

## ENTERING YOUR ACCOUNT

### USING YOUR ONEplace NUMBER

1. Call your **ONEplace** number  
\_\_\_\_\_
2. When your greeting begins, press \*
3. When asked, enter your password  
\_\_\_\_\_

### USING YOUR ACCESS NUMBER

1. From your phone, dial \*95 or call the access number  
\_\_\_\_\_
2. When asked, enter your **ONEplace** number  
\_\_\_\_\_
3. When asked, enter your password  
\_\_\_\_\_

## ENTERING YOUR ACCOUNT FOR THE FIRST TIME

The first time you access your account you will be guided through several steps to set up your account.

1. **CREATE A NEW PASSWORD**  
Your password is a number, from 4 digits up to 11 digits, that keeps your account private and secure.
2. **RECORD YOUR NAME:** Your name announcement will be used to help you screen calls. When you answer calls you will be told that the call is for you.
3. **RECORD YOUR PERSONAL GREETING:** This is the greeting your callers will hear when you are available to take calls.
4. **RECORD YOUR UNAVAILABLE GREETING:** This is the greeting your callers will hear when you are unable to take calls, but you want callers to leave you a message.

*"Hi, this is Susan. If you wish to speak with me, stay on the line while my ONEplace service locates me. If you wish to leave a message, press 2 and I will return your call as soon as possible."*

*"Hi, this is Susan. I'm sorry I am unavailable to take your call right now. To leave a message, wait for the tone and I will return your call as soon as possible."*

## TAKING CALLS

Callers who dial your **ONEplace** number may be asked to record their name. When you answer the call on one of your Follow-Me numbers or when you call into your account after being paged, you will hear your caller's name recording. You then have the option to connect to the caller, login to your account or hang up (the caller will be given the option to leave a message).

Many other options exist on the connect/redirect menu. See the diagram on reverse side.

## ACCESSING YOUR ACCOUNT OVER THE INTERNET WITH ONEplace ONLINE

You can also access your **ONEplace** account on any Web connection through **ONEplace** Online. **ONEplace** Online allows you to listen to the messages in your **ONEplace** mailbox right on your computer\*. **ONEplace** Online also lets you forward, save and reply to your messages.

\*Sound card is required.

## TO ACCESS ONEplace ONLINE, FOLLOW THESE STEPS:

1. Go to <http://www.acsalaska.com>
2. Click the **ONEplace** login link located under "ONLINE SERVICES".
3. Enter your username and password.  
User ID \_\_\_\_\_  
Password \_\_\_\_\_
4. To access your messages, click the "Messages" icon on the toolbar on the top left side of the screen.

## PHONE NUMBERS 3 4 FROM THE MAIN MENU

Your **ONEplace** service allows you to have up to three telephone numbers to which your calls are directed; your Primary Number, Follow-Me Number and Second Follow-Me Number. The Primary Number is reserved for the number you can be reached at most frequently. When callers dial your ONE number, all of these numbers you have entered will be called at the same Time.

### PRIMARY NUMBER

The number where you can be reached most of the time should be your Primary Number.

### FOLLOW-ME NUMBER

If you want to be reached at one of two telephone numbers, enter one of the numbers as your Follow-Me Number.

### SECOND FOLLOW-ME NUMBER

If you have three numbers you want to be reached at, you can use the Second Follow-Me Number for the last number.

### PERSONAL FAX NUMBER

If you often retrieve your faxes from the same fax telephone number, enter that telephone number here to make retrieval faster and easier. When retrieving a fax, to print to this number, select the Print on your specified number option.

### PERSONAL OPERATOR

If you want callers to dial [0] to be sent to another phone number, you set that number here.

Some features available only on advanced **ONEplace** accounts. Please contact your ACS representative for details.

# ONEplace



## One call with ONEplace keeps you connected

**ONEplace** provides an easy way for you to manage your communications. Your callers are able to dial a single telephone number to talk to you, leave you a message leave you a fax and page you.



**CALLER**

Calls your **ONEplace** number

**ONEplace**

Based on the settings you choose, **ONEplace** finds you and tells you who's calling

You have the ability to manage your calls and messages anywhere, at any time. Your **ONEplace** account provides voice instructions to help guide you through the steps to take calls, retrieve messages, place calls and change the settings in your account.



**WORK PHONE**



**WIRELESS PHONE**



**HOME PHONE**

You can then choose to take the call, send it to Voice Mail, or forward it to another number. To retrieve all your messages, you can call **ONEplace** from any phone, or you can retrieve your messages at **ONEplace** online.



800.808.8083

907.563.8000

[www.acsalaska.com](http://www.acsalaska.com)

WIRELESS INTERNET LOCAL LONG DISTANCE TELEVISION

## AVAILABILITY 5 FROM THE MAIN MENU

### AVAILABILITY SCHEDULE

ONEplace lets you create a schedule for when you are available during the week. Once the schedule is created, you will press [1] from the Availability Menu to activate it. You can take yourself off schedule by selecting either Available or Unavailable; the system may ask you how long you want to be off schedule before it places you back on schedule.

### DISABLE PHONE NUMBER

When you want to be available, but do not want one of your phone numbers to be called, you can disable it; all other numbers will continue to be called. To have that number used again, you enable it.

## RECORDING 3 3 FROM THE MAIN MENU

### NAME GREETING

Name Greeting is a recording of your name. For example, "Susan Wilson". Your caller introduction will announce calls using your name greeting in case someone else answers your phone.

### UNAVAILABLE GREETING

Your unavailable greeting will play to your callers when you are unavailable, when you have reached the maximum permitted number of calls holding, or when you do not have any Follow-Me and pager numbers defined.

*"Hi, this is Susan. I'm sorry I am unable to take your call right now. To leave me a message, wait for the tone and I will return your call as soon as possible."*

### PERSONAL GREETING

This is the greeting callers will hear when you are available to take calls.

*"Hi, this is Susan. If you wish to speak with me, stay on the line while my ONEplace service locates me. If you wish to leave me a message, press 2 and I will return your call as soon as possible."*

### TEMPORARY GREETING

Record a temporary greeting to provide special information to your callers (i.e. when on vacation). This greeting overrides all other greetings. When you do not want your temporary greeting to play anymore, you must remove it.

