



Digital Phone System User Guide v4.8

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Welcome!

Thank you for choosing FreedomVoice.

This User Guide is designed to help you understand the features included with your service and walk you through configuring these features through your Weblink Internet Control Panel.

The first steps in this User Guide cover the basics and are designed to get your system up and running quickly. The rest covers topics such as using your phones, checking messages, sending faxes, generating call reports, and configuring more advanced features.

You may also find answers to questions not covered in the scope of this guide by visiting our searchable [Knowledge Base](#) (requires Weblink login). If you need further assistance getting started, our friendly US-based Customer Care team is more than happy to help:

FreedomVoice Customer Care

1-888-955-3520 ext. 2

Monday – Friday, 6:00 AM to 6:00 PM EST

Saturday, 6:30 AM to 3:30 PM EST

customercare@freedomvoice.com

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Follow us on Twitter to stay in touch with the latest news, articles, product developments, and promotions for FreedomVoice service.

[FreedomVoice Small Business Blog](#)



We've created a community for industry news, discussion, business tips, and entertaining content targeted toward small businesses using FreedomVoice service.

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Understanding Your FreedomVoice Service

WebLink Internet Control Panel

Most of this guide will have you use your WebLink Internet Control Panel to activate phones, configure settings, or upload audio recordings. To log in, visit weblink.freedomvoice.com.

Users

You may create as many users on your account as you have voicemail boxes. Each user gets its own extension, voicemail box, and WebLink login. When you activate digital phones, you will assign each to a user. Users generally represent a single person, though these may also be created for shared phones like those found in a conference room or on a warehouse floor.

Digital Phones

Your service includes the ability to place and receive unlimited domestic calls using the digital phones you've purchased. Once you receive your phones, they will need to be activated and assigned a user and Direct Inward Dial (DID) phone number through a short process in WebLink.

Auto Attendant

Your auto attendant is a greeting you record that plays whenever a caller dials your main FreedomVoice number. This message typically welcomes and directs the caller to the extension best suited to handle their call. If no extension is dialed, callers will go to ext. 801 by default.

Call Forwarding

When a caller dials an extension, you can forward the call to any list of users or phone numbers. Beyond your digital phones, this list can include any other home, office, or mobile numbers you'd like. You can even set up ring groups with advanced options such as simultaneous ring.

Voicemail Boxes

Your service includes multiple voicemail boxes, numbered starting with 800. These boxes are used when an extension is dialed and either nobody answers at the call forwarding numbers or call forwarding is not set up for the extension.

Internet Faxing

Your FreedomVoice service includes the ability to send and receive faxes. To receive a fax, simply have callers send documents to your FreedomVoice number. You can add cover pages and send faxes to up to 5 fax numbers through WebLink.

Upgrading Your FreedomVoice Service

Adding More Phones and Features

At FreedomVoice, we strive to provide a digital phone service that is flexible to meet the needs of your growing business. To add additional digital phones, voicemail boxes, or new features to your service, please contact Customer Care at 1-888-955-3520 extension 2.

Listed below are a few available features to enhance your service and increase productivity.

Professional Voice Talent Recordings

[Call or Email for Quote]

Have your auto attendant or voicemail greetings recorded by a professional voice talent! For scripting advice, or to submit a script for a quote, please contact scripts@freedomvoice.com.

Unlimited Call Queuing

[\$10 / Month]

Hold forwarded calls for any extension in a queue until either you or one of your employees can answer. Callers will continually hear your hold music and will only be sent to voicemail if their hold time exceeds a maximum that you specify. You can even monitor your queue status online to make sure you aren't keeping callers waiting for too long.

Voicemail Transcription

[\$10 / Month]

Have your voicemail messages transcribed into text and delivered to you or your employees via email or text message. Keep up with your voicemail on the go and save time by skimming messages for important information.

Personalized Hold Music

[\$5 / Month]

Upload your own music or message to be used when your callers are being forwarded to you or when you place them on hold. While your FreedomVoice service does include our standard hold music, this feature can help you create a more custom caller experience or educate your customers on your latest promotions and opportunities while they wait.

Custom Solutions

[Call or Email for Quote]

Does your business require custom features (additional menus, specialized rotations, database storage, APIs, etc.) that are not included with your FreedomVoice service? Submit your customization requests for a quote to customizations@freedomvoice.com.

