

seconds

minutes

days

weeks

Quickstart Guide

For Powerline™



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POWERLINE QUICKSTART GUIDE

This easy Quickstart guide is all you need to perform your system setup however it is strongly recommended that you review all materials provided by Arch Telecom prior to using the system.

All operations are performed from the Main Menu through your assigned toll-free number or from the Arch Customer Portal on our website. To access your Menu:

1. Dial your Toll-free Number.
2. Press * (star) when you hear the greeting.
3. Enter the assigned password provided on your welcome letter.
4. You are now in the **Main Menu**.

You may back up one Menu level at any time by pressing *.

Would you like to have your introductory greeting or property recordings done for you?

Arch can help... for just \$10 a property Arch will script, record and load a fax brochure. We'll even do the first one for FREE. Contact us at (800) 882-9155 or see the attached "Listing Setup Services Guide" for more information.

To Change Your Password

Your Password may be any number from 4 to 8 digits in length. Multi-user systems have assigned passwords that cannot be customized. From your Main Menu:

1. Press 9 - *Personal Options*
2. Press 4 - *Administrative Options*
3. Press 1 - *Password*, follow the voice instructions.

Note: This procedure can also be performed from the Arch Customer Portal on our website. Click on the Customer Portal link on our home page or under Customer Center.

To Set Up Your Initial (Master) Greeting

The Master Greeting is the first message a caller hears after dialing your number. Standard systems have set greetings. With Multi-user systems, the Master Greeting can only be recorded or changed using the Master Password.

From the Main Menu:

1. Press 9 - *Personal Options*
2. Press 1 - *Greetings*
3. Press 1 - *Regular Greeting*, follow the voice instructions.

To Set Up Your Pager Notification

You can integrate your cellular phone or pager with your IVR system so you are notified real time whenever a caller accesses one of your extensions. Arch will send the 10-digit phone number the caller is calling from, the listing number and the source digit to the cellular phone or pager.

To set up notification to a cellular phone, access the Arch Customer Portal on our website. Click on the Customer Portal link on our home page or under Customer Center. **Email Text Messaging is required with your cellular company to use this option.**

To set up notification to a pager, configure from the Customer Portal online or from the Main Menu:

1. Press 9 - *Personal Options*
2. Press 2 - *Pager Configuration*

3. Press 1 - *Set Pagers Telephone Number*, follow voice instructions to enter your 10-digit pager number.

To Set Up Your Zero Transfer Feature

The Zero Transfer feature allows your callers to be transferred to a telephone number you pre-designate by pressing 0 on their telephone. The destination number is the same for all extensions within your mailbox.

From the Main Menu:

1. Press 9 - *Personal Options*
2. Press 5 - *Call Routing*
3. Press 1 - *Configure Zero Transfer*, follow the voice instructions.

Note: This procedure can also be performed from the Arch Customer Portal on our website. Click on the Customer Portal link on our home page or under Customer Center.

To Record A Regular Listing (Extension)

You can create a separate listing (extension) for each item you plan to advertise and offer prospects information on. By default, listings are 3 digits in length within the range of numbers from 200 through 999. You cannot begin a listing with a 0 or 1.

From the Main Menu:

1. Press 7 - *Manage Your IVR Listings*
2. Press 1 - *Add or Change a Listing*
3. Enter the 3 digit listing number you would like to add. *If you are using a fourth digit at the end of your listing in your advertising to track the ad source, you do not enter this source digit when setting up or deleting listings. The source digit appears only on your printed ads.*
4. Press 1 - *For Regular IVR listing*
5. *Record your listing and follow the voice instructions.*

To Set Up A Direct Connect (Secondary Transfer) Listing

A Direct Connect Listing is an extension on your system that transfers the caller directly to a phone number, rather than a recorded message. Callers can transfer from one of your regular recorded listings to a direct connect listing by pressing '5' then the direct connect listing number

From the Main Menu:

1. Press 7 - *Manage Your IVR Listings*
2. Press 1 - *Add or Change a Listing*
3. Enter the 3 digit listing number you would like to add. *You do not enter the source digit when setting up or deleting listings.*
4. Press 4 - *For a Direct Connect listing*
5. *When prompted, enter the 10-digit phone number you want the extension to forward to.*

Note: This procedure can also be performed from the Arch Customer Portal on our website. Click on the Customer Portal link on our home page or under Customer Center.

