



A Simple Guide to Faxline 100

Thank you for registering for PCCW's Faxline 100 package, the communications service that ensures your business gets the most from a fax machine.

For further information, please call our Business Customer Hotline **10088** or fax us on **10033**.

Operation Features

Correct Answerback Setting

Your fax machine's answerback facility needs to be programmed correctly, adopting the following format:

+852 XXXX XXXX or 852 XXXX XXXX

XXXX XXXX indicates your fax number. The plus sign can be omitted if not available on your fax machine.

Please refer to your fax machine's user manual or ask your dealer to explain how to check and, if necessary, amend your answerback facility.

International Access

To make an international fax call, dial 002 followed by the country code, area code (if any) and destination number. Pressing [#] after the destination fax number may speed up connection.

For example:

Location	Fax Number	Dial
New York, USA	(212) 234 5678	002 1 212 234 5678#
Osaka, Japan	(06) 234 5678	002 81 6 234 5678#

Follow Me

Follow Me enables you to forward all incoming fax calls to another number, including your mailbox number. You can activate or cancel Follow Me from any tone-dial phone or fax machine.

How to activate Follow Me using any tone-dial telephone / fax machine

- Press [*] [1] [5] ^
- Follow voice prompts
- Press [1] for English or [3] for Cantonese
- Enter your office fax number
- Enter your password
- Press [1] and enter fax number* to which incoming fax calls are to be forwarded
- Wait for confirmation tone then hang up

How to activate Follow Me from an office fax machine connected to your Faxline 100 number

- Lift your office fax machine handset
- Listen for dial tone
- Press [*] [0] [5]
- Enter the fax number* to which incoming fax calls are to be forwarded
- Press [#] and wait for the fax machine at the distant end to answer. If the line is engaged or non-responsive, repeat the procedure and you will hear a confirmation tone that signals activation.
- Replace the handset

When Follow Me is activated, you will hear a special dial tone on lifting your fax machine handset. An incoming call will prompt a reminder in the form of one short ring on your office fax machine to tell you that Follow Me is being activated. Outgoing fax calls can be made in the normal way.

To forward your faxes to another fax number, you need to clear Follow Me before registering the new number.

How to cancel Follow Me from any tone-dial telephone / fax machine

- Press [*] [1] [5]^
- Follow voice prompts
- Press [1] for English or [3] for Cantonese
- Enter your office fax number
- Enter your password
- Press [2] to cancel Follow Me
- Wait for confirmation tone then hang up

How to cancel Follow Me from your office fax machine connected to your Faxline 100 number

- Lift your fax machine handset
- Listen for special dial tone
- Press [#] [0] [5]
- Listen for confirmation tone
- Replace the handset

Never Busy

Never Busy enables you to intercept incoming fax messages when your line is busy, or re-route calls and store them on PCCW's own system. Never Busy will then redial your line repeatedly until the message can be sent.

Never Busy accepts up to 20 A4 pages a day from any local or overseas source.

To register for the service, please call our Business Customer Hotline **10088**. During registration, you can nominate a second number as a fallback facility in case your primary line is still busy after several attempts.



Block-The-Blocker

Block-The-Blocker enables you to reject faxes from parties who have activated Per Call Blocking or Per Line Blocking. Rejected fax calls will be routed to an announcement advising senders that you do not wish to receive anonymous faxes. The call will then be terminated. Senders must then deactivate Blocking if they wish to contact you.

How to activate / deactivate Block-The-Blocker

- To activate Block-The-Blocker, press [*] [7] [6]
- To deactivate, press [#] [7] [6]

Do-Not-Disturb

Do-Not-Disturb enables you to bar incoming fax calls temporarily. The calling party will hear a Do-Not-Disturb announcement when this feature is activated (only senders with a password assigned by you can bypass Do-Not-Disturb).

How to activate Do-Not-Disturb

- Lift your fax machine handset or press [Dial]
- Listen for dial tone
- Press [*] [0] [1]
- Listen for confirmation tone
- Replace the handset or release [Dial]

When you press the dial button again, you will hear a special dial tone. Outgoing faxes can be made as usual.

How to clear Do-Not-Disturb

- Lift your fax machine handset or press [Dial]
- Listen for special dial tone
- Press [#] [0] [1]
- Listen for confirmation tone
- Replace the handset or release [Dial]

How to change the password

- Lift your fax machine handset or press [Dial]
- Listen for dial tone
- Press [*] [0] [6]
- Enter your password xxxx
- Listen for confirmation tone
- Replace the handset or release [Dial]

Note:

- 0000 is your initial password. All incoming faxes will be blocked after you activate Do-Not-Disturb with 0000. If you want to change this password, follow the procedure above.
- If you activate Follow Me, you cannot activate Do-Not-Disturb



^ To activate or cancel Follow Me from a mobile phone, PABX, Keyline telephone or non-PCCW telephone line, please dial 2626 2626.

* Those who have registered for International Follow Me and wish to forward all incoming faxes to an overseas number, please dial 002 + country code + area code (if any) + destination number.