Getting Started in Six Quick Steps

Step 1: WebLink Internet Control Panel

Description

Your WebLink Internet Control Panel allows you to manage your FreedomVoice service online at <https://weblink.freedomvoice.com>. Through WebLink, you can:

- ✓ Create new user accounts and activate digital phones.
- ✓ Change auto attendant and voicemail box greetings.
- ✓ Change call forwarding and message delivery settings.
- ✓ Check your new voicemail and fax messages.
- ✓ View detailed call reports and user statistics.
- ✓ Update account and billing information.

Retrieving a Lost Password

If you have lost your WebLink password, you can reset it online.

- ✓ Go to WebLink at weblink.freedomvoice.com.
- ✓ Click on 'Forgot your password?'
- ✓ Enter the email address you use to login to WebLink and click on Submit.
- ✓ An email will be delivered to this address containing a link to create a new password.

How to Change Your WebLink Password

You're free to change your WebLink password online at any time.

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Settings tab at the top of the screen.
- ✓ From the User menu on the left side of the screen, select Update Profile.
- ✓ Click on Reset Password.
- ✓ Enter your old and new passwords and click on Save.

Getting Started in Six Quick Steps

Step 2: Adding Users

Description

To give any other employees within your business access to one or all of the extensions on your FreedomVoice service, you can create additional user accounts within WebLink. When activating digital phones, you will assign each to a user account you've created.

Each user account will be assigned a unique extension, voicemail box, and WebLink password for checking messages online. Administrative users have full access, while normal users may only check their own voicemail box, change their own voicemail box settings, and may not view billing information or call reports in WebLink.

How to Add New Users

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Settings tab at the top of the screen.
- ✓ From the User menu on the left side of the screen, select User List.
- ✓ This will show you a list of your current users.
- ✓ Click Add New User.
- ✓ Fill in the user's name, voicemail box extension, and email address.
- ✓ Set the user's User Type. Normal will give this user access only to his/her extension and voicemail box. Administration will give this user full system access, including billing and reports.
- ✓ Click Update when finished.
- ✓ An email will be delivered to this user with their WebLink login information, including your FreedomVoice system phone number, email address to use for logging in, and their password.

Getting Started in Six Quick Steps

Step 3: Activating Phones

Description

In order to start using your digital phones, you must activate them through a brief process in WebLink. This process will assign the phone a Direct Inward Dial number that will ring directly, assign the phone to a user you've created, and collect the necessary E911 emergency dialing information we are required by law to have on file.

If you have not yet received your digital phones, skip this step and return to it later.

How to Activate a Phone

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on Activate a Phone in the center of the screen.
- ✓ Locate the phone's MAC address on the back or underside of the phone. Provide this number along with the make and model of the phone. Then click Next.
- ✓ On the next step, use the dropdown provided to select one of the Direct Inward Dial phone numbers on your account to assign to this phone. Then click Next.
- ✓ On the next step, use the dropdowns provided to select the time zone where this phone will reside and assign this phone to a user you've created. Then click Next.
- ✓ On the next step, provide the physical address for this phone. This information is collected for the sole purpose of providing E911 emergency dialing. Your phone shipment should also contain E911 warning stickers. Attach one of these to the phone's handset and check the box indicating you've done so. Then click Next.
- ✓ On the next step, review the location we've matched to your input. If the address shown is not correct, please click Back and correct any fields that may be incorrect. If your address is repeatedly not recognized, contact Customer Care for assistance.
- ✓ On the next step, review the activation information and the Terms and Conditions. If correct, check the box agreeing to the activation and click Confirm Phone Activation to complete the process. If plugged in, the phone may reboot at this point. Once booted, you should have dial tone. If not, please contact Customer Care.

Getting Started in Six Quick Steps

Step 4: Recording the Auto Attendant

Description

Your auto attendant is the pre-recorded greeting a caller will hear when they dial your main FreedomVoice number. You can use this greeting to welcome callers and explain which extensions they can dial to reach their desired party.

Deciding how to properly script your auto attendant requires an understanding of the options available to your callers, which have been listed in the table below. Your callers can also dial any full extension (e.g. '803') to go directly to that extension. If no extension is dialed, callers will be delivered to extension 801 by default.

