



# User Guide

*the power of communication*

**W**elcome to Herbalink, the one-source solution to all your communication needs. Herbalink combines the power of voicemail, email, and fax allowing you to manage your business effectively from anywhere, at anytime. This innovative technology, in an easy-to-use format, gives you the tools you need to succeed.

## *herbalink*

- Communication made *simple*
- Gives you the power to *succeed*
- Offers *freedom* to enjoy your life

By providing you with the most powerful communication tool available, coupled with dedicated support and training, Herbalink will help you realize your full business potential.

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Herbalink is easy and convenient to use. This guide is designed to help you experience the immediate freedom and power of Herbalink.

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## Phone Access

MAIN MENU OPTIONS

*Quick Reference*

7	Play messages	8	Listen to Voicemail
		6	Manage Faxes
		3	Listen to Email

6	Make messages	Enter Herbalink # or list
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8	User Options	4	Change Greeting
		6	Change Name
		7	Change Password
		5	Distribution Lists
		9	Exit User Options

# Getting Started

## Activating Herbalink by telephone

1. Dial your personal Herbalink number.
2. Press \* when you hear the greeting message.
3. Enter the temporary password of **5221** or the password you chose upon sign up.
4. Follow the tutorial to record your greeting and name, and to choose a new password.

## Activating Herbalink online

You can access your Herbalink account online at *www.herbalink.com*. This is also the site through which your organization can register for Herbalink.

1. Log on to *www.herbalink.com*.

The screenshot shows two side-by-side panels. The left panel is titled "Sign Up" and contains the text: "It's easy, fast, and the best way to keep in touch while on the go. Receive email, faxes, pages and even voicemail anywhere, anytime, and from one inbox." Below this text is a circular button with a right-pointing arrow and the text "Sign Me Up!". The right panel is titled "Sign In" and contains the text "Already Herbalinked?". Below this are two input fields: "Login ID:" and "Password:". Below the input fields is a red link that says "Look Up Password". At the bottom of the right panel is a circular button with the text "go".

2. Enter your ten-digit Herbalink number in the **Login ID** field.
3. Enter your password in the **Password** field.
4. Click on the **go** button.

# Phone Access

Using Herbalink allows you to manage all your business communication from any phone at anytime! Access to the internet is not required to use Herbalink. When you sign up for your Herbalink account, you are assigned a **toll-free personal Herbalink phone number**. Use this number for recruiting, retail sales, and advertising. Furthermore, you may distribute your number to prospects, friends, family, and associates—anyone who needs to contact you. This is the number they will dial to leave you voice messages and to send you faxes. It is also the number you will call to retrieve these messages.

## Accessing Herbalink by Telephone

1. Dial your personal Herbalink number.
2. Press \* when you hear the greeting message.
3. Enter your password.

## Main Menu

Once you have entered your password you will be at the main menu. From the main menu, you can use your phone's keypad to choose any of the following options. Press:

- 6** to create a message
- 7** to play messages
- 8** to access user options
- 9** to exit the system

### Quick Tip:

Herbalink integrates both internet and voice messaging, so modifying or adjusting functions online will directly influence the phone access.

## Creating messages

(Press **6** from the main menu)

You can create and send voice or fax messages to any Distribution List or to any individual Herbalink user.

1. From the main menu, press **6**.
2. Enter the 10-digit mailbox number or distribution list number for which you are creating a message.  
-OR-  
Press **2** to access your address book.
3. Press **#**.
4. Record your message.
5. When you are finished recording, press **#** again and you will be given the following options:
  - 2** to append to your message
  - 3** to delete and re-record your message
  - 6** to access message addressing options:
    - 2** to mark message confidential
    - 7** to request a receipt
    - 8** to mark the message urgent
    - 9** to exit message-addressing options
  - 7** to review your recording
  - 8** to exit to the previous menu without sending the message
  - 9** to send the message and exit to the previous menu

## Playing messages

(Press **7** from the main menu)

The system indicates how many played and un-played messages you have received. Press:

- 3** to listen to email
- 6** to manage faxes
- 7** to play all messages
- 8** to listen to voicemail
- 9** to exit to the previous menu

### Playing voicemail/email messages:

From the play messages menu, press **8** to access your voicemail or **3** to access your email. You will then have the following options. Press:

- 7** to listen to played messages
- 8** to listen to un-played messages

#### *Quick Tip:*

- Messages that have been marked urgent are played first.
- Confidential messages cannot be forwarded.
- If a voicemail message has come from someone who is not an Herbalink user you will not be able to reply to it through Herbalink.

