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■ 1. Getting Started with PiaTel Services

The following are the key steps to starting with PiaTel services:

■ 1.1 Setting Up Your Web Portal

To get started go to our website at www.PiaTel.co.uk Login within the Subscriber Login area, which appears on the top right hand side of the homepage: To Login you need to enter your **Pia account number** (with no spaces or hyphens). Enter your password (consists of a 4 digit pass code). Then Click on the **Arrow** button. Once you have done this, the Main Account home page will then appear.

■ 1.2 Main Account Homepage

This is your main account home page. From here you will be able to manage various aspects of your service. The upper right hand of the screen will show you how many unheard voicemails and unread faxes you have received.

The first step will be to setup your service in the most effective manner. Click on **Pia Settings** from either the bar across the top of the page or in the title section.

■ 1.3 Pia Settings

Pia Settings is the page you will use to setup and manage your interactions with your callers. The tool bar on the left margin is designed to give you access to each of function pages including your personal customer information.

Notice your current Pia phone number(s) are displayed in the upper right hand corner. The Pia phone number(s) may be displayed in international dialing format for ease of convenience for you in giving your number to international callers. Select **Customer Information** from the left side margin. Complete all fields and press the **Save** button.

1.3.1 Changing Your Password

Select **Change Password** from the left margin. This is a simple process and can be done as often as you like. Enter your old password. Enter your new password. Enter your new password a second time to confirm, then click on **Save** and you are done.

We recommend changing your password from the generic one we set to ensure your account privacy.

1.3.2 Pia Numbers settings

Select **Pia Numbers** from the left margin of the Settings page to open this page.

On the Pia Numbers page, you will see a drop down menu in the middle of the page with your existing number(s). Select a number from this drop down menu that you would like to work with. Press the select button to make your selection from the options available for that Number. These options allow you to decide how Pia greets your callers.

Select **Answer with Initial Tone** (always recommended).

Tick **Answer with Day Greeting** if you want Pia to say - Good morning, good afternoon and good evening.

Set your **Time Zone** from the drop down menu. Please select **GMT time** for the UK.

Choose your **Language** preference.

Click the **Save** button.

Note: Each number can have different settings. These options may also be changed as many times as required.

To exit from this page, select Pia Number from the tool bar on the left hand side of the page to get back to the main Pia Number page, or press any other desired setting in that tool bar or the tool bar at the top of the page.

1.3.3 Local Pia Numbers

Click on **Get Local Pia Numbers** at the bottom of the Pia Number page to select a local number in the desired area code location. You can also click select by **Area Code**.

Click **Go**, when you have made your choice and a local number will be presented to you. Make a note of this number and then press the **Continue** button to accept the number.

Next Click the **Close** button and you will be returned to the Pia number screen.

■ 1.4 Setting Up Follow-Me and Greetings

Select **Follow-Me and Greetings** from the left margins. If you tell Pia how you want your calls handled, she will take care of all the rest. You can take your calls on your mobile, home number or work, or anywhere else in the world.

Pia uses a Profile to handle your calls. Profiles are used to set Pia's greeting prompt(s), menu options, Follow-Me numbers and schedules to specify how your incoming calls will be handled. One of the many advantages of Pia, is that you can select a single profile from a list of saved profiles or you may schedule profiles to automatically change your Pia settings to match your daily schedule.

Your PiaTel comes with two new pre-determined **Profiles** for your ease of convenience, where one is set with the most commonly used settings. The second is set with a different set of Greeting prompts. Please feel free to change them by amending them by clicking on **Properties**. You can easily create new **profiles** by clicking on **Copy**. Once you have created them, you can rename them e.g. 'Good Evening', etc. for different times of the day or week. In total you can create 10 **Profiles** in total. (see below for more detail).

1.4.1 How to Change Status

To change statuses select the radial button in front of the status you want to activate and press **Active** button at the bottom of the page. That profile status will change from inactive to active.

1.4.2 Editing Statuses

From the Follow-Me and Greetings page click on the word **Properties** associated with the greeting you want to modify. **Changes only need to be made in the grey boxes for Greetings Playback, Caller-ID, Answer Options, Announcement Options and Transfer Numbers.**

1.4.3 Greetings Play Back

This section lets you control what your callers hear when calling you:

Ask for Language will ask the caller to press 1 for English and press 2 for Spanish.

