

# HotOffice Tour Guide

*Anytime Anywhere Officing™*



**Welcome to the HotOffice™ Virtual Office Service!**  
**You are about to be amazed!**

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# Welcome to Your HotOffice!

The HotOffice™ Starter Kit includes everything you need to set up and start using your HotOffice Virtual Office Service in just a few minutes. The setup is quick and easy. **After** Setup, use this booklet to help you start using your HotOffice for your business needs.

Your HotOffice is dependable, secure and easy to access at anytime from anywhere with just an Internet connection and a browser! With HotOffice, you can connect colleagues, customers and vendors! Should you have questions at anytime or need help, let us serve you by calling or contacting us at:

HotOffice Customer Satisfaction Center  
888.4HOTOFFICE (888.446.8633)  
Monday - Friday, 8 a.m. - 9 p.m. Eastern Standard Time

[www.hotoffice.com](http://www.hotoffice.com)

## **What is HotOffice?**

Access and Share Information at Anytime from Anywhere

The HotOffice Virtual Office Service is an incredibly easy-to-use yet powerful suite of communications and collaboration applications and business services specially designed to save your organization money and make you more productive and efficient. With just a PC, a browser and an Internet connection, HotOffice lets you quickly, easily, inexpensively and securely share documents, files and ideas between any selected group of colleagues, customers and suppliers - whether they are across the street or around the world!

## **Who Needs HotOffice?**

- Small Businesses
- Companies with multiple offices
- Mobile workers and frequent travelers
- Workgroups and teams
- Telecommuters

## What Can You Do with HotOffice?

- Send and receive e-mail from any PC connected to the Internet.
- Meet colleagues in your private online conference room anytime.
- Save time by posting messages on your electronic bulletin board.
- Securely store and access your documents, spreadsheets, and presentations from anywhere.
- Share and collaborate on files with others while you are away from the office.
- Make free long distance calls over the Internet.
- Schedule travel reservations at competitive prices.
- Conduct research about your suppliers, customers, and industry.

## Sign Up is Quick

If you haven't already done so, install HotOffice now. It takes just a few minutes and your first 30 days are FREE!

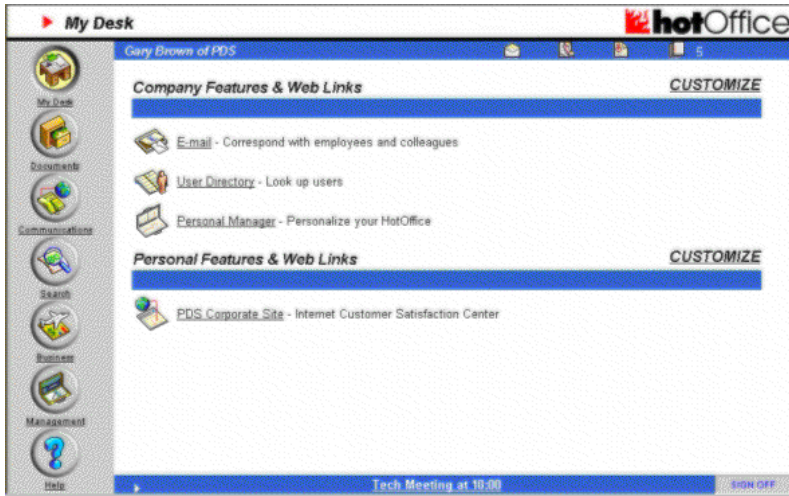
- Return to the MAIN SCREEN of this CD.
- Click Install Software.
- Select HotOffice on the SOFTWARE screen of this CD and follow the install prompts.

To learn more detail about the powerful business features your HotOffice has to offer, continue viewing the rest of this booklet.





# Getting Started

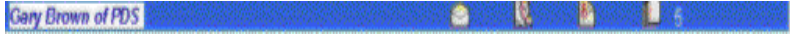
You have signed onto your HotOffice and you are looking at the first HotOffice Web page, **My Desk** as well as the **Navigation Bar** and **Alert Bar**. The **Navigation Bar** highlights the type of features to be found within each HotOffice Center. The **Alert Bar** instantly notifies you when you have e-mail or phone messages, items in your bulletin board(s), or documents published to your HotOffice waiting to be read.



