The Universal Mailbox fax server is located in the 206 area code. If you are setting your default fax number or are forwarding a fax to this area, you do not have to enter the 1 or 206 area code.

You may hang up when finished or press * to return to the previous menu for more options.

Changing Your Paging Notification Options

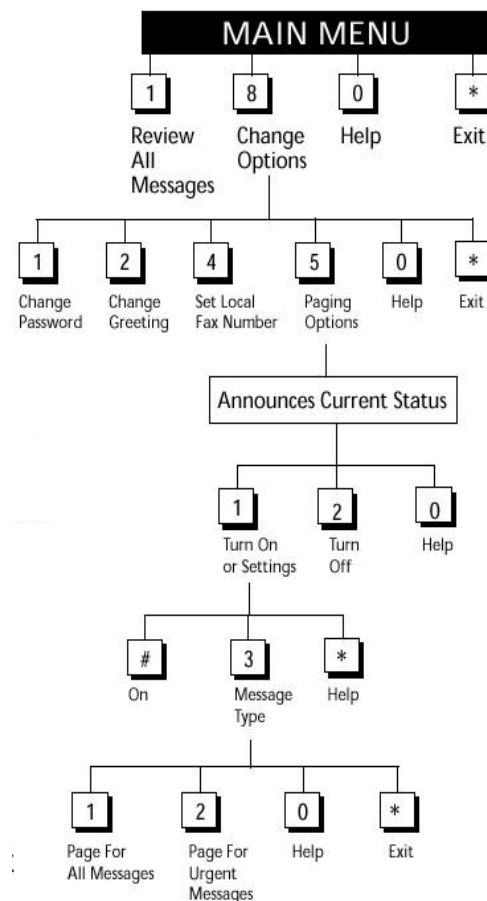
Note: If you have subscribed to the Concord Paging Notification Service, you must contact Concord Customer service and provide them with your pager number and type. See "Contacting Concord Technologies Customer Service" on page 20.

Your paging options are as follows:

- You can turn paging notification *On* or *Off*.
- You can set your mailbox to page you for the following types of messages.
All messages
or
Urgent messages only

To change paging options:

1. Access your mailbox main menu. (See "Accessing your Universal Mailbox Main Menu" on page 6.)
2. Press 5 to change paging options.
3. You will hear the current paging status.
4. Press 1 to turn paging *On* (or if currently on to access settings).
If you selected 1 to turn paging notification on, you must select a setting for your notification. To Change Paging Settings press 3.
Press 1 to be paged for all messages.
or
Press 2 to be paged for urgent messages only.
5. Your paging settings will be repeated.
6. Press * to exit paging notification options and return to the main menu.
7. Press 2 to turn paging *Off*.



Installation and Configuration Complete

Congratulations, your software is installed, your account is activated and you have set your options. You can now give out your fax/voice number and email address and begin to enjoy the benefits of Concord Universal Mailbox.

Retrieving Messages

You have three different message types that may be sent to your Universal Mailbox, Voice, Fax and Email. There are three different methods to retrieve messages from your Universal Mailbox Phone, WinFax PRO and the Web. You can use any of these types at any time.

As you retrieve messages, you will have the following options to:

- Review a message
- Save the message for future reference
- Erase the message from your inbox
- Print a fax or email message as a fax on your local fax machine (telephone only)

If you are retrieving messages from a touch-tone phone or fax machine with a phone attached you can additionally:

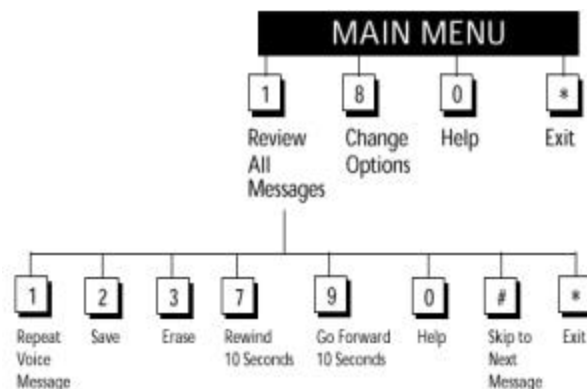
- Print a fax or email message as a fax from the fax machine you are calling from
- Print a fax or email message as a fax to another fax machine

Retrieving Messages by Phone

When your Universal Mailbox was activated you received a toll-free number to access messages. This number is used by your clients/customers to send you voice messages or faxes. Additionally, you use it to check for, retrieve, save and erase your messages. When you retrieve a message by phone, the Voice Attendant will announce the arrival information for each type of message, play voice messages, advise you the number of fax pages received and announce the sender's name for email messages.