After or while listening to a message, press:

- 1** to skip to the next message
- 2** to answer the current message
- 3** to discard the message
- 4** to give the message to another user
- 5** to keep the message
- 7** to replay the current message
- 9** to exit to the previous menu
- \*** to rewind the message by 5 seconds
- #** to fast-forward the message by 5 seconds

To answer (**2**) and give (**4**) messages follow the same procedure as creating messages.

### Retrieving faxes:

From the play messages menu, press **6** to manage your faxes. After or while listening to a message, press:

- 1** to skip to the next fax message
- 2** to answer the current fax message
- 3** to discard the fax message
- 4** to give the fax message to another user
- 5** to keep the fax message
- 7** to replay the current fax message

- 8** to access fax transmittal options:
  - 4** to send the fax to a remote fax machine
  - 7** to receive the fax (if you are calling from a fax machine)
  - 9** to exit to the previous menu
- 9** to exit to the previous menu

## User Options

(Press **8** from the main menu)

User options allow you to change features of your personal Herbalink number. By pressing **8** from the main menu, you can access the following user options:

- 2** to manage additional greetings
- 4** to change your greeting
- 5** to manage your distribution lists
- 6** to change your name
- 7** to change your passcode
- 8** to activate the tutorial
- 9** to exit to the main menu

**Quick Tip:**

You can press a key at any time to execute a command. You do not need to wait until the voice prompt is finished.

# Internet Access

Herbalink makes managing your messages quick and easy by allowing you to place all voicemail, email, text messages, and faxes into one single inbox. With Herbalink's online access, you can listen to and send voice messages, send and receive emails, send and view faxes, and send text messages.

- From the **Inbox**, you can view all messages you have received, including voicemail, email, and faxes.
- Herbalink allows you to automatically filter messages from blocked addresses or domains to the **Junk Mail** folder.
- Email, fax, voice, and text messages are created on the **Compose** screen.

The screenshot displays the Herbalink web interface. On the left is a vertical navigation menu with the following items: **Inbox 4**, **Junk Mail**, **Compose**, **Private Folders**, **Public Folders**, **Address Book**, **Distribution List**, **Options**, and **Log Out**. The main content area features the Herbalink logo at the top, followed by a header for "HERBALINK - INBOX" with sub-headers for "All 29", "Email 19", and "Fax 2". Below this is a "Welcome John!" message and a notification for "Unread Messages: 8 unread". At the bottom of the main area, there is a link for "NEW *herbalink* FEATURES". A callout box on the right side of the screen, labeled "Main Screen", contains the text: "All major functions are accessed through the tool bar on the left side of the main screen."

- The **Private Folders** tab allows you to create folders in which you can organize and store your messages.
- **Public Folders** allow you to publish files on the internet and share them with other Herbalink and non-Herbalink users.
- Your **Address Book** allows you to enter the personal information of contacts and organize these contacts into groups.
- **Distribution Lists** allow you to group Herbalink users within your organization into lists to which you can send voicemail, email, and fax messages.
- From the **options** screen, you can modify your personal information, adjust your account settings, manage the distribution of your voice and email messages, sign up for **Flat Rate** mailboxes, and consolidate all of your email accounts (Earthlink, AOL, etc.) into one easy inbox.



**Inbox**

You can view all of your messages from the All tab, or you can choose to view only your email, fax, or voicemail messages by clicking on the appropriate tab.

## Inbox

From the opening screen of your Herbalink account, there are two ways to access the inbox.

1. The **toolbar** on the left side of the screen.
2. The **tabs** (All, Email, Fax and Voicemail) at the top.

### Sorting messages:

Messages in the inbox (or one of its sub-tabs) can be sorted by the **Type** of message, the person **From** whom the message was received, the **Subject**, the date and time **Received**, or the file **Size**.

