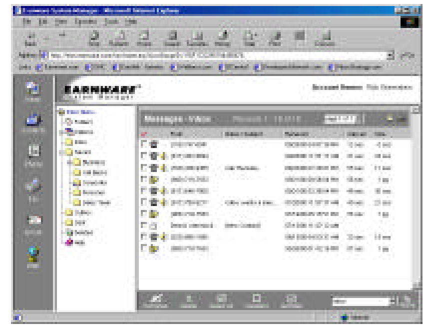
Overview



The Earnware Business Center is a personalized administration center, which allows you to manage your business from any Internet connection anywhere in the world.

With the Earnware Business Center you will be able to view information about every caller, regardless of whether they left a message for you or not. Even if they have "call blocking," we are able to legally capture and display their number. The information you will see includes:

1. When a call was made
2. The phone number of the caller
3. How long they were on your system
4. The length of any message left for you

Best of all, you will be able to listen to your messages right over the Internet at no "per-minute" cost to you!

The Earnware Business Center also allows you to send and receive faxes and emails. Any received faxes or emails will be displayed on the same screen with your phone messages, allowing you to manage all your incoming messages from one location. The system also allows you to load simple or complex voice sales presentations, create autoresponders, manage a contact base, and measure the results of your marketing efforts.

In short, the Earnware Business Center allows you to harness the power of the Internet to make your business more productive and more efficient. This User Guide will help answer any questions that may arise as you familiarize yourself with all of the benefits of this system. We wish you the best of success!

Note: Depending on the product you purchased, some of the features in this User Guide may not be functional. If you wish to upgrade your product or have questions about your system, please call Customer Support at 800-800-8273 between 6 am and 7 pm, Pacific time, M-F.

Login Procedures

To gain access to your Business Center, log onto www.earnware.com. In the fields under "Subscriber Login" enter your username in the field adjacent to "Username" (if you are uncertain of what your username is, please call Customer Support at 800-800-8273 between 6 am an 9 pm Pacific time, M-F) and in the field adjacent to "Password" enter your password. Click on "Submit" or press ENTER on your keyboard. Your account will now appear with your new messages displayed in "Messages Inbox."

Limited Liability:
This system is hosted by Earnware Corporation. The Earnware Automatic Marketing System is an advanced computer telephony system comprised of many components including hardware, software, and multiple local and long distance carriers all working together, many of whom are not under the direct control of Earnware Corporation. Earnware Corporation shall attempt to maintain client's system at 100% operational, however, there is no guarantee that your Toll-Free number will not experience downtime, telecommunications blackouts, unintentional losses of messages or failed messages. In no event shall Earnware Corporation be liable for indirect, incidental or consequential damages, including, without limitation, loss of income, profits or use of information, nor shall the total liability of Earnware Corporation exceed the amount of the client's monthly service charge for any period of time the system fails to work as designed. This limitation of liability shall extend to all liability for damages resulting from the active or passive negligence of Earnware Corporation or its agents or employees.

What is the Inbox Manager?

The “Inbox Manager” displays all incoming calls, faxes, and e-mails and is the first window you see when logging into the Earnware Business Center. The displayed information is in five columns:

1. **From** - The number from which your prospect called, the email address of the sender, or the fax number of the person who sent a fax to your toll-free number.
2. **Notes/Subject** - Displays the first few words of any notes you have taken on this call or the subject of any email you have received.
3. **Date & Time** - This is the time your prospect called or sent an email and is set to Pacific Standard Time. (You can change the system to show your local time by clicking on the "Options" icon to the left and then selecting "Time Zone.")
4. **Call Len** - The length of time a caller spent listening to your message(s). If they left a message for you, the length of that message will be included in this column.
5. **Size** - The length of the message your prospect left for you or the number of pages in a received fax.

To the left of the main screen you will see several folders. These folders include:

Inbox – Displays all new messages.
Saved – Displays alls messages saved either by phone or online.
Outbox – Displays fax documents in the “queue” awaiting to be sent.
Sent – Displays all sent voice and email messages. Items will be displayed for five days before being automatically removed.
Deleted – Displays any item deleted from your system either online or by phone. Items will be displayed for five days before being permanently removed.

Note: If you have listened to a voice message by phone and either saved or deleted it, that message will appear in the “Saved” or “Deleted” folder within your Business Center.

Retrieving your new messages

To access a caller’s message, click on the speaker icon located adjacent to the caller’s information. An audio window should appear and play the caller’s message automatically. You can also click on the caller’s phone number or the name in the “From” column and a new window will appear. If the message is from a caller and they left a message, a yellow speaker icon will appear in the new window along with the words “Play Message.” Click on the speaker icon and an audio window should appear and play the caller’s message automatically.

If you have received a fax, you will see this icon at the beginning of the caller’s information. Click on this icon and the fax will be displayed in a new window. You can view the fax document, save it to your desktop, or even forward it to any email you may wish.

If you have received an email, you will see this icon next to the sender’s “From” name. To open the email, click on the name in the “From” column. A new window will appear displaying the email. You can print the email by clicking on the printer in the upper right-hand corner of this window. If the email has an attachment, click on the “View” button or the document at the bottom of the “Email-read” window to display it.

Saving your messages

You have the option to save messages to a specific folder (i.e. “Saved,” or create a new folder). Click on the box adjacent to the message(s) you wish to save. Click on the down arrow adjacent to the “Move to:” field at the bottom of the screen. Choose the folder you wish to save the message to (if you wish to create a new folder in which to save this message, see the section entitled “Creating, editing, or deleting folders” below).

Click on “Move” after you have made your choice. Your message will now appear in the folder specified. To view or access the message again, click on the folder you saved the message to (folders are listed under “Inbox” to the left side of the main screen) and the contents of that folder will appear in the main screen.

Deleting your messages

To delete a single message or multiple messages from your inbox or any other folder, click on the box adjacent to the message(s) you wish to delete. Click on the word “Delete” at the bottom of the screen. That message will automatically be sent to your “Deleted” folder.

Note: Messages will remain in your “Deleted” folder for 5 days before being permanently removed from the system.

Restoring deleted messages

To restore one or more messages, click on the “Deleted” folder at the bottom of the tree to the left of the main screen. Select the message(s) you wish to move out of the deleted folder. Click on the down arrow adjacent to “Move to:” field at the bottom of the screen. Choose the folder you wish to move the message(s) to. Click on “Move” when you have made your choice.

Moving Messages

To move message(s) to a saved folder, click on the box adjacent to the call(s) you wish to move. From the drop-down menu in the lower right corner of your screen, select the folder to which you want to move your messages. Click on the word "Move" next to the drop-down menu.

Your messages now appear in the folder you designated.

Please Note: You are able to move messages from any folder by following the steps above.

Adding notes and comments to a voice or fax message

To add any notes and comments regarding a caller's message, click on the caller’s phone number in the “From” column. A new window will appear. Type your notes and comments in the main field of this new window. Click on “Save” when you have finished your entry. This will save your notes to that particular message. Click on the “Close” button to return to your Messages Inbox. (You can move to your next message by clicking on the “Next” button or the previous message by clicking on the “Prev” button.)

The next time you visit the Inbox Manager, the first seventeen characters of your notes will be displayed under the “Notes” column. If you wish to view your complete notes and comments, click on the caller’s phone number in the “From” column.

If you wish to move your message to another folder while you are in the “Voicemail” or “Fax” window, click on the arrow adjacent to the word “Move” in the upper-right corner of the window. Select the folder you want to save the message in and click on the word "Move."

You can also forward your voicemail via email to any email address or forward your faxes to any other fax number or email address you choose. Simply click on the "FWD" button and follow the simple steps as outlined on the screen.

Composing Emails

You are able to compose message from your Inbox and send them to any individual or group of contacts within your Contact Manager.

To send an email from your Messages-Inbox, click on the "Inbox" icon. Click on the word "Compose" at the bottom of the main screen. A new window appears. Type the email address of your intended recipient in the field adjacent to "To."

If you want to access your Contact Manager to find a contact's email address or you want to send the email to everyone within a particular folder in your Contact Manager, click on the "To" button. A new window will appear displaying the names of all the folders in your Contact Manager in the left-hand field.

To send your email to every contact within a particular folder:

- Click once on the folder name in the left-hand field.
- Click on the "**BCC-- >**" button.
- The folder name will appear in the field to the right of "To."
- Click on **OK**. You will be returned to the "Email - Compose" window.

Please note that folder names can only be placed in the **BCC** field.

To send your email to a particular person within a folder:

- Find the name of the folder in which the contact's information currently resides by clicking on the drop-down menu labeled "Select Contacts from Folder." The first 25 contacts within that folder will appear in the left-hand field.
- Click once on the name of the contact in the left-hand field.
- Click on the "To-->" button.
- The contact's name will appear in the field to the right of "To."
- Click on **OK**. You will be returned to the "Email - Compose" window.

To locate a contact's information:

- Type in the person's first name, last name, or any portion of their email address.
- Click on the "Go" button.
- The first 25 contacts in your Contact Manager who meets your search criteria will appear in the left-hand field.
- Click once on the name of the contact in the left-hand field.
- Click on the "To-->" button.
- The contact's name will appear in the field to the right of "To."
- Click on **OK**. You will be returned to the "Email - Compose" window.

Note: To Carbon Copy (CC) or Blind Carbon Copy (BCC) this email to a contact or group of contacts, follow the steps above but click on the "CC-->" or "BCC-->" button instead of the "To-->"

Type the email as you normally would.

Check your spelling:

- Click on the "Spell Check" button.
- The Spell Checker will identify any words in your email which are not located in the dictionary and display them in the "Not in dictionary:" field.
- Either retype the word in the "Change to:" field or select from the list of suggestions and click on the "Change" button. (If you choose "Change All", the system will replace every occurrence of the same misspelling with your correction.)
- If the word is spelled correctly but is not in the dictionary (such as a person's name), click on the "Add" button to add that word to your personal dictionary, click on "Ignore" to ignore this one occurrence, or "Ignore All" to ignore every occurrence throughout the email.
- When the spell checker has finished checking your email, you will see an alert window stating, "Spell check complete." Simply click on "OK" to close this box and return to your email.

Click on the "Send" button when you are finished and your email will been sent. To verify that an email has been sent, click on the "Sent" folder in the selection tree.