Where do you begin? What feature will you use first? At your fingertips, just a mouse-click away, are the many business features of HotOffice that will help your enterprise be more productive, organized, and cost efficient.

Don't worry, Help is always available in your HotOffice. Simply click the **Help**  button on the HotOffice **Navigation Bar**. You will receive detailed information about the feature you are using, a list of related topics, and information about how to contact our Customer Satisfaction Center. To return to the page you were working on, click the Up button  at the top of each Help page.

By the way, did you notice the **Alert Bar** at the top of the Web page? It looks like this:



This Alert Bar is always present from any Web page of your HotOffice. It identifies the number of unread:

- E-mails
- Phone Messages
- Messages posted to your bulletin board(s)
- Documents published to your HotOffice (more on this later)

Click an icon on the Alert Bar to access the area and read the unread item.

The next few pages present an overview of the powerful business features awaiting you in your HotOffice. Even more exciting is the knowledge that you can access these features with a feeling of confidence that your assets are safe and secure.

**NOTE:** If you just want to set up your HotOffice and read about the features later, go to the following page:

- If you are a HotOffice Manager, see [Management Center](#).
- If you are a HotOffice user, see [My Desk](#).

## Your HotOffice Security Features

HotOffice provides an extensive security technology. Access to your HotOffice is controlled by correctly signing-on using a Company ID, User ID, and Password. Multi-level industry-standard technologies, similar to security provisions used by major financial institutions and the United States government, provide further security. Two levels of encryption are used. This ensures a secure connection between you and the HotOffice Virtual Office Service server during document publishing and retrieval. And, because your HotOffice resides on a remote server, you enjoy added protection from an unexpected natural disaster.

## E-mail



Go ahead! Use the HotOffice E-mail feature and see how easy it is to use. Click the

### E-mail



feature on My Desk or click the **Envelope**  on the Alert Bar.

The HotOffice E-mail page is displayed. From here you can choose to:

- Create a message.
- Add a recipient to your Address Book.
- Add your favorite e-mail account to your HotOffice to send and receive e-mail within your HotOffice. You need to tell HotOffice where to check for your e-mail messages.

You complete the account information in HotOffice by supplying the following:

- **E-mail Address** - The address that you want to have access to from HotOffice E-mail (john@johndoe.com).
- **Account Name** - In most cases the account name is the part of the e-mail address on the left side of the @ symbol (**john**@johndoe.com).
- **Password** - The password for an e-mail account allows you to access your account. If you dial in to an Internet Service Provider (ISP), the e-mail account password will likely be the same password you use to login to your ISP account.
- **Internet Mail Server** - The name of the machine that gathers and distributes your e-mail. The formatting of this address most likely follows this pattern: *mail.isp.com*. If you do not know your Internet mail server name, contact your Internet Service Provider.

Make this account your active account and that is all there is to it.

Do you see the possibilities? With this feature you can stay in touch anytime anywhere. For example, walk up to a kiosk, a friend's computer, a cyber café or literally anyplace with a computer and a connection to the Internet and presto! You connect to your HotOffice and don't miss a single piece of important information.

- Create folders to hold the e-mails you want to keep for future references (no doubt this is something you will want to do the more you use this feature).
- Read the e-mails you receive by clicking the e-mail **Subject**. From within the message, you can choose to Reply, Forward, Delete, or Save the message.

As you can see, each of these functions is just a click away and easy to use.