Caller Dials	What Happens Next ...
0 - 5	Your caller goes to extension 800 – 805 . If call forwarding is set up, the call is forwarded live. Otherwise, the caller is prompted to leave a message.
6	Your caller is prompted for a fax number to receive a document that you've loaded. This feature is not standard with most FreedomVoice services, but is available for \$5 / month by calling 1-888-955-3520 extension 2.
7	Your caller is forwarded to your default extension. Unless changed, this is 801. If call forwarding is set up, the call is forwarded live. Otherwise, the caller is prompted to leave a message.
8	Your caller hears a company directory of available extensions. You can change this recording any time. See page 19 for details on using this feature.
9	Your auto attendant recording will start again from the beginning.
#	Your caller accesses the Dial By Name directory. This feature is not standard with most FreedomVoice services, but is available for an additional \$10 / month by calling 1-888-955-3520 extension 2.
*	This key is reserved for your administrative use. After dialing *, you will be prompted for your user voicemail box and password and then given a menu of options, including checking messages or changing settings.

Getting Started in Six Quick Steps

Sample Auto Attendant Greetings

1. "Hello, and thank you for calling Blue Widgets, Incorporated. If you know your party's extension, you may dial it at anytime. For Sales, dial **1**. For Billing, dial **2**. For Technical Support, dial **3**. For Marketing, dial **4**. To speak with a representative, dial **0**."
2. "Thanks for calling Blue Widgets. If you know your party's extension, you can dial it now. To place a new order, press **1**. To check on the status of an existing order, press **2**. For questions about your invoice, press **3**. To hear a directory of extensions, press **8**. To hear these options again, press **9**."
3. "Hello, and thank you for calling Blue Widgets, Inc., the largest blue widget importer in the United States. Be sure to check out our latest promotions online at ..., or have them faxed to you by dialing **6** now. If you know the name of the person you're trying to reach, dial the # key. To speak to the next available representative, dial **7** or simply remain on the line."

How to Record Your Auto Attendant

- ✓ Log in to WebLink at weblink.freedomvoice.com.
 - ✓ Click on the Settings tab at the top of the screen.
 - ✓ From the System Settings menu on the left side of the screen, select System Recordings.
 - ✓ Set the dropdown menu to Auto Attendant.
 - ✓ Your current recording will be loaded for playback in the middle of the screen.
 - ✓ If this is your first time recording your auto attendant, a placeholder message will be currently loaded.
 - ✓ Choose from the options listed to change your recording.
- For creating your first recording, we recommend Have System Call Me to Record. This option will have your FreedomVoice service call you and walk you through creating your recording over the phone.

Getting Started in Six Quick Steps

Step 5: Setting Up Call Forwarding

Description

When callers dial an extension from your auto attendant, call forwarding can route the caller to a list of other phone numbers, users, or groups.

Calls forwarded to a user will be delivered to any FreedomVoice digital phone where that user is logged in, even if it's not their assigned phone. If the user is not logged in to any phone, the call forwarding entry will be skipped.

Call forwarding groups are collections of phone numbers and/or users that you create to distribute forwarded calls using a preset delivery method (e.g. "simultaneous ring" or "most idle"). More information on setting up groups can be found in the Call Forwarding Groups section of this User Guide.

If a call is unanswered, or if call forwarding is not set up, the caller will go to voicemail.

How to Set Up Your Call Forwarding

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Settings tab at the top of the screen.
- ✓ From the Call Delivery menu on the left side of the screen, select Call Forwarding.
- ✓ Set the Mailbox dropdown menu to the extension you wish to configure.
- ✓ Click Add to create a new call forwarding entry.
- ✓ Use the Forward Type dropdown to select whether the entry is a phone number, user, or call forwarding group.
- ✓ Use the Forward To field or dropdown to specify the phone number, user, or group.
- ✓ To change the time schedule of a call forwarding entry, click on Add Call Time and complete the fields that appear below.
- ✓ To change the order of your call forwarding entries, use the Move arrows.
- ✓ Click on Save when finished.