Creating, editing or deleting folders

To create a new folder, click on the word "Folders" in the selection tree to the left of the main screen. A "Folder Wizard" screen will appear. "New folder" will be chosen by default. Click on the "Next" button. In "Step 2", click on the drop down arrow to the right of "Under Folder:." If this is the first new folder you are creating, it can only be saved under the current "Saved" folder, as this is the only folder that exists. Now click your cursor in the field adjacent to "Folder Name" and type in the name of your new folder. When you are finished, click on the "Finish" button below (you may have to scroll down a little bit to see this button). A screen will appear informing you "A new folder has been added," and you will see your new folder in its appropriate location to the left of the main screen.

If you do not see your folder, please note: Some folders will have a "+" sign to the left of the folder name, this indicates that a folder exists underneath it. Click on that sign to view all sub-folders. A "-" sign will then appear next to the folder; click on that sign to collapse the view of sub-folders.

Note: Folders will be displayed in alphabetical and Numeric order. If you want the folders to appear in a specific order, we recommend that you place a number value at the beginning of the folder name (i.e. 01-My Family).

To change the location of a folder, click on the word "Folders" in the selection tree to the left of the main screen. Click on "Edit folder" in the "Folder Wizard" screen, and then click on the "Next" button. An "Edit Folder" screen will appear. Click on the drop down arrow to the right of "Select Folder" and click on the folder you wish to move. Then click on the drop down arrow to the right of "Under" and choose the new position of your folder. Now click on the "Finish" button below (you may have to scroll down a little bit to see this button). A screen will appear informing you "The folder settings have been saved." To view the location of your folder, click on the "+" sign next to the folder under which it is saved.

To change the name of a folder, click on the word "Folders" in the selection tree to the left of the main screen. Click on "Edit folder" in the "Folder Wizard" screen, and then click on the "Next" button. An "Edit Folder" screen will appear. Click on the drop down arrow to the right of "Select Folder" and click on the folder you wish to rename. Click your cursor in the "Folder Name" field, highlight the current name of the folder, then type in the new name. Click on the "Finish" button below when you are done (you may have to scroll down a little bit to see this button). A screen stating, "The folder settings have been saved" will appear. If you do not see your folder listed to the left of the main screen, remember, it will be located under one of the folders with a "+" sign next to it; just click on the sign to view the sub-folders.

To delete a folder, click on the word "Folders" in the selection tree to the left of the main window. Click on "Delete folder" in the "Folder Wizard" screen, and then click on the "Next" button. A "Delete Folder" screen will appear. Click on the drop down arrow and select the folder you wish to delete. You may or may not want to delete the sub-folders that are located underneath the folder you are deleting; if you do not want to delete the sub-folders, remove the check mark next to "Delete sub-folders." Leave the "check mark" there if you want to delete sub-folders. The same is true for the messages within the folder you are deleting; if you do not want to delete the messages within this folder, remove the "check mark" next to "Delete messages in folder." Any messages in this folder will be moved to the "Saved" folder once you have completed the operation of deleting the folder. And again, leave the "check mark" there if you want to delete the messages within that folder. A window will appear asking you "are you sure you want to delete this folder?" Click "O.K.." The folder will be deleted instantly and a screen will appear informing you "The folder has been deleted."

Creating a shared folder

Your Earnware Business Center allows you to create folders which you can share with other Earnware users. To create a "Shared" folder, click on the "Inbox" icon, then click on the word "Folders" at the top of the selection tree to the left of the main screen. A "Folder Wizard" will appear on the main screen. "New folder" will be selected by default; click on the "Next" button. Choose a folder under which you want to place this new folder under by clicking on the drop down arrow to the right of "Under Folder" and selecting the folder of your choice. Next, click your cursor in the field adjacent to "Folder Name" and type in the name of your new folder to be shared.

Under "Advanced Settings" and adjacent to the word "Shared:," click on the button next to "Yes." Click your cursor in the field next to "Shared Code" and type in a 5-digit access code; it must be 5 characters, either letters or numbers—***do not use your system login code for this purpose.*** Make a note of this "Shared Code" and the folder with which it corresponds as you will need to give this information to the person with whom you are going to share this folder. Click on the "Finish" button when you are done (you may have to scroll down a little bit to see the "Finish" button). A screen will appear informing you, "A new folder has been added." If you don't see your new folder in the tree to the left of the main screen, it is likely located under one of the folders that has a "+" sign next to it; simply click on the sign to view the sub-folders and you will see the new shared folder that you just created.

Any "Shared" folder you create will look like this . You can now save messages to this folder or move saved messages into this newly created folder, and share it with another Earnware user of your choice. To share this folder, give the intended user your username and the five-digit "shared code" you created. ***Do not give them your five-digit log-in password!*** They will then follow instructions in the next section to access the folder.

Accessing a shared folder

Your Earnware Business Center allows you to access folders which have been created by other Earnware users, provided they give you the access code for the folder. To access a shared folder, click on the "Inbox" icon then click on "Folders" at the top of the selection tree to the left of the main screen. A "Folder Wizard" will appear on the main screen. Underneath "Advanced Settings," click on the button next to "Map to shared folder," then click on the "Next" button. Next to "From Account," type in the username of the person who is giving you access to this folder. Now type in the five-digit "Share Code" they gave you. Click on "Finish." You will now see a screen informing you that a new folder has been added. You will see the new shared folder to the left of the main screen, located below your other folders. Click on the title of the folder to open it up and reveal the messages inside it. You can make and save notes on each contact but only the creator of the shared folder can delete or move messages into and out of a shared folder. If there is a message which you think should be deleted, contact the person who created the folder.

What is the Contact Manager?

The Contact Manager is a powerful on-line tool which allows you to keep track of your contacts, prospects, and customers, organize your clients, send e-mail broadcasts or autoresponses, and broadcast fax documents to multiple contacts directly over the Internet, thereby allowing you to leverage your time and efforts more effectively. Use the Contact Manager to enter key information about the people who call your toll-free number, and then access that information through the Internet at any time, from any place. If you are using an existing contact program, you can import your data into your Contact Manager so that it is readily accessible to you.

Adding a new contact

To add a contact to your Contact Manager, click on the "Contacts" icon located to the left of the System Manager screen. Click on the word "New" at the bottom of the main window. An "Edit Contact" form will now appear. The first item on this form is titled "Folder." Use the drop-down menu to select the folder in which you want this contact to appear. Fill in the relevant fields by clicking in the white box next to each field. Click on the "Add" button when done. The "Everyone" folder will now be displayed. This folder displays all contacts in every folder within the Contact Manager.

Importing data from an .mdb, .dbf, or .csv file

In addition to adding to your list of contacts with the normal entry process, you can also import your contact data if it is in .mdb, .dbf, or .csv format. To import data from an .mdb, .dbf, or .csv file, click on the "Contact" icon. Click on the folder titled "Tools" in the selection tree to the left of the main screen. Click on the word "Import" below the "Tools" folder. Enter the local path of the file you wish to import, or click on the "Browse" button and locate the file via the "Choose File" window if you are unsure of its location. Click on the "Upload" button once you have located the file to be imported. An "Import Records" form will now appear. Match the fields in the right-hand side of the form as best you can with the field title to the left of it. For example, you may need to match "Business Name" to "Company Name," or "Phone" to "Day Phone." Once you are satisfied with the field-matching, select the folder in which you want your contacts to appear from the drop-down menu. Click on the "Import Now" button. You will be advised as to how many records were successfully imported into the chosen folder.

Deleting a contact

To permanently delete a contact from your Contact Manager, choose the folder where the contact is located or locate it in the "Everyone" folder. Click on the check box next to the name(s) of the contact(s) you wish to permanently delete from the Contact Manager. Click on "Delete" at the bottom of the main window to delete this contact. You will be asked to confirm the deletion. Click on the "O.K." button if you are sure you wish to delete the contact. The selected contact(s) have now been deleted.

Editing a contact

To edit information for an existing contact in your Contact Manager, choose the folder where the contact is located or locate it in the "Everyone" folder. Click on the name you wish to edit. That contact's information will now be displayed. Click on the relevant fields adjacent to the field titles and edit as needed. Click the "Update" button when you have finished editing. The changes you made to the selected contact's information have now been saved.

Finding a contact

To find specific contacts already in your Contact Manager, click on the "Contacts" icon. Click on "Find" at the bottom of the main screen. A blank Entry Form will appear: fill in any pertinent information such as first or last name, email address, or company name of the contact you are trying to find, then press ENTER on your keyboard or click on "Find." Any contacts in your Contact Manager with matching information will now be displayed.

Creating a new contact folder

To help you organize your contacts, we recommend you use folders and groups within your Contact Manager. Folders and groups allow you to categorize contacts with a common interest. For example, if you have family members in your Contact Manager, you may want to create a new folder called "Family" and then group each of the relevant contacts into that folder. The contact will still appear in your "Everyone" list, but they will also now appear in the selected folder within the Contact Manager.

To create a new folder in your Contact Manager, click on the "Contacts" icon and then click on the word "Folders" in the selection tree to the left of the main screen. A "Folder Wizard" window will appear. Ensure that "-NEW-" is selected. Next, choose the folder under which this new folder will go. Click on the drop down menu "Under"(ex. if you want the new folder visible when you are in your "Personal" folder, select "Personal" in the "Under" field). Next, click within the box beneath the "Name" field and type in the name of the new folder. Finally, click the "Save" button. The screen will refresh. The main screen will state "A new folder has been added." In the selection tree to the left you will notice that your newly created folder is now visible**.**

Editing an existing folder's name or location

To edit an existing folder, click on "Contacts" icon. Click on the word "Folders" in the selection tree to the left of the main screen. The "Folder Wizard" will appear in the main screen. Select "Edit folder" then click on the "Next" button. Select a folder from the drop-down menu adjacent to "Select Folder." Once the information for that folder appears, make the appropriate changes. Click on "Finish."