To do this, click on the field heading under which you want the messages sorted.

The **Type** field indicates whether a message is:



voicemail message



fax message



email with attachment



email message



urgent

### Searching for messages:

1. From the inbox, clicking on the **Find Mail** button will allow you to search your mail using any combination of the following fields:
  - **From** *message sender*
  - **To** *message recipients*
  - **Subject** *message subject*
  - **Folder** *message location*
  - **Sent to my** *email account*
  - **Urgent** *urgency*
  - **Type** *message type*
  - **received from/and until** *message age*
2. After entering the desired search criteria, click the **Find Mail** button to initiate the search.

### Managing messages:

You can mark, move, publish messages, or access filtering options at any time by making your selection from the Manage Selected Messages drop down list at the top of the screen.

## Sending Messages

### Sending Email:

1. From the compose screen, select the **Email to:** tab.
2. Enter the message recipients in the **To:** field.  
-OR-  
Click the **To:**, **Cc:**, or **Bcc:** link to access and select recipients from your address book.  
-OR-  
Click the **Distribution List** button to access and select distribution lists.
3. Type the message subject and body and attach any files you want to send.
4. Click **Send Now**.

### Sending Voice Messages:

1. From the compose screen, select the **Voice to:** tab.
2. Enter the **Herbalink** number in the **To:** field  
-OR-  
Click the **To:**, **Cc:**, or **Bcc:** link to access and select recipients from your address book.  
-OR-  
Click the **Distribution Lists** button to access and select your distribution lists.
3. Click the **Record** button.
4. Record your message.
5. Click the **Upload** button to upload your message.
6. Click **Send Now**.

## Sending Fax Messages:

1. From the compose screen, select the **Fax to:** tab.
2. Enter the message recipients in the **Fax#:** field.  
-OR-  
Click the **Fax#:** link to access and select recipients from your address book.  
-OR-  
Click the **Distribution Lists** button to access and select from your distribution lists.
3. Type the message subject and body.
4. Click **Send Now**.

## Sending Text Messages:

1. From the compose screen, select the **Text to:** tab.
2. Enter the message recipient's number (including area code) in the **To:** field.  
-OR-  
Click the **To:** link to access and select recipients from your address book.
3. Type the message subject and body.
4. Select the recipient's cellphone pager service provider from the **Provider** list.
5. Click **Send Now**.

## Attaching files:

1. From the message screen, click the **Attach File** button.
2. Browse to select the desired file.
3. Click **Attach File** again.

4. Click **Done** or repeat steps 2-4 to attach additional files.
  5. Click **Send Now**.
- \* To delete an attachment, click the **Remove File** link next to the file you wish to remove.

### Replying to messages:

1. From an open message, click the **Reply** button.
2. Type or record your message.
3. Click **Send Now**.

### Forwarding messages:

1. From an open message, click the **Forward** button.
2. Enter the message recipients in the **To:** field.  
-OR-  
Click the **To:**, **Cc:**, or **Bcc:** link to access and select recipients from your address book.  
-OR-  
Click the **Distribution Lists** button to access and select distribution lists.
3. Click **Send Now**.

### Marking messages urgent/private:

Under **Mark Message** on the message screen, check the box for **Urgent!**, **Private**, or both.

### Requesting Receipts:

Under **Receipt** on the message screen, check the box for **On Delivery**, **On Read**, or both.

## Retrieving Messages

### Checking Email:

From the inbox, click on an email message to open and read it.

### Listening to Voicemail:

1. From the inbox, click on a voice message to open it.
2. Click on the attached *.wav* file or on the **Play** button to play the message.

\* Voicemail will be played in the default media player (see quick tip below).

### Viewing Faxes:

1. From the inbox, click on a fax message to open it.
2. Click on the attached *.tif* file or on the **Open** button to view the fax in your default *.tif* viewer.

-OR-

Click **Preview** to view the fax in Internet Explorer.