Retrieving Your Messages

1. Access your mailbox main menu. (See "Accessing your Universal Mailbox Main Menu" on page 6.)
2. Press **1** to review your messages. When a message is reviewed, the Concord Voice Attendant will announce the arrival information, which consist of the following:
 - a. If the message is urgent
 - b. The type of message, voice, email or fax
 - c. The message originator phone number (voice and fax)
or
Their name (email)
 - d. The date and time the message was sent
3. Your first message will be played.



Voice Messages will play immediately.

Email and fax messages will wait for you to Repeat, Save or Erase the message.

At any time during or after your message you may:

- Press #1 to Repeat the information and message.
- Press #2 to Save the message for later review.
- Press #3 to Erase the message.
- Press # key to Skip to the next message.

Note:

While you review a voice message, you have the option to:

Press #7 to rewind the message 10 seconds

or

Press #9 to go forward 10 seconds.

If you have reviewed an email or fax message arrival information and now want to print it as a fax, you must forward it to either your default fax number or another fax number for printing. This is discussed in the following section.

Forwarding Faxes and Email Messages

Your Universal Mailbox receives voice, email and fax messages for you. While you can hear voice messages on a telephone, you can not hear an email or a fax message, only its arrival information. Any fax sent to your mailbox can be forwarded to your default or another fax machine. Any email message is converted to a fax and forwarded to a fax machine of your choice. (See "Setting the Default Fax Number" on page 8.)

This feature allows you to read your email or print your faxes wherever you are located. If you are temporarily located in a remote office, hotel, airplane or other location, you still have access to your messages. As long as you have a fax machine or a PC with WinFax PRO (or other compatible faxing software) installed, you can forward a fax to your location.

Retrieving and Printing Email and Faxes

You can forward your email or fax messages to:

- Your default fax number
- Another fax number
- To the fax machine you are calling from (This is the only option available for printing to a fax machine outside of the U.S. and Canada.)

Retrieving and Printing Email and Faxes to Your Default Fax Number

1. Access your mailbox main menu. (See "Accessing your Universal Mailbox Main Menu" on page 6.)
2. Press 1 to review your messages.
3. The Concord Voice Attendant will announce the arrival information consisting of:

Faxes — The number of fax pages, the sender's phone number, date and time the message was received.

Email messages — The Concord Voice Attendant will play a digitized interpretation of the sender's name, the date and time the message was sent.

4. Your first message will play. After you review your message you may Repeat the message or Print the message.
5. Press **1** to Repeat or Print the message.
6. Press **1** to Print the message.
7. Press **2** to print to the local fax machine default phone number.
8. The Concord Voice Attendant will confirm the fax number.

Retrieving and Printing Email and Faxes on the Fax Machine from which You're Calling

If you're calling from a fax machine with a telephone handset, your Universal Mailbox can send your email and fax messages to the machine you're calling from with the same phone call.

Note: If you are located outside the U.S. or Canada and want to print your fax or email messages to a fax machine, you can only perform this function by calling from a fax machine.

Perform Steps 1 to 4 as outlined in the previous section "Retrieving and Printing Email and Faxes to Your Default Fax Number," then continue as follows:

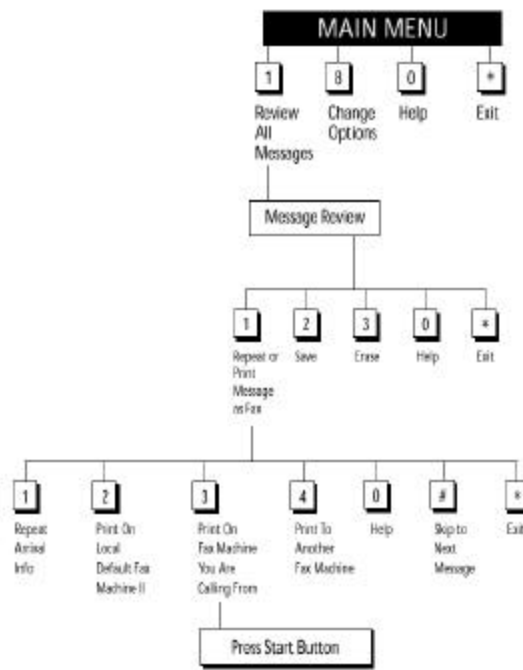
5. Press **3** to Print from the Fax Machine you are calling from.
6. The Concord Voice Attendant will notify you when to press the *Start* button on your fax machine to begin fax retrieval.