Getting Started in Six Quick Steps

Step 6: Recording Voicemail Greetings

Description

When a caller reaches a voicemail box, an automated greeting will play to instruct them to leave a message. This greeting can be customized for each voicemail box on your service to correspond to the extension option that it represents.

Sample Voicemail Greetings

1. "You've reached the voicemail box of John Smith. I'm sorry I missed your call, but please leave the best way to contact you and I'll get back to you as soon as possible."
2. "Thank you for calling about our fitness program. All representatives are currently assisting other customers. Your business is very important to us, so please leave a message and we will return your call promptly."

How to Record Your Voicemail Greetings

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Settings tab at the top of the screen.
- ✓ From the Mailbox Properties menu on the left side of the screen, select MB Recordings.
- ✓ Set the first dropdown menu to the voicemail extension you wish to configure.
- ✓ Set the second dropdown menu to Mailbox Greeting.
- ✓ Your current recording will be loaded for playback in the middle of the screen.
- ✓ If this is your first time recording this voicemail greeting, a placeholder message will be currently loaded.
- ✓ Choose from the options listed to change your recording.
- ✓ For creating your first recording, we recommend Have System Call Me to Record. This option will have your FreedomVoice service call you and walk you through creating your recording over the phone.

Using Your FreedomVoice Service

Common Polycom SoundPoint Phone Commands

Description

FreedomVoice has partnered with Polycom and directly supports the SoundPoint line of digital phones. Below is a list of phone commands for commonly-used features on these phones. The term “key” refers to a labeled button on the phone itself, while “softkey” refers to dynamic keys that interact with the phone’s display.

Please note that not all models have identical phone commands, keys, or softkeys. For the latest authoritative information and specific instructions on using these phones, please visit the [Polycom website](#) and view the [interactive guides](#).

How to Log In to a Phone

- ✓ Press the Login softkey.
- ✓ Enter your user extension and password.
- ✓ Press the Login softkey again.
- ✓ Users are not restricted to logging in to the phone assigned to their user extension. They may log in to any activated phone on your service, regardless of that phone’s location or assigned user.
- ✓ Logging in to a phone is required to receive calls forwarded to a user. If a call forwarding entry is set to forward a call to a user that is not logged in to a phone activated on your system, the call forwarding entry will be skipped.
- ✓ Logging in to a phone is also required for associating calls with users and displaying user performance metrics on your call reports.

How to Place a Caller on Hold

- ✓ While on a live call, press the Hold key.
- ✓ To retrieve the call, press the Hold key again or press the Resume softkey.

Using Your FreedomVoice Service

How to Transfer a Call

- ✓ While on a live call, place a caller on hold by pressing the Hold key.
- ✓ Press the Transfer softkey.
- ✓ To transfer the call without speaking to the recipient, press the Blind softkey.
- ✓ Enter the phone number or extension for transfer and press the Send softkey.
- ✓ If you transferred the call Blind, the call will be sent and you will be disconnected.
- ✓ If you didn't transfer the call Blind, the call will ring to the recipient. Once answered, you have an opportunity to speak with them while the caller remains on hold.
- ✓ To complete the transfer and hand off the call, press the Transfer softkey again.

How to Place a Three-Way Call

- ✓ While on a live call, press the Conference softkey. This will place your current caller on hold while you conference in another party.
- ✓ Some models may require you to press the More softkey to access this option.
- ✓ Enter the phone number or extension you would like to bring onto the three-way call and press the Send softkey. This will dial that phone number or extension.
- ✓ When the conferenced party answers, you will be speaking only with them. Your other caller will continue to wait on hold.
- ✓ To bridge all three lines on a three-way call, press the Conference softkey again. This will take your original caller off hold and all three participants will be active.

How to Park and Retrieve a Call

- ✓ To park a call for another user to retrieve, press the Park softkey.
- ✓ Enter a 1- to 4-digit number and press the Enter softkey.
- ✓ The call will be parked and the caller will be placed on hold until retrieved.
- ✓ To retrieve the parked call, press the Retrieve softkey.
- ✓ Enter the 1- to 4-digit number used to park the call and press the Enter softkey.

Using Your FreedomVoice Service

Phone Commands from Any Phone

Description

When taking a forwarded call on a phone other than the digital phones on your service, you still have access to important call handling features. These include placing a caller on hold, transferring a caller to another extension, or sending a caller directly to a voicemail box.