## Communications Center

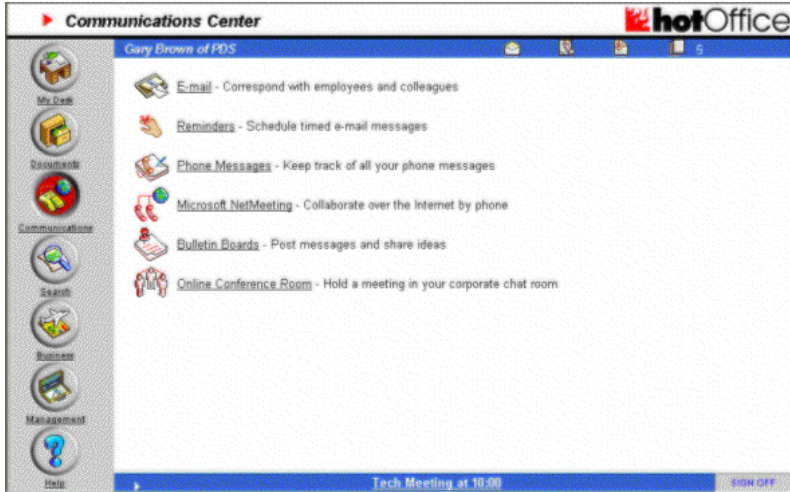


What's next? In these challenging times, there is the need to act and react quickly. Time is money. You need to get in touch with your colleagues or associates quickly to seize business opportunities as they occur.

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\* Communications continued on next page

Your HotOffice meets these needs by providing fast, multiple, easy-to-use, communication features. These features are accessible at anytime from anywhere - find any computer with an Internet connection and you are in business. Check these features out by clicking the **Communications Center** icon button.



Just clicks away (in addition to the E-mail feature) are the following:

- Reminders
- Phone Messages
- Microsoft® NetMeeting™

- Bulletin Boards
- Online Conference Room

Let's look at all these features so you can understand how to effectively use them to improve your business. As we briefly discuss each feature, you will be delighted with the ease-of-use of all these features.



## Reminders

This feature allows you to compose reminders for yourself and other users in your HotOffice. For instance, you could create a reminder about a project goal or an important due date and then send it to yourself. Or, if you want to remind others, you can use HotOffice to automatically forward a reminder to a list of recipients. Reminders can be tied to a specific subject and scheduled for one-time or periodic delivery to recipients. These quick HotOffice e-mails are incredibly useful tools.

Use Reminders to alert people for meetings, deadlines, responsibilities, events, or anything else you need to let them know. Send reminders to team members in a department or project group. Reminders are a quick and easy way to make sure things get done and are also a great time-management tool! \*

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\* Reminders continued on next page

How easy is it to use the Reminders feature?

1. Click **Reminders**.
2. Select a recipient.
3. Click **Create a Reminder**.
4. Type your reminder, designate when and how often to send the reminder, and click **Schedule Reminder**. The reminder will appear at the designated time in your e-mail box.

## Phone Messages

The Phone Messages feature is an online version of the familiar paper phone message slip. The recipient can be notified that someone dropped by in person or called on them. HotOffice automatically forwards all phone messages to the recipient's e-mail system.

When a phone message has been received, it is indicated on the Alert Bar with a number appearing next to the phone icon. Click the phone  icon to read the message. Notice what a good substitute this feature is if you do not have a voice mail system. Using this feature allows you to easily get phone messages while on the road.



## Microsoft NetMeeting (Internet Phone)

Microsoft NetMeeting is a feature that allows you to communicate verbally over the Internet. HotOffice provides two incredibly powerful functions. You can use your computer to communicate with others worldwide and hear their voices! You can reach anyone that has a computer, a sound card, a microphone, and a connection to the Internet with NetMeeting (Internet Phone) installed. You can talk as long as you like **without long distance** or **international** phone charges.

HotOffice makes virtual conferences between people in remote locations possible with NetMeeting. Get a group together to discuss issues no matter where they are physically located. Participants can hear actual voices. NetMeeting makes it possible!

Access NetMeeting (Internet Phone) to talk to a single individual over the Internet. Use the Audio Tuning Wizard to adjust Internet Phone to work with your sound card. **Note:** Voice quality is dependent on the quality of your equipment (microphone, speakers, and so on). Even with the best of equipment the voice quality does not achieve the level of a regular phone line.

A NetMeeting can be very productive. Try it!