Automatic will play your greeting immediately. (This is the standard setting).

Name then Greeting will state your name followed by the greeting.

Silent menu will not give callers options and begin ringing.

1.4.4 Caller ID

This section lets you control the number that will be presented to you when you receive a call in a Follow-Me transfer:

Caller's Telephone Number is your Caller ID number.

Pia Freephone Number is your Pia Account number e.g. 0800 xxx xxxx

Custom Telephone Number allows you to enter one of your local Pia numbers.

1.4.5 Answer Options

This section lets you turn **call screening** on or off:

Screen incoming Call will play your greeting to the caller.

Direct connect will not screen your calls and ring you directly.

Ask for callers Name will ask the caller - Whose calling?

Answer with initial Tone will play the PiaTel intro music sound at the beginning of the call.

1.4.6 Announcement Options

This section lets you control what your caller will hear while they are being connected to you.

Announce your Name will say - you are being connected to [your name].

Say "That Extension" is used only with the Business Packages.

Music Only will play our on hold music to your caller while they are being connected to you.

Skip Salutation will quietly connect callers (not recommended).

1.4.7 Transfer Number

When your caller is transferred to your Follow-Me numbers; the service will try to reach you, starting with the number in Transfer 1, then Transfer 2 and finally Transfer 3. You must tick the **Transfer Number box** to activate calling that number. (A green tick will appear.) If you do not answer after the service has called all activated numbers; your caller will be asked to leave a voice message.

You can control how many times each number rings and optionally, have Pia ask for your password before delivering the call to you.

■ 1.5 Email

Select Email from the left margin. This page is for setting up the forwarding to you of your voice messages and faxes. Additionally, it is for designating your text notification address and enabling faxing from your email.

Enter the email account that you want your voicemail and faxes to go to, in the **Primary Email** Field. E.g. Mike.Smith@Tiscali.co.uk

Enter into the **From E-mail** field any additional email address you may use to **send** faxes utilising your email account. (Your primary e-mail address need not be repeated, you may use any e-mail address).

You may e-mail documents to Pia to send to fax machines. The fax machine number is part of the destination e-mail address. Send the document(s) to faxnumber@piafax.com i.e. (0208343377@piafax.com) Pia recognises who the e-mail is from by the e-mail addresses that are registered with us.

■ 1.6 Outbound Caller ID

Click Caller-ID from the left margin. This section lets you control the out going phone numbers. Those you are calling will see the following using the various service options:

Notification Callbacks: The number the service calls if you have requested to be called when you receive a voice message.

VoiceGrams: The Caller ID used when you send broadcast marketing messages utilising your Phone books.

Placing a Call: The caller ID used when you are calling someone through Pia.

System Number is the generic xxxx.xxxx. number which is used in situations when you do not want anyone recognising your number when calling, but without withholding your Caller ID number so that the call is not rejected by the receiving person's phone that might not accept Caller ID withheld numbers. If anyone rings back this number they will hear a PiaTel announcement.

Custom lets you enter your local Pia number.

Pia Freephone number is your Pia Account number.

Caller's number is the phone number of the device you are calling from.

■ 1.7 Phonebooks

Select Phone Books from the left margin. This page is for creating Phone books. Phone books can be used to call, email or fax groups of people via a single message.

1.7.1 Creating a Phonebook (This can also be created by phone)

Click the **Add** button to create a new phonebooks. All accounts are created with a 02-default phonebook. We recommend not using the default phonebook to send messages as it keeps track of all referrals and is automated.

You may create as many phonebooks as you will need. New phonebooks will start with 021 and continue to 0299. The first part of every phonebook is your Pia number. Select Phonebook to add numbers to (fill).

1.7.2 Adding Numbers

Click the circle in front of the phonebook to which you wish to add numbers. Click the **modify** button. Choose the type of number you wish to add using the pull down box. You may choose to add other Phonebooks, Pia numbers, Telephone numbers (including fax numbers), or email addresses, then click **Add Entry**. Complete the fields presented and click **Add Telephone Numbers**. Repeat step to add additional numbers to this phone book or click **Save Phonebook** to save the changes or additions to your phone book.

1.7.3 Naming Phonebooks

Click the circle in front of the phonebook you wish to modify.

