

Helpful hints for using your Duet Phone and Fax Multiple Number service

Setting Up

Not all Duet compatible fax machines/modems come out of the box 'Duet ready' (i.e. set to only answer fax calls to your Duet number). In most cases, the fax needs to be set to both 'distinctive ring' and 'manual/telephone' mode. Please consult your fax user manual or the manufacturer to make your fax 'Duet ready'.

Answering Machines

If your answering machine answers Duet fax calls, you will need to alter the number of preset answering rings on your answering machine as the fax machine needs the chance to answer first. Please refer to your answering machine instruction manual for further information.

Busy Numbers

While your fax machine is trying to send a message to a busy number you won't be able to use the phone or receive faxes. With your Duet service, you can use Call Forward Busy to divert calls for your phone number to your Telstra mobile or MessageBank^{®5} service independently of your Duet number. Also, if you're on the phone, your fax machine will be unable to receive calls. That's where FaxStream MailBox is useful, because if someone sends you a fax when you're on the phone, FaxStream will store the incoming fax for you.

Speed Dial

To avoid dialling *11*3# each time, try preprogramming a speed dial key on your fax⁶.



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Telstra Business products and services are exclusive to all businesses with an ABN.

Things you need to know

Note: Your Duet compatible equipment (once programmed) will only respond to Duet distinctive ring (3 short beeps, a pause, followed by another 3 short beeps). If you hear a ring different to this on your Duet number, please call 13 2203.

- 1 Not all fax machines/modems will be able to distinguish between normal and Duet rings. Check with the manufacturer or supplier for Duet compatible equipment.
- 2 Standard call charges apply.
- 3 Charges apply to all forwarded calls.
- 4 These facilities incur a premium charge, either on a per use or a per month basis. Please refer to the FaxStream Pricing Information leaflet. When using FaxStream Enhanced Facilities, Telstra will identify a customer's service by using their line identification.
- 5 Needs a tone phone. Available most areas.
- 6 Refer to your fax user manual for instructions on how to set up this facility. If faxing from a computer, you may need to insert sufficient pauses after dialling the *11*3# prefix. Some fax equipment may not offer a speed dial feature.

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Telstra Duet[®] Phone and Fax Multiple Number User Guide



The convenience of
phone and fax calls
on a single line



Now you can get even more value from your fax

Welcome to Telstra Duet Phone and Fax Multiple Number. Now, with your Duet service, you can:

- receive faxes on a separate fax number (your Duet number);
- give family, friends and business associates a separate fax number;
- distinguish fax calls from phone calls by their distinctive rings¹;
- divert one or both numbers to another location;
- use Call Waiting independently on your phone number without disrupting your fax calls;
- separate and itemise your costs for outgoing Duet fax and phone calls.



Receiving Duet calls

Your Duet compatible fax machine or PC fax/modem recognises the distinctive ring of an incoming fax and answers (your fax user manual will have instructions on how to set this up). Calls to your voice (phone) number continue to ring as usual. If you are using a Duet compatible line switching unit, it will determine the type of ring of an incoming call and forward it to either the fax machine/modem or the phone.

Sending Duet calls

To send faxes as normal or, if you want the fax call to be itemised on your Telstra bill, press:

*** 1 1 * 3 #** Wait for Dial Tone **Fax Number**²

If you want your Duet number on the fax message instead of your normal phone number, simply change the number in the memory of your fax. Your user manual will have more details.

Sending a fax overseas

To use your Duet service to send a fax overseas, press:

*** 1 1 * 3 #** Wait for Dial Tone **0 0 1 1**
Country Code Area Code Fax Number

International fax calls are charged at the same rate as Telstra International Direct[®] phone calls.

Using Duet with Call Waiting

If you have Call Waiting connected to your line and want it turned on for your phone number, simply add the prefix below to your fax calls to temporarily deactivate Call Waiting. That way, your fax and data calls are not corrupted by Call Waiting tones.

To add the prefix your fax calls, press:

*** 1 1 * 3 #** Wait for Dial Tone then enter the normal command sequences for those features (please see your user manual for instructions).

Using Duet with Call Forward

If you have Call Forward, it will be available to both numbers³. So, incoming phone calls can be diverted independently of incoming fax calls.

To set up these features on your Duet number, press:

*** 1 1 * 3 #** Wait for Dial Tone then enter the normal command sequences for those features (please see your user manual for more details).

Other features, like Abbreviated Dialling, are only provided to the voice number. So, you won't be able to make outgoing calls using Abbreviated Dialling and charge them to the Duet number.

Step up to state-of-the-art fax communication

Now that you are connected to Duet, you can have access to a selection of FaxStream[®] Enhanced Facilities⁴, which can make your fax even more productive and cost efficient.

FaxStream Broadcast enables you to fax a single message to multiple destinations with just one call to FaxStream. If FaxStream can't deliver your message on its first attempt (e.g. the receiving fax is busy or not answering), it will automatically retry. FaxStream can send you a non-delivery advice if it is unable to deliver your message. It's a great time saver if you're sending the same message to a large number of different people. You also have the flexibility to choose the time your faxes are sent, so you can save time and reduce costs by programming your faxes to be sent during off-peak times.

FaxStream MailBox receives and stores messages sent to your fax when it is busy, not working or when you want all of your messages stored. With a FaxStream MailBox you can choose to have your messages delivered automatically to your fax or an email address, or you can manually retrieve them whenever you like. Your friends or customers don't get a busy signal when sending faxes to you, and you don't need to miss a fax.