

# Team Link Messaging Service

Powered By Intelvoices

## Reference Guide v2.9.8

### Customer Service Contact Information

USA Toll Free Phone Number: 1-866-675-7212

Canada Toll Free Phone Number: 1-866-413-3721

Toll Free Fax Number: 1-888-253-9181

Email: [support@goteamlink.com](mailto:support@goteamlink.com)

**(Mailbox Number and Passcode is required when contacting Customer Service)**

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## About Team Link Voice Messaging Service

Team Link is a voice messaging and communication service specifically designed for WFG members and its clients, allowing users to communicate with clients and other associates efficiently.

Team Link also provides the following enhanced services:

1. Toll Free Team Link voicemail service (U.S. or Canada):
  - Nationwide Toll Free Number for your clients to call you without toll charge
  - Check your message anywhere in U.S. or Canada using any phone without toll charge.
2. Email/SMS message notification
  - Instant message notification through email or SMS (cell phone text messaging service required) when new message arrives.
3. Voice message notification
  - Message notification through a phone call to a subscriber's designated phone number when new message arrives; and the system will play back the message on subscriber answers the phone.
4. Find-Me/Follow-me
  - Team Link number (local phone number or toll free) is setup to forward to a subscriber's designated phone number, so subscriber can answer the phone call when associate or client calls Team Link number, or let caller leave message to the Team Link mailbox.
5. Branch Office Message Line
  - For offices to setup non-business hour phone calls to be routed to each agent's Team Link mailbox directly.
6. WebFax/Fax-to-Email
  - Send and receive faxes via email and web portal.
  - Toll Free or Local Number available.
7. Internet (VoIP) Phone Service
  - Unlimited calls to U.S., Canada, and 10+ selected countries
  - Free Soft-phone software application for users to use the service anywhere in the world where Internet is available.
  - Phone adapter or IP phone available for purchase.

Please contact [info@goteamlink.com](mailto:info@goteamlink.com) for more details.

## Getting Started

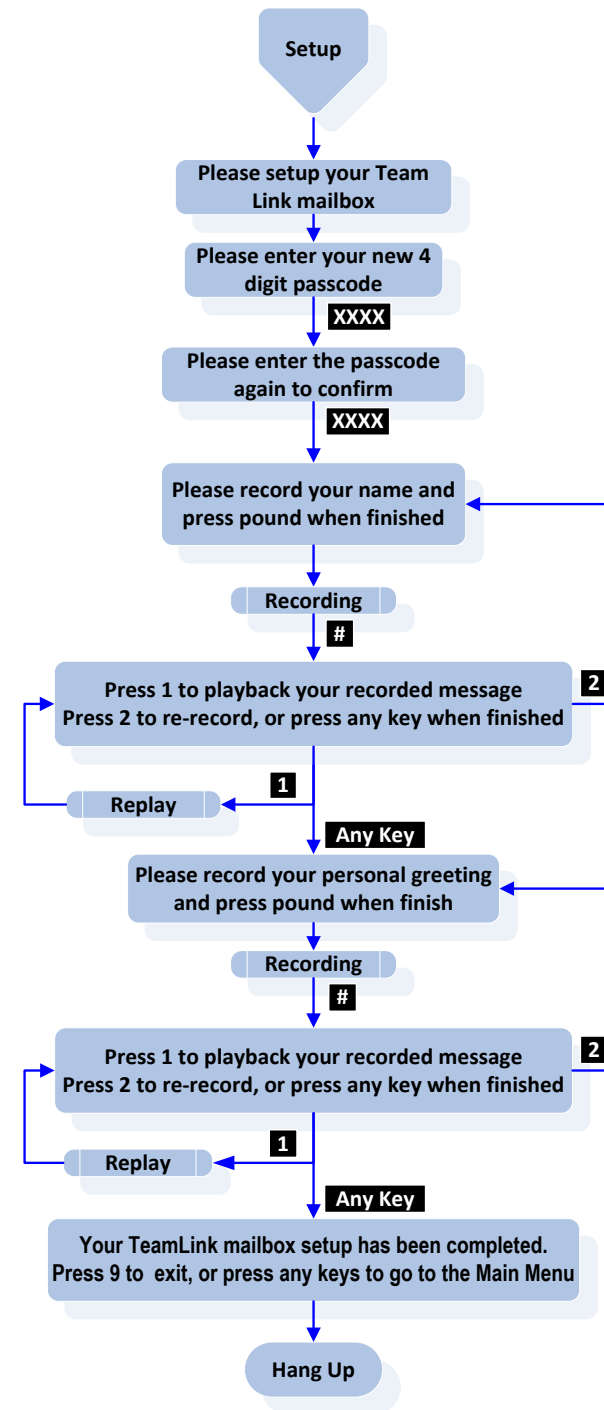
Welcome to Team Link Voice Messaging Service. This guide will help you quickly get started using your new service.

### Setting Up Your Voice mailbox

You have been assigned a Team Link voicemail number and a 4-digit default passcode. Both of these numbers are required to set up your voice mailbox.

1. Dial your local mailbox number (the phone number assigned to you)
2. Press the \* (star) key to interrupt the greeting
3. Enter 4-digit default passcode and follow the system prompts to set up your mailbox
4. A welcome message will greet you during your set up, you will
  - Set a new passcode
  - Record your name
  - Record a greeting for callers
5. Follow the prompts as they are given. (When you have completed recording a greeting or name, press # key to stop recording. Press the keypad buttons as the system instructs you.)

**NOTE:** You must complete the initial setup process or your mailbox will reset to its original passcode and all recording will be lost.



## Using Voice Messaging

### Accessing Your Account – Main Menu Options

To access your account, dial your Team Link number and press \* to interrupt the greeting and enter your passcode. Every time you access your account you will hear a summary of the number of un-played and saved messages in your mailbox. Once your mailbox is full, messages cannot be delivered. We recommend you check your messages often and discard any that you can to avoid missing important calls.

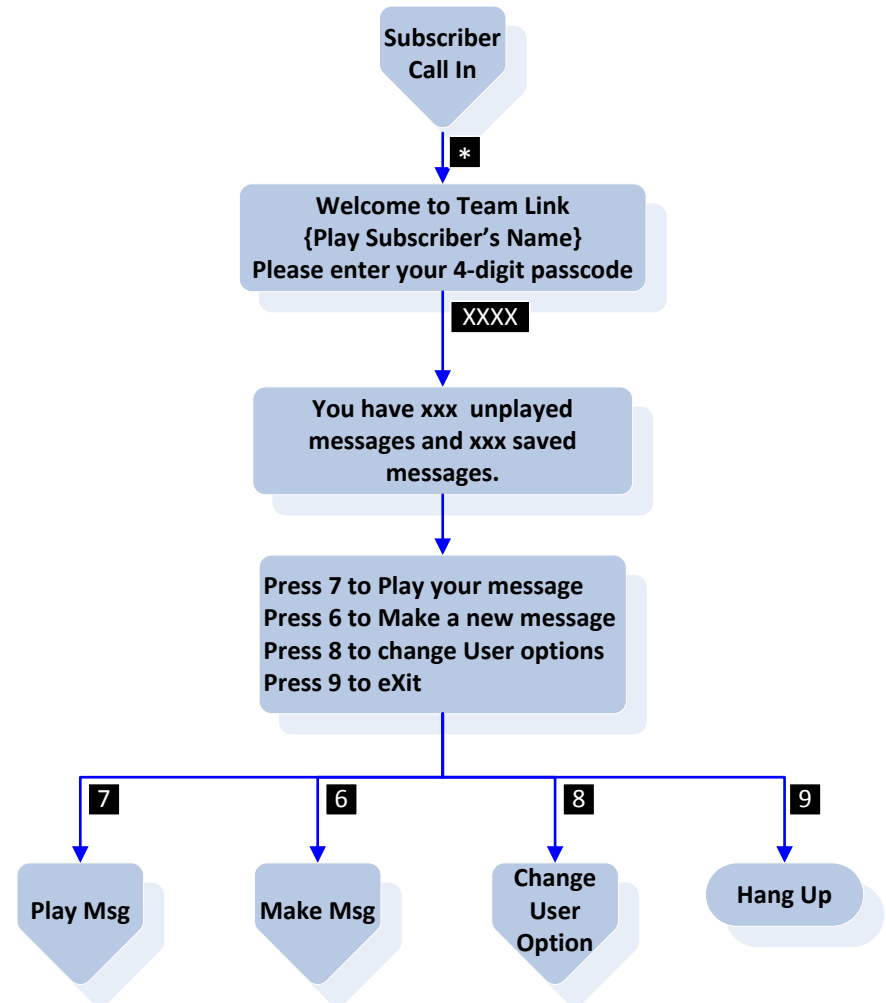
At the Main Menu, you have four options:

Press **7** (PQRS) (P) to **Play** your first message

Press **6** (MNO) (M) to **Make** a new message

Press **8** (TUV) (U) to change **User** options

Press **9** (WXYZ) (X) to **eXit** the system



## To Play a Message

### To Play (Listen) to Your Messages

Press **7** PQRS to Play your first message (Press **#** to skip the date/time stamp and play the first message immediately. )

### After (or While) Listening to Your Messages

Press **7** PQRS to Play the current message again

Press **2** ABC to record an Answer to the Team Link User who sent the message

Press **4** GHI to Give (Forward) the message to another Team Link User or distribution list

Press **5** JKL to Keep (Save) the current message

Press **5** JKL **7** PQRS to Keep the current message and play the next new message

Press **5** JKL **6** MNO to Keep the current message and Make a new message

Press **5** JKL **8** TUV to Keep the current message and go to User Options.

Press **5** JKL **9** WXYZ to Keep the current message and eXit the system.

Press **3** DEF to Discard (Delete) the current message (you can Press **\*** immediately to retrieve the deleted message)

Press **3** DEF **7** PQRS to Discard the current message and the next new message.

Press **3** DEF **6** MNO to Discard the current message and Make a new message.

Press **3** DEF **8** TUV to Discard the current message and go to User Options.

Press **3** DEF **9** WXYZ to Discard the current message and eXit the system.

Press **8** TUV to Skip the current message and move to the first message.

Press **8** TUV **4** GHI to play the time stamp of the message

Press **8** TUV **#** to go to the Next message

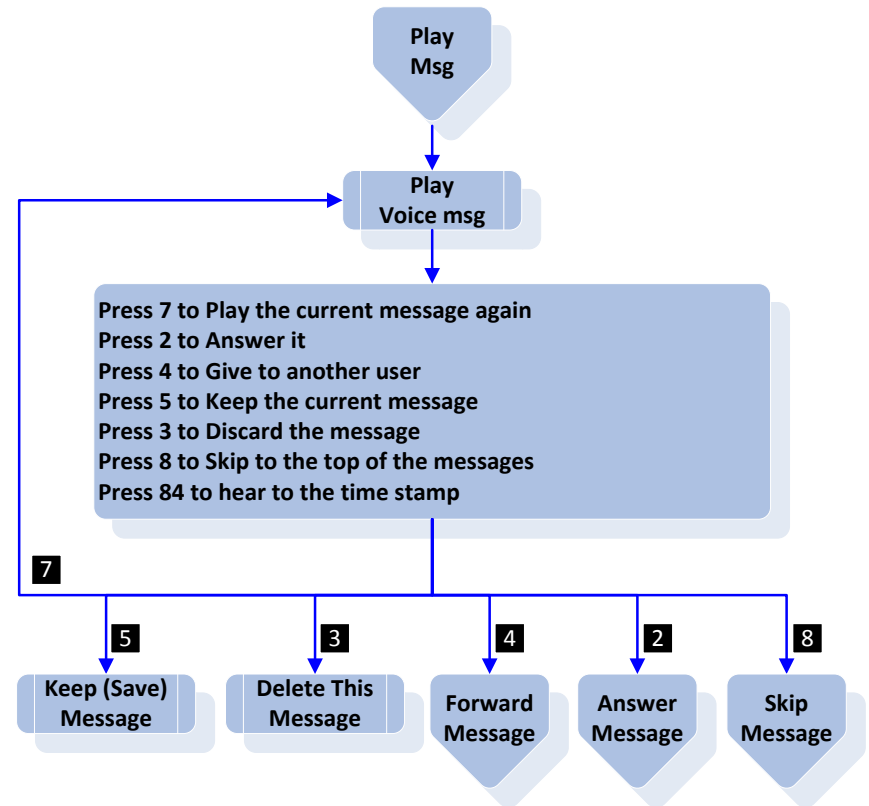
\* Message remains as “un-played” if it is not acted on.

## At Any Time While Playing a Message, You Can

Press **1** to pause the message (press any key to resume)

Press **\*** to rewind three seconds within the message

Press **#** to fast forward three seconds within the message



## To Answer a Message

To Answer (Reply) a message to the user who sent you the message.

1. Press **7** PQRS to Play your message
2. Press **2** ABC to Answer
3. Record your answer

## After Recording Your Answer, You Can

Press **7** PQRS to Review your answer before sending it

Press **3** DEF to Discard your answer and re-record

Press **3** DEF **9** WXYZ to eXit the system if you change your mind about sending the message.

Press **6** MNO to access Message addressing options

Press **9** WXYZ to send your message

Press **9** WXYZ **\*** to send your message and add additional mailbox to the message

Press **9** WXYZ **7** PQRS to send your message and Play the next message

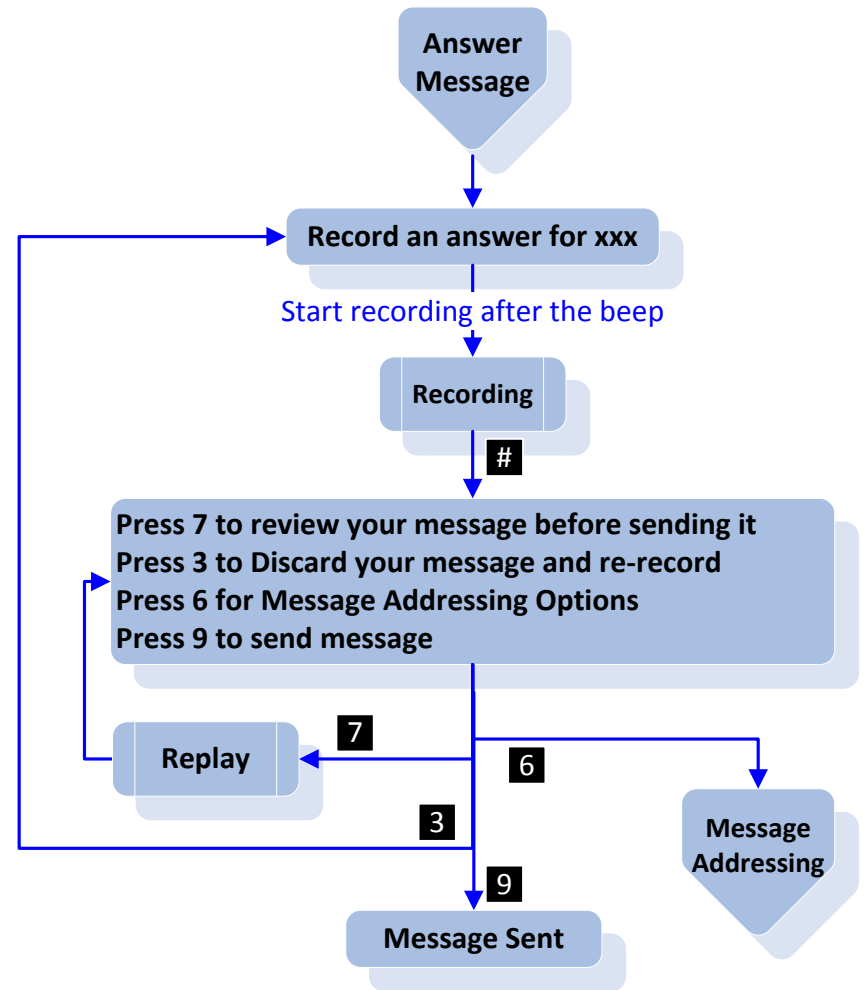
Press **9** WXYZ **6** MNO to send your message and Make a new message