Windows Media Player is the preferred format for listening to voicemail. To change your computer's default player:

1. Open Windows Media Player.
2. From the **Tools** menu, select **Options**.
3. In File Types, choose **Select All**, or click **Windows Audio File (.wav)** and **Apply**.

Quick Tip:

## Address Book\*

\*Address Book is not available with all pricing plans. To upgrade your plan to one that includes address book, choose **Options > Account Settings** or contact TOUCHFON directly.

Your **Address Book** is used to store contact information for clients, friends, and family. Much like your inbox, the address book is split into three sections: **All** address book information, **Contacts**, and **Groups**. Individual contact information must be entered on the **Contacts** screen. Once contacts have been added, the **Groups** screen can be used to separate contacts into groups.

### Adding contacts:

1. Enter personal information in the **Quick Add Contact** box.
2. Click on **Add Contacts**

-OR-

1. Click on the **Add Contacts** button at the top of the screen.
2. Enter personal information.
3. Click either **Save and Add Another** or **Done**.
4. Click **Cancel** to exit without saving the contact info.

### Adding groups:

1. Click **Add Groups**.
2. Enter a name for the new group.
3. From the **Available Contacts** field, choose the individuals you wish to place into the group.
4. Click the **Add** button.
5. Click either **Save** or **Cancel**.

## Private Folders

**Private Folders** are used to manage and organize your messages. These folders cannot be viewed by any other Herbalink user.

To access private folders click on the **Private Folders** tab on the left side of the screen.

To view the contents of a particular folder, click on the folder name.

### Creating subfolders:

1. Click on the **Manage Folders** link for the folder that will contain the subfolder.
2. Click **Create Folder**.
4. Enter a name for the subfolder.
5. Click **Done**.

\* Once a folder has been created, you can delete, rename, or move it at any time by clicking on the **Manage Folders** link for that folder.

## Public Folders\*

\*Public Folders are not available with all pricing plans. To upgrade your plan to one that includes Public Folders, choose **Options > Account Settings** or contact TOUCHFON directly.

**Public Folders** allow you to publish files on the internet and invite others to view them. Within these folders, you are able to store and share any type of file, including pictures, calls, etc.

Others have access to these folders only by your invitation.

To access public folders, click on the **Public Folders** tab on the left side of the screen.

### Publishing files to a public folder:

1. Select a folder from the **Public Folders** tab.
2. Select **Upload Files** from the **Manage Messages** drop down list.
3. Browse to the file you wish to publish.

4. Click the **Upload** button.
5. Click the **Done** button.
6. Make any necessary changes to the file name, caption etc.
7. Click the **Save** button.

## Distribution Lists\*

\*Distribution Lists are not available with all pricing plans. To upgrade your plan to one that includes Distribution Lists, choose **Options > Account Settings** or contact TOUCHFON directly.

**Distribution Lists** provide a secure method for gathering Herbalink users within your organization into groups to which you can send voicemail, email, and fax messages.

To access your distribution lists click on the **Distribution Lists** tab on the left side of the screen.

### Creating Distribution Lists:

1. From the **Distribution Lists** tab, click on the **Create a List** button.
2. Name the new list.
3. Click **Done**.

Distribution Lists

From the Distribution Lists tab you can create, modify and view distribution lists. You can also view all of the distribution lists you are subscribed to.

## Adding to Distribution Lists:

1. Select a list from the **Distribution Lists** tab.
2. Click **Add**.
3. Enter the **Herbalink** number.

-OR-

Select from the member list and skip to step 5.

4. Click **Find**.
5. Click **Add this member**.

\* From the **Subscribed Distribution List** tab, you can see which distribution lists you are on. You can also request to be added to or removed from lists.

## Options

From the **Options** screen, you can manage all aspects of your Herbalink account.

To access **Options** simply click on the link provided in the menu at the left of the main screen.

From the **Account Settings** section, you can choose to upgrade your account, consolidate email addresses into your Herbalink account, set various message displays, manage the storage limit on your account, and create an email signature.

From the **Personal Information** section, you can edit your personal information, create an email alias, change your password, and view your charges for the current billing cycle. You can also change your payment information

With **Message Management**, you can configure mail forwarding preferences and set up new message notification.

