

User Guide
For
HelloVoice User
Fax Infobox



Hellovoice Asia Company Ltd

InfoBox : (User Guide for Fax-Infobox)

1. How to Login

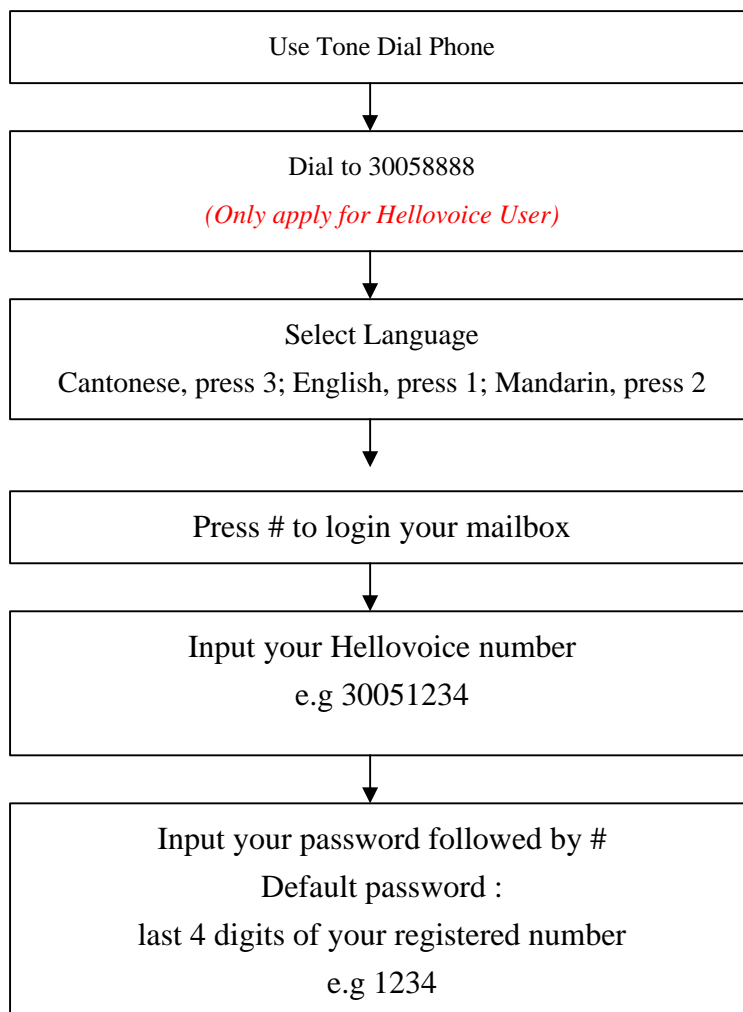
1.1 By Browser

First, please go to HelloVoice web site (www.hellovoice.com) by Internet Explorer and use your HelloVoice number to login.

Mobile # / User Name : 30051234 (Input your HelloVoice number)

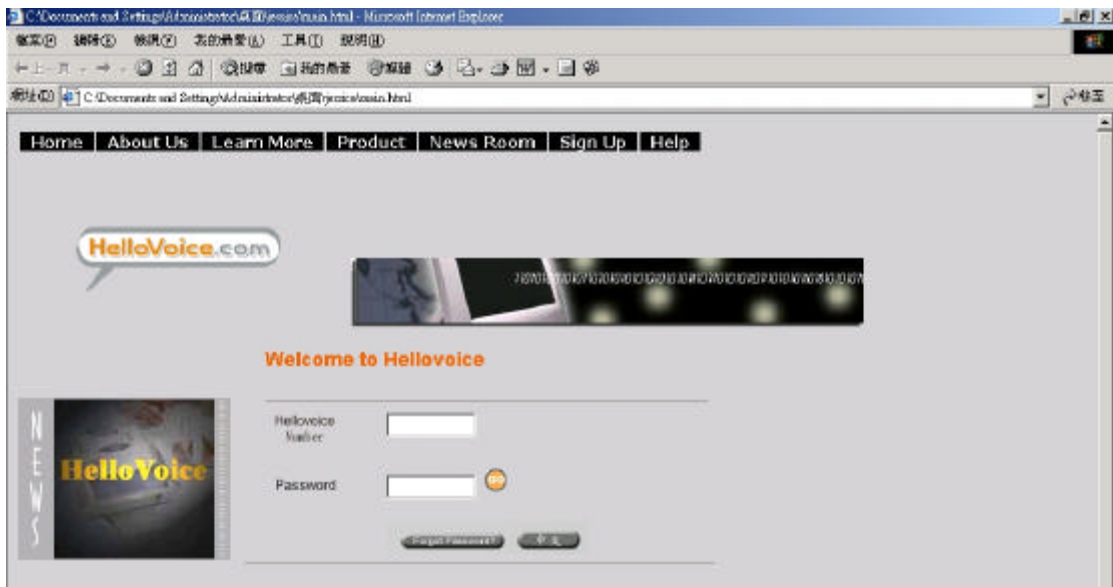
Password : 1234 (Input your password)