Press **9** WXYZ **8** TUV to send your message and go to User Options

Press **9** WXYZ **#** to send your message and return to the current message

Press **9** WXYZ **#** **3** DEF to send your message and Discard the current message.

Press **9** WXYZ **9** WXYZ to send your message and eXit the system



## To Forward a Message

### To Forward (Give) a Message to Another User

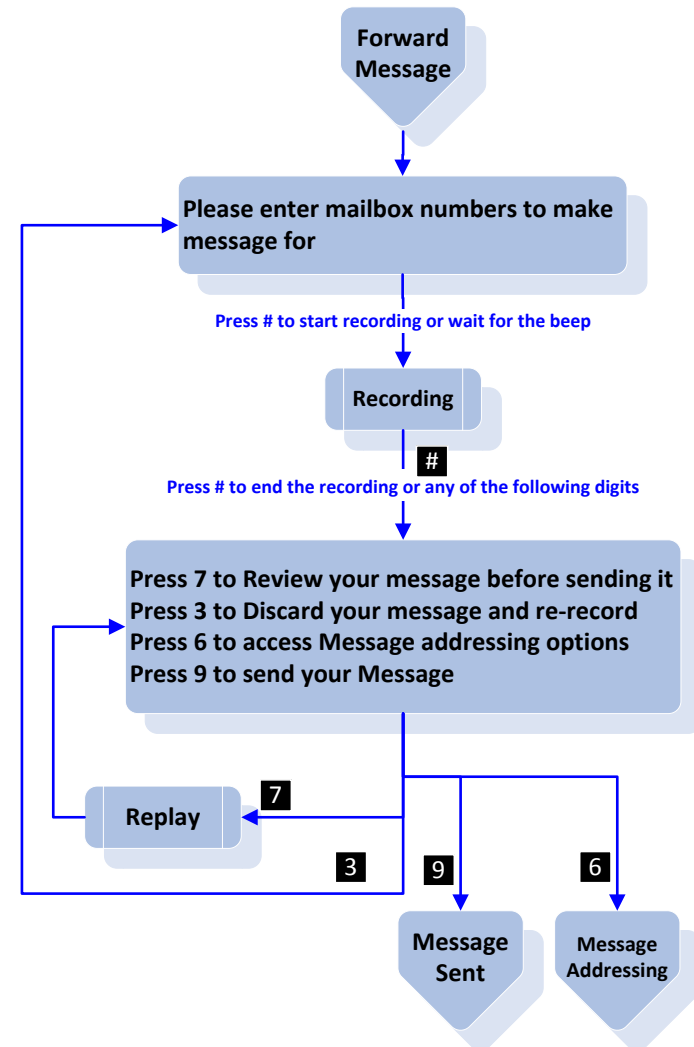
1. Press **7** PQRS to Play the message
2. Press **4** GHI to Give (Forward) the message to another Team Link User or distribution list number
3. Enter the 10 digit mailbox number and/or the 2 digit distribution list number which you are sending the message. You can enter additional mailbox/distribution list right after you hear the nametag, and repeat this process to add more mailboxes/distribution list you want to send the message to.
4. Press **\*** to discard the mailbox number you just entered and re-enter another mailbox number.
5. You can press **#** after you hear the nametag of the mailbox to start recording or you can wait until the system prompts you to start recording.

(Short-cut: if you're forwarding a message to only 1 mailbox or 1 distribution list, you can press **#** right after the mailbox number/distribution list number, you'll hear a "beep" to start recording without having to listen to the prompt)

### After (or while) Recording Your Message, You Can

- Press **7** PQRS to Review your message before sending it
- Press **3** DEF to Discard your message and record over
- Press **3** DEF **9** WXYZ to eXit the system if you change your mind about sending the message.
- Press **6** MNO to Message Addressing option
- Press **9** WXYZ to send your message
- Press **9** WXYZ **\*** to send your message and add additional mailbox to the message

- Press **9** WXYZ **7** PQRS to send your message and Play the next message
- Press **9** WXYZ **6** MNO to send your message and Make a new message
- Press **9** WXYZ **8** TUV to send your message and go to User Options
- Press **9** WXYZ **#** to send your message and return to the current message
- Press **9** WXYZ **#** **3** DEF to send your message and Discard the current message.
- Press **9** WXYZ **9** WXYZ to send your message and eXit the system



## To Make a Message

### To Make (Create and Send) a new message

1. Press **6** MNO to **M**ake a message
2. Enter the 10 digit mailbox number and/or the 2 digit distribution list number which you are sending the message. You can enter additional mailbox/distribution list right after you hear the nametag, and repeat this process to add more mailboxes/distribution list you want to send the message to.
3. Press **\*** to discard the mailbox number you just entered and re-enter another mailbox number.
4. You can press **#** after you hear the nametag of the mailbox to start recording or you can wait until the system prompts you to start recording.

**Note:** enter 99 to send message to ALL users in your group

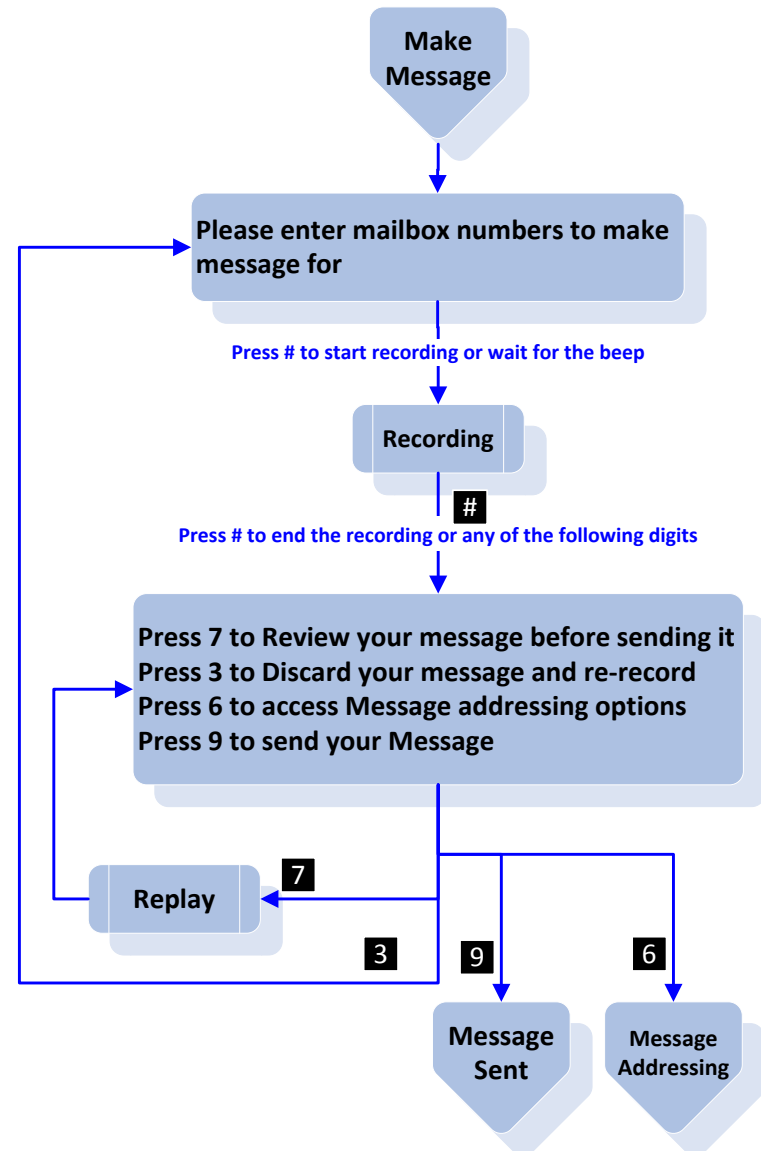
(Short-cut: if you're making a message to only 1 mailbox or 1 personal distribution list, you can press **#** right after the mailbox number/distribution list number, you'll hear a "beep" to start recording without having to listen to the prompt)

