

## Out of office

Out of office service lets you automatically send Autoreply text messages when your phone is switched off, when you can't answer the phone, when you reject a call or when you're outside the coverage area. You can easily configure the messages to be sent automatically and the events that will trigger them.

Access to the Out of office service is easy via the web, via wap, using USSD (\*100#) or from the SIM card.

### ■ Introduction

No matter what your chosen method for accessing the Out of office service, starting and stopping Autoreply messages can be done easily, simply by selecting either of the "Autoreply ON" or "Autoreply OFF" options.

If you haven't configured the Out of office service yet, you can click the "Autoreply ON" option and the service will send the application's preset Autoreply messages in each of the 3 cases: "No answer", "Busy tone" and "No network".

You can create, edit or delete your own Autoreply messages and set the active events and their associated messages as soon as you access the service.

In addition, for better control of the service, you can use the "private list" option which allows you to enter up to 20 contacts. By activating the "private list", Autoreply messages will only be sent to the numbers on that list.

Every time you switch on or off the automated Autoreply messages, you will receive an SMS containing information on the total number of Autoreply messages sent during that period.

### ■ Web access

#### 2.1 Login

For security purposes, web access to SIM Phonebook Back-up ([www.orange.ro](http://www.orange.ro), products and services page, on-line services) requires the use of a one-time password mechanism.

The password is valid for one session only. Should you exit the application, you must also close the browser or the session will expire after 30 minutes of inactivity and a new password will be required.

#### 2.2 Phonebook

Phonebook is the place where the user will have all his contacts gathered. Contacts are stored in securely and confidentially.

The agenda associated with the SIM Phonebook Back-up service is with the same as that used by the Group Text Message and Anniversary Messages services. This means that no matter which service you use to upload your contacts, you can always find them in all of the services.



You can manage your phonebook by adding, deleting or editing contacts. To add a contact to the phonebook, click "add contact" , enter "name" , "surname" , "phone" , optionally select the date of birth and then click on "save" .

If you want to edit a contact from the phonebook, click the "edit" button and all 4 fields will become editable. After changing the information, complete the operation by pressing "save" .

To delete a contact from the "agenda", check its corresponding box, press "delete" and then click "delete" to confirm.

### 2.2.1. Import your phonebook

The SIM Phonebook Back-up application lets you import contacts from a CSV (Comma Separated Values) file. Creating a CSV file enables you to upload several contacts at once.

### 2.2.2. Create a CSV file

If you want to enter more contacts in the phonebook at the same time, use the CSV import option by clicking on the "**Import CSV phonebook**" link.

Creating a CSV file is easily done using programs such as Microsoft Excel. The CSV file should have 3 columns containing, in this order, the surname, name and phone number of your contacts. Optionally, you can add a fourth column containing birthday information. After entering all the contacts in the table, please save the document in the CSV (Comma Separated Values \*csv) format. Then click Yes or Ok.

To create a CSV file using a text file, enter the surname, name, phone number and optionally the contact's birthday, all separated by the "," or ";" character into a text file, in a line-by-line fashion, , as in the example below:

```
Popescu ; Ion ; 0744xxxxxx ; 23/04/1979
```

Warning: when entering birthdays in this format, please check the character used as separator.

In all cases, we recommend that you to enter your contacts' birthday in order to improve service operation.

### 2.2.3. Export your phonebook

To export your phonebook, you can use the "export phonebook" option by selecting the data records you wish to export and then by clicking "export" .

## 2.3 Service configuration

The Out of office service can be accessed from the Orange web site. It enables you to configure events, Autoreply messages and the private list.

The "Autoreply ON" and "Autoreply OFF" options are always available in the main menu on the left side of the web page. As a result, switching Autoreply messages on and off is easy and service status is always displayed in the bottom left of the web page.



To set up the Out of office service, use the “configure” option. Here, you can select “events” to define the Autoreply message you want to be send for each event, or “messages” to create, edit or delete Autoreply messages.

Under “configure” you’ll also find the “private list” link which lets you turn the use of your list on or off, lets you add contacts to the list and view them.

To view sent Autoreply messages, use the “history” option.

#### ■ Wap access

The Out of office service is also available via wap, in the “Tools” section in Orange World. From here you can start or stop Autoreply messages by using the “Autoreply ON” or “Autoreply OFF” links, you can select the desired events and their associated messages, you can create, edit or delete Autoreply messages and you can configure the “private list” by adding, editing or deleting contacts.

To quickly find out the current status of the Out of office service you can select the “status” link. To view the contacts in your “private list”, you can click the “view private list” option under “private list”.

#### ■ USSD access (\*100#)

You can access the Out of office service from wherever you are by calling \*100# (Self Care), free of charge and then selecting the “Out of office” option.

As a result, you’ll be able to start and stop Autoreply messages by using the “Autoreply ON” and “Autoreply OFF” options, you’ll be able to select events and their associated messages, start or stop the use of your private list and add, delete or view the contacts in the list.

In addition, the “status” option offers you status information on the Out of office service at a glance.

#### ■ SIM card access

Out of office can be accessed from the SIM card menu if you have a compatible SIM card. First, please check the availability of a compatible SIM card.

Accessing the service is done by selecting Orange menu and then the Out of office option. Using the SIM card to access the service lets you turn Autoreply messages on or off, configure events, messages and the private list.

Active events and messages are marked with a “\*” in front of the event’s label.

To synchronise all actions with the server, use the “synchronise” option.