Exporting Your Contacts to Your Computer

If you wish to export your contacts to your local computer, click on the "+" next to the "Tools" menu in the selection tree to the left of the main screen. Click on "Export." The "Export Contacts" window will appear in the main screen. Use the drop-down menu adjacent to "Export Contacts from" to select the folder containing the contacts you want to export. (Choose "Everyone" if you want to export all contacts.) Use the drop-down menu adjacent to "File type" to choose the format in which you want to export your contacts. (You can choose from Microsoft Access, Microsoft Excel, or "csv." If you do not have Microsoft Access or Excel, you should be able to open the "csv" file with whatever database program you do have.)

Click on "Export." A "File Download" window should appear. Choose the "Save this file to disk" option and then click on "OK." A "Save As" window will appear. Choose a location on your computer where you want to save this file. Click on "Save" when you are done. Your contacts will be saved.

Note: Depending on the number of your contacted and your connection to the Internet, this process could take some time. Please be patient.

Deleting an existing folder

To permanently delete an existing folder, click on the “Contacts” icon and then click on the word “Folders” at the top of the selection tree to the left of the main screen. A “Folder Wizard” window will appear. Select “Delete folder” and click on the “Next” button. Select the folder you wish to delete from the drop down menu adjacent to “Select Folder.” Click the “Finish” button. You will then be asked to confirm the deletion. Click on the “O.K.” button to proceed. The screen will refresh. The main screen will state “The folder has been deleted.” In the selection tree to the left you will notice that your folder's name/location has been removed.

Deleting all contents within a folder

To remove the contents of a folder without deleting the folder, click on the “Contacts” icon and then click on the word “Folders” at the top of the selection tree to the left of the main screen. A “Folder Wizard” window will appear. Select “Delete folder contents” and click on the “Next” button. Us the drop-down menu to choose the folder whose contents you want to delete. Click on “Finish.” You will be asked if you are sure you want to delete all contacts in the folder. Click on “OK” to proceed. The words “The selected contacts have been deleted” will appear in the main screen.

Moving/copying a contact from one folder to another

There are two ways to move or copy a specific contact in your Contact Manager from one folder to another.

1. Click on the “Contacts” icon, then click on the folder containing the contact you want to move or copy. All contacts in this folder will appear in the main screen. Click on the box adjacent to the name(s) you wish to move or copy. In the lower right-hand corner of your screen you will see “Copy” and “Move.” Directly to the left of “Copy” is a drop-down window. Click on this to select the folder to which you will move or copy the name(s) you have selected. Now click on “Move” or “Copy.” Your contacts will now appear in the target folder.

2. Click on the “Contacts” icon, then click on the name of the contact whose folder you wish to change. The requested contact's information will now be displayed. Now, click on the “Groups” button at the bottom of the contact’s information. A “Group Manager” form will now appear. In the left-hand window is a list of the groups (folders) that the selected contact is currently assigned to. In the right-hand window is a list of the groups (folders) that are currently available. Click on the desired folder and then click on the relevant “Move” button. The upper “Move” button will assign the selected contact to that folder. The lower “Move” button will move the selected folder back into the list of available groups (folders). Once you have clicked on one of the “Move” buttons, the “Group Manager” form will refresh, displaying the updated group (folder) information. The changes you have made will now be saved.

Viewing the contents of a folder

To display the contents of a folder, click on the “Contacts” icon; then click on the name of the folder whose contents you wish to view. Any contacts within that folder will now be displayed.

Sending an Email from Your Contact Manager

All contacts who have email address information in the “Email” field of their record will be displayed with an icon at the beginning of their contact information. Simply click on this icon and the “Email – Compose” window will appear. If you have more than one email account in your Earnware Business Center, select the email you wish to send the email *from*. Complete the email as you normally would.

What is the Phone Manager?

Clicking on the "Phone" icon will allow you to customize many of the features of your Earnware telephony system. Keep in mind, if you have a pre-configured voice mail system, changing any of your messages could disrupt the flow of your existing system. For instance, if your introduction message tells a caller to "press 2" for product information and "press 3" for business information, then changing the message on any of those key presses may confuse the caller. Carefully plan out the flow of your presentation to be clear and user friendly.

To access your telephone options, click on the "Phone" icon to the left of the screen. This will take you to the Voice Prompt Manager screen. From here, you can select from the list of available system options, such as voice mail configuration, key press configuration, notification options, call blocking features, and follow me feature.

Listening to, Renaming, or Deleting Voice Prompts

To listen to any voice prompt that is available on your system, click on the "Phone" icon then click on "Audio Mgr" in the selection tree to the left of the main screen. Select a message from the list in your main screen. Click on the "Play" button at the bottom of the list of voice prompts. Your message should play automatically.

To rename any available voice prompt, click on the "Phone" icon then click on "Audio Mgr" in the selection tree to the left of the main screen. Select a message from the list in your main screen. Click on the "Edit" button at the bottom of the list of voice prompts. In the window which appears, type in the new name for the voice prompt and click on the "Save" button.

To delete any voice prompt available on your system, click on the "Phone" icon then click on "Audio Mgr" in the selection tree to the left of the main screen. Select a message from the list in the main screen. Click on the "Delete" button at the bottom of the list of voice prompts. A box will appear asking if you are sure that you want to delete this voice prompt. To proceed, click on the "OK" button. This prompt will be permanently deleted from your system.

Using the "Group Messaging" feature

The "Group Messaging" feature allows you to keep in direct contact with your associates and team members who also have an Earnware-hosted toll-free number. You can use this feature to place any message up to 30 minutes in length directly into your team's Earnware Business Center. Once you have sent your message, it will appear in the Inbox of those contacts to whom you sent it. They can then listen to the message right over the internet.

The first thing you need to do is record your message. You can record your message over the phone or directly through your computer.

Once you have recorded your message you can send that message through your Earnware Business Center. Before sending your message, you need to be certain that each of the contacts that you intend to send your message to is in a single folder in your Contact Manager and that their Earnware-hosted toll-free number is listed in the "Earnware" field of their contact record.

To send a voice prompt to an individual or group of people who you already have in your Contact Manager, click on the "Phone" icon then click on "Audio Mgr" in the selection tree to the left of the main screen. Select a message from the list in your main screen. Click on the "Send" button at the bottom of the list of voice prompts. In the window which appears, choose whether you want to send this message to "one contact" or "multiple contacts" by clicking on the appropriate option. Click on the "Next" button.

If you are sending your message to an individual, type in the contact's "Earnware" toll-free number as shown. If you are sending your message to multiple contacts, choose the folder from the drop-down menu containing the names of those contacts you want to receive it. Click on the "Next" button. Your message will now be sent.

Uploading voice prompts through your System Manager

You have the ability to upload voice prompts you have saved on your computer. To access this feature first click on the "Phone" icon then click on "Audio Mgr" in the selection tree to the left of the main screen. Click on the "Add" button at the bottom of the list of voice prompts. Type in the description or name of the voice prompt you wish to load in the text window next to "Description" or click on "Browse" to browse through your computer files. Once you have found the .wav file you are looking for, double click on it. You will now see it appear in the text window next to "file." Click on "Upload." The screen will revert to the "Voice Prompt Manager." You will find the voice prompt you have just uploaded listed under the "Voice Prompt Manager."

Note: The format of your .wav file must be 8,000 Hz, 8 bit mono.

Importing voice prompts from the system

Click on the "Phone" icon, and then click on "Import Audio" in the selection tree to the left of the main screen. An "Import Voice Prompt List" screen will appear. You will see an open text window adjacent to "Get List." Type the name of the configuration or the ID number of the voice prompt you wish to load into your account. Click on "Get List." Your selected voice prompt will now appear in the window below "Available." If you have loaded several voice prompts, click on the ones you want to add by holding the "Control" button and left clicking your mouse on each prompt. You can also click on the "Select All" button underneath the "Available" window. Click on "Move-->."

All of the selected voice prompts will move to the window under "Add." If you have mistakenly placed a message under "Add" before you have imported it into your account, click on the voice prompt you wish to move back to "Available" and click on "Move-->." You will see the voice prompt you have selected back under the "Available" list.

You are now ready to import the voice prompts into your account. Click on the "Import" button under the "Add" window to upload the voice prompts.

The voice prompts will now appear in the "Audio Manager." You can now select which outbound message you would like to play on your toll-free number.

Auto Message Distribution

This feature is designed to help you manage your co-op marketing campaigns. In essence, this system will allow you and any other people in your organization who have an Earnware-hosted toll-free number to advertise one number together. All calls coming into that number will automatically rotate to every member of that co-op so that each member will get an equal number of responses. Each member of the rotation will pay for the messages that are distributed to their account. The Auto-Message Distribution feature must be set up only in the account that has the number that you are advertising.

The advanced technology of this system has been set so that in the distribution process, there will be an even distribution of actual messages and of hang-ups. Because of this, each member of the co-op can be assured that no one member has an unfair advantage over others by receiving a higher number of calls with messages than anyone else. It will also deduct the appropriate amount of per-minute charges from each member of the rotation.

If the members of the advertising co-op do not pay an equal amount for the campaign, you can determine the number of calls that each receives by using the "Weight" feature as described below.

To set this feature, click on the "Phone" icon. Under the "Tools" folder in the selection tree to the left of the main screen, click on "Auto-Msg Dist." The Auto-Message Distribution screen will appear. To add a person to the distribution list, click on the "Add" button. Type in your team member's Earnware-hosted toll-free number. In the column titled "Weight" leave the number at "1" if all parties are contributing an equal amount to the co-op. If one particular member is contributing more, give then a higher "Weight" number and they will receive a greater number of calls in the rotation. When you have finished this, click on the "Add" button. The number you just added will appear in your Distribution list. Repeat this process for each member of your co-op.

To turn on the Automated Message Distribution, select "On" at the top of the main screen and then click on the "Save" button. As your campaign progresses, you will be able to see how many calls have been received by each team member.

Using your Voice Mail Configuration

To see how telephone your system is currently set or to make changes to your audio presentations, click on the "Phone" icon then click on the word "Voice Mail" under the "Options" folder in the selection tree to the left of the main screen. Your current Voicemail settings will appear in the main window.

If you wish to change your main greeting to a message which is already stored in your Audio Manager, click on the drop down menu adjacent to "Answer Calls Voice Prompt." (The "Answer Calls Voice Prompt" is the first message your caller will hear when they dial into your system). Select the voice mail prompt you set as your greeting. Click on the "Save" button.