How to Put a Caller on Hold

- ✓ To place a caller on hold during a live call, press the * key on your phone.
- ✓ The caller will hear hold music while waiting.
- ✓ To take the caller off hold, press the * key again.

How to Transfer a Forwarded Call

- ✓ To send a caller to a different extension, press * then # on your phone.
- ✓ This will place your caller on hold, and then take you to an automated menu.
- ✓ To transfer the call, dial 1 from this menu, followed by either the phone number or extension to which you'd like to send the caller. When finished, press the # key.
- ✓ A recording will inform you that your call has been transferred. You may hang up.
- ✓ **Ex:** To send a call to extension 803, dial “* #”, then “1”, then “803 #”.

How to Send a Caller to Voicemail

- ✓ To send a caller directly to a voicemail box, press * then # on your phone.
- ✓ This will place your caller on hold, and then take you to an automated menu.
- ✓ To route your caller to voicemail, dial 2 followed by the voicemail box number and #.
- ✓ **Ex:** To send a call to voicemail for extension 804, dial “* #”, then “2”, then “804#”.

Using Your FreedomVoice Service

Check Your Messages

Description

Your FreedomVoice service offers several ways to check messages.

How to Check Messages from Your Digital Phone

- ✓ Checking messages on a Polycom digital phone varies slightly between different models. Please consult Polycom's [interactive guides](#) for specific instructions on how to check messages for the model(s) you've purchased.

How to Check Messages Online

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Mailbox tab at the top of the screen.
- ✓ From the directory of voicemail boxes on the left side of the screen, select the voicemail box you wish to check.
- ✓ Click on any voicemail message to play back or any fax to open a preview.
- ✓ Use the toolbar presented at the top of the screen to save, trash, copy, move, download, send, fax, rename, or place notes on a message.

How to Check Messages by Dialing In

- ✓ Dial your main FreedomVoice number. From your auto attendant, dial *.
- ✓ Enter the voicemail box number you wish to check, followed by #.
- ✓ Enter your password (using the keypad to spell any words or phrases), followed by #.
- ✓ You will be presented with a menu of options to check the voicemail box.
- ✓ Dial 1 to check messages.

Using Your FreedomVoice Service

Deliver Messages to Email

Description

Your FreedomVoice service can automatically forward your voicemail and fax messages as MP3 and PDF file attachments to any email addresses you choose for any of your voicemail box extensions. Also included with each email is a description of the call, including time, date, extension dialed, and caller ID.

How to Deliver Messages to Email

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Settings tab at the top of the screen.
- ✓ From the Message Delivery menu on the left, select Email Delivery.
- ✓ Set the Mailbox dropdown menu to the voicemail box you wish to configure.
- ✓ To add an email address to this voicemail box, click on Add Another and enter an email address where messages for this voicemail box should be delivered.
- ✓ Click on Save when finished.

How to Change Email Delivery Options

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Settings tab at the top of the screen.
- ✓ From the Message Delivery menu on the left, select Email Delivery.
- ✓ Set the Mailbox dropdown menu to the voicemail box you wish to configure.
- ✓ Use the dropdown menus to change settings such as email attachment file types, time zone for email alert, or to disable file attachments for these emails.
- ✓ Click on More Options to toggle compression and password protection features.
- ✓ Click on Save when finished.

Using Your FreedomVoice Service

Broadcast a Voice Message

Description

You can leave voice messages on your own FreedomVoice service as a way to broadcast these messages to people you know or to business associates by telephone or email.

The first step is to call your own FreedomVoice number and leave a message in one of your voicemail boxes. Then choose from one of the broadcast methods listed below.

This feature may not be used to harass recipients with unsolicited messages.

How to Broadcast by Phone

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Mailbox tab at the top of the screen.
- ✓ From the directory of voicemail boxes on the left side of the screen, select the voicemail box you wish to check.
- ✓ Check the voicemail message you wish to send and click the Send icon.
- ✓ Enter up to five phone numbers that you want to receive your voice message.
- ✓ Click on Send Message to deliver your messages. An automated call from your service will be placed to each phone number listed and will play your message.