To Set Up A "Shadow" Listing

A Shadow listing points to another listing within the same IVR system. For example, if you want listing 300 to contain the same recording as listing 200, you can create 300 as a Shadow listing that points to listing 200. Keep in mind any changes to the original listing recording will affect the Shadow listing as well.

From the Main Menu:

1. Press 7 - *Manage Your IVR Listings*
2. Press 1 - *Add or Change a Listing*
3. Enter the 3 digit listing number you would like to add.
4. Press 3 - *For a Shadow Listing*
5. *When prompted, enter the existing listing number you'd like to shadow this new one from.*

Note: This procedure can also be performed from the Arch Customer Portal on our website. Click on the Customer Portal link on our home page or under Customer Center.

To Delete a Listing

From the Main Menu:

1. Press 7 - *Manage Your IVR Listings*
2. Press 3 - *Delete a Listing*, follow the voice instructions.

Note: This procedure can also be performed from the Arch Customer Portal on our website. Click on the Customer Portal link on our home page or under Customer Center.

Attaching A FAX-ON-DEMAND

Each of your listings may optionally have a fax document attached to it, which callers are able to have sent to their fax machine upon request. Each listing may only have one fax document attached to it, but the document can be as many pages as you like. Once your fax is loaded, the caller will be prompted to press 3 at the end of your recording to request the fax document. They will then be asked to enter their fax number.

Before loading in a fax image, you must first create the listing and record your message. After this is done, loading the fax image is a two-step process:

Step 1: Requesting Your "Quickload" Numbers

Quickload numbers are unique numbers that align fax images with listing extensions. Once you have recorded the verbal presentation, the Quickload number is created. To request the list of Quickload numbers for all extensions within your system, follow the prompts below:

From the Main Menu:

1. Press 7 - *Manage Your IVR Listings*
2. Press 8 - *Administrative Fax Information*
3. Press 5 - *Fax of your Quickload Number*

You may also access the Quickload report through the ARCH Website: From the home page, click "Online Reports" in the Quicklinks box, then select "Custom Reports". You may also select Online Reports directly under "Customer Center" from the menu at the top of the page. The actual URL for the page is:

http://www.archtelecom.com/customer_support/Reports/Survey/IVR_Custom_Report.asp

In the box marked "Report#", enter 412.

Step 2: Loading Fax Images Using Quickload Numbers

Use the following procedure to load your fax images by fax machine.

1. Load all pages for that particular listing into the fax machine.
2. Set the fax machine to **FINE** for graphics, or **NORMAL** for text. When choosing between **FINE** and **NORMAL**, please consider that although setting your machine to fine mode will give you a higher resolution necessary for clear graphics it will also slow the transmission rate, substantially increasing the cost of your fax.
3. From your fax machine, dial **800-247-8853** but **do not press *Start* yet**.
4. Press the ***Pause*** button 5 times.
5. Enter the 14-digit Quickload number assigned to the listing you are attaching a fax image to.
6. Press the ***Start*** button and your fax will load into the Arch system.

NOTE: If your fax machine does not have a Pause button but does have a handset.

1. Load all of your pages for that particular listing into the fax machine.
2. Set the fax machine to **FINE** for graphics, or **NORMAL** for text.
3. From your fax machine, dial **(800) 247-8853**.
4. The system will prompt you to enter your Mailbox or Quickload number, enter the 14-digit Quickload assigned to the listing you are attaching a fax image to.
5. Press ***START*** button. The fax image is immediately attached to the corresponding listing.

