FREEDOMVOICE)))®

Virtual Phone System User Guide v4.7

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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 five steps in this User Guide cover the basics and are designed to get your system up and running quickly. The rest of the User Guide covers topics such as checking messages online, sending faxes, generating call reports, and configuring more advanced features that you are free to explore at your leisure. If you have any questions, or simply need some help getting started, we encourage you to contact our friendly Customer Care team and check out our other online resources:

FreedomVoice Customer Care

1-800-477-1477 ext. 2
Monday – Friday, 6:00 AM to 6:00 PM EST
Saturday, 6:30 AM to 3:30 PM EST
customercare@freedomvoice.com

The FreedomVoice Blog

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

Click here to read along!

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Our company profile keeps you in touch with what we're working on. Be the first to hear about new products, helpful business tips, and great promotions.

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Understanding Your FreedomVoice Service

Your FreedomVoice service includes many features that can benefit you in your business or personal use. To better understand the basics of your service, we've outlined them below.

WebLink Internet Control Panel

Many of the instructions in this User Guide will have you use your WebLink Internet Control Panel to configure your FreedomVoice service or upload audio recordings through the Internet. If you haven't already, you will create your WebLink account in Step 1 of this User Guide. To login to WebLink after you have created your account, visit weblink.freedomvoice.com. If you are having trouble logging in, please contact Customer Care at 1-800-477-1477 ext. 2.

Auto Attendant

Your auto attendant greeting plays when callers dial your FreedomVoice number. This message is up to you to provide and typically welcomes your callers then direct them to the extension that can best handle their call. When callers dial an extension, you can choose to either forward the call to another phone number or send the caller to a voicemail box. ***Note: If no extension is dialed, callers will be delivered to extension 801.***

Call Forwarding

When a caller dials an extension, you can forward the call to any list of forwarding phone numbers. This list can include any home, office, or mobile numbers you'd like. You can even set up Ring Groups with Automatic Call Distribution (ACD) options such as simultaneous ring. If call forwarding is not set up for an extension, or if no one answers, callers are sent to voicemail.

Voicemail Boxes

Your FreedomVoice service includes voicemail box extensions, numbered starting with 800. Callers can access these extensions from your auto attendant by dialing the extension number. Callers may also dial 0 through 4 to reach voicemail boxes 800 through 804. There are several ways for you to check your messages, including through your WebLink Internet Control Panel.

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. Faxes will be stored online as a PDF or can be forwarded to your email or a physical fax machine. You can add cover pages and send faxes to up to 5 fax numbers through your WebLink.

Upgrading Your FreedomVoice Service

Add Cutting Edge Features to Maximize Your Efficiency

At FreedomVoice, we strive to provide a virtual phone service that is flexible to meet the needs of any growing business. Listed below are a few additional features that can be added to your account by contacting our Customer Care department at 1-800-477-1477 extension 2 or by contacting the email address listed for the service (if provided).

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.

Teleconferencing Service   [$5 / Month]

Adding the teleconferencing feature to your FreedomVoice service provides you with secure access to our 24/7 reservationless teleconferencing system. Start a conference call at any time simply by dialing in with unique moderator and participant PIN numbers. ***Note: Per minute usage applies per participant.***

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.

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 5 Quick Steps

Step 1: WebLink

Description

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

- ✓ Change your auto attendant greeting
- ✓ Change call forwarding settings
- ✓ Change your voicemail box greetings
- ✓ Change your email address for message delivery
- ✓ Check your new voicemail and fax messages
- ✓ View detailed call reports
- ✓ 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 5 Quick Steps

Step 2: Adding Users

Description

To give other employees within your business access to one or all of the extensions on your FreedomVoice service, you can create additional user accounts for them within WebLink. If you are the only one using your FreedomVoice service, skip this step and proceed to Step 3.

Each user account you create will be assigned a unique voicemail box extension and given a WebLink password for checking messages online. "Administrative" users have full access to your account, while "Normal" users may only check their own voicemail box's messages, change their own voicemail box's 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 their own voicemail box extension.
- ✓ "Administration" will give this user full system access.
- ✓ 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 5 Quick Steps

Step 3: Auto Attendant

Description

Your auto attendant is the pre-recorded greeting a caller will hear when they dial your 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 80**0** – 80**5**. If call forwarding is set up, the call is forwarded live. Otherwise, the caller is prompted to leave a message. *Note: 805 only available for systems with more than five voicemail boxes.*
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 1-800-477-1477 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 1-800-477-1477 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.

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 drop-down 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 5 Quick Steps

Step 4: 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 FreedomVoice system to correspond to the extension option that it represents.