How to Broadcast by Email

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Mailbox tab at the top of the screen.
- ✓ From the directory of voicemail boxes on the left side of the screen, select the voicemail box you wish to check.
- ✓ Check the voicemail message you wish to send and click the Download icon at the top of the screen to save the message audio file to your computer.
- ✓ Create a new email to your recipients and attach the voice message file.

Using Your FreedomVoice Service

Send a Fax

Description

Your FreedomVoice service comes equipped with an online faxing console through your WebLink Internet Control Panel. This allows you to send faxes online at any time by uploading documents from your computer or by using our free print-to-fax driver.

How to Send a Fax Online

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Mailbox tab at the top of the screen.
- ✓ Click on the Fax icon at the top of the currently selected voicemail box.
- ✓ Click on Browse and select the file you wish to fax.
- ✓ Enter up to five phone numbers and click on Send Fax.
- ✓ You will be directed to the Sent subfolder of your voicemail box, where you can check the status of your fax as it is being delivered.

How to Use the FaxFreedom Printer Driver

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Support tab at the top of the screen.
- ✓ Click on Downloads on the left side of the screen.
- ✓ Click on FaxFreedom Printer Driver Download.
- ✓ Click on Download the Print Driver.
- ✓ Once installed, this driver will present FaxFreedom as a printer option when printing a document. By selecting this option, you will be automatically taken to WebLink to sign in with this document loaded for faxing out.

Using Your FreedomVoice Service

View Call Reports

Description

Your FreedomVoice service is backed by top-of-industry call reporting technology. As an administrator, you can quickly review, sort, and filter your inbound and outbound calls by date ranges, user metrics, missed calls, calls to a particular extension, and more.

How to Access Call Reports

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Reports tab at the top of the screen.
- ✓ Explanations of each report are given on this page. You may also click on the question mark icon next to any report to access a related Knowledge Base article.
- ✓ To view any report, click on the report title either on the page or on the list of available reports on the left side of the screen.

How to Use Call Reports

- ✓ Most call reports are split into a graphical display and a table display, with the graphical display showing initially. Click on Get Call Data to see the table display.
- ✓ In the upper left of any call report is a gray box with your current filter settings. To change your filter, click on this box. Change dates, days, time of day, extensions, numbers dialed, or users. Click on Apply when finished.
- ✓ To zoom in on any interval of time, click on the corresponding bar in the graph.
- ✓ The spreadsheet display can be sorted by clicking on a column name.
- ✓ Click on Export to the bottom right of the graph to download the report table.
- ✓ To change to a different report, use the Report dropdown menu in the upper-right corner of the page. Be aware that your filter will persist as you change reports.
- ✓ To save a report and filter, click on Save Report and provide a name. This report will now be available under Saved Reports from the Report dropdown menu.

Using Your FreedomVoice Service

Update Account Info

Description

The WebLink Internet Control Panel for your FreedomVoice service also serves as an easy way to update your account information or pay your bill online.

How to Update Your Account Info

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Account tab at the top of the screen.
- ✓ Your current account information will display on the left side of the next screen. Click on the Update Account Information link below this information.
- ✓ Edit fields as necessary and click on Save when finished.
- ✓ For your security, we require that you contact Customer Care to change the Account Holder field by calling 1-888-955-3520 ext. 2.

How to Pay Your Bill Online

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Account tab at the top of the screen.
- ✓ Your current payment information will display on the right side of the next screen. Click on the Pay My Bill link below this information.
- ✓ Click on your desired payment option and complete the necessary steps to submit payment.
- ✓ If your account has been suspended due to prolonged non-payment, a valid credit card payment will automatically reactivate your service. Payment by check or money order will not reactivate your service until the payment has been received and processed.

Additional Included Features

Company Directory

Description

The auto attendant greeting for your FreedomVoice service can be set up with an additional feature to allow callers to access a company directory by pressing '8'. This message is designed to give callers an easy way to find the person or department they want by listing available extensions and to whom each belongs. Callers can dial your extensions from this within this directory and reach the appropriate department.