Click the **modify** button.

Delete the code in the "Phonebook Name" box at the top.

Enter the name for this phonebook (i.e. Family, Agents, Main Distribution, etc.)

If the phonebook consists of outside telephone numbers, please choose the default Voicegram setting at the bottom of the page.

If you wish to have the names recorded as well as entered, you will need to access the phonebook via the telephone and record the name for each number.

■ 1.8 Utilities

This page is for sending faxes from your computer and reviewing your Billing and Call Detail reports.

1.8.1 Sending Faxes

This page is for sending faxes from your computer.

Enter the fax number or numbers, separated by commas, that you want to receive your fax into the **Fax Number(s)** box.

To create a cover page enter **Subject** and **Message** information.

You may attach up to five documents by clicking the Browse button and search your computer for the document(s) you want to fax.

Click **Send** to fax documents.

(Alternatively, as a shortcut, you can send a fax directly from your email. See E-Mail section for detail.)

1.8.2 Reports

Select Reports from the left margin of the Utilities Settings. This page is to obtain your call detail and billings information.

Click on the **Call Detail Report** Box.

Enter the **Start Date** and **End Dates** to generate a report for a specific time frame.

There are 3 reports available for your convenience:

- **Summary**
- **Financial Detail**
- **Calling Detail**

Reports are available in two formats - Check the **Spreadsheet Format** box to create an Excel file or if a Print type report is all that is needed, don't tick box.

Finally click **Generate** to create.

1.8.3 Accessing Your Pia Mail Account

Select **Pia Mail** from the black bar at the top of the page.

Click on **Pia Mail** in the title section.

You will need to configure your account the first time you enter your message account.

Press **Continue**.

1.8.3.1 Viewing Messages

From your message screen:

Click on the Subject Line of the message you want to view.

In the lower left corner, click on the **.WAV** file to hear your messages or the **.PDF** file to access your fax message.

1.8.3.2 Deleting Messages

From your message screen. Check the box(s) for the messages or faxes you want to take action on. Then select the Delete buttons in the upper right hand side.

1.8.3.3 Configuring Your POP3 account for Outlook Express

POP3 messages are downloaded directly to, and managed on your local computer. If you change computers, your old messages won't be available to you. Setting up a new POP3 account is usually very easy on most email clients. You will need the following settings to retrieve your PiaMail with POP3:

Email Address: PiaNumber@piatel.com e.g. **02012345678@PiaTel.com**

Incoming (POP3) Server: **mail.Piatel.com**

Account Name: **pia02012345678**

Use the same password as you use on this website or with your Pia Telephone Number.

A note about **Reply –To Addresses**

Many email clients will allow you to set a reply-to address for outgoing email. In almost all cases you should leave this blank. The only reason **reply-to** should be used, is if you want your recipients to send replies to an address other than the one that sent it. This makes the most sense in the case of mailing lists, where you are sending the message to a large list of people, and they should reply to the same lists, and not to you directly.

■ 1.9 Miscellaneous

Select **Miscellaneous** from the left margin. This page is for selecting your primary number and setting your time zone:

If you want your messages and faxes automatically forwarded to another Pia account tick the **Enable Auto-Forwarding box** and enter that Pia number in the **Box** field.

Select **Time Zone** from the drop down menu.
Choose your **language** preference for your outbound calls.

■ 2. How to use PiaTel Services:

Your Pia utilizes many menu's to help you communicate. This section will try to explain the various menus and their functions.

Pia's menu's are based on a pioneering menu system called "Collapsing Menu's". By using this type of menu system, Pia will only offer you or your callers relevant options. For example if you turn off the Follow-Me service, Pia will not offer your callers the option of "Connecting the call", but will continue to offer to take a message.

How to Contact Customer Services

If you have any problems in understanding any function within our Menu's please contact Customer Services by the following:

By Phone : Call any of your PiaTel phone numbers. As soon as you connect and hear the greeting start, simply press Zero & you will be taken to the Customer Service menu.

By Email : Send a message by email to Service@PiaTel.co.uk.

No matter which way you use to contact customer service, please be sure to include your First Name, your Last Name, and your Pia account number.