### After Recording Your Message, You Can

- Press **7** PQRS to **R**eview your message before sending it
- Press **3** DEF to **D**iscard your message and record over
- Press **3** DEF **9** WXYZ to **eX**it the system if you change your mind about sending the message.
- Press **6** MNO to **M**essage Addressing option
- Press **9** WXYZ to **s**end your message
- Press **9** WXYZ **\*** to **s**end your message and add additional mailbox to the message
- Press **9** WXYZ **7** PQRS to **s**end your message and go to **P**lay message menu
- Press **9** WXYZ **6** MNO to **s**end your message and **M**ake a new message

Press **9** WXYZ **8** TUV to send your message and go to **U**ser Options

Press **9** WXYZ **9** WXYZ to send your message and **eX**it the system





## Message Addressing Options

### Message Addressing Options

These features can be used anytime you **M**ake, **G**ive or **A**nswer a message.

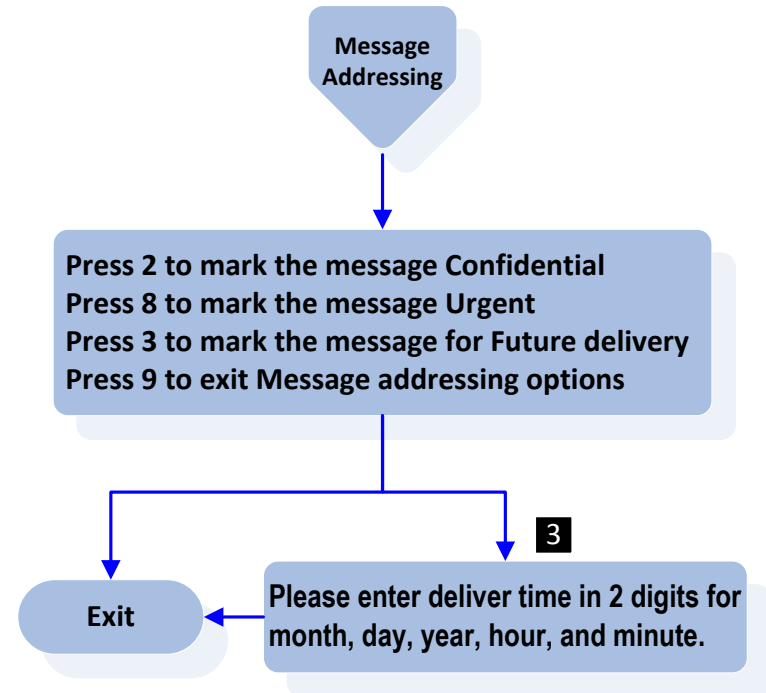
#### After Recording Your Message

Press **6** MNO for **M**essage addressing options

Press **2** ABC to mark the message **C**onfidential  
(recipient can answer your message but cannot give to anyone else)

Press **8** TUV to mark the message **U**rgent (message will be identified as urgent and placed in a special message group that is played first)

Press **3** DEF to mark the message for **F**uture delivery  
(you can schedule a message for up to sixty days in the future)



## User Options

### User Options

Press **8** TUV for **U**ser options

### You Have the Following Options

Press **4** GHI to change your **G**reeting (outside callers hear this)

Press **6** MNO to change your **N**ame (Team Link Users will hear this when messaging from their mailboxes)

Press **7**  PQRS to change your **P**asscode (four digits)

Press **5** JKL to create or modify a Personal Distribution List

Press **2** ABC to change Message Delivery schedule options  
(allows you to audit messages that have been flagged for future delivery)

### To Change Your Greeting or Name

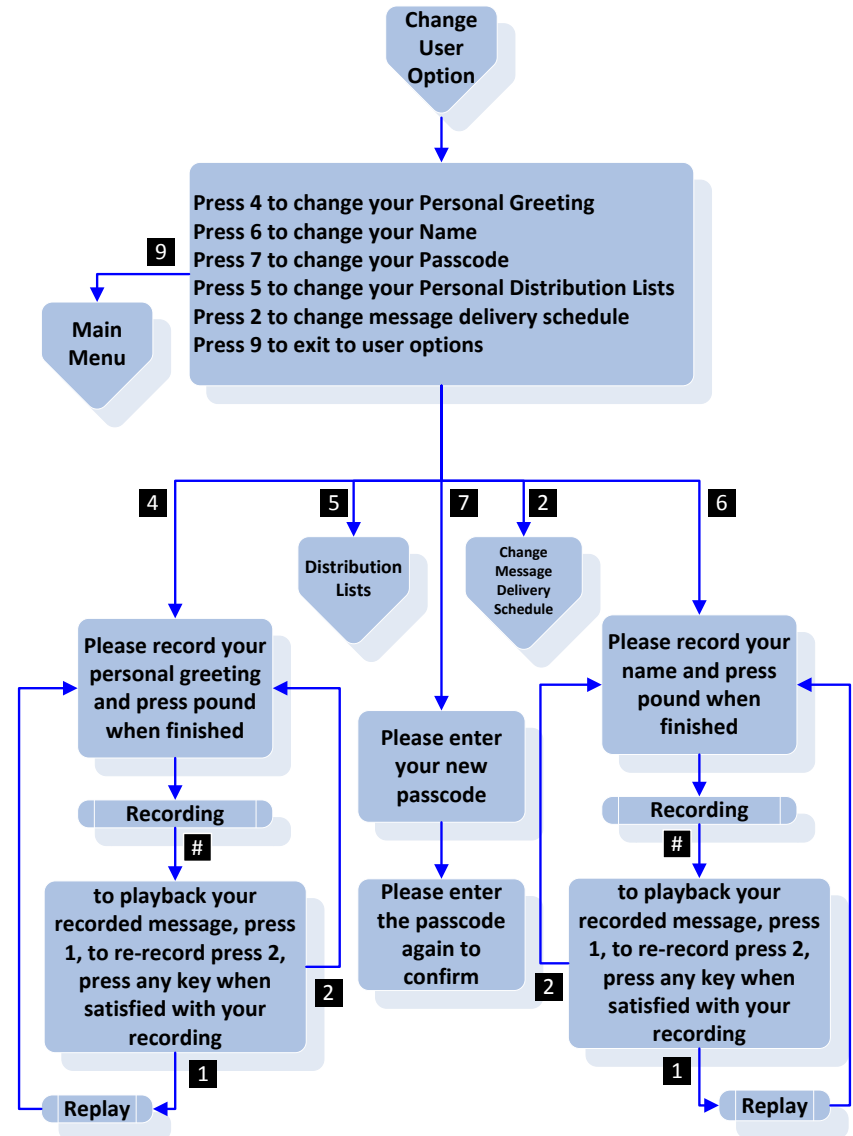
Press **8** TUV for **U**ser options

Press **4** GHI to **R**ecord your new greeting or **6** MNO to **R**ecord your name