Requesting Your Call Detail Reports Via The Internet

To view or download your calls electronically:

1. Access the Arch website at www.archtelecom.com.
2. From the home page, click "Online Reports" in the Quicklinks box, then select "Powerline/IVR Reports". You may also select Online Reports directly under "Customer Center" from the menu at the top of the page.

Requesting Your Call Detail Reports Via Fax

You must request a fax detail to a fax only system. Voice/fax systems will not work.

From the Main Menu:

1. Press 7 - *Manage Your IVR Listings*
2. Press 7 - *Request a Call Detail Fax*
3. Enter the 10 digit fax number where you want the call detail sent.

Your report will show all calls received since the date of your last fax request. If the fax number is busy, the system will re-try three times at five-minute intervals.

To request a fax detail specifying a time range:

1. Press 7 - *Manage Your IVR Listings*
2. Press 8 - *Administrative Fax Information*
3. Press 1 - *Call Detail Fax*
4. Press 2 - *Specify a Date Range*, follow the voice instructions.



Arch Assistant Services Free Listing Setup Offer

The quickest and simplest way to get started is simply to setup a Powerline listing and place the sign rider at your seller's property.

We would like to offer you one listing setup for free. We can create a listing and make the recording to assist you in setting up your account. Another great advantage to this free listing is you will have a terrific example to refer to.

*Also listed below is a sample script of what you may want your listing to record as:

"You can get our most current price now by pressing zero!-- Welcome to Austin's Highland Ridge Subdivision. A neighborhood of families and well maintained homes, ideally located near abundant choices for shopping, dining, and recreation. Our home at 2937 College Lane is approximately 2,560 square feet, built in 1995. Our floor plan features three bedrooms and two and half baths. This beautiful home is a great catch! The house features a brand new kitchen with island and breakfast area. Natural hardwood flooring, ceramic tile, and crown molding run throughout the home. There is a cozy family room located on the first floor with surround sound speaker system. The master suite includes a jacuzzi tub, double sinks, and separate vanity area. Other amenities include a gorgeous entryway and two car garage with attic. The exterior features a spacious backyard with covered patio ideal for entertaining. Local schools are Wyatt Elementary, Post Falls Middle School, and Trenton High.-- Again you can get the most current price now on this fine home, by pressing zero, and you can receive all the details by fax at any time by pressing three, and our home hotline will prompt you to receive valuable information, including a feature sheet, floor plan and survey when available. All this for free...our way of saying thanks for calling 'John Does' 24 hour home hotline."

Requirements: The customer will need to provide to Arch the written script to be recorded and any Fax-on-Demand documents. If you prefer you can send us an MLS link or property flyer and we will create and record the message from the information provided.

Fax-on-Demand: You can consider providing any of the following documents. Tip – provide enough to interest the prospect. However, if you want the prospect to call for more, don't provide everything. Also too many pages may annoy fax recipients.

- MLS Listing – Tip: many MLS systems allow you to send a web link for a property via email. You can provide us the link if you'd like to provide the MLS listing description as part of your available fax-on-demand materials.
- Property feature sheet
- Marketing materials for your business
- Sellers Disclosure

HOW TO SEND YOUR DOCUMENT – Simply type or attach the script of your choice in an email, along with your Toll Free#, Listing#, and password to setup@archtelecom.com. If you prefer, you can fax the information to 1-866-311-1543.

Once we have set up your first recording for free, Arch Assistant Services provides you the option of having Arch setup the Powerline listing for you in the future.

The Cost: \$10 per Listing Extension. *Subsequent modifications are an additional \$10.*

Services provided: Arch will create a new Listing Extension, record the Property Greeting, and load Fax-on-Demand documents (you provide).

If you have any questions or concerns please feel free to contact Customer Support at anytime at 800-882-9155. We greatly appreciate your business.