

## User Guide - Outbound Messaging (Fax & SMS)

### 1. The Service

Once you subscribe, you are allocated a virtual number, which will receive voice calls, and fax. Any voice messages and faxes received will be automatically delivered by email. Voice calls can be call diverted to any fixed, mobile phone.

You have a choice of local numbers from 32 points of presence around Australia.

#### SMS

- Email2SMS
- Reply to a Mobile

#### Fax

- Fax2Email
- Email2Fax
- Fax Redirect

#### Voice

- Welcome Message
- Voice2Email
- Collect Messages by Phone

#### Voice Calls

- Call Forward
- Line Hunt

#### SMS Alerts.

Each time you receive a voice mail or fax, an SMS alert automatically sent to your mobile.

### 2. Settings, Change Preferences

To set your preferences and change your options by phone, ring your virtual number. As soon as it is answered, PRESS #. You will be asked for your ' ACCOUNT NUMBER ' and PIN. These numbers are allocated when customer joins as a subscriber.

- Log in
- Listen to Voicemail
- Record Welcome Messages
- Call Forward (Immediate Divert)
- Line Hunt

To send a fax or SMS from your email agent (e.g. Microsoft Outlook) you can utilise our email gateway through the domain name @ums.chilli.net.au

## 3. Instructions

### Faxing from your Desktop

This is a three-step process:

1. Create a new email message from your email agent (e.g. Microsoft Outlook).
2. Address the email to <destination fax number>@ums.chilli.net.au - The destination fax number is the fax number you are faxing to. An example **0289059501@ums.chilli.net.au** for Australian numbers or <0011-country code-area-localnumber>@ums.chilli.net.au for international numbers (e.g. 001161289059501@ums.chilli.net.au).

Attach the Document you want to fax and click 'send'

### List of documents that can be faxed

. DOC, .RTF, TXT, HTM., HTML, .TIF, .PDF, .JPG, .BMP, and .EXL

### Fax Confirmation

You will receive a message that your message has been accepted for faxing. When faxed you will receive a delivery notice that the fax has been successfully delivered.

### Faxing Tips

- If the attachments are not in the list of documents that can be faxed, they will not be faxed.
- Document files are converted to .TIF before sending therefore any source files that contain 'grey' scale images can become very expensive.
- Make sure you send the email to the correct email domain ums.chilli.net.au

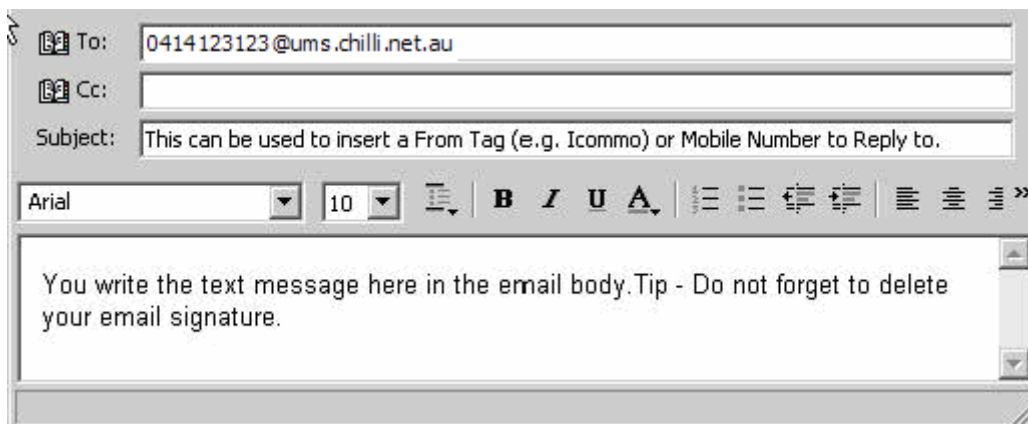
### SMS from your desktop

#### Send a SMS

This is a three-step process:

1. Create email message from your email agent (e.g. Microsoft Outlook).
2. Address the email to <destination mobile number>@ums.chilli.net.au .The destination mobile number is where you want to send the SMS. Example is 0414123123@ums.chilli.net.au
3. In the email body write the message (up to 156 characters for each message) and click 'send'

## Example:



To: 0414123123@ums.chilli.net.au

Cc:

Subject: This can be used to insert a From Tag (e.g. Icommo) or Mobile Number to Reply to.

Arial 10

**B** *I* U **A** [List icons]

You write the text message here in the email body. Tip - Do not forget to delete your email signature.

## SMS Tip

- Remember the maximum number of characters per message is 156, including spaces.
- Ensure the only content in the email body is the text message. Therefore remove email signatures and footers (e.g. disclaimers) from the email body.

## Create a Reply To & From Tag

These functions can be set up as a default setting from your Customer Portal or you can use the 'subject' line of the email to insert a mobile phone number to reply to or a from tag

## 4. Self-Serve Support Features

*To make sure that your email system is sending emails to our messaging platform.*

Send an email to [echo@ums.chilli.net.au](mailto:echo@ums.chilli.net.au) and once sent you receive a reply email with a test faxed attached as a TIFF file confirming that your email is working correctly.

**To confirm that you have received or sent a fax.**

Send an email to [status@ums.chilli.net.au](mailto:status@ums.chilli.net.au) and you will receive an email with a status on the most recent faxes received and sent.

**Resend a fax.**

Send an email to [resend@ums.chilli.net.au](mailto:resend@ums.chilli.net.au) with the reference number inserted in the subject line of the email.

## Reports

### For faxes you have received and sent today

Send an email to [today@ums.chilli.net.au](mailto:today@ums.chilli.net.au) you will receive an email with a report of all the faxes sent and received for the current day.

### For faxes you have received and sent yesterday

Send an email to [yesterday@ums.chilli.net.au](mailto:yesterday@ums.chilli.net.au) and you will receive an email with a report of all the faxes sent and received yesterday.

### Faxes you have received and sent between a particular time frame

Send an email to [report@ums.chilli.net.au](mailto:report@ums.chilli.net.au) and insert in the subject line *yyyy-mm-dd hh:mm to yyyy-mm-dd hh:mm or blank*. This will return a report with all the faxes received and sent in that time frame.