Retrieving and Printing Email and Faxes to Another Fax Machine

Universal Mailbox allows you to forward your email or fax messages to any fax machine. If you travel, or wish to forward a fax to another office, your Universal Mailbox can be instructed to send your email and fax messages to a different fax number.

Perform Steps 1 to 4 as outlined in the previous section, "Retrieving and Printing Email and Faxes to Your Default Fax Number", then continue as follows:

5. Press **4** to Print from the Fax Machine to another fax machine.
6. The Concord Voice Attendant will instruct you to enter a fax number up to 11 digits in length. Enter the 11-digit number, i.e. 1-234-567-8910.
7. Press the **#** key when completed.
8. The voice mail attendant will repeat the fax number you entered and forward the fax.
9. If you make an error, press the ***** key and you'll be prompted to enter the number again.



You may hang up when finished or press * to return to the previous menu for more options.

Note: The Universal Mailbox fax server is located in the 206 area code. If you are forwarding a fax to this area, you do not have to enter the 1 or 206 area code.

Tip: If you are sending your faxes to another fax machine, the Concord Voice Attendant will remember the alternate fax number you dialed for the current session. You will not have to reenter the number unless you want to forward to a different number.

Message Options

Before, during or after you listen to or print a message, you have the option to save or erase the message.

Save Message – Press #2

If you want to retain the voice, fax or email message for future retrieval, press 2 to save the message to your Universal Mailbox Save log after reviewing or printing.

Erase Message – Press #3

If you want to erase the voice, fax or email message from your inbox, press 3 to permanently delete it from your Universal Mailbox. Before erasing a message you have one last chance to review the message before it is deleted. To listen to erased messages press 3. After reviewing an erased message press 2 to re-save the message or press 3 to erase the message. Once you end the current session, all erased messages are deleted and cannot be retrieved.

Reviewing Saved Messages

To listen to your saved messages you must first review all new messages. Once you have heard new messages press 2 to listen to saved messages.

Retrieving Messages Using WinFax PRO

With Universal Mailbox, all your new messages are downloaded onto your PC using your Internet connection. Your voice and fax messages will be displayed within the WinFax PRO Receive Log and all email messages will be displayed in the Internet email program you have configured. Once the messages are in their respective programs, they can be managed or replied to just as any other message in that program. Each subsequent connection downloads the new messages since the last time you checked for messages.

Retrieving your messages

You can check for new messages in two ways.

- In WinFax PRO, from the main menu, select **Tools/Services/Concord Universal Mailbox/Retrieve Messages**.
- OR
- Right click on the Concord tray icon in the system tray (bottom right corner of screen) and select **Retrieve from Universal Mailbox**.

Both methods activate the software to dial into the Internet and download any new messages received by the service. While messages are being downloaded, you will see a status display. This will tell you how many new messages there are.

Once your Universal Mailbox messages are downloaded onto your PC, the voice and fax messages will automatically appear in the WinFax PRO receive log.

If email messages were downloaded, you need to start your email program and retrieve messages within that program.

Viewing Fax Messages

To display a fax, double-click on the fax message you wish to view in your Inbox and it will load into the WinFax PRO Fax Viewer. Once you retrieve a fax message you can treat it the same as any fax received through WinFax PRO.

Listening to Voice Mail Message

To listen to a voice message double-click on the voice message you wish to hear in your Inbox and the message will be played. Make sure your speakers are turned on and the volume turned up.

Viewing Email Messages

You can use any email program that supports Internet Email (POP3) to view email received by the Universal Mailbox service. This includes programs such as Outlook, Outlook Express, Netscape Mail, Eudora and others.

To retrieve messages into your email program, simply start your email program, use the Retrieve Mail command and view your messages as usual.

Note:

- Email retrieval in your existing program can only be done after you have done the retrieval in WinFax.
 - It is assumed that you configured your email program to work with Universal Mailbox during the Installation. If not, configuration is straightforward. In the setup section of your email program, enter the name of the POP3 server as 127.0.0.1. For SMTP, enter the address of your existing ISPs SMTP server. For the account, enter 'Default' and leave the password blank.
-

Retrieving Messages Using a Web Browser

Using your User ID and Numeric Password you can log into the Concord Message Center Web site, which stores all messages sent to you. You can access your messages from any PC in the world that has a Web browser, a connection to the Internet and the Concord software installed. Connecting to the Concord Message Center at ***<http://www.concord.net>*** is the first step. All messages are displayed in your personal Message Center Inbox. Plus, the message center allows you to reply to email, compose and send new messages, save messages, delete messages and change your Universal Mailbox options.