Press **1** to **R**eview your recording

Press **2** ABC to **D**iscard it and re-record

Press any key to save your recording and **eX**it to the main menu



## Message Delivery Schedule

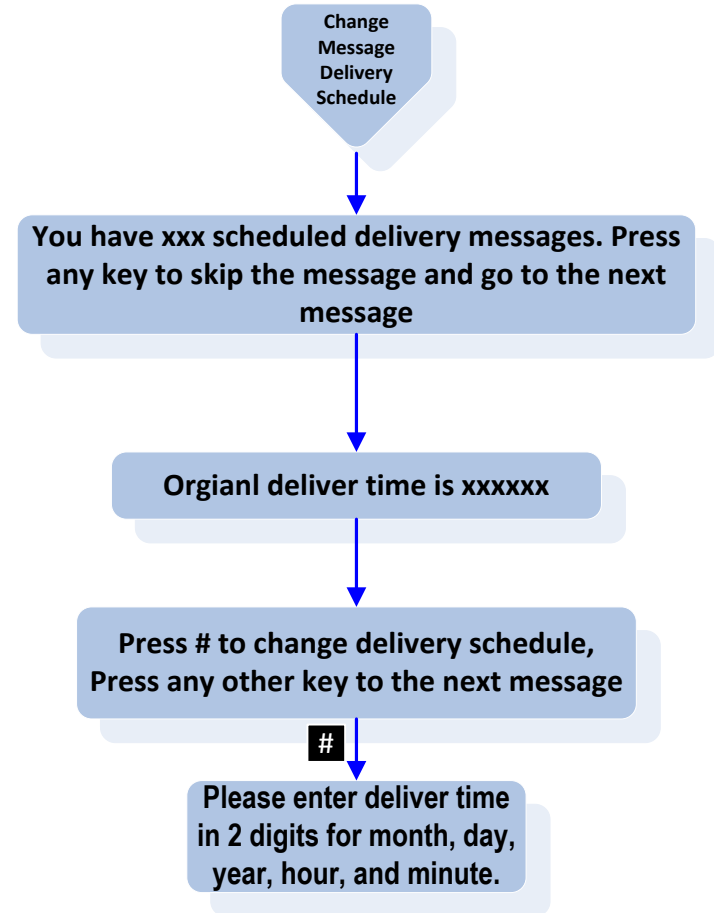
### Change Message Delivery Schedule

Press **8** TUV for **U**ser options

Press **2** ABC to Change your message delivery schedule

Listen to the messages that are scheduled for future delivery, you can press any key to skip and go to the next message.

Press **#** to change the delivery schedule, and enter the new delivery date/time in mmddyyhhmm format. *(Example: to deliver the message at 3:30pm on Jan 10, 2008, you'll enter 0110081530)*



## Distribution Lists

### To Create/Delete Personal Distribution Lists

There are two types of Distribution Lists:

1. A Personal Distribution list allows a messaging user to broadcast the same message to many other users simultaneously. Each distribution list can include up to 500 members.

2. A Group Distribution list (91 ~ 99) is pre-defined by Administrator; a messaging user can broadcast the same message to other Groups simultaneously depending on the level of service. Contact WFG about your permitted broadcasting level.

### To Create or Modify a Personal Distribution List

1. Press **8** for User options

2. Press **5** to create or modify a distribution List

3. Enter a 2 digits Personal Distribution list number. Lists can be numbered 01-90 depending on your level of service.

Press **2** to Add a new member

Press **3** to Drop a member

Press **4** to Remove the current distribution list

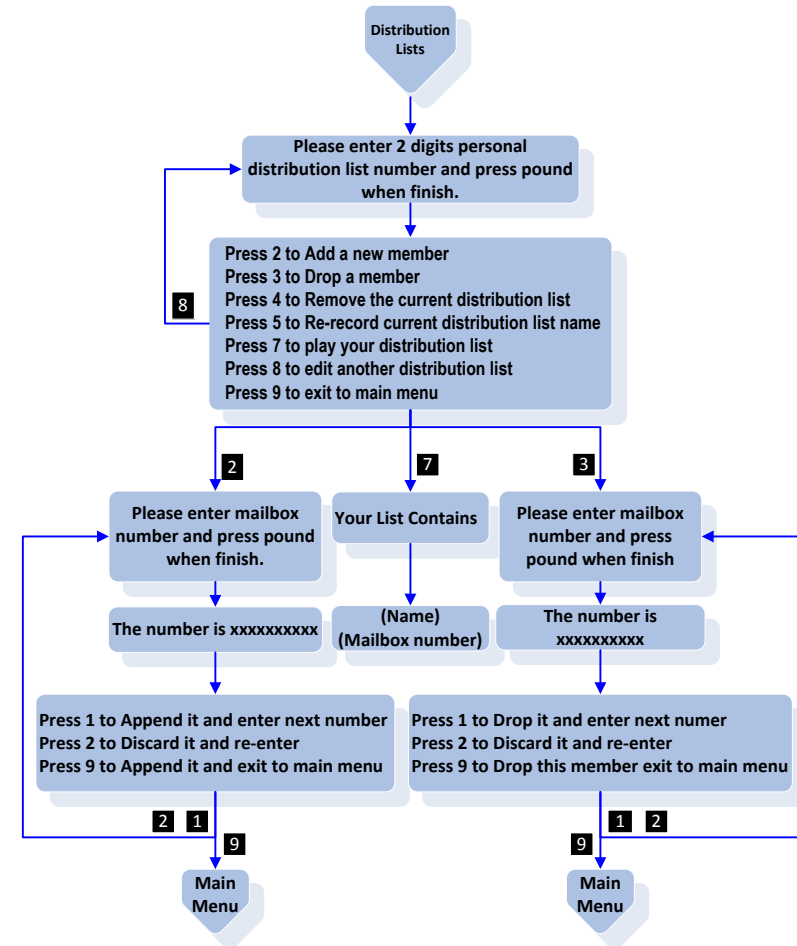
Press **5** to Re-record the current distribution list name

Press **7** to Play your distribution list

Press **8** to Edit another distribution list

Press **9** to save your changes and eXit to the main menu

*We strongly recommend that you access Team Link User Portal on the web at <http://portal.goteamlink.com> to create your distribution list on-line, to save you time and more accurately; after creating distribution list on the web, you can access your Team Link mailbox again to record the name for each distribution list; refer to "User Web Portal" section on this manual for more detail.*



## FAQ

### Q 1. What is the capacity of my voicemail box?

Each message is limited to 2 minutes; each voice mailbox is limited to 300 messages to be stored for 30 days. (no limitation on the number of outgoing messages)

### Q 2. How many people can call my voicemail box and leave message at the same time?

Each voicemail box is limited to 4 simultaneous phone calls.

### Q 3. Do I own the phone number assigned to my voicemail box?

No, the phone number is owned by the service provider.