The "Take message prompt" is the last message your caller hears before the beep which is their prompt to begin their leaving a message for you. This messages is usually something like, "Please leave your name, telephone number,…" etc.. Click on the drop down menu to choose which message you would like for the voice mail prompt.

"Automatically Rollover" allows you to have a caller automatically sent into a message on one of the key presses at the conclusion of your greeting without them having to press the key to get there. For instance, you can have a person listen to the message you have on key press 1 immediately after they hear your "Answer calls voice prompt" without them having to press 1 if you have "Automatically Rollover" set to "Key Press 1." Note: Setting "Automatically Rollover" to key press 0 will sent the caller to the voice mail message after your main greeting. If you choose to use "Automatically Rollover" for something besides voice mail, be sure to instruct your caller several times throughout your presentation to press 0 at any time to leave a message.

The "Play beep" and "Record message" fields should always be marked "yes." The option exists for businesses that want an information line that does not take messages.

Note: Save all changes to your Voice Mail Configurations by clicking on "Save."

Using your Key Press Configuration

To access the Key Press Configuration, click on the "Phone" icon then click on the words "Key Press" under the "Options" icon in the selection tree to the left of the main screen. The Key Press Configuration screen will now be displayed in the main window. You will notice the touch tones 1-9 are displayed. You can change the key press configuration for any of the touch-tones by clicking the drop down menu adjacent to the appropriate touch-tone and selecting the desired voice prompt. If you are using the "Follow Me" feature, set one of your key presses to "GOTO Follow Me" and set your "Automatically Rollover" (above) to that keypress.

The # field is designed so you can place a menu on it. Record a menu stating "Press 1 for…, Press 2 for…" and etc and place it in this field. At the end of the audio messages on each keypress, this menu will play so the caller has time to choose other options on your system. If they do nothing, the system will roll-over to the voicemail message at the end of the # message.

Note: You must save all changes to your Key Press Configurations by clicking on "Save."

Configuring your Notification Options

When you activate your notification options, the system will notify you when a new message is received on your Toll-Free number. You may choose any or all of the notification options; phone notification, pager notification, and/or e-mail notification. Please note: the notification option will only notify you when a caller ahs left a message. You will likely also have received calls from people who left no message. To view these, we recommend you log into the Earnware Business Center at least once a day.

To set your notification options, click on the "Phone" icon then click on the word "Notification" under the "Options" icon in the selection tree to the left of the main screen. The notification screen will be displayed, showing the following notification options:

Phone notification and/or pager notification: Click inside the text window and enter your appropriate numbers (do not include a "1" before your area code). To activate the notification options, click in the circle marked "On." If you wish to disable either notification option, click in the circle marked "Off." Finally, click on "Save."

Note: Most but not all pagers are supported by pager notification. Users of paging services that contain a voice mail message service with a voice mail prompt longer than 5 seconds may encounter difficulties receiving notification pages.

E-mail Notification: If you choose e-mail notification, the system will e-mail you when a new message is received on your system. The e-mail can include the new message as an attached wav file provided the message is less than one minute in length. By double clicking on that attachment you can hear your new message through your computer from your e-mail without having to enter your System Manager. To activate your e-mail notification, click inside the e-mail notification field. Enter your e-mail address (don't forget to include ."com" or ."net" etc.). Click "On" to activate your e-mail notification. Finally, click on "Save."

Call Blocking

The call blocking feature is available to protect you from losing pre-paid minutes on your system as a result of unwanted calls. To use this feature, click on the "Phone" icon then click on the words "Call Blocking" below the "Options" icon in the selection tree to the left of the main screen. The "Call Blocking" window will appear. Click on the "Add" button in the main window. A pop-up window will appear. Type the phone number you wish to block in the blank field of the pop-up window. Click the "Add" button in the pop-up window.

The number that you typed will now appear in the main screen. Click on the button labeled "Turn On." When you do, the label on that button will be changed to "Turn Off." As long as this button reads "Turn Off," your call blocking feature is active.

Note: This feature will only block calls coming from outside the Earnware Business Center System. It will not block training calls or calls placed into your system as a result of Group Messaging by another Earnware user.

Using the "Follow Me" feature

The "Follow Me" feature is a tool which allows anyone to speak with you directly by calling your toll-free number. You have complete control of whether to accept a call or send it to voice mail.

The "Follow Me" feature will be assigned to one of your key presses (1-9). You can set your system to automatically roll-over to "Follow Me" so that every person who calls your number will be put through to you or you can set your system so that the person calling your number will have to press the number to which the feature is assigned.

Here is an example of how you might use this feature. Let's say you have assigned the "Follow Me" feature to keypress 8. You might choose to state in your greeting something like, "If you wish to talk to me directly, press 8. The system will ask for your name and attempt to locate me." The caller will press 8 on his phone. He will then state his name. After this, the system will place him on hold and attempt to find you.

You can designate up to three phone numbers where you are likely to be found. The system will call all three numbers simultaneously. When you answer the phone, the Earnware system will state, "You have a call from (Name as stated by caller). To speak with the caller, press 1. To send the caller to voice mail, press 2." Simply press one of these numbers to perform the action you want.

To designate the numbers where you want the Earnware system to call to contact you, click on the "Phone" icon. In the selection tree to the left of the main screen, click on the words "Follow Me" below the "Options" icon. In the main screen, click on the "Add" button. In the window which appears, type the area code and number you want the system to call (do not include 1 at the beginning of the number) and the click on the "Add " button.

To activate your "Follow Me" feature, click on the "Phone" icon. In the selection tree to the left of the main screen, click on the words "Key Press" below the "Options" icon. The Key Press Configuration screen will now be displayed. In the drop-down menu adjacent to the key press that you want to assign as the "Follow Me," select "GOTO Follow Me."

Click on the "Save" button. If you ever want to disable this feature, simply follow the above steps and set the key press to "None." Don't forget to click on the "Save" button any time you make changes.

What is the Fax Document Manager?

The Fax Document Manager is an internet based fax database which allows you to upload documents from your computer on the Internet and then fax them to any fax number or group of fax numbers from any Internet connection anywhere in the world! In addition, the Fax Manager serves as a Fax-on-Demand library which allows callers to request documents available on your system to be sent to their fax machines. This powerful feature is available as part of our Professional or Enterprise products.

Adding documents to your Fax Document Manager

Adding documents to your Fax Document Manager can only be done through the Earnware Business Center, for which you will need Internet access. The file to be added must be stored in either a .tif (text image file) or .efd (Earnware Fax Doc) format. You must use the Earnware Fax™ Converter to convert your documents and graphics to the correct format. There are two versions of this program available in the Help menu in the Fax Document Manager which you can download for free. One is for users of Windows 95, 98 or ME. The other is for users of Windows NT or 2000.

After you have downloaded the Earnware Fax™ Converter, please follow the instructions below according to what version of Windows you are using. After you do this only once, you will realize how simple it is and will become very comfortable using this feature regularly.

Windows 95,98, or ME

Having downloaded Earnware Fax™, follow these instructions to convert your documents/graphics to TIF files:

1. Load the selected document into the corresponding application (e.g. a “Word” document into Microsoft Word®);
2. On the menu bar, select “File” and then “Print”;
3. Under “Printer,” click on the down arrow adjacent to “Name” and select “Earnware Fax.” Now click on “OK.”
4. You will be asked to enter a name. This name will be what the TIF file is called. Enter an appropriate name in the input field and click on the “OK” button when done.
5. Your document/graphic has now been converted to a TIF file, and is stored in the “Earnware Fax” directory off your hard drive. The path will most likely be “C:\Earnware Fax\your_document's_name.tif.”

Once your file is saved in TIF format in the “Earnware Fax Docs” directory, follow these instructions to add it to your Fax Document Manager:

1. Connect to the Internet log into your System Manager.
2. Now click on the “Fax” icon to the left of the screen.
3. A list of all available documents on your Fax-on-Demand service will appear. Click on the “Add” button at the bottom of this list.
4. An “Upload Document” window will appear. Click on the “Browse” text to search for the path of the “Earnware Fax Docs” directory. This will most likely be “C:\Earnware Fax Docs\”
5. All the files within the Earnware Fax directory will now be displayed in the “Choose File” window. Within this large, white box, double click on the file that you just created.
6. Now click on the “Continue” button. Another “Upload Document” window will appear requesting you to name the document you wish to upload. Type in the name of the document to load within the input box.
7. Click on “Submit.” You will now see your document displayed in your Document Manager.

Windows NT or 2000

The Earnware Fax Converter for Windows 2000/NT works like a printer but instead of printing to your local printer, it prints the document directly into the Fax Document Manager within your Business Center! A copy of the document will also be stored on your computer in a folder called "Earnware Fax Docs" in case you had trouble with your Internet connection during the printing stage.

Once the Earnware Fax Converter is installed, follow these step to load a document onto your system:

1. Open any document using the appropriate program (e.g. Microsoft™ Word®).
2. On the menu bar, select "File" and then choose "Print.”
3. In the window which appears, click on the down arrow adjacent to "Printer Name" and select "Earnware Fax.” **Note:** Some programs have a "scaling" option located in this area referred to as "Scale to paper size:.” If this option is available, you will need to select "Fax Paper" before clicking "OK."
4. Now click on "OK.”
5. You will be asked to enter a document name (this is the name as it will appear in your Fax Document Manager), your toll-free number, and your system access code (this is the five number code you use when accessing messages by phone). Enter the appropriate information in the input fields.
6. You will also find a check box that states "Remember Access Code." By checking this box, the toll-free number and system access code information automatically appears in the appropriate fields for future uploads.
7. Click on the "Next" button when you are done. **Note:** If you hit cancel, the document can still be found on your computer in the folder titled "Earnware Fax Docs" for uploading at a later time.
8. An upload progress indicator will be displayed.
9. When the upload is complete, you will see a confirmation window. Click "Finish" to complete the process.

You will now find your document loaded in your Fax Document Manager.

Your document has also been stored in the folder "Earnware Fax Docs" on your hard drive. The path to this document will most likely be:

C:\Earnware Fax Docs\your_document's_name.EFD

The purpose of storing these files on your hard drive is to make them available to you if you chose "Cancel" in the steps above or in the event that you were not on the Internet while going through that process.