Logging In

To log into the Universal Mailbox from the Internet

1. Connect to the Internet through your connection method (LAN or Dialup).
2. Start your Web browser. See the list of compatible browsers in the Software Requirements section at the beginning of this guide.
3. Type ***<http://www.concord.net>*** in the address/location box and press enter.

4. The Web browser loads the Concord Message Center login page.
5. Enter your User ID. This is the 10-digit User ID you received without dashes (8001234567).
6. Enter your Numeric Password in the Password field and click OK.

You will now log into your Universal Mailbox Inbox and display all of your messages.



Viewing Your Messages

The Message Center Web page is divided into two sections. The left navigational window provides the option to check messages, compose email, go to your Inbox, access user options and logoff. The right window displays the current option selected and defaults to the Inbox when you first enter your mailbox.

Inbox

The Concord Message Center Inbox is where all new, current and saved messages are displayed. You can scroll down to view the entire list of messages. New messages are denoted with the word "NEW" on a yellow background under the New column. These are messages you have not yet viewed.

Note: A red exclamation mark denotes that the sender has marked the message *Urgent*.

You can sort your messages by any column heading order (date, time received, type, sender) by clicking on the column header name. You save or delete any messages by clicking on the check box located to the right of the message and clicking OK. This sends the messages to the saved

and deleted folders. Deleted messages cannot be retrieved once you end the current session. Saved messages cannot be viewed in WinFax PRO.

Retrieving Voice Messages

To listen to a voice message, click on the telephone icon next to the message. This will activate the Concord Voice Message Player, make sure your speakers are turned on to hear the message. Once you listen to the message, close the Voice Message Player. To save or delete the message see "Moving Messages to the Save Folder or Delete Folder" on page 16.

Note: The player to listen to your Voice messages will automatically load each time you need them. They were installed during your initial WinFax PRO software installation.

Retrieving Email Messages

To read an email message, click on the email icon next to the message. This will activate the email viewer and display the message. Your options may vary depending on the email reader program you have installed.

Retrieving Faxes

To view and print to a fax

Click on the Fax icon next to the message. This will launch the Web Fax Viewer. To print the Fax choose File, Print and click OK. You can save the fax to your hard drive by Choosing File, Save As. Choose the Folder you want to save this fax in and type a file name then click OK.

Note: Faxes can only be saved in the following graphic formats; Bitmaps, (*.bmp), PCX File (*.pcx), DCX File (*.dcx) and Tiff File (*.tif).

Moving Messages to the Save Folder or Delete Folder

1. If open, close the Concord Web Player.
2. Place a check in either the Save or Delete check box.
3. Scroll down and click OK.

The message is moved to either the Save or Delete folder. To retrieve a Saved message click on the Save icon or text and click on the icon next to the message. To delete a saved message scroll left, select the Delete check box and click OK.

To hear Deleted messages click on the Deleted icon or text and click on the telephone icon next to the message. If you scroll left you will see the option to move a deleted message back to the Save folder. Deleted messages cannot be retrieved once you end the current session.

Sending Email From the Message Center

You can compose and send email messages from the Message Center. Click on "Compose E-mail." The email program associated with your Web browser will start and you can compose a message. Depending on your email reader, your personal address list may be available for you to select a recipient. Complete your message and click the Send button. Your email is sent and you return to the Message Center main menu.

Message Center User Options

You can change your individual user options directly from the Concord Message Center's options page. To access and change your option click on the "Options" icon located in the left navigational window.

User Account

Displays your mailbox user account information for your mailbox.

Change Password

Remember the telephone and Web access Numeric Password is common for all of your Universal Mailbox message retrieval methods, (WinFax PRO, telephone and Internet). If you lose or forget your Numeric Password you will have to contact Customer Service.

Paging Notification

The Concord Message Center can automatically page you whenever a new message arrives in your mailbox. You have three paging options once you sign up for this additional feature.

- Turn paging on or off
- Page any time a new message arrives in your mailbox
- Page only when you receive an urgent message

Contact Concord Customer Service to sign up for this service. You will need your pager number and the type of pager.

Using the Concord Web Fax Viewer

To view or hear your messages while connected to the Web, you must have the Concord Web Players installed. They are automatically installed during your initial software installation. These players include:

Concord Web Fax Viewer

For viewing and printing faxes while connected to the Concord Message Center.