### Q 4. How long will the system keep the messages I made or broadcasted?

The system will store up to 300 messages user recorded or broadcasted for 30 days; but user can access the web portal at <http://portal.goteamlink.com> to select the messages to be stored in the system permanently until user deletes the messages.

### Q 5. Can I re-broadcast a message?

Yes, user can access Team Link User Portal on the web at <http://portal.goteamlink.com> to re-broadcast messages to selected mailboxes or groups. Refer to page 15 for more detail on how to use Team Link User Portal.

### Q 6. How many Personal Distribution Group can I create? And how many mailboxes can I add into each Group?

90 groups, from 00~89; you can add up to 500 mailboxes in each group.

### Q 7. The system doesn't accept my entry for the message delivery schedule or re-schedule.

Make sure you enter in the correct format of the delivery schedule, it should be mmddyyhhmm; for example, to deliver a message at 3:30pm on Jan 10, 2008, you'll enter 0110081530.

## Short Cuts

Call your Team Link Number, and use the following short cuts to get to the right spot for you immediately:

CODE = 4-digit passcode

DL = 2-digit Personal Distribution List Number

MAILBOX = 10-digit mailbox number

Play Message:

\* CODE 7 PQRS

Make Message:

\* CODE 6 MNO

Change Personal Greeting:

\* CODE 8 4 TUV GH

Change Your Name:

\* CODE 8 6 TUV MNO

Change Your Passcode:

\* CODE 8 7 TUV PQRS

Change Message Delivery Schedule:

\* CODE 8 2 TUV ABC

Play your Personal Distribution List:

\* CODE 8 5 DL 7 TUV JKL PQRS

Add a new number to Personal Distribution List:

\* CODE 8 5 DL 2 MAILBOX TUV JKL ABC

Delete a number from Personal Distribution List:

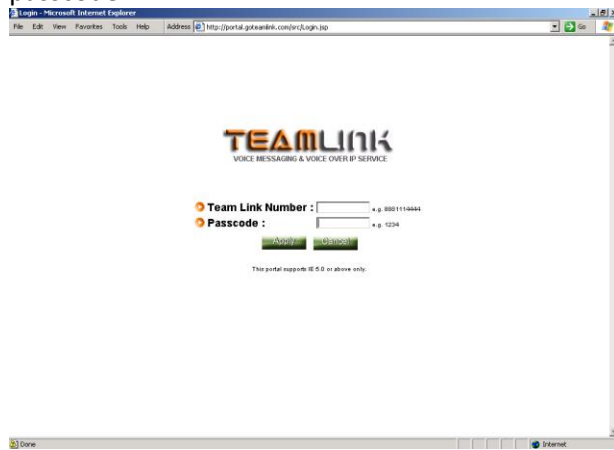
\* CODE 8 5 DL 3 MAILBOX TUV JKL DEF



## User Web Portal

Team Link users can access the user web portal at <http://portal.goteamlink.com> to manage the mailbox and distribution list on-line.

Enter 10-digit Team Link number (numbers only, no space) and 4-digit passcode



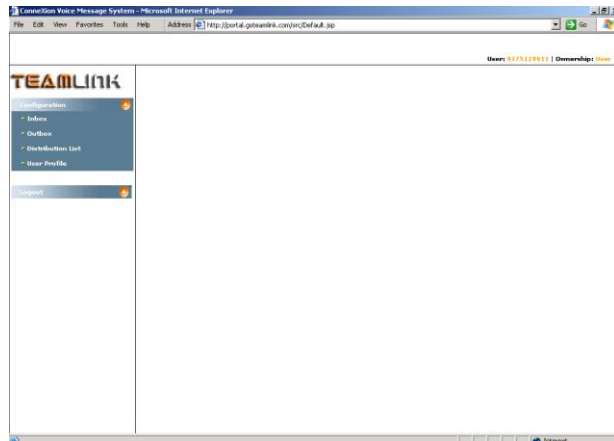
Once logged in, click on the “Configuration” on the left to show the following 4 options:

**User Profile**

**Distribution List**

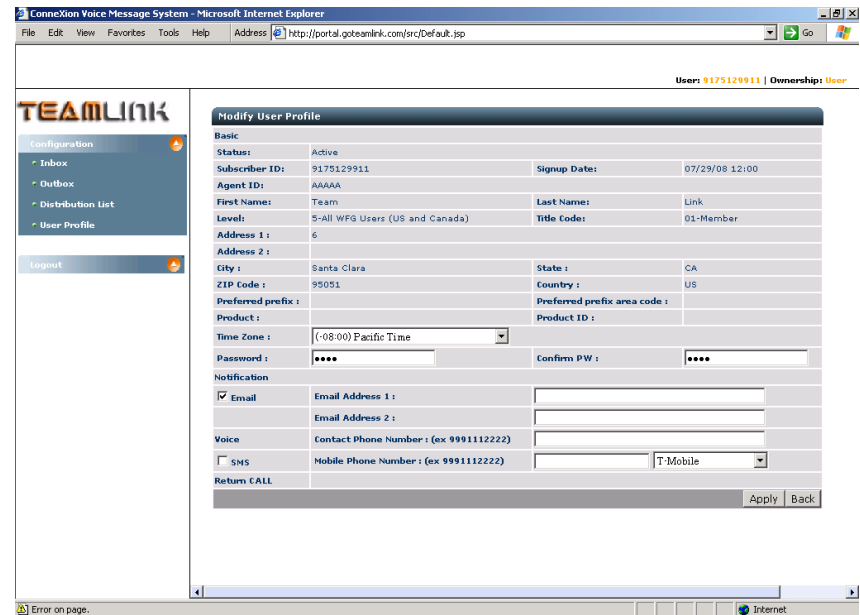
**In Box**

**Out box**



## User Profile:

Click on the **User Profile** to show user's information

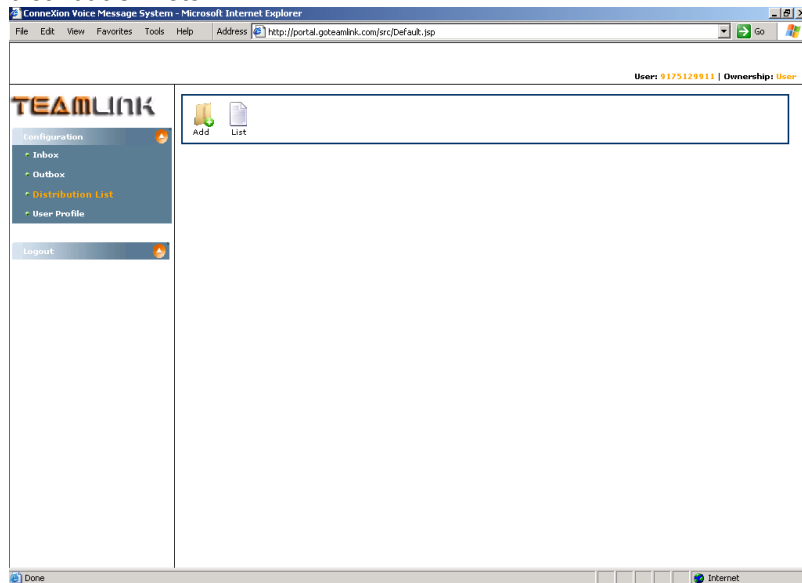


User can change the Time Zone, Passcode, Email Addresses, Contact Phone Number, and Mobile Phone Number.