Sample Company Directory

1. "You've reached the list of extensions for XYZ, Inc. For Joe Smith, dial 8-0-0. For Raymond Nesbeth, dial 8-0-1..."
2. "You've reached the list of extensions for XYZ, Inc. In a moment, you'll hear a list of our employees and their extensions. To skip this list and speak to an operator, dial 0 at any time. For Joe Smith, dial 8-0-0. For Raymond Nesbeth, dial 8-0-1..."

How to Set Up Your Company Directory

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Settings tab at the top of the screen.
- ✓ From the System Settings menu on the left, select System Recordings.
- ✓ Set the dropdown menu to Mailbox Directory Listing.
- ✓ Your current recording will be loaded for playback in the middle of the screen.
- ✓ If this is your first time recording your list of extensions, a placeholder message will be currently loaded.
- ✓ Choose from the options listed to change your recording.
- ✓ For creating your first recording, we recommend Have System Call Me to Record. This option will have your FreedomVoice service call you and walk you through creating your recording over the phone.

Additional Included Features

Call Forwarding Groups

Description

A call forwarding group on your FreedomVoice service is a set of phone numbers that you'd like to distribute calls to in a special fashion. Available options include a standard call rotation, simultaneous ring, most idle, and more. These are most commonly used to efficiently distribute calls to several employees.

How to Create a Call Forwarding Group

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Settings tab at the top of the screen.
- ✓ From the Call Delivery menu on the left side of the screen, select Call Forwarding.
- ✓ Click on Add/Edit Groups in the bottom-right of the call forwarding area.
- ✓ Click on Add New at the bottom of the window that appears.
- ✓ Name your group, set the grace period (optional), and select a distribution method.
- ✓ Scroll down to the Add Group Member section.
- ✓ Input a phone number, and then click on Add Group Member. Repeat as needed.
- ✓ When finished adding group members, click on Save Group, then Click on Close.

How to Forward Calls to a Group You Have Created

- ✓ Group is an option from the Forward To dropdown menu for call forwarding entries.
- ✓ To add your group to a call forwarding list, set the Mailbox dropdown menu on the Call Forwarding section to the extension you wish to configure.
- ✓ Click on Add New Number to create a new call forwarding entry.
- ✓ Set the Forward Type dropdown menu to Group.
- ✓ Set the Forward To dropdown menu to the group you've created.
- ✓ Click on Save when finished.

Additional Included Features

Call Announcement & Call Whisper

Description

You have the ability to screen any phone call that is forwarded from your FreedomVoice service. To do so, you must configure a call announcement for the desired call forwarding extension. These announcements play back when answering a forwarded call, while your callers continue to hear hold music.

How to Access Call Announcements

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Settings tab at the top of the screen.
- ✓ From the Call Delivery menu on the left, select Call Announcement.
- ✓ Set the Mailbox dropdown menu to the extension you wish to configure.

How to Set Up a Basic Call Announcement

- ✓ Follow the steps above on to access Call Announcements.
- ✓ Click on Call Me to Record Name to have your FreedomVoice number automatically call you and instruct you on how to make the recording over the phone. This recording should just be the name of the voicemail box's user or department.
- ✓ Click on Save when finished.

How to Set Up Call Whisper

- ✓ Follow the steps above on to access Call Announcements.
- ✓ Check the box labeled Call Whisper. Forwarded callers will be prompted to speak their name and this name will be played back when you answer the call.
- ✓ Click on Save when finished.

Additional Included Features

Call Block

Description

You are free to block certain area codes, area codes and prefixes, or individual problematic phone numbers from calling your FreedomVoice service. If you are using a toll free number with your FreedomVoice service, you may also want to block calls from payphones, as the FCC requires an additional charge for handling toll free calls from a payphone. Blocked callers will hear a busy signal and are not connected to your auto attendant (you are not charged).

How to Block Calls

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Settings tab at the top of the screen.
- ✓ From the System Settings menu on the left, select Call Block.
- ✓ Check the box labeled Block Calls from Payphones to stop payphone callers from being able to dial your FreedomVoice number.
- ✓ To add an area code, area code and prefix, or phone number to your list of blocked numbers, click on Add Another.
- ✓ Fill in the first three, six, or ten digits you wish to block.
- ✓ To remove a blocked number, click on Remove next to the unwanted entry.
- ✓ Click on Save when finished.