The Following are the key steps to continue with PiaTel Phone services:

■ 2.1 Accessing Your PiaTel

2.1.1 How to Access your PiaTel

1. Dial your Pia Freephone Number (you should program your phone (s) to call your Pia number automatically in quick dial mode for fast access.)
2. Press the star (*) key
3. Enter your passcode (pin number)
4. Press the hash (#) key

■ 2.2 Make Calls

2.2.1 Make a phone call

1. Access your PiaTel.
2. Press 5 for an outside phone line.
3. Enter the phone number you wish to dial.
4. Wait for PiaTel to dial and connect.

NOTE: To make another call do not hang up, simply press ## and return to Pia. To record call press *7 at any time, *7 to stop recording.

2.2.2 Hold a Conference Call

1. Dial your PiaTel Number.
2. Press 6.
3. Enter Password.
4. Press #.
5. Select Conference Type.
 - >> Press 1 for a Hosted Conference.
 - All conference call charges will be deducted from your **Pia account**.
 - Callers are not required to have PiaTel accounts.
 - >> Press 2 for a Dutch Conference.
 - Each User will pay their portion of the Conference.
 - For this to happen all users must have PiaTel accounts.
6. Wait for Conference Callers

Guest Instructions (Your Callers).

1. Notify Guests of time and date of conference call.
2. Notify Guests to dial your PiaTel Number and press 6.
3. If dutch conference:
 - >> Guest enter's his/her PiaTel Number
 - >> Guest enter's password for his/her PiaTel

Please note:

All conference attendees and the host must dial the same PiaTel number for this conference method. You cannot set the conference up on a local number, and have attendees dial another local number belonging to the host for example.

2.2.3 Activating a Callback

1. Access your PiaTel
2. Press 8 for the Option Menu
3. Press 2 to Activate Callback
4. Enter phone number for Pia to Call.
 - >> Press 1 to Activate Immediately
 - >> Press 2 to Schedule Callback for later date and/or time.
5. Press 9 to exit (Hang up)

NOTE: When callback is made to number given, pick up, press ## to make call.

■ 2.3 Messages**2.3.1 Listen to your messages**

1. Access your PiaTel.
2. Press 1 for the Message Menu.
3. Select message folder.
 - >> Press 1 for New Messages.
 - >> Press 2 for Saved Messages.
4. Listen to message.

During the playback of any message you may:

- >> Press * to rewind 2 seconds.
- >> Press # to fast forward 2 seconds.
- >> Press 0 to pause/unpause.

2.3.2 Message options

After you have listened to a message you can press:

1. Replay message.
2. Save message in Saved Folder.
3. Delete Message.
4. Hear the time and date of message.
5. Save message in New Folder.
6. Forward message.
7. Reply to message.
8. Add sender to a phonebook.
9. Exit to User Menu.

2.3.3 Send a message to another Pia and Phonebook

1. Access your PiaTel.
2. Press 4 for Send Message Menu.
3. Select Message Type.
 - >> Press 1 to send to another PiaTel number or all the numbers listed in a phone book (*02).
 - >> Press 4 to send to selected numbers from a phonebook. You will be given the option to select.
4. Enter PiaTel number or phonebook (*02) number. (Press # after entering number to show you have finished.)
5. Record Message. (Press # to stop recording.)
6. Press 1 to Send.

2.3.4 Send a message to an outside number

1. Access your PiaTel.
2. Press 4 for Send Message Menu.
3. Press 2 to send to an outside number
4. Enter outside telephone Number.
5. Press 1 to accept telephone number or Press 2 to change.
6. Select Voicegram type:
 - >> Press 1 for Private. (Caller must press 1 to accept)
 - >> Press 2 for Open. (VoiceGram will start when recipient answers phone)

7. Record the name of recipient (Press # to stop recording)
8. Record message (press # to stop recording).
9. Verify Name and Message
10. Select Delivery Method
 - >> Press 1 to send immediately
 - >> Press 2 to schedule delivery

2.3.5 To respond to an PiaXpress Paging Number

1. Access your PiaTel
2. Press 3 to Review Call Return Numbers (PiaXpress Paging Menu)
 - >> Press * (star) to Return Call.