1.2 By Telephone

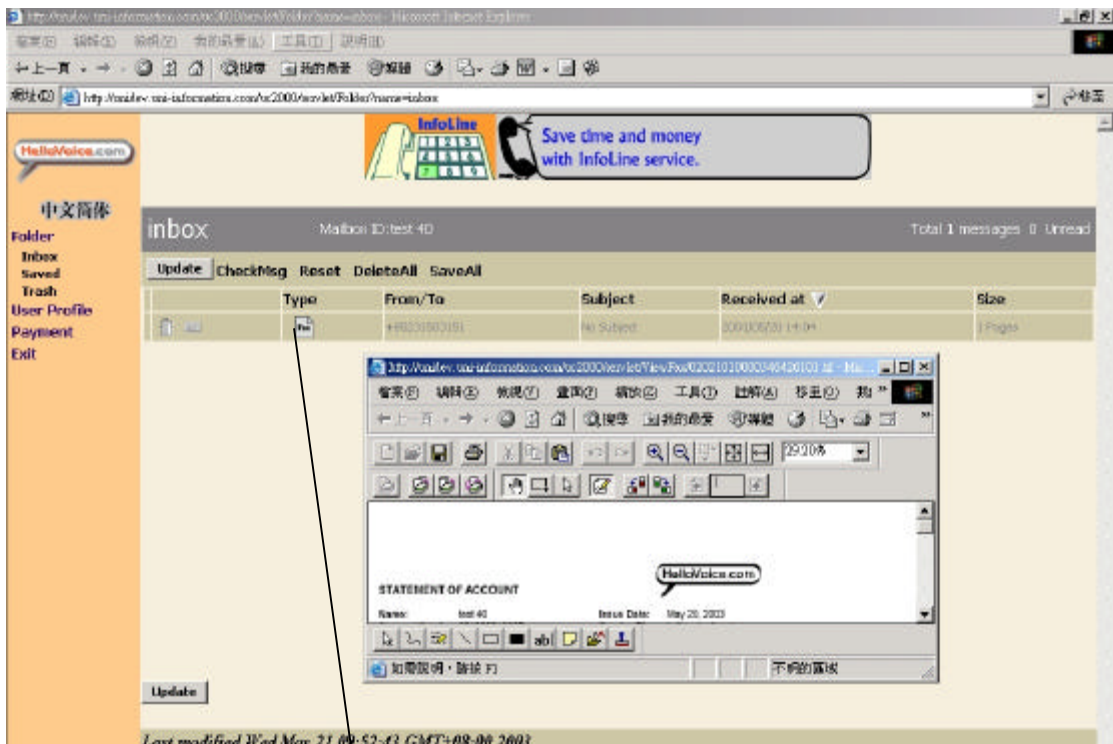



2. How to retrieve Fax Message

2.1 By Browser

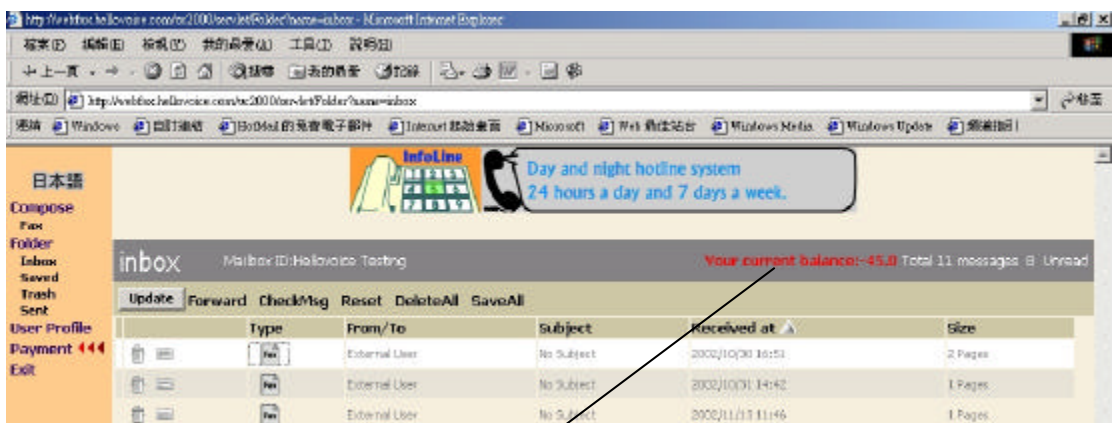


Use your hellovoice number and password to login. After you input password, press “Go”button.