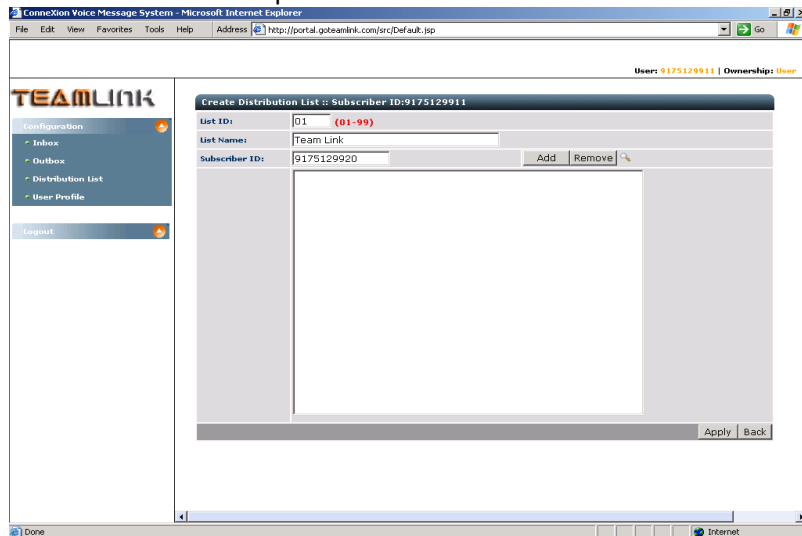
User may also enable/disable the message notification by checking or uncheck  **Email**  **SMS** boxes.

## Distribution List:

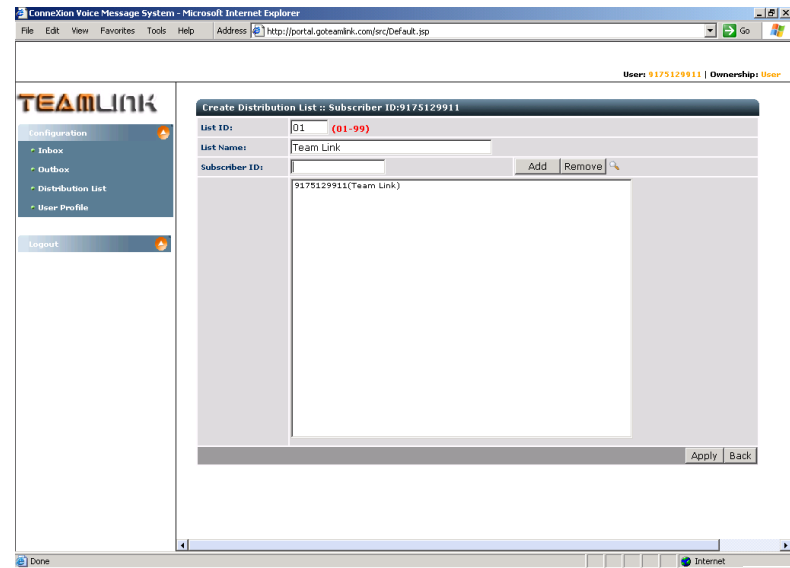
Click on **Distribution List** to create, modify, or delete personal distribution lists:



Click on **Add** to create personal distribution lists:



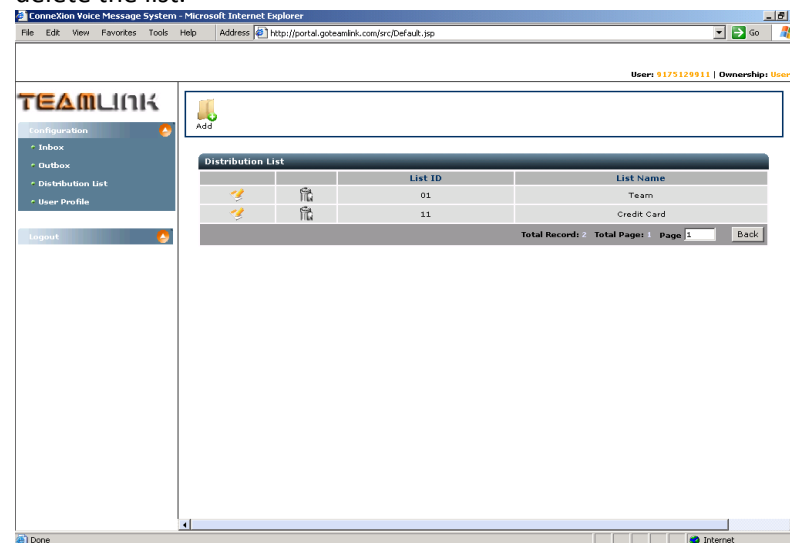
Enter 2-digit List ID (from 00 ~ 89), List Name, and Subscription ID (10-digit Team Link number), then click "Add":



Enter another Team Link number in "Subscriber ID" and click **Add** to add more members to the same distribution list. Once all the members' Team Link numbers have been entered, click on **Apply** to complete the creation of the personal distribution list.


To review the personal distribution list, click on **Distribution List** and

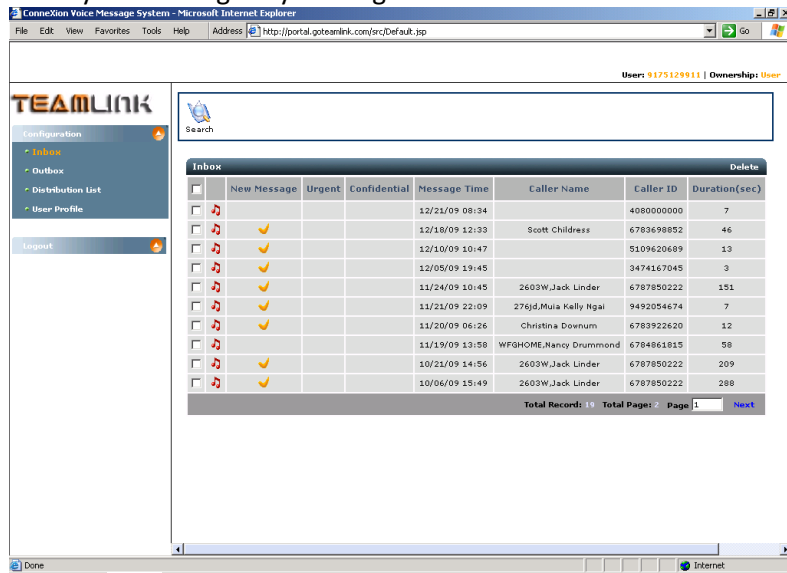
click on **List** and then click on **Show** to show the list, or click on **Delete** to delete the list.






## In Box:

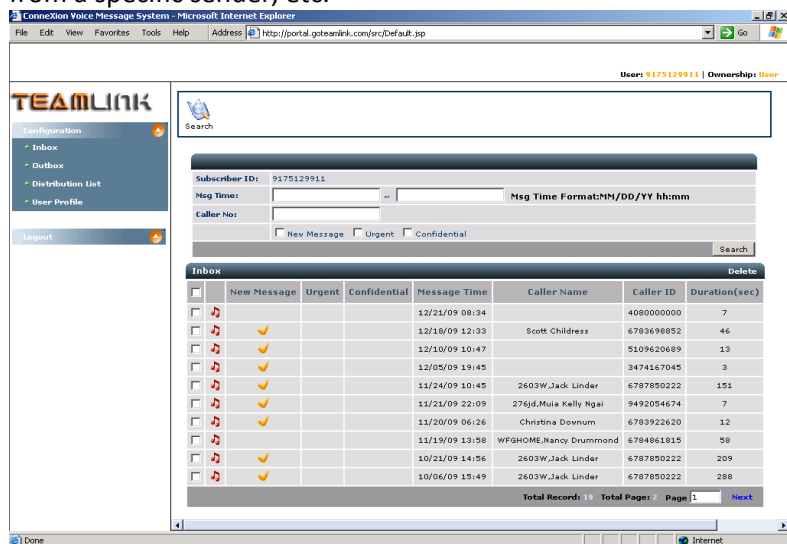
Click on **Inbox** to list the log of the received messages. You may also listen your messages by clicking .