Concord Web Voice Player

For listening to messages while connected to the Concord Message Center.

If you are away from your office or at another location, you can download the viewer directly from the Concord Message Center. For instructions on installing the Web voice player, see "Installing the Concord Players" on page 19 in the Appendix. When you double-click on either a fax or voice message icon in your Message Center Inbox, it will activate the appropriate Web Player.

Use the following procedure to read a fax message:

1. In the Inbox, select the message you want to read by clicking on its icon.
2. The Concord fax viewer opens and displays your selected message.

If this is a multiple page fax, you can move forward or backwards by using the Previous Page and Next Page buttons to see a thumbnail sketch of any desired page. You can click on a thumbnail to select that particular page and automatically display that page in its entirety.

Tip: If you want to forward this fax to another fax machine, print to your WinFax Print Driver.

Using the Concord Web Voice Player

The Web Voice Player allows you to listen to voice messages while online, from anywhere in the world.

When you click on a voice message in your Inbox, the system will automatically display the Web Voice Player on the screen.

Listening to a voice message

1. In the Inbox, select a voice message you want to play by clicking on its phone icon.
2. The Web Voice Player opens and begins to play your selected message. A horizontal progress indicator shows you how much of this message remains to be played. During playback, the Play button icon switches to a pair of vertical bars (for pausing the message) and a right arrow (> to resume playing the message). The Stop button icon is a solid box.
3. If the playback volume is either too loud or too soft, adjust it by clicking and holding the Volume slide bars, and then, move it up or down to increase or decrease the playback volume.
4. You can halt playback temporarily by clicking on the play button. When you click on the Play button during playback, its icon changes to right arrow (>). The playback will stop at that point. When you wish to resume playback, click on the play button (>).
5. You can replay a portion or all of a voice message. To replay a portion of the message, just drag the progress slider bar backward to the desired position, or you can click on the small arrows at the right end of the slider bar to adjust the point of resumption a small increment forward or backward. To replay the entire message, click on the Stop button. This automatically resets the playback position (and the progress indicator) to the beginning of the message. Then, click on the Play button.

Note: If the volume is still too low or high, check the volume control on your speakers and/or the volume control in your Windows volume control program.

Appendix

Installing the Concord Players

1. Once the Player file has successfully downloaded, Click on Start, Run, and select Browse. Browse to the temporary location where you placed the file and highlight the file.
2. Click OK
3. The installation program will begin.
4. Click OK to install to the default installation folder or browse to a your location choice to install the installation files.
Select the components you want to install and click OK.
5. Enter your 10-digit mailbox number in the User ID field. (This is your toll free Universal mailbox number but without the dashes).
6. Select the method you use to connect to the Internet. Either LAN (permanent connection) or through a dial-up connection.
7. Click OK.

Configuring your Internet Email Default Program

To view or send email with the Concord Web interface, you must have any Internet email program configured as the default mail program.

To verify your default mail program, follow these steps:

1. From the Windows Task Bar, click Start, Settings, Control Panel.
2. Locate and double-click on the Internet icon.
3. Select the Programs tab.
4. In the messaging box, verify or select the appropriate program from the drop-down list in the Mail field. This will specify which email program you want to use with your Internet Explorer.

For further details consult your Internet Explorer user documentation.

Using Netscape Navigator

You can use Netscape Navigator to retrieve fax and voice messages from the Concord Message Center. To retrieve your Universal Mailbox email, you must configure Outlook Express as the email program used by Netscape. Outlook Express is available to download from the Microsoft Web site.

Getting Help

This section explains how you can contact Concord Technologies' Customer Service, for questions regarding your account or general questions on Concord services.

For technical support with your WinFax PRO software, please see the WinFax PRO on-line Help file or User's Guide.

Contacting Concord Technologies Customer Service

Normal service hours are Monday–Friday, 7 a.m.–5 p.m. (Pacific Time).

Telephone: +1 (206) 441-3346 or 1-800-792-0329

For written support, please either fax or email your question to the number or address below and a representative will respond within one business day:

Fax: +1 (206) 441-7965 or 1-800-301-0329

Email: service@concordfax.com

You can contact Concord Technologies Customer Service to:

- Subscribe to additional services.
 - Universal Mailbox
 - Fax Broadcast
 - Internet Fax
- Inquire about billing and charges.
- Change your current account information. For example, if you want to switch your current credit card billing to another credit card, contact Customer Service. All account changes are subject to the appropriate credit approval.

We recommend that you visit our Web site at **www.concordfax.com** for frequently asked questions regarding our services.