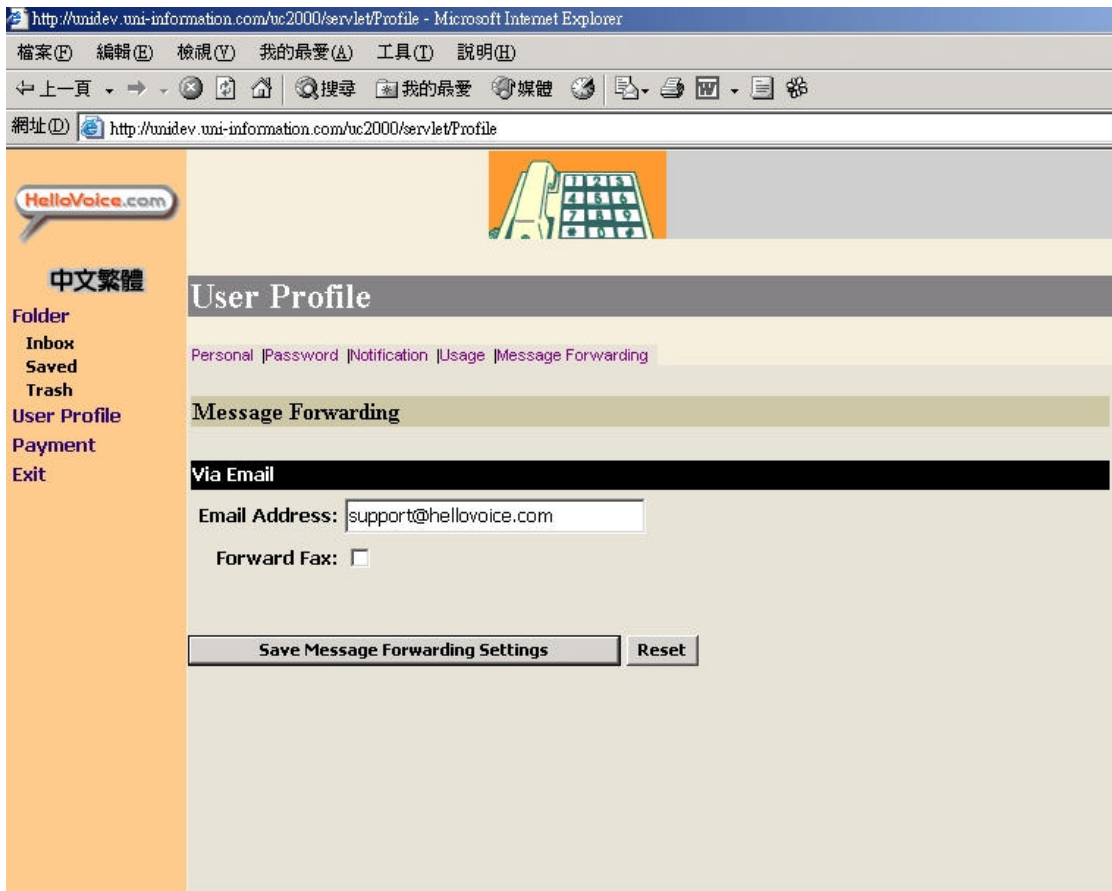
If there is a fax logo in Inbox means you have received a fax message already. Please press  once, then your fax will be opened automatically. The fax (*.tif file) supposes can be opened by the default program of Windows – Imaging.