If You Weren't Online…

If you were not online while converting your document, follow these instructions to add it to your Fax Document Manager:

1. Log into your Business Center online.
2. Click on the "Fax" icon to the left of the screen. A list of all available documents on your Fax-on-Demand service will appear.
3. Click on the "Add" button at the bottom of this list. An "Upload Document" window will appear.
4. Click on the "Browse" text to search for the path of the "Earnware Fax Docs" directory. This will most likely be "C:\Earnware Fax Docs\."
5. All the files within the Earnware Fax directory will now be displayed in the "Choose File" window. Within this large, white box, double click on the file that you just created.
6. Click on the "Continue" button. Another "Upload Document" window will appear requesting you to name the document you wish to upload. Type in the name of the document to load within the input box.
7. Click on "Submit."

You will now see your document displayed in your Document Manager.

Viewing documents in your Fax Document Manager

To view a fax document, click on the “Fax” icon. Click on the word “Documents” under the “Tools” folder in the selection tree to the left of the main screen. Click once on the document you wish to view. Click on the “View” button. A new window will appear. (You may be prompted, "Do you want to install and run (fax viewer program name) distributed by: Daeja Systems LTD?." Always choose "YES" when this window appears.) Your fax will be displayed in this new window.

Deleting documents from your Fax Document Manager

To delete a fax document, click on the “Fax“ icon. Click on the word “Documents” under the “Tools” folder in the selection tree to the left of the main screen. Click on the document you wish to delete. Click on the “Delete” button. The document will now be deleted from your Document Manager.

Note: We strongly recommend that you view a document before you press the “Delete” button and permanently remove it from your Document Manager.

Changing the description of a fax document

To add or change the number or description of one of your fax documents, click on the “Fax” icon. Click on the word “Documents” under the “Tools” folder in the selection tree to the left of the main screen. Click once on the document you wish to change, then click on “Edit.” An “Edit Document” window will appear. Now change the document number or type the new description in the input field box, and then click on the “Update” button. The list of fax documents and their details will be updated, and your new document description will be displayed.

Copying a fax menu from another user

To copy a fax menu (an existing list of fax documents) from another user, click on the “Fax “ icon. Click on the words “Copy Menu” below the “Tools” icon. A “Copy Fax Menu” will appear in the main screen. Click inside the field adjacent to “From” and enter the toll-free number that holds those documents you wish to transfer. Click in the field adjacent to “Fax Access Code” and enter the fax access code of the account you are transferring documents from (you will receive that code from the person who owns the account from which you are copying). When finished, click on the “Transfer” button. The documents requested for transfer will now appear in your Document Manager.

Note: Copying documents over from another account will <u>not</u> erase any existing documents from your current Document Manager configuration.

Sending faxes from your System Manager

To send a fax document from the System Manager, click on the “Fax” icon. Click on the word “Documents” under the “Tools” folder in the selection tree to the left of the main screen. Now click once on the document you wish to send.

Click on the “Send” button at the bottom portion of the screen. The “Send Fax” window will appear. Enter the name of the person to whom you wish to send the document. Finally, enter the fax number to which you are sending the document. Click the “Send” button and the document you requested will be sent to the recipient. If you wish to send more than one fax to the same person, hold down the “Ctrl” key on your keyboard while selecting multiple documents.

Note: Once you have started sending a fax, it is impossible to stop it. Be certain that you are sending the correct document before clicking on the “send” button.

Using Web to Fax

The “Web to Fax” feature allows you to send a one-time, text fax to any fax machine without having to load the fax document into your Fax Document Manager.

To send a custom fax from the Earnware Business Center, click on the “Fax” icon. Click on the words “Web To Fax” below the “Tools” folder in the selection tree to the left of the main screen. A “Web to Fax” window will appear in the main screen. Enter the name of the recipient and fax number including area code (do not enter 1 before the area code). Type the text of your custom fax under “Enter text below to send a fax from the web now.” When you have finished and are satisfied with the content of your custom fax, click on “Send Fax.”

Sending a fax broadcast from your System Manager

To send a document from your Fax Document Manager to a selected group in your Contact Manager, click on the “Fax” icon. Click on the word “Broadcast” below the “Tools” folder in the selection tree to the left of the main screen. The “Fax Broadcast window will be displayed in the main screen. Select one or more documents within the “Available” field (hold your control key while left clicking the mouse to select more than one document) and click on the “Move ✍” key to move them into the "Docs to send" box. Click on “continue” at the bottom of the “Docs to send” box.

Choose the folder(s) which contain the names of your intended recipients in the “Available Groups” field. Click on “Move ✍” to move them into the “Send to groups” field. Click on the “Send” button below the “Send to groups” field.

Type in a header in the “From” field. The header will appear at the top center of all the faxes that are sent, and the name of the contact will appear to the right of the header. Note that you cannot change the field in the “To” box.

Finally, an information box will appear. This will show you the number of faxes that you are about to broadcast. It will also give you information on the estimated usage and cost of the fax broadcast. This estimate is not guaranteed to be accurate. The amount of graphics on your documents, the number of pages, and the speed of the receiving fax machines are all considerable factors in the cost of a fax broadcast. This table assumes a one-page document with minimal graphics, and assumes it will take 1 minute for the fax to complete. Some faxes can take considerably longer. If you choose to go ahead with the broadcast, click on “Send.” If not, click on the “Cancel” button.

Note: There are no user controllable tools to stop a fax broadcast once it has begun. Please take the necessary time to be sure you are sending what you want to whom you want.

Viewing and updating your Fax-on-Demand Prompt

The “FOD Prompt” function enables you to change any Fax-on-Demand voice greeting you have stored in your Audio Manager.

To view or update your “FOD Prompt,” click on the ”Fax” icon. In the selection tree to the left of the main screen, click on the “Options” icon. Click once on words “FOD Prompt” below the “Options” icon. Click on the drop down menu adjacent to the “Fax on Demand Voice Prompt” and select the desired custom Fax-on-Demand greeting. Click “Save.”

Note: Most people use the default “FOD setting.” We recommend you use the default prompt unless you use Fax-on-Demand as a major part of your business and are thoroughly familiar with the system.

Changing your Fax Menu Transfer Code

The Fax Menu Transfer Code allows you to share your fax documents with other users of the Earnware Business Center system. You can provide this code to any of your associates so they can copy your fax documents.

To change your Fax Menu Transfer Code, click on the ”Fax” icon. In the selection tree to the left of the main screen, click on “Options,” and then click on the words “Transfer Code.” In the main screen, type the new code and then click on the “Save” button.

Note: Do not use your login code for this function!

Viewing your “fax outbox” contents

The “Outbox Report” will show you what documents are still in the fax queue (pronounced "Q," meaning “a waiting line”). To view the documents you are sending, click on “Outbox” to the left of the main screen in the Fax Manager. This report will show you the time the document was sent to queue, the fax number you are sending the document to, the amount of time the document has been sitting in the queue, the number of attempts made to the designated fax number, and the document number from the Document Manager.

What is the Email Manager?

The E-mail Manager is where you will go to create e-mails to be used in any email broadcasts or autoresponse campaigns, customize your signature, add a new e-mail account, or change your email username. To set your e-mail, click on the "Email" icon then select the action you want to accomplish from the selection tree to the left of the main screen.

Creating Emails

To create a standard email which you can send as a broadcast to a group in your Contact Manager or for your Autoresponse campaigns, click on the "Email" icon. (**Note:** If you have more than one Earnware-hosted email address, be sure that you are creating the document in the appropriate account.) Click on the "New" button in the main screen. A new window will appear. Type in the subject and text of the email then click on the "Save" button.

If you are creating an email using "Rich text (HTML)," an abbreviated HTML tutorial is available in the online Help menu including common HTML codes you will most likely use. You can preview your email by clicking on the "Preview" button. A new window will appear displaying your email document.

If you wish to add an attachment with this e-mail, click on the "Add Attachment" button. A small window will appear. Click on the "Browse" button. A "Choose file" window will appear. Locate the document that you want to attach and click on the "Open" button. You will see the "Email-Add Attachment" window. Click on "Add." The attachment will be added.

Note: Attachments cannot be removed. Be certain you are adding the correct document!

To check your spelling:

- Click on the "Spell Check" button.
- The Spell Checker will identify any words in your email which are not located in the dictionary and display them in the "Not in dictionary:" field.
- Either retype the word in the "Change to:" field or select from the list of suggestions and click on the "Change" button. (If you choose "Change All", the system will replace every occurrence of the same misspelling with your correction.)
- If the word is spelled correctly but is not in the dictionary (such as a person's name), click on the "Add" button to add that word to your personal dictionary, click on "Ignore" to ignore this one occurrence, or "Ignore All" to ignore every occurrence throughout the email.
- When the spell checker has finished checking your email, you will see an alert window stating, "Spell check complete." Simply click on "OK" to close this box and return to your email.

Editing documents in your Email Manager

To edit an email you have already created in your Email Manager, click on the "Email" icon. In the selection tree to the left of the main screen, click on the word "Documents" under the "Tools" folder. Click on the document which you want to edit and then click on the "Edit" button. Make the desired changes then click on the "Save" button.

Deleting documents in your Email Manager

To delete an email that you have already created in your Email Manager, click on the "Email" icon. In the selection tree to the left of the main screen, click on the word "Documents" under the "Tools" folder. Click on the document which you want to delete and then click on the "Delete" button. A warning box will appear asking if you are sure that you want to delete this document. If you are, click on the "OK" button. Your document will be permanently deleted.

Sending An Email Broadcast

To send an email broadcast to groups within your Contact Manager you will first need to create an email as outlined above. After you have created the document, select the document from the Email Manager and click on the "Send" button. In the window which appears, select "Multiple Contacts" and click on the "Next" button. Choose the Contact folder containing the information about the people to whom you are sending this email from the drop-down window which appears and click on "Next." Your email has been sent.

Spam Guard: When you use the broadcast feature, your email will have an "Unsubscribe" link automatically inserted at the bottom of the email. Above this link is text stating, "Your choices regarding email are respected. If you would no longer like to receive correspondence from us, please click the following link." When a recipient clicks on the displayed link, their name will be automatically removed from the folder in your Contact Manager to which you sent the broadcast. A new folder will be created beneath this folder called "Unsubscribe" and that contact's information will be placed in this new folder.