Additional Included Features

Q & A Voicemail Box

Description

Your FreedomVoice service can be configured to handle automated order-taking and other multiple response voicemail messages using the Q & A voicemail box feature. This feature will replace a voicemail box extension's standard voicemail greeting with a series of greetings that prompt the caller to provide a response. You then receive these responses as a single voicemail message.

How to Set Up a Q & A Voicemail Box

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Settings tab at the top of the screen.
- ✓ From the Mailbox Properties menu on the left, select MB Recordings.
- ✓ Set the Mailbox dropdown menu to the extension you wish to configure.
- ✓ Check the box labeled Enable Scripted Recording.
- ✓ Click on Add New.
- ✓ Choose from the options listed to make the first recording.
- ✓ When finished with the first recording, click on Add New and repeat the process for as many recordings as you need.
- ✓ To edit a recording, click on the message number in the list that appears as you create additional messages.
- ✓ When finished with all recordings, click on Save Changes.

Additional Included Features

Call Back Notification

Description

Your FreedomVoice service can alert you via an automated phone call when a caller leaves a voicemail message. For example, if you have call forwarding set up to ring to your office only, you can still get an alert on your cell phone when a caller rings your office and is sent to voicemail. When you answer the automated call back notification, you will be able to listen to the message and return the call directly.

How to Turn On Call Back Notification

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Settings tab at the top of the screen.
- ✓ From the Message Delivery menu on the left, select Call Back.
- ✓ Set the Mailbox dropdown menu to the call forwarding extension you wish to configure.
- ✓ Click on Add and fill in the phone number at which you wish to be notified.
- ✓ To change the time schedule of your call back notification, click on Add Call Time.
- ✓ Click on Save when finished.

How to Use Call Back Notification

- ✓ When a message is left at an extension you've set up with call back notification, you will receive an automated call.
- ✓ When you answer the call, you will be alerted that the call is coming through your FreedomVoice number and asked to press any key to accept the call.
- ✓ Once accepted, you will be prompted to enter your password, followed by #.
- ✓ Follow the prompts to listen to the voicemail message or return the call.

Additional Included Features

Immediate Call Forwarding

Description

If you choose, you may have your FreedomVoice number bypass your auto attendant and immediately forward all calls to a single default call forwarding extension on your FreedomVoice service. Callers will hear a generic ringing in place of hold music while we route the call. If there is no answer or you do not wish to provide a call forwarding number, the caller will be taken to the voicemail box for the set call forwarding extension.

How to Turn On Immediate Call Forwarding

- ✓ Log in to WebLink at weblink.freedomvoice.com.
- ✓ Click on the Settings tab at the top of the screen.
- ✓ From the System Settings menu on the left, select System Defaults.
- ✓ Set the Immediate Call Forwarding dropdown menu to On.
- ✓ From this screen, confirm your Default Mailbox. The call forwarding settings (if any) for that extension will be used to immediately forward your calls. Unanswered calls will go to voicemail.
- ✓ Click on Save Changes when finished.

Accessing Common Features by Dialing In

Record Your Auto Attendant over the Phone

- ✓ Dial your main FreedomVoice number. From your auto attendant, dial *.
- ✓ Enter your user extension, followed by #.
- ✓ Enter your password (using the keypad to spell any words or phrases), followed by #.
- ✓ You will be presented with a menu of options.
- ✓ Dial 2 to record your auto attendant.

Record a Voicemail Box Greeting over the Phone

- ✓ Dial your main FreedomVoice number. From your auto attendant, dial *.
- ✓ Enter your user extension, followed by #.
- ✓ Enter your password (using the keypad to spell any words or phrases), followed by #.
- ✓ You will be presented with a menu of options.
- ✓ Dial 4 to record the voicemail box greeting for the selected extension.

Access a Different Voicemail Box as an Administrator

- ✓ Dial your FreedomVoice number. From your auto attendant, dial *.
- ✓ Enter your administrator extension, followed by #.
- ✓ Enter your password (using the keypad to spell any words or phrases), followed by #.
- ✓ You will be presented with a menu of options.
- ✓ Dial 6 to access a different voicemail box.
- ✓ Enter the voicemail box you wish to access, followed by #.
- ✓ You will be presented with a menu of options for the selected voicemail box.