

# iiPhone user guide

## Duet - Phone and Fax Multiplier

### what is Duet?

Duet - Phone and Fax Multiplier allows you to add a fax number to your existing phone line, giving you separate phone and fax numbers without installing a second line.

### instructions for use

#### receiving Duet calls

Your Duet-compatible facsimile machine or PC Fax/modem will recognise the distinctive ring of an incoming fax and answer it (refer to your fax user manual for instructions on how to set up this facility).

Calls to your voice (phone) number will continue to ring as usual. If you are using a Duet compatible line switching unit, the ring cadence of an incoming call will be determined and then forwarded to the fax machine/modem or the telephone, depending on the type of ring.

#### sending Duet calls

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

\* 1 1 \* 3 #

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

#### sending a fax overseas

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

\* 1 1 \* 3 #  0 0 1 1

International Fax calls are charged at the same rate as your iiNet international phone calls.

#### using Duet with call waiting

These instructions apply if you have Call Waiting connected to your line. If you have Call Waiting turned on for your phone number, you will need to prefix your fax calls with:

\* 1 1 \* 3 #

then enter the normal command sequences for those features (consult your User Guide for instructions). This prefix temporarily deactivates Call Waiting and ensures that your fax (and data) calls are not corrupted by Call Waiting tones.

## using Duet with call forward

The Call Forward feature (if subscribed to) will be available to both numbers. Therefore, incoming phone calls can be diverted independently of incoming fax calls. To set up these features on the Duet number, dial:

\* 1 1 \* 3 #

then enter the normal command sequences for those features (consult your User Guide for instructions). Other Telstra features, like Abbreviated Dialling, will only be provided to the voice number. Therefore, you will not be able to make outgoing calls via Abbreviated Dialling and charge them to the Duet number.

## additional information

### setting up

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

### answering machines

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

### busy numbers

While your fax is trying to send a message to a busy number you can't use the phone or receive faxes. With your Duet service, you can now Call Forward - Busy your phone number to your Telstra mobile or MessageBank service independently of your Duet number.

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