Why there is a red message on the right hand corner?



If you see there is a “WARNING” message on the top of right hand corner, it means you have owing balance and please settle it ASAP. Otherwise, you may get risk of account suspension.

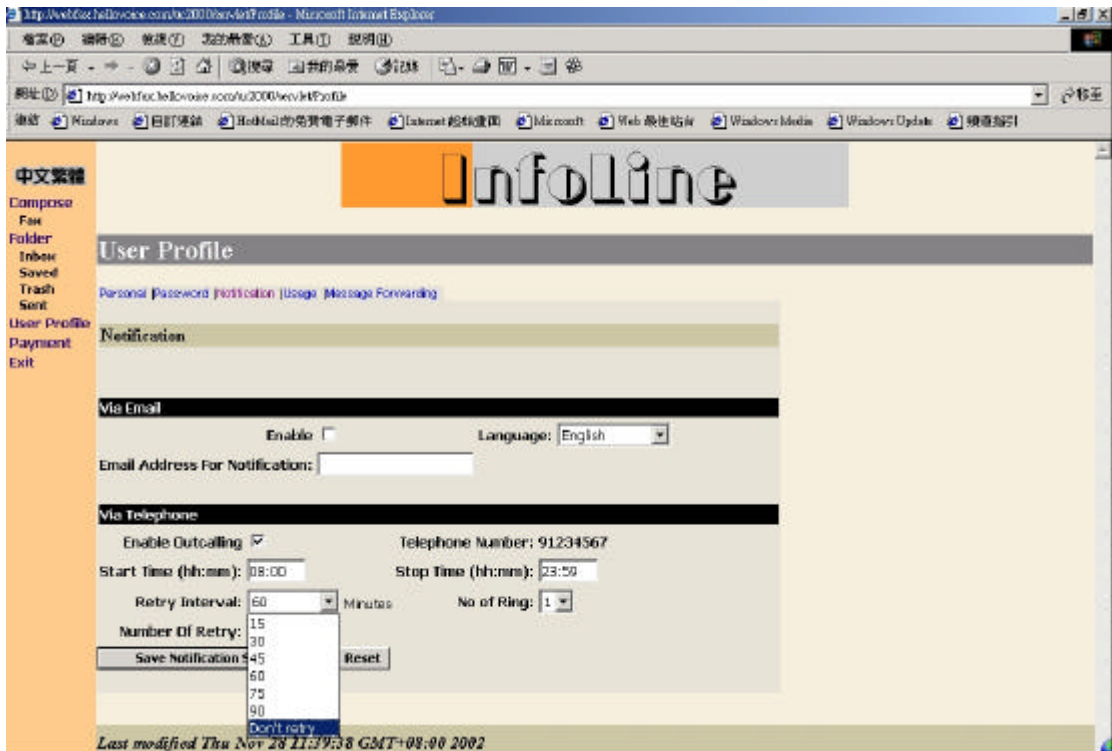
How to set forward message to my external email account?



If you want to set the forward fax to other email account automatically. You just click “User Profile”, and click “Message Forwarding”. Then, you input the Alternate email address you want the message forward to. Please remember to enable the forward function and save the setting is ok.

If you set the forward function, those messages will be deleted automatically and keep in Trash folder within 14 days. Also, you will not have any mobile alert after you set auto forward function.

How to make change of Outcalling to my mobile?







If you want to set the Outcalling function, you just click “**User Profile**”, and click “**Telephone Outcalling**”.


Then, you make change of time setting you want to set and please remember to enable the telephone outcalling function and save the setting is ok.


2.2 Print fax to External fax machine by telephone



You will hear the following message after you login,



 You have <N> fax messages...
To retrieve new fax message, Press 4.
 **Press “4”**

 To retrieve individual fax message, press 1.
To retrieve all fax message, press 2
 **Press “1”**

 To print the fax out, press 1

 **Press “1”**

 If you are using the fax machine now, press 1
 **Press “1”**

 Please press the start button of your fax machine...
 **Press the start button on the fax machine**

Because of Hellovoice has many functions; we cannot talk one by one here.
Please take reference from “Quick User Guide – Fax Plan” for details.

END OF DOCUMENT