Other options are:

- >> Press 1 to Repeat Call Return Number.
- >> Press 2 for Next Call Return Number.
- >> Press 3 to Delete Call Return Number.
- >> Press 4 for time and date.
- >> Press 5 to Save Call Return Number as New.
- >> Press 6 to Respond to Call Return Number.
- >> Press 7 to Forward Call Return Number.
- >> Press 8 to Add Sender to Phonebook.
- >> Press 9 to Exit.

■ 2.4 Faxes

2.4.1 Retrieve your Faxes

1. Access your PiaTel.
2. Press 2 for the Fax Menu.
3. Listen to Fax Document Information.
4. Press * to Retrieve Fax Document.
5. Select Fax Delivery Method.
 - >> Press 1 to fax.
 - >> Press 2 to fax phone.
 - >> Press 3 for email delivery.
6. Repeat for all Fax Document's.

2.4.2 Sending your Faxes (Fax-o-Gram)

1. Access your PiaTel
2. Press 4 for Send Message
3. Press 3 to send a Fax
 - >> Press 1 to confirm calling from a Fax Machine.
Enter Fax telephone number or Pia number (Area Code + telephone number) Verify Number.
4. Press 1 to continue.
 - >> Press 1 to send Immediately,
Press Start Button
 - >> Press 2 to schedule delivery
Enter delivery options,
Press Start Button 5. Press 2 to change Fax recipient.

■ 2.5 Phonebooks (via Phone)

2.5.1 Create a New Phonebook

1. Access your PiaTel.
2. Press 8 for the Option Menu.
3. Press 1 to Use Phonebook (Phonebook Menu).
4. Press 4 to Create Phonebook.
5. Select Phonebook Type.
 - >> Press 1 for On-System Phonebook (other PiaTel numbers).
 - >> Press 2 for Off-System Phonebook (external phone numbers).
6. Record a Name for new phonebook.
7. PiaTel will issue phonebook Number.
8. PiaTel will take to back to the Phonebook Menu.
9. You MUST Modify the new phonebook to add numbers.

2.5.2 Modify Phonebook

1. Access your PiaTel.
2. Press 8 for the Option Menu.
3. Press 1 to Use Phonebook (Phonebook Menu).
4. Select Phonebook To Modify.
 - >> Press 1 to select MAIN Phonebook (*02).
 - >> Press 2 to select a specific phonebook.
(Enter phonebook number.)
 - >> Press 3 to select from a list of phonebooks
PiaTel will list all your phonebooks.
Press 1 to select a phonebook or Press Press 2 to list next
phonebook.
5. Follow prompts to add, delete or edit phonebook numbers.

■ 2.6 Change Options

2.6.1 Re-Record Welcome Greeting

1. Access your PiaTel.
2. Press 8 for the Option Menu.
3. Press 3 to change options.
4. Press 1 to For Change Greeting Menu.
5. Press 2 to Re-Record your Welcome Greeting.
6. Follow Prompts and save New Welcome Greeting.

2.6.2 Change Password

1. Access your PiaTel
2. Press 8 for the Option Menu
3. Press 3 to change options
4. Press 3 again to Enter New Password
5. Confirm New Password

2.6.3 Recover Deleted Messages

1. Press 6 to recover deleted messages.
2. Enter how many hours to retrieve message for (upto 48).
3. Access Your PiaTel.
4. Press 8 for the Option Menu.

■ 2.7 Change Follow-Me/Change Active Greeting

1. Access Your PiaTel
2. Press 6 to select type of change.
3. Press 1 to change Follow Me
 - >> Press 1 to Change 1st Follow Me Number
 - >> Press 2 to Change 2nd Follow Me Number
 - >> Press 3 to Change 3rd Follow Me Number
 - >> Press 9 to Exit
4. Press 2 to Change Active Greeting
 - >> Enter Greeting Number to make "Active"
 - >> Press * (star) to select from a list of all Greetings

■ 2.8 Finance Functions

2.8.1 Hear Balance/Recharge Account

1. Access Your PiaTel
2. Press 7 to review, recharge, or pay.

2.8.2 Virtual Merchant

Your customers access the Virtual Merchant by calling your PiaTel number. When Pia answers, they press the HASH key (#) on your touch-tone telephone, and they are in. Pia will begin the transaction process by asking them for the whole-pound amount of the purchase. From there, Pia will walk you through each step of the transaction, including buyer's name, description of the purchase, shipping address, method of payment, etc.