## Bulletin Boards



Use Bulletin Boards to create a topical, shared, communications forum for multiple members. Use them as the primary means of group communication. Enable group members to interact regardless of their location, hours, or work loads. You can browse a Bulletin Board anytime. Look at what you can do with a Bulletin Board: share, inform, announce, update, question, complain, suggest, hint, learn and more!

A Bulletin Board has been automatically created for your HotOffice. Everyone who is in your HotOffice can be assigned to have the right to read and post messages to your Company Bulletin Board. Also, a Bulletin Board will appear for each Department and Project that is specifically created for your HotOffice by the assigned HotOffice Manager.

## Online Conference Room



Online Conference Room is where you initiate a meeting online between two or more people. HotOffice lets you put a number of people into a virtual room where

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\* Online Conference Room continued on next page

they can "converse" by sending and responding to messages in real-time. Messages appear on the screen immediately after you send them. You can see all the messages sent by you and the other participants. You can enter or leave an online conference room without affecting those who are already in the conference. An online conference room is very similar to a chat room on services like America Online, Prodigy, MSN, or CompuServe. If you are familiar with chat rooms, your HotOffice Online Conference Room is a snap!

Notice how easy it will be to schedule an online meeting. Using your HotOffice features of E-mail or Reminders you can schedule and remind the HotOffice members about that all-important virtual meeting.



## Documents Center

The key to productive team collaboration is centralized document management.

Your HotOffice meets this need by:

- Providing a central location to store all your relevant documents
- Allowing documents to be published by clicking a toolbar button icon within Microsoft Office applications or by dragging and dropping a document on the Publishing Wizard icon
- Displaying revisions of documents with the ability to view each revision

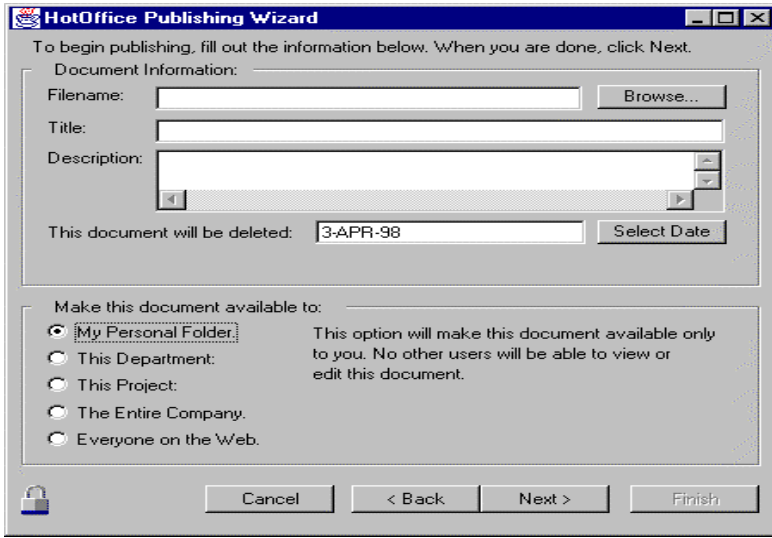
Notice the **Search** and **Browse** features as you view the selections in the **Documents** center.



When you publish a document, you can designate in which folder that document should be stored. If you have created projects or departments in your HotOffice, you can direct that the document be published to the applicable folder. Otherwise, you can designate the document be published to a Company or Personal folder. Everyone in your HotOffice can view documents published to the Company folder.

Documents published to your personal folder are accessible only to you.


The following example shows one of the HotOffice Publishing Wizard pages. This is the page used to designate where the published document is to reside. Because you have assigned only certain people to a project or a department you are able to limit who has access and editing privileges on the document.

