

Duet[®]

Phone & Fax Multiple Number

User Guide



Welcome to Telstra **Duet**[®] – Phone and Fax Multiple Number

Congratulations on choosing the Telstra Duet service. Now you can get even more value from your fax, because 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 rings*;
- divert one or both numbers to another location;
- use Call Waiting independently on your phone number without disrupting your fax calls;
- separate/itemise your costs for outgoing Duet fax and phone calls.

Receiving Duet calls

The distinctive ring of an incoming fax is recognised by your Duet compatible facsimile machine or PC fax/modem and answered (refer to your fax user manual for instructions on how to set up this facility). Calls to your voice (phone) number will continue to ring as usual. If you are using a Duet compatible line switching unit, the ring cadence of an incoming call will be determined and then forwarded to the fax machine/modem or the telephone depending on the type of ring.

Sending Duet calls

Faxes may be sent as normal or, if you want the fax call to be itemised on your Telstra bill, simply

dial: * 1 1 * 3 # Wait for Dial Tone Fax Number ^

To avoid dialling

* 1 1 * 3 #

each time, try preprogramming a speed dial key on your fax.²²

If you want the receiver to see your Duet number on the fax message instead of your normal phone number, you will need to change the number in the memory of your fax (refer to your fax user manual for instructions on how to set this up).

Sending a fax overseas

To use your Duet service to send a fax to an overseas destination,

dial: * 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 your Telstra *International Direct*[®] phone calls.

Using Duet with Telstra Call Waiting

These instructions apply if you have Call Waiting connected to your line.

If you have Call Waiting turned on for your phone number, you will need to prefix your fax calls with * 1 1 * 3 # Wait for Dial Tone then enter the normal command sequences for those features (consult your User Guide for instructions). This prefix temporarily deactivates Call Waiting and ensures that your fax (and data) calls are not corrupted by Call Waiting tones.

Using Duet with Telstra Call Forward

The Call Forward feature (if subscribed to) will be available to both numbers[†].

Therefore, incoming phone calls can be diverted independently of incoming fax calls. To set up these features on the Duet number,

dial: * 1 1 * 3 # Wait for Dial Tone then enter the normal command sequences for those features (consult your User Guide for instructions).

Other Telstra features, like Abbreviated Dialling, will only be provided to the voice number. Therefore, you will not be able to make outgoing calls via 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 Facilities[▲], which can make your fax even more productive and cost efficient.

FaxStream Broadcast allows you to fax a single message to multiple destinations with just one call to FaxStream. If FaxStream cannot 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. You can save time and costs by programming your faxes to be sent during off-peak times.

FaxStream MailBoxes receive and store 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 at your own convenience. Friends or customers need not get a busy signal when sending faxes to you, and you need not miss a fax.

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 must be set to both 'distinctive ring' and 'manual/telephone' mode. 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 need to alter the number of preset answering rings on your answering machine. The fax needs the chance to answer first. Please refer to your answering machine instruction manual for assistance.

Busy Numbers

While your fax is trying to send a message to a busy number you can't use the phone or receive faxes. With your Duet service, you can now Call Forward Busy your phone number to your Telstra mobile or MessageBank[®]# service independently of your Duet number. Likewise, if you're on the phone, your fax 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.

We're ready to help you

If you require any further information on Duet –
Phone and Fax Multiple Number, please call us on

13 2000 (Business customers)

13 2200 (Home customers)

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.

- * 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.
- ∞ 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.
- ^ Standard call charges apply.
- † Charges apply to all forwarded calls.
- ▲ 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.
- # Needs a tone phone. Available most areas.
- ™ Trade mark of Telstra Corporation Limited
- ® Registered trade mark of Telstra Corporation Limited
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