With **Mail Management**, you can select user blockage and manage message filtering options and settings.

From the **Voice Settings** screen, you can add flat rate mailboxes to your account and adjust message quality settings.

From the **Download Tools** screen, you are able to download **Desktop Companion**, which allows you to send and receive messages from your desktop.

# Frequently Asked Questions

## ***What is Herbalink?***

Herbalink is a unified messaging system that allows you to access your voicemail, email and fax messages from a single inbox. It is a networking tool that connects you to other Herbalife distributors, enabling you to exchange trainings, testimonials and motivational tips. Herbalink also gives you an invaluable business tool. Your personal toll-free number can be used in advertising and recruiting and gives your business a professional and polished look...and your home line isn't tied up! Herbalink is the tool that connects you to success!

## ***Do I need a computer to use Herbalink?***

No. While Herbalink can be used with any computer, it is not required. All functions are available through any touch-tone phone.

## ***Will Herbalink work from my computer?***

Herbalink is designed to work from any computer using any operating system. Herbalink works with Internet Explorer, Netscape 4.0 and higher, and America Online 4.0 and higher. When using Herbalink on a Mac, Safari is the preferred internet browser.

## ***Do I need any special software or hardware to use Herbalink?***

No. Herbalink requires no special software or hardware. You can perform all functions of Herbalink by combining the convenience of a touch-tone telephone and an internet connection. To listen to voicemail over the internet, you will need computer speakers. To make voicemail messages over the internet you will need a computer microphone. You can make and listen to voicemail messages over the phone with no additional equipment.

## ***Can I use my existing email accounts with Herbalink?***

Yes. You can POP (also known as POP polling) other email accounts such as Juno, MSN, etc. into your Herbalink account. Then all of your email messages can be retrieved from your Herbalink inbox. To POP your existing email accounts to Herbalink, select **Options > Email Consolidation > Add Account**.

# Troubleshooting Guide

## ***Why can't I play messages from my computer?***

Herbalink messages are played using your computer's default program for playing .wav files. Windows Media Player is the recommended program for playing Herbalink messages on your computer. To set your default audio player to Windows Media Player:

1. Open Windows Media Player.
2. From the **Tools** menu, select **Options**.
3. In **File Types**, choose **Select All**, or click **Windows Audio File (.wav)** and **Apply**.

## ***Why can't I view faxes on my computer?***

Windows Picture and Fax Viewer is the preferred program for viewing fax (.tif) files. To set or change your default .tif viewer:

1. Click on the **Start** menu and click **My Computer**.
2. From the **Tools** menu, select **Folder Options**.
3. Select the **File Types** tab and select the .tif file type.
4. Click the **change** button and select Windows Picture and Fax Viewer.

## ***Why doesn't my microphone work?***

To record messages from your computer you will need to have a microphone (some computers/monitors have microphones built in, others do not). Set the microphone volume property to the highest setting:

1. From the **Start** menu go to the **Control Panel**.
2. Click **Sounds and Audio Devices**.
3. Select the **Audio** tab.
4. Under **Sound Recording** click the **Volume** button.
5. Set your **Microphone** volume to the highest setting.

# Computer Settings

If you are experiencing difficulties with your Herbalink account online, please ensure that your computer settings are as follows:

1. Set your **default audio player** to Windows Media Player.
  - a. Open Windows Media Player.
  - b. From the **Tools** menu, select **Options**.
  - c. In **File Types**, choose **Select All** and **Apply**.
2. In your **Internet Options**:
  - a. Your computer must have **cookies** enabled.
  - b. Scripting of **Java applets** must be enabled in your internet security settings.
  - c. **Temporary internet files** must check for newer versions every visit to a page.
3. Your virus protector must allow **pop-ups**.
4. Download the most recent **Java Runtime Environment** at [www.java.com](http://www.java.com).
5. Make sure that the volume is turned up on both your speakers and your microphone.

If you are still experiencing problems, please contact Herbalink customer support:

Phone: (800) 866-8088

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

[www.touchfon.com/hlsupport.htm](http://www.touchfon.com/hlsupport.htm)

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