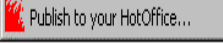



The screenshot shows a Windows-style dialog box titled "HotOffice Publishing Wizard". The window has a blue title bar with standard minimize, maximize, and close buttons. The main content area is divided into two sections. The top section, "Document Information:", contains a "Filename:" field with a "Browse..." button, a "Title:" field, a "Description:" field with a scroll bar, and a "This document will be deleted:" field with a date picker showing "3-APR-98" and a "Select Date" button. The bottom section, "Make this document available to:", features a list of radio button options: "My Personal Folder.", "This Department:", "This Project:", "The Entire Company.", and "Everyone on the Web.". To the right of these options is explanatory text: "This option will make this document available only to you. No other users will be able to view or edit this document." At the bottom of the dialog are four buttons: "Cancel", "< Back", "Next >", and "Finish". A small lock icon is visible in the bottom-left corner of the dialog area.

## Using the Publishing Wizard

Take a moment to try out this feature and once again see how easy and beneficial your HotOffice features are to use. When you installed the HotOffice Starter Kit CD-ROM, the publishing icons were also installed. In the Microsoft applications like

Word, Excel and PowerPoint, the flame icon  is displayed on that application's tool bar and in the File Menu drop down list you see

. The wand and hat icon  is installed on your desktop.

In addition, some sample documents have been installed to allow you the opportunity to use the Publishing feature. To use these samples and try out the Publishing feature:

1. Access the following directory on your computer (if you accepted the default directory for your installation):

**C:\Program Files\HotOffice\Samples**


Within this directory you will see sample Word, Excel, and PowerPoint documents.

2. Open any document in its respective Microsoft application. On the toolbar or in the File Menu list you will see the HotOffice Publishing icon.


3. Click the icon and the Publishing Wizard opens to lead you through the publishing process. Just follow the prompts.


The Publishing Wizard completes its process and informs you that you have successfully published your document to your HotOffice. **That's all there is to it!**

By the way, did you notice the potential for working on your documents from a remote location? Before leaving work, you could upload the documents and then access them from your home computer.

When you publish a document to the attention of other users, the number next to their document icon  on their Alert Bar increases by 1.

### Finding Your Document in HotOffice

Click **Documents** on the Navigation Bar then click **Browse Documents**  or

**Search HotOffice** . With **Browse Documents** you can search for a document by the author or find documents published to your personal folder.

**Search HotOffice** allows you to search by title, date, author, project, and department. These powerful sort features help you pinpoint specific searches. This saves time and improves your productivity.

## Internet Search Center



Your HotOffice provides an Internet Search feature. With this feature, you can search for Web sites and information on the Internet without ever having to leave your HotOffice. This means you can still respond to that urgent e-mail or review that document that was published to your attention. **Remember...** the Alert Bar is always present and you can see when new items come to your attention.

HotOffice provides access to the most popular and powerful search engines available. You can surf the Internet like a pro.

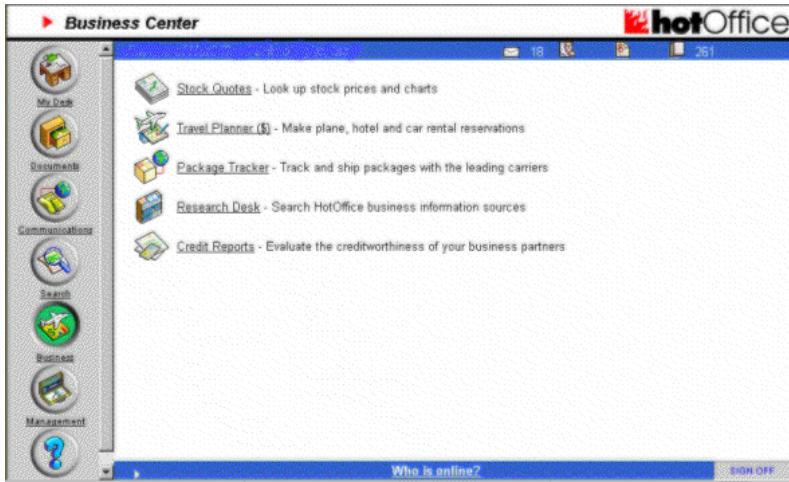
Click the **Search** button and then click **Internet Search** .





# Business Center

Through your HotOffice Business Center you can conduct direct business searches. In fact, the Business Center provides a gateway to a wealth of services on the Internet.