You will receive a notice in your Inbox every time someone "unsubscribes" from your email broadcast.

The "Share" button

This button enables you to make your emails available to other members of your team who also have an Earnware-hosted email account. Once your have enabled this feature, give your email address and the "share code" you created for this purpose to your team members and they will be able to import some or all of your emails into their system.

To designate your emails as "Shared," click on the "Email" icon. In the selection tree to the left of the main screen, click on the word "Documents" under the "Tools" folder. Click on the button labeled "Share." A new window will appear. Next to "Shared:" select "Yes." In the field adjacent to "Share Code:," enter any numbers or letters you wish to use as your code. Click on "Update."

Import Emails

If you have a team member who has created emails which they are willing to share with you, you can import their emails to your Earnware Business Center. Contact the person who has created the emails and request them to give you their email address and "Share Code" for this purpose. Once you have obtained this information, click on the "Email" icon and then click on "Import Email" in the selection tree to the left of the main screen. Type that person's email address in the field "Source Email Address:" and the share code in the field titled "Share Code:" then click on "Get List." All emails will be listed in the "Available" field. Select the email(s) you desire to import and click on the "Move->" button. The emails will appear in the "Add" field. Once you have all the emails you desire in the "Add" field, click on the "Import" button. The emails will now appear in your Email Manager. Be sure to read through the emails and change any personal information before you send them out!

Auto Message Distribution

The "Auto-Message Distribution" feature allows you to co-op on your marketing campaigns with other members of your team and the system will automatically place responses to your advertising campaign into each person's Earnware System Manager on a rotational basis. You can advertise one email address and all incoming emails will be evenly distributed to every member of your co-op.

To set your Auto-Message Distribution feature, click on the "Email" icon. In the menu tree to the left of the main window, select "Auto-Msg Dist." Click on the "Add" button. A small window will appear. Type the Earnware email address in the "Account" field. (If you have an email account hosted by Earnware but is not yourname@earnware.net, be sure that you have the correct domain name address in this field.) Choose a number in the "Weight" field to determine what percentage of the calls that come to the Master account will be distributed to the member you are adding in this field. (If all parties contributed an even amount, keep the weight set to "1.") Click the "Add" button.

Add as many members as you wish. You will note that there is a check-box next to each member in your list. This check box is simply so that you can choose a member to either edit or remove. Your Auto-Message Distribution system will distribute to everybody on your list. You do not need to check these boxes to activate the distribution system.

To activate this feature, choose "On" in the drop-down menu at the top of the screen and click on "Save."

To make changes to the "weight" of an existing number, check the box next to the number you wish to change. Click on the "Edit" button. Make the changes in the window which appears. Click on the "Update" button.

To remove a number from your list, simply check the box next to the number (or numbers) you wish to remove and then click on the "Remove" button.

The "Reset" button

This button will be critical to you if you have an existing Auto Distribution Campaign in effect and wish to add a name to that list after the campaign has started. Let's say, by way of example, that you have five people on an Auto Distribution Campaign list and each person has received 30 emails. Someone decides that they want to be part of your campaign and so you add their name to the list. Because the system is designed so that every person receives an equal number of emails, the new person that you added will receive all of the incoming emails until his number matches everyone else's. This means that the next 30 emails will come into his system while the rest of the people in the list receive no emails.

By clicking on the "Reset" button after adding a new person to the list, the number of emails that each member has received is reset to 0 so that the following incoming emails will be distributed evenly. This will not impact any of the actual emails that have already been distributed.

Importing an Auto Message Distribution List

The "Import" button is available in the event that you have several Earnware hosted email accounts and want to import Auto Message Distribution lists from one of your Earnware hosted accounts to another.

Let's say that you have three email accounts through Earnware and that two of them have separate Auto Message Distribution lists. You can import one (or both) lists to your third account if you wish to start a different marketing campaign.

To import a list, simply click on the "Import" button. A new window will appear in which is a drop-down menu that contains all of your email accounts. Select the account from which you want to import the Auto Message Distribution list and then click on the "Import" button that is in this small window. The list will now appear on this account. If you want to import another list, repeat these steps and the names on the second import list will be added to those that are already on this email account.

Email Username

The "Email Username" feature allows you to change the username of your Earnware hosted email account. When you use this feature, you can type in any username you wish and if that name is not already taken it will be assigned to you immediately. Changing your username will not affect any messages that are already in your Inbox but any emails that are sent to your "old" Earnware hosted email address after you have changed the username will not be received.

To change your email username, click on the "Email" icon. Click on the "Options" icon in the selection tree to the left of the main screen. Click on the word "Username." In the field adjacent to "Change Username To:," type the username that you desire. Click on the "Change" button.

If the username that you typed in is available, your will see a message that says, "Your Username has successfully changed." If it is not available, you will see a message that tells you that the username is already in use. Type in a new username and try again.

Please Note: Changing your Email username will not affect your log-in username.

"From" Name

The "Email From" feature allows you to choose the name that recipients of your emails will see displayed in the "From" column of their email account. You can make this your name, your business name, or whatever name you wish. If you do not choose to use this feature, your "From Name" will be *yourname@earnware.net* by default.

To set your "From Name," click on the "Email" icon. Click on the "Options" icon in the selection tree to the left of the main screen. Click on "From Name." In the box adjacent to "Email From Name" that is displayed in the main screen, type the name that you want to appear in your recipient's email. Click on the "Change" button.

Your "From Name" is now changed and will remain in the "Email From Name" field until you change or remove it.

Please note: If you create an email in your Email Manager, you will still see the account owner's name in the "To:" field. However, when the email is sent, the recipient will see whatever name you placed in the "From Name" field and not the account owner's name.

Signature

The Signature function allows you to place text at the end of every email you Compose a new email in your Inbox Manager. Your Signature might be something like, "Sincerely,…John Doe… CEO… ABC Corporation" or whatever you feel is appropriate.

To set your Signature, Click on the "Email" icon. Click on the word "Signature" below the "Options" icon in the selection tree to the left of the main screen. Enter the text of your signature in the main screen and then click on the "Change" button.

What is the Web Administration Console?

Welcome to the Web Administration Console! This is the area where you will be able to make changes to and assess activity on your Earnware hosted web site. You will notice that there is a selection tree to the left of the main screen. Click on one of the links in this tree to begin making changes.

Form Builder

This function is sometimes referred to as the "Form Builder" and will allow you to create an information gathering form (i.e. "Get Our Free Newsletter") and place it on any website regardless of whether the site is hosted by Earnware Corporation or not. The information gathered from this form will be automatically sent to your Contact Manager, thus allowing you to acquire information about visitors to your website. This also allows you to create truly automatic campaigns to send to your prospects. You will receive a notice in your Inbox whenever anyone has submitted information using the form you created.

Building forms using this feature is quite advanced. We recommend that you review all the steps by going to our online tutorial at http://cs.earnware.com/web_forms/slide01.asp. This tutorial takes you step-by-step through the creative process. You will also be able to complete a sample form on this site and have all the instructions emailed to you in a printable form. Once you have created one form, you will find that it is quite easy to create another, should you wish.

Link Builder

If you do any marketing online through banner ads, online classifies, e-zines, or email broadcasts, this feature is for you!

In essence this function allows you to create a link to your personal or business website, regardless of whether that site is hosted by Earnware™ Corporation or not. You can place that link on any online advertisement whether it's a banner ad, online classified, or a richly formatted (HTML) email. Every time someone clicks on the link in that ad, it is registered as a "hit" in your Business Center. You can view a report in your Business Center to determine how effective the ad is in generating traffic to your site. Let's look at an example of how you might use this feature.

Imagine that you have a website with the address "www.websites.com." You want to advertise this site in three separate online classified ads. You can use the Link Builder to determine which ad is generating the most traffic to your site.

1. Use the Link Builder to create three links, one for each of your online ads. All of these links will take visitors to the same website destination. However creating a separate link for all three ads will help you determine the effectiveness of each.
2. Your Business Center will keep track of how many people responded to each link - in real time. Every click on the links you create with the Link Builder is registered on your Business Center immediately.
3. Determine how many hits you have received on each link by viewing the online Links report in the Report Manager.

You may discover that your first classified ad generated 2 hits in a week, the second generated 10 hits, and the third generated a hundred. You now know that the third ad is the most effective. You can now place that ad on several online classified ad sites with confidence that it will generate a fair amount traffic to your site.

To create a link with the Link Builder, click on the " Web" icon. Click on "Link Builder" in the selection tree. In the Main Screen, click on "New." A new window titled "Create New Link" will appear. Complete the fields in the main screen:

- Enter a Description - This information will appear in your Business Center to help you identify a particular link (i.e. "Link for first classified ad.")
- Enter a Caption - These are the words which will appear in your ad as the link (i.e. "Click Here".)
- Enter a URL - Enter the website address for this link (i.e. "www.websites.com".) Do not include the http://.
- Select a Target - Choose how you want the link to appear. For example, if you choose "New Window," the browser will open a new window when the visitor clicks on the link.
- Click Save when you are finished.

Once you have created your link, the text you typed in the "Enter a Description" field will appear in the main screen.

To place your link on any web page or rich text (HTML) email, click on the link name as displayed in the "Description" list in the Main Screen. Click on "Edit." A new window will appear. Highlight the entire link information in the section under "Paste the following code into your web page." Hold down the Ctrl key and then type the letter C. This will copy the information to your computer's clipboard. Paste the link into your online ad, email, etc.. To do this, open the ad or email and click where you want your link to appear. Now, hold down the CTRL key and type the letter V. The information should appear. Save your ad, email, web page, etc.

Now that you have created the link in your ad, be sure to test it. After your test, take a look at the Links Report. You will view the number of times you clicked on that link.

Banner Ad Links

If you have a banner add which you are using and you want to take advantage of the features of the Link Builder, you will want to follow these steps: Click on the "Web" icon. Click on "Link Builder" in the selection tree. Click on "New Banner" button. Complete the fields in the main screen:

- Enter a Description - This information will appear in your Business Center to help you identify a particular link (i.e. "Link for first classified ad.")
- Enter a URL - Enter the website address for this link (i.e. "www.websites.com".) Do not include the http://.
- Select a Target - Choose how you want the link to appear. For example, if you choose "New Window," the browser will open a new window when the visitor clicks on the link.
- Click Save when you are finished.

