How does it work?

With FaxAdvantage you never miss a fax even if your fax machine is busy, out of paper or out of action. If a fax can't get through to your machine, it automatically diverts to the Telecom Message Exchange - it's delivered to you when your machine is free.

Fax Advantage will attempt to re-deliver any faxes that have failed delivery at varying intervals depending on whether the call was incomplete, busy or unanswered.

General points about Fax Advantage

- Your mailbox is where your faxes are held until they can be forwarded to you
- Your mailbox number is the same as your fax number starting with the second digit of your area code, e.g. if your fax number is 041234567 your mailbox number is 41234567
- Your PIN is your Personal Identification Number
- If the line you are using to call FaxAdvantage has other Telecom services, e.g. Call Minder, you will always need to press ** after dialling **083211**. This bypasses the Telecom services on the line.
- When using FaxAdvantage you can: press ***** to cancel or press **0** for help

Click here to find out:

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Using FaxAdvantage for the first time

The first thing you need to do is change your PIN and record your mailbox or business name:

- Using a touchtone phone dial **083211** (press ** when you hear the mailbox name if you're using a phone that has voicemail)
- Enter your mailbox number
- Enter your starter PIN (1234) and press **#**
- Enter your new PIN and press **#** (your new PIN should be between 4 and 10 digits long)
- Re-enter your PIN to confirm and press **#**
- Record your business name and press **#**
- Press **1** to confirm

How to set up your fax delivery number

The primary delivery number is the number your faxes are automatically delivered to. Once delivered your faxes are automatically saved, so if you no longer require the fax, delete it.

You can also set up an alternative number in case FaxAdvantage is unable to deliver to your primary delivery destination.

To set up a primary delivery fax number from the main menu:

- Press **3** for 'personal options'
- Press **4** for 'delivery options'
- Press **2** for delivery destination
- Press **1** for your primary delivery destination or **2** for an alternative delivery destination
- Enter the number (remember to include the area code, e.g. 09) and press **#**
- Press **#** again to exit and save your settings

How to set up an alert to your Telecom mobile or pager

If FaxAdvantage hasn't been able to deliver a fax at the end of the automatic delivery schedule, it can send you a text to let you know.

To set up the number for a FaxAdvantage alert from the main menu:

- Press **3** for 'personal options'
- Press **3** for 'fax alert options'
- Press **2** to notify your Telecom mobile or pager
- Enter your Telecom mobile or pager number and press **#**
- To turn fax alert ON, press **1**

How to manually retrieve faxes

FaxAdvantage delivers your faxes automatically, but, if necessary, you can request immediate delivery of your faxes – so you'll always be able to retrieve faxes urgently.

- Press **1** to retrieve fax messages (if your fax is saved)
- To receive the fax, press **#**
- To deliver the fax to your normal fax number, press **1**
  or follow the voice prompts to receive the fax on the fax/phone you are dialling from or to enter another fax number

Using the main menu

- Dial 083211 from a touchtone phone or from your mobile (press ** when you hear the mailbox name if you're using a phone which has voicemail)
- Enter your FaxAdvantage number
- Enter your PIN number

Details of any new, undelivered faxes will be read out automatically when you enter the mailbox.

The menu has two options:

Option **1** to retrieve saved faxes
Option **3** for personal fax options

Once you have selected an option from the main menu, you can manage your faxes as below.

Option 1 - review saved fax messages:

Press **#** to request immediate fax delivery

Press **1** to replay fax details

Press **2** to save the fax

Press **3** to delete the fax

Press **6** to listen to fax details one after another

Press **7** to go back to the previous fax

Press **9** to skip to the next fax

Press **0** to get help

Press ***** to go back to the main menu

Option 3 – setup /change fax options:

Press **1** to change your recorded name

Press **2** to change your PIN

Press **3** for fax alert options

Press **4** for fax delivery options

Press **6** to set message envelope on or off. Message envelope is the summary of the fax details, i.e. time and date of arrival, and when available the number the fax was sent from

How to set up a waiting time before an alert

You can choose how quickly FaxAdvantage lets you know about waiting faxes - this is useful if you need to respond to faxes urgently. You'll be sent a text after the specified waiting time, if you fax has not been delivered.

To set up fax waiting delay from the main menu:

- Press **3** for 'personal options'
- Press **3** for 'fax alert options'
- Press **6** to set up fax waiting delay
- Press **2** to set up fax waiting delay time
- Enter the length of time (in minutes) you want FaxAdvantage to wait before texting you, e.g. for 1.5 hours, enter 90 minutes, and press **#**
- Press **1** to confirm the setting

How to set up an alternative fax number

FaxAdvantage can send your faxes to another machine if your primary number is still not receiving at the end of the re-try schedule.

To set up an alternative fax number from the main menu:

1. Press **3** for 'personal options'
2. Press **4** for 'delivery options'
3. Press **2** to set up your alternative destination
4. Press **2** to enter your alternative destination
5. Enter your alternative fax number beginning with the area code and press **#**