Providers are easily accessible by a click on the feature you want to access.

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\* Business Center continued on next page

HotOffice makes it easier than ever to order reports about competitive companies or products and get top-notch service on the Internet.

In addition, package tracking, travel services, and credit reporting services are available through your HotOffice.

Browse these services now and see how your enterprise can benefit. You save time, money, and receive terrific service.

Let's take a brief look at the current offerings from HotOffice.

**NOTES:**

- HotOffice will add new services on an ongoing basis as they come available.
- Services listed with a \$ indicate that there is an associated cost for using the service.
- HotOffice is committed to partnering with third-party content providers who offer exemplary service and competitive prices.

**Stock Quotes**

This feature allows you to acquire the current stock price (within 15 minutes of the real-time post) for a company you might be interested in. It also shows you the

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\* Continued on next page

trading history in several different chart formats, relevant news headlines, and more. This is truly a feature you will find yourself using again and again as your enterprise grows.

## **Travel Planner**

Travel Planner is where you plan and arrange your travel. Get information about transportation, departure and arrival schedules, conditions, and rates. Get information about accommodations, availability, rates, and amenities. Arrange for ticketing, reservations, confirmations, rentals, and routing.

Access Travel Planner as if it were your corporate travel agency. Your HotOffice provides almost all the functions performed by a full-service travel agency! With HotOffice you enjoy outstanding services at competitive prices. Also, these services are accessible twenty-four hours a day - seven days a week.

## **Package Tracker**

Package Tracker is where you manage shipments made through leading package shippers. Schedule pickups and track shipments through United Parcel Service. \*

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\* Continued on next page

Plus track shipments made through FedEx, Airborne Express, and DHL Worldwide. Imagine having all these services available and just a click away. With Package Tracker you are directly in touch with the nation's leading carriers.

Select Package Tracker to request pickup of a package or letter. Determine whether a letter or package has reached its destination, where it is now, and when it is likely to be delivered. If it has already been delivered, obtain the name of the person signing for it.

Use Package Tracker to stay on top of important deliveries, particularly overnight letters. Package Tracker lets you know whether your time-sensitive shipment was properly delivered. Most shippers do not require you to pay for overnight shipments that are not delivered by a certain time. Thus, Package Tracker can save you time and money.

## **Research Desk**

This feature puts some of the largest information service providers at your fingertips. Services such as Dun and Bradstreet U.S. Company Profiles, Thomas Register and others.

How might you effectively use one of these services for your enterprise? Take a

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\* Research Desk continued on the next page

look at the following scenario and once again observe how easy to use HotOffice features are.

You select The Thomas Register to search for information about a manufacturing company. This source contains information on over 150, 000 U.S. manufacturing companies. Some of the types of information you will receive are:

- an address
- a phone number
- a quick profile
- product information
- main lines of business

## **Credit Reports**

This feature allows you to acquire credit histories of companies with whom you are doing business or with whom you are contemplating doing business. Obviously such information could prove invaluable when making a business decision.

Dun & Bradstreet and Experian are two of the best known credit reporting service companies available.

Dun & Bradstreet Business Reports provide access to credit ratings, payment activity and general corporate information on U.S. public and private companies.\*

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\* D&B report discussion continued on the next page.

Three reports are available through your HotOffice.

The D&B *Business Information Report*(®) (BIR) is a key source for information on a firm's identity, operations, profitability and stability. It may include any or all of the following:

- a company summary with the D&B rating
- company history
- operation performance
- payment patterns
- recent financial history

The D&B *Payment Analysis Report*(®) (PAR) can help one evaluate payment behavior and make low-exposure credit decisions by providing an historical representation of a company's current and historical payment habits.

The D&B *Supplier Evaluation Report*(®) (SER) provides the information and analysis necessary for helping one assess the risk of doing business with a certain supplier

## Setting up Your HotOffice

The prior pages of this booklet introduced you to the wide range of features offered in your HotOffice. The good news is these features are easy to access and easy to use. Also, you can be assured that the feature set of your HotOffice will only get better as HotOffice Technologies, Inc. continues to add new offerings.