The screenshot shows the TEAMLINK In Box interface. On the left is a navigation menu with options: Configuration, Inbox, Outbox, Distribution List, and User Profile. The main area displays a table of received messages with columns for checkboxes, New Message, Urgent, Confidential, Message Time, Caller Name, Caller ID, and Duration(sec). A 'Delete' button is in the top right of the table. Below the table, it shows 'Total Records: 11', 'Total Page: 1', and 'Page 1' with a 'Next' button.

<input type="checkbox"/>	New Message	Urgent	Confidential	Message Time	Caller Name	Caller ID	Duration(sec)	Delete
<input type="checkbox"/>				12/21/09 08:34		4080000000	7	
<input type="checkbox"/>				12/18/09 12:33	Scott Childress	6783698852	46	
<input type="checkbox"/>				12/10/09 10:47		5109620689	13	
<input type="checkbox"/>				12/05/09 19:45		3474167045	3	
<input type="checkbox"/>				11/24/09 10:45	2603W,Jack Linder	6787850222	151	
<input type="checkbox"/>				11/21/09 22:09	276jd,Muia Kelly Ngai	9492054674	7	
<input type="checkbox"/>				11/20/09 06:26	Christina Downum	6783922620	12	
<input type="checkbox"/>				11/19/09 13:58	WFGHOME,Nancy Drummond	6784861815	58	
<input type="checkbox"/>				10/21/09 14:56	2603W,Jack Linder	6787850222	209	
<input type="checkbox"/>				10/06/09 15:49	2603W,Jack Linder	6787850222	288	

Click on  to search the messages received on a specific date/time or from a specific sender, etc.

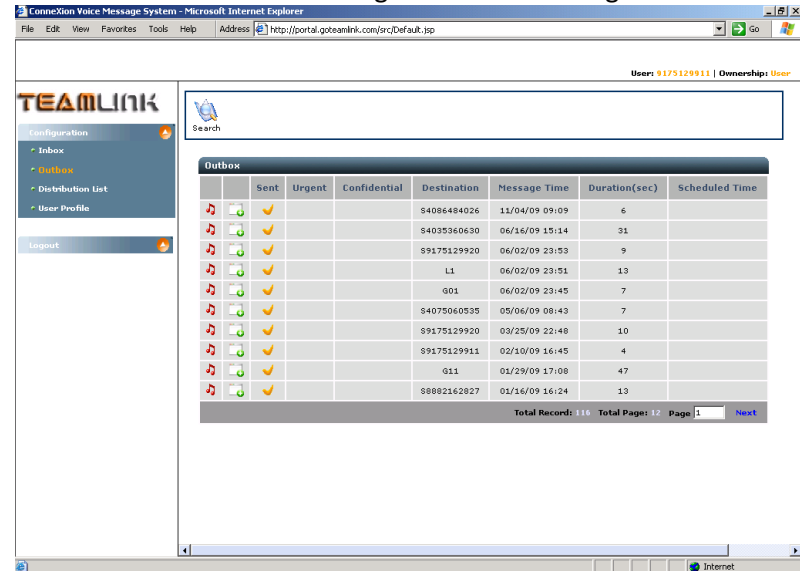


The screenshot shows the search interface for the In Box. It includes a search bar with a magnifying glass icon. Below the search bar are input fields for 'Subscriber ID:' (with value 9175129911), 'Msg Time:' (with format MM/DD/YY hh:mm), and 'Caller No:'. There are radio buttons for 'New Message', 'Urgent', and 'Confidential'. A 'Search' button is located below these fields. The message table from the previous screenshot is visible below the search area.

Check the box in front of a message, or check the box on top to select all. Click on **Delete** on the top right hand corner to delete selected messages.


## Out Box:


Click on **Outbox** to list the log of the sent messages.



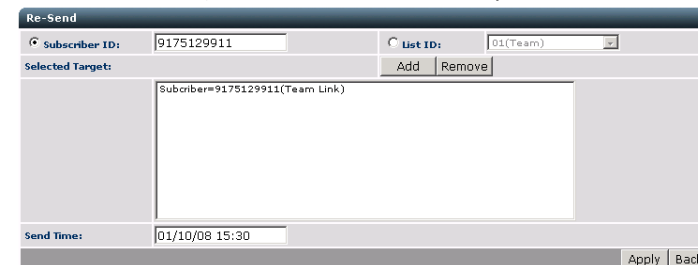
The screenshot shows the TEAMLINK Out Box interface. On the left is a navigation menu with options: Configuration, Inbox, Outbox, Distribution List, and User Profile. The main area displays a table of sent messages with columns for checkboxes, Sent, Urgent, Confidential, Destination, Message Time, Duration(sec), and Scheduled Time. A 'Logout' button is in the top left of the main area. Below the table, it shows 'Total Record: 11', 'Total Page: 12', and 'Page 1' with a 'Next' button.

<input type="checkbox"/>	Sent	Urgent	Confidential	Destination	Message Time	Duration(sec)	Scheduled Time
<input type="checkbox"/>				S4086484026	11/04/09 09:09	6	
<input type="checkbox"/>				S4035360630	06/16/09 15:14	31	
<input type="checkbox"/>				S9175129920	06/02/09 23:53	9	
<input type="checkbox"/>				L1	06/02/09 23:51	13	
<input type="checkbox"/>				901	06/02/09 23:45	7	
<input type="checkbox"/>				S4075060535	05/06/09 08:43	7	
<input type="checkbox"/>				S9175129920	03/25/09 22:48	10	
<input type="checkbox"/>				S9175129911	02/10/09 16:45	4	
<input type="checkbox"/>				011	01/29/09 17:08	47	
<input type="checkbox"/>				S8082162827	01/16/09 16:24	13	


Click on  to listen the message you sent.

Click on  to resend the same message to Team Link members or personal distribution lists. Click on **Add** to add the Team Link number or distribution list numbers.

For optional, user can specific a time to send this message again by entering the "Send Time" in the format of **mm/dd/yy hh:mm** (for example, to deliver a message at 3:30pm on Jan 10, 2008, you'll enter **01/10/08 15:30**). Click on **Apply** to complete the entries.



The screenshot shows the 'Re-Send' interface. It includes a 'Subscriber ID:' field (with value 9175129911) and a 'List ID:' dropdown menu (with value 01(Team)). There are 'Add' and 'Remove' buttons. Below these is a 'Selected Target:' area with a text box containing 'Subscriber=9175129911(Team Link)'. At the bottom, there is a 'Send Time:' field (with value 01/10/08 15:30) and 'Apply' and 'Back' buttons.

Click on  to search the messages sent on a specific date/time or to specific Team Link member.

 Search

<b>Subscriber ID:</b> 9175129911	
<b>Msg Time:</b>	<input type="text"/> ~ <input type="text"/> <b>Msg Time Format:MM/DD/YY hh:mm</b>
<b>To:</b>	<input type="text"/>
<b>Send Time:</b>	<input type="text"/> ~ <input type="text"/> <b>Send Time Format:MM/DD/YY hh:mm</b>
<input type="checkbox"/> Keeped <input type="checkbox"/> Urgent <input type="checkbox"/> Confidential	
<input type="button" value="Search"/>	