A new button titled "upload" will appear. Click on this button to find a banner on your hard drive. In the window which appears, click on the "Browse" button and locate your banner. Once you have found it, click on the "Open" button in the "Choose File" window. Click on the "Add" button. The banner will appear in your "Edit Link" window. Copy the HTML code in the area under "Paste the following code into your web page:" and paste it into your web page. Click on "Close" when you are done.

Be sure to test your link and check the Reports Manager to verify that the banner you placed on your site is tabulating hits.

If you ever need to edit your Banner, click on the file you want to edit and then click on the "Edit" button. Make necessary changes and click on "Save" before closing the "Edit" window.

Template

Some, but not all, replicated websites hosted by Earnware Corporation allow you to change the color scheme of the site through the templates function.

To change the appearance of your site, click on the word “Templates” in the selection tree to the left of the main screen. Your template options will appear on the main screen. Select the template you desire by clicking on the circle within that option. Click on “Save Changes” which is located above your template options. A dialogue box will appear stating that the changes have been made. Click on the button labeled “OK.”

To view your changes, click on “View Website.”

Please Note: While viewing the website, if you wish to return to the Web Administration Console, simply close the window which is displaying your web site. You do not have to log into the system again.

Text

To edit text on your site, click on the word "Text" in the selection tree. A sub-selection will appear under the word "Text." Click on the text option (Home, contact Us, etc.) you wish to edit. Complete the appropriate information in the main screen. In the contact information, the HTML boxes should not be selected unless you are going to use any HTML functions in the associated information field.

Click on "Save Changes" which is located directly below the "Web Text" title. A dialogue box will appear stating that the changes have been made. Click on the button labeled "OK."

To see the changes on your site, click on the link "View web site" which is found in the selection tree. A new window will open displaying your site with the new text or contact information.

Please Note : If you wish to change any other text information, do not enter your account number and access code to open the web administrator again. Simply close the window which is displaying your web site.

Images

Most Earnware hosted replicated web sites come with pictures which you can choose to display on different pages within your site.

To change an image on your web site, click on the word "Images" in the selection tree. Click on the words “Change Image” above the current image. This will open the “Image Gallery.” (Note: You can also access the Image Gallery directly by clicking on “Image Gallery” in the selection tree) In the box which appears click on the image you want to be displayed. Click on the word “Select.” This picture will now be displayed in the “Images” section as well as on your site.

Image Gallery

If you want to add a picture to your gallery, the image must be on your computer in a .gif or .jpg format. The size of your image will be a determining factor in how quickly your page downloads on your prospect's browser. We recommend that the file size not exceed 100 kilobytes.

To add an image on your Image Gallery, click on the words "Image Gallery" in the selection tree. Click on the “Add” button in the main screen. In the field adjacent to “File Pate,” either type in the correct path to your image or click on the “Browse” button to find the image. Once the path is entered in the field adjacent to the “Browse” button, Enter a name for the image in the field adjacent to “Image Name.” Click on the “Upload Image” button.

The image will now be available in your Image Gallery.

Forms

The “Form” feature is a powerful function which allows you to automatically import the information of clients who complete the “Contact Us,” “Newsletter,” or “Enrollment” sections of your web site. Using this feature will enable you to automatically launch an Autoresponse campaign as soon as your prospect has entered the appropriate information on your web site and clicked on the “Submit” button.

Please note that this feature is available on only select replicated web sites.

To set the “Forms” feature, click on the “Website” icon. Click on the word “Forms” under your website’s name in the selection tree to the left of the main screen. (Do not click on the “Forms” function which appears above your website name!) Click on the words “Contact Us” that appear below the word “Forms.”

From the drop-down menu adjacent to “Send To:,” choose the email account that is associated with this website. From the drop-down menu adjacent to “Import To,” choose the folder located in your Contact Manager that is the source of information for the autoresponse campaign that you have set in place for this form. Click on the circle next to “Send form data to your Earnware email account.” Click on “Save Changes.”

Your “Forms” feature is now set.

Please be aware that you will receive an email titled “New Contact” in your Messages Inbox every time someone submits one of these forms even though their information is automatically placed in your Contact Manager. If you do not want to receive this notification in your Inbox, check the box next to “Delete email after import” before you click on the “Save Changes” link.

If you want to be notified at another email address, complete the field below “Use a different email address.” Be aware that you will not be able to use the autoresponder function if you choose this option.

Options

Meta Tags

Meta tags are words that are hidden within the coding of your web page. These tags are used by search engines to find sites which contain information typed by the user. For example, when you go to a search engine such as goto.com and type “elephants,” the search engine will look for meta tags with the word “elephants” in it.

To create meta tags on your site, click on the “Options” icon. Click on the words “Meta Tags” below the “Options” icon. Add the desired meta tags and description for your site. Click on “Save Changes.”

Your site is now ready to be placed on search engines.

If you want to verify that the tags you have entered have been added to your site, click on “View Website.” From your personal web site, click on the “View” menu at the top of your screen and select “Source.” (Please note that due to the use of frames, right-clicking within your home page and selecting “View Source” will not allow you to see your meta tags.)

The source of your page will now be displayed in a new window. your Meta tags should appear within this document.

Form Rotation

The Form Rotation feature functions in much the same way as the Message Auto Distribution feature in the Phone and Email sections of the Creating Lifestyles Business Center. It allows you to co-op on your marketing campaigns with other members of your team. The system will automatically place responses to your advertising campaign into each person's Business Center on a rotational basis.

As an example, let's say that you, Joe, and Mary each have an Earnware hosted account and you are all contributing to a big marketing campaign. You have pooled your money together and placed your add. Let's say that the three of you have decided to use your web address in the ad. Your web address would be considered the “Master Address.”

You will set your system so that as each visitor to your site completes the “Contact Us” page, the first response will come to you, the next response will go to Joe, and the third response will go to Mary. The Earnware system will continue to rotate the distribution of these responses until you disable this feature.

Now, let's say that in this marketing campaign, Mary contributed 60% of the money needed and both you and Joe each contributed 20%. You can set your Form Rotation Distribution system to give Mary more messages than either you or Joe would and both you and Joe would receive an equal number of messages.

To set your Form Rotation feature, click on the “Web” icon. In the menu tree to the left of the main window, select “Options.” Click on the words “Form Rotation” below the “Options” icon. Click on the “Add” button. A small window will appear. Type the username on any account you will be adding to this list. This name is the name which appears after the / on the client’s web address (i.e. “www.anyname.com/**myusername**”). Choose a number in the “Weight” field to determine what percentage of incoming emails will be distributed to the account you are adding in this field. (If all parties contributed an even amount, keep the weight set to “1.”) Click the “Add” button.

Add as many accounts as you wish. You will note that there is a check-box next to each number in your list. This check box is simply so that you can choose an account to either edit or remove. Your Form Rotation system will distribute to everybody on your list. You do not need to check these boxes to activate the distribution system

To make changes to the “weight” of an existing number, check the box next to the account you wish to change. Click on the “Edit” button. Make the changes in the window which appears. Click on the “Update” button.

To remove a member from your list, simply check the box next to the member (or members) you wish to remove and then click on the “Remove” button.

The "Reset" button will be critical to you if you have an existing Auto Distribution Campaign in effect and wish to add a name to that list after the campaign has started. Let's say, by way of example, that you have five people on a Form Rotation list and each person has received 30 messages. Someone decides that they want to be part of your campaign and so you add their name to the list. Because the system is designed so that every person receives an equal number of calls, the new person that you added will receive all of the incoming emails until his number matches everyone else's. This means that the next 30 emails will come into his system while the rest of the people in the list receive no emails.

By clicking on the "Reset" button after adding a new person to the list, the number of emails that each member has received is reset to 0 so that the following incoming emails will be distributed evenly. This will not impact any of the actual emails that have already been distributed.

Importing an Auto Message Distribution list:

The "Import" button is available in the event that you have several Earnware hosted web accounts and want to import Auto Message Distribution lists from one of your Earnware hosted accounts to another.

Let's say that you have three web accounts hosted by Earnware and that two of them have separate Form Rotation lists. You can import one (or both) lists to your third account if you wish to start a different marketing campaign.

To import a list, simply click on the "Import" button. A new window will appear in which is a drop-down menu that contains all of your email accounts. Select the account from which you want to import the Auto Message Distribution list and then click on the "Import" button that is in this small window. The list will now appear on this account. If you want to import another list, repeat these steps and the names on the second import list will be added to those that are already on this toll-free account.

What is the Settings Manager?

The Settings Manager allows you to change the time displayed in your system for both inbound messages and outbound faxes. It also allows you to change your login username and password so that you can maintain a higher level of security on your system.

Time Zone
All times displayed in your System Manager are set to Pacific Standard time by default. In order to help you keep track of when your prospects called your number, you can use the "Time Zone" feature to display the time they called. For example if you are living in the Eastern time zone, you can set your system so that all times displayed in your Inbox or Fax Outbox folder are Eastern Standard Time.

To set the time on your system, click on the "Settings" icon and then click on the word "Time Zone" in the selection tree. In the main window, select a time zone from the drop-down menu and then click on the "Save" button.

Username
It is a good idea to change the Username you use to access the Creating Lifestyles Business Center on a regular basis. It only takes a matter of seconds to do and is an effective way to keep your System Manager secure.

To change your Username, click on the "Settings" icon. Click on "Username" in the selection tree. In the main screen, type in the new Username that you wish to have. You can use any letters, numbers, or spaces in your new Username. Click on the "Change" button. A message will appear stating that your Username has been successfully changed.

Note: This will only change the Username you use for logging into the ESM. It will not change the username on your email or web accounts!

Password
In addition to changing your login Username on a regular basis, it is advisable to also change your password. We advise that you write down your password and keep it in a secure location!

To change your Password, click on the "Settings" icon. Click on "Password" in the selection tree. Type your current password in the box adjacent to "Old Password." Type your new password in the box adjacent to "New Password." You can use any letters, numbers, or spaces in your new User ID. Your password must contain between 5 and 10 characters. Retype your new password in the box adjacent to "Confirm Password." Click on the "Change" button. A message will appear stating that your password has been successfully updated.

Please note: This function will only change the password for logging into the ESM and will not affect the five number passcode you use when retrieving messages by phone.