Just as it was easy to use the features of your HotOffice, so it is when it comes to setting up your HotOffice for your organization. This process is primarily taken care of in the Management Center. If you do not have a Management Center, it is because you have not been assigned as a HotOffice Manager.






### The Management Center

The Management Center is only available to your HotOffice manager and those who have been assigned management rights.

Click the **Management Center** icon/button. The Management Center is where the HotOffice Manager goes to administer your HotOffice. It is the control center for your HotOffice. Only the HotOffice Manager or authorized personnel have access to the Management Center. Users of your HotOffice other than the HotOffice Manager

do not even see the Management Center button. Functions in the Management Center are not available to users unless you grant them specific access.

When you are the **Creator** of your HotOffice, you want to set up your office quickly and get started using the many powerful business features.

1. Click the **Management Center**  button.
2. Click **Company Information** . Fill in your company information and set the policy for adding new users and providing publishing rights.
3. Click **Departments**  to access the pages that allow you to assign your department names, assign members of those departments, and associated member usage rights.
4. Click **Projects**  to access the pages that allow you to create your project names. You then repeat the processes you used for Departments as Departments and Projects have the same functionality.
5. Click **User's Profile**  to access the pages that allow you to create the user profile for each user that will be a member of your HotOffice. The pages associated with this feature allow you to assign user rights, department assignments, and project relationships.



## My Desk

My Desk is the area any user will want to check on a regular basis and may want to customize when they first start using their HotOffice. My Desk is the gateway to the power and features of your HotOffice. Your personal needs and preferences determine the appearance and functionality of your HotOffice. Use My Desk to personalize your HotOffice!

If you are a **first time user**, you will want to check the following:

1. Click **Personal Manager** on My Desk, the first Web page of your HotOffice. This allows you to check and more accurately personalize your HotOffice.
2. Click **Change My Password** and provide yourself with a new password. Be certain to designate a password that you will remember easily.
3. Click **View/Change My User Profile** and ensure that the information is correct.

You are now ready to begin using the powerful business features of your HotOffice. Access them by simply clicking on an icon. Features and links you need most are available immediately. My Desk saves you time and increases your productivity.

My Desk includes a set of basic, HotOffice features that reflects the needs of most users. One of the most important features is HotOffice E-mail. This is the most

frequently used function in a business communications system. Using the power of My Desk, global communications are literally a click away.

My Desk has an area (Personal Features and Web Links) set aside where you place the features and links you want on My Desk. Place HotOffice features that you use often on My Desk. Place links to the World Wide Web on My Desk. You have virtually, unlimited power to access the information, products, and services you need... anywhere in the world!

Feel free to experiment. You can not damage HotOffice by changing your Desk. Express your imagination and creativity. Place functions or links on your Desk. Change colors, fonts, sizes, and settings. Change anything you want! My Desk is designed to make your work more enjoyable and productive!

**That's it! You're set to go! Now, jump right in, set up and start using your HotOffice!**

**Enjoy Your HotOffice Experience!**

## NEED MORE HELP?

Check out the following:

**Inside your HotOffice click:**

From **My Desk** - HotOffice Quick Start User's Guide  
From the **Management** Center - HotOffice Quick Setup Guide

OR

**Contact:**

HotOffice Customer Satisfaction Center  
888.4HOTOFFICE (888.446.8633)  
Monday - Friday, 8 a.m. - 9 p.m. Eastern Standard Time

[www.hotoffice.com](http://www.hotoffice.com)



## With HotOffice you can:

- Send and receive e-mail from any PC connected to the Internet
- Securely store and manage important files
- Collaborate with others on documents while away from the office
- Meet colleagues in your private chat room anytime
- Save time by posting messages on your electronic bulletin board
- Access presentation and spreadsheets on the road
- Make free long distance calls over the Internet
- Schedule travel reservations with guaranteed lowest fares
- Conduct research about your suppliers, customers and industry
- Watch for HotOffice discount promotions