What is the Reports Manager?

The Reports Manager allows you to view reports which can help you evaluate your marketing efforts and telephone and fax usage. Each report serves a unique purpose.

Phone Reports

Viewing Current Charges
In order to keep abreast of your current per-minute charges, click on the “Reports” icon. Click “Current Charges” in the selection tree. Your current charges will appear in the main screen.

Generating a “Call Capture” Report
This feature allows you to generate a report that will show you all calls which have come into your system over a certain date range or only those calls where the prospect listened to your message for a certain amount of time; you choose the time duration you wish to view. To access this feature, click on the “Reports” icon then click on the words “Call Report” in the selection tree. The “Call Report Generator” screen will appear.

You have the option to choose the start date and time, and the ending date and time you wish to view using the drop down menu on your screen. Under the “Call Duration Greater Than” section of the screen, choose the desired call duration you wish to view and click “Next.” For instance, you may want to view only those calls where the prospect listened for at least 1 minute. Your Call Report will now appear on the screen for review; this report will include the date and time of the calls, the phone numbers of all callers who listened for the amount of time you chose, the exact amount of time they listened for, and the exact length of their message (if they left one). This report will even include the phone numbers of the prospects who listened to your message for the amount of time you specified, but did not leave you a message of their own; in other words, they hung up at some point during your message.

This feature is especially useful in helping you prioritize your call-backs. For example, you may decide that it is best to first call back the prospects who have listened for at least 2 minutes of a 3-minute message; maybe it is your experience that these prospects are more qualified and more worth your time at this point.

To further understand the usefulness of this feature, look at it this way: If someone calls your number in response to your marketing efforts, there must obviously be some level of curiosity or interest. However, not everyone will leave you a message. There are a variety of factors as to why a caller

doesn't leave a message. Perhaps they didn't expect the message to be as long as it was and they had to do something else. Perhaps they had another call to answer. Maybe they were so captivated by the message that they forgot to press "0" and go to the voicemail box. The point is that these people are worth calling back, and knowing how long they listened gives you insight as to how much they know about your opportunity or product. You may determine, after a time, that your success percentages are much higher when you speak to someone who got at least 1 or 2 minutes into your presentation. You can then filter out all callers who listened for less than the time specified.

This powerful feature allows you to see who called into your system within whatever date and time rage you choose. You will know how far into your presentation they got by looking under the duration column next to the phone number.

To generate a Call Report, click on the “Phone” icon. In the list to the left of the main screen, choose “Reports.” Click on the words “Call Capture” that appear under the word “Reports.” Choose the start date and time and the ending date and time you wish to view using the drop down menu on your screen. Click on the button labeled "Next.” Your Call Report will now appear on your screen for review.

Please Note: You can also use the "duration the caller stayed on the line before hanging up" as criteria for your report. To do this, choose the desired call duration you wish to view in the “Call Duration Greater Than” section of the screen before you click the “Next” button.

The “Call Duration” Graph Generator
This function allows you to view a graph of all calls which have come into your system over a specified date range. This report will display the length of time a caller listened to your greeting and the length of message they left. To generate this report, click on the “Reports” icon and select “Call Duration” in the selection tree. In the main screen, specify the date range you want to view and click on “Next.” The graph will be displayed with most recent dates at the top.

The “Area Codes” Report
The “Area Codes” report displays all calls which have come into your system by area code. This can be particularly helpful if you are advertising nationally and want to see what areas of the country have the strongest response to your ad.

To view the “Area Codes” report, click on the “Reports” icon and select “Area Codes” in the selection tree. All area codes will be displayed in the main screen.

The “Call Volume” Report
This report displays the volume of calls received on your system each month. To view the report, click on the “Reports” icon and select “Call Volume” in the selection tree. The current month’s call volume will be displayed. To view the previous (or next) month, click on the “Previous” or “Next” button in the main screen.

The “Audio Report”
This report displays every message that has been heard on your system, how many people listened to it, the average length of the call, and the total time used. To view this report, , click on the “Reports” icon and select “Audio Report” in the selection tree. The report will be displayed in the main screen.

Fax Reports

Fax On Demand Report
This report will display the phone number from which a person called to request one of your fax documents. This will be helpful to you in your follow-up efforts. The fax number of the caller will be displayed in the “sent items” report (below).

To generate this report, click on the “Reports” icon and the click on “FOD Report” in eh selection tree. In the main screen, select the date and time range you wish to view and click on “Next.” The report will be displayed in the main screen.

The “Sent Items” Report
The “Sent Items Report” will show you the time the document was requested or sent, what fax number the document was sent

to, the length of time (duration) it took for the fax to send or fail, how many attempts the fax system made to send the document, and the document number requested.

To view your Sent Items Report, click on the "Reports" icon. In the selection tree to the left of the main screen, click on "Sent Items." The "Sent Items Report Generator" will appear in the main screen. You will now be given the choice to select the date/time range of the faxes you sent. Click within the boxes located under "Options" to view successful, failed, or both. When you have finished your selections to view, click on "Next."

A "Sent Items" screen will appear with the specified information you have requested. If a fax shows as "No answer," the system made three attempts to get through and was unsuccessful. Click on the blue fax number and a "Fax Detail" window will appear. This will show you more details about that specific fax item. If you wish to send this fax again, click on "resend."

The "Fax Volume" Report

This report is a graphical report displaying all fax documents which have been sent out from your system. To generate this report, click on the "Reports" icon and click on "Fax Volume."" The main screen will display the report.

Web Reports

Hit Volume

A "hit" to your web site means that someone logged onto your home page. Knowing how may "hits" your site has received is a valuable tool for assessing the effectiveness of your marketing campaign.

To see how many times your web site has been "hit," click on the "Options" icon in your web administrator. A sub-selection will appear under the word "Options." Click on the words "Hit Volume." In the main screen select a date range by clicking the arrow adjacent to the month, day, and / or year you wish to be select. Highlight the appropriate dates in both date ranges. Click on the "View" button.

Average Hits by Weekday

The "Average Hits by Weekday" link allows you to view an average number of hits by the day of the week and encompasses the entire time that you have had your site. If you see that your average hits on Monday is 30 and you have had your site for 6 months, this is a total average of all Mondays during that six month period.
To view your average hits, click on the "Options" icon in your web administrator. A sub-selection will appear under the word "Options." Click on the words "Average Hits by Weekday." A graph will appear displaying the average number of hits by weekday.

What is the Campaign Manager?

The Campaign Automation Manager is a tool that allows you to automatically send a series of pre-recorded or pre-written information to your prospects or new recruits over a period of hours, days, weeks, or months. The information you send can be in the format of a voice message, fax, email, or any combination of the three. The purpose of the Campaign Manager is to allow you to automatically communicate important information on a pre-scheduled basis. This feature is quite advanced and will require that you be familiar with the other major features of your Creating Lifestyles Business Center such as creating emails in your Email Manager, recording and accessing a voice message in your Voice Prompt Manager, and uploading a fax document to your Fax Document Manager.

Creating an Automated Campaign

To create a new campaign, click on the “Campaigns” icon. In the selection tree to the left of the main screen, click on the word “Campaign Manager.” Now you are going to click on the “New” button in the main window. This will bring up a small window called “Add New Automatic Campaign.” Type in the name of your new campaign (i.e. “New Recruits”). Select the folder that will contain the names of those who you want to be a part of this campaign. Now click on the “Add” button.

You are now ready to start building your campaign. Click once on the title of your new campaign and then click on the “Edit” button at the bottom of the screen. The screen which appears will show details about your campaign. To add components (email, voice message, or fax), click on the “Add” button in the lower portion of the main screen. You will be asked how you want to send your message. Click on “Send Via (Email, Fax, or Phone)” then click on the “Next” button. If you have more than one phone or email account with Earnware, you can now select which account contains the message you want to add to this campaign. Click on the “Next” button. Now a list of available emails, faxes, or voice messages on your account will appear. Select the desired document or message and click on the “Next” button.

The next screen will determine when you want the new client to receive the message. If you leave it at “0 Hours,” your message will be sent to your recruits as soon as you add them to the

Contact folder that is being used for this campaign. If you choose “2 Hours” (or days, weeks, etc.) the message will be sent that number of hours after your enter them in the campaign folder. Once you have selected the time of delivery, click on the “Next” button.

Repeat these steps as often as needed. Please note that if you need to make changes to any of your emails, you may do so from your Email Manager at any time and those changes will be effective on the emails that you have placed in your Campaign Manager.

Also, you should be aware that the campaigns that you create will be activated any time that you add a name to the folder that you have selected for that campaign. For instance, you may recruit “Mary” and place her in the “New Recruits” folder and she will receive the initial message from the campaign on the day you enter her name. Two days later, you can enter “Jim’s” name and he will receive the first message while Mary is receiving the email for day three. If you add a new component to your campaign (email, voice message, or fax) after you have begun adding names to the Contact folder, the people already receiving the campaign will not receive the new message. Only those added to the Contact folder after the new component is in place will receive it.

To edit an existing campaign, click on “Campaign Manager " in the selection tree. Now click on the "Edit" button in the main window. The details about your campaign will be displayed in the main screen.

You can now change the name of the campaign, input an Import Code which will allow your associates to import your campaign to their system, change the folder to which the campaign in applied, or add/delete components to/from your campaign.

Note: If you add a component to an existing campaign, those contacts who are already receiving the campaign will not get the new component. Only those contacts you add after adding a new component will receive it.

Spam Guard: When you send an automated campaign, all emails will automatically have an “Unsubscribe” link inserted at the bottom of the email. This link states, “Your choices regarding email are respected. If you would no longer like to receive correspondence from us, please click the following link.” When a recipient clicks on the displayed link, their name will be automatically removed from the folder in your Contact Manager to which you sent the broadcast. A new folder will be created beneath this folder called “Unsubscribe” and that contact’s information will be placed in this new folder.

This feature was created in order to protect both you and Earnware Corporation from potential accusations of “Spamming” in accordance with federal law.

To delete a campaign, simply click on the campaign you wish to delete and click on the “Delete” button at the bottom of the main screen. Please note that deleting a campaign will not cause your emails, faxes, or voice messages to be deleted from the email, fax, or voice prompt managers on your system.

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