Sample Voicemail Greetings

1. "Thank you for calling our Sales department. All representatives are currently assisting other customers, so please leave a message and we will return your call promptly."

2. "Thank you for inquiring about our Fitness Plus program. To receive more information about this program, please leave your name, telephone number, and email address. We will send the information to you shortly."

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 drop-down menu to the voicemail extension you wish to configure.

✓ Set the second drop-down 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.

Getting Started in 5 Quick Steps

Step 5: Call Forwarding

Description

Call forwarding is a feature that routes callers from your FreedomVoice number to a list of other phone numbers when an extension is dialed. If a forwarded call is not answered by any of these forwarding numbers, or if call forwarding is not set up for the extension, the caller is sent to voicemail.

Sample Call Forwarding

1. A caller dials **1** to be forwarded to your Sales department, manned a single Sales representative, John Smith. The first forwarding number for this extension is John's desk phone. The phone rings, but isn't answered. Call forwarding rolls to the second number, John's cell. John answers the call.

2. A caller dials **2** to be forwarded to your Technical Support department, but it is outside of your normal business hours. Instead of forwarding the call, your FreedomVoice service sends the caller to voicemail box 80**2** where they can leave a message.

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 drop-down menu to the extension you wish to configure.

- ✓ Click Add to create a new call forwarding entry.

- ✓ Enter a phone number or ring group to forward.

- ✓ 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.

Using Your FreedomVoice Service

Place on Hold or Transfer a Call

Description

When taking a forwarded call through your FreedomVoice service, you have access to important call handling features available from any phone. 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 area code and phone number or the extension number 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 #".

- ✓ **Ex:** To send a call to 555-555-1212, dial "* #", then "1", then "5555551212#".

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.

- ✓ To route your caller to voicemail, dial 2 followed by the voicemail box number and #.

- ✓ **Ex:** To send a call to voicemail box 804, dial "* #", then "2", then "804#".

Using Your FreedomVoice Service

Check Your Messages

Description

Your FreedomVoice service presents several ways to check your voicemail and fax messages. All messages are stored online and can be checked in WebLink from any computer with an Internet connection. Messages can also be checked over the phone or automatically forwarded to email as a file attachment (see Send Messages to Email).

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.

- ✓ New messages will be in the Inbox subfolder of the voicemail box selected.

- ✓ Click on any voicemail message to play back or any fax to open a preview.

- ✓ Use the tool bar 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 over the Phone

- ✓ To check your messages over the phone, dial your FreedomVoice number.

- ✓ From your auto attendant, dial * followed by the voicemail box you wish to check.

- ✓ You will be prompted to enter your password, followed by #.

- ✓ Dial your password, using the keypad to spell any words or phrases.

- ✓ You will be presented with a menu of options to make changes to the voicemail box.

- ✓ Dial 1 from this menu to check new messages.

- ✓ Follow the prompts to replay, save, or delete messages, as necessary.

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 drop-down 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 drop-down menu to the voicemail box you wish to configure.

- ✓ Use the drop-down 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 the calls that are coming to your FreedomVoice number and sort and filter by date ranges, missed calls, or calls to a particular extension.

How to Access Call Reports

✓ Log in to WebLink at weblink.freedomvoice.com.

✓ Click on the Reports tab at the top of the screen.

✓ Under Call Analysis on the left, click on Calls for all calls, Mailbox Report for calls by extension dialed, and Missed Calls for forwarded calls that weren't answered.

✓ In the upper left of any call report is a gray box with your current filter settings. To change your filter, click on the arrow on the left side of this gray filter box.

✓ Change dates, days, time of day, extensions, or phone number dialed, as desired.

✓ Click on Apply in the upper right corner of the filter box when finished.

How to Understand Call Reports

✓ Call reports are split into a graphical display and a spreadsheet display.

✓ The graphical display shows a visual representation of the call data found in the spreadsheet display, graphed over the time interval currently set by your filter.

✓ To zoom in on any interval of time, click on the corresponding bar in the graph. The spreadsheet display will change to show only calls made in the range selected.

✓ The spreadsheet display can be sorted by clicking on a column name.

✓ Use the buttons in the bottom right of any report to Print or Download the currently displayed report. Reports are downloaded in CSV format.

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. If you need to do so, please contact a representative at 1-800-477-1477 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 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 drop-down 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

Ring Groups

Description

A ring group on your FreedomVoice service is a set of call forwarding numbers that you'd like to use with special call delivery rules, such as a standard call rotation or simultaneous ringing. These are most commonly used to efficiently distribute calls to several employees or a call center.

How to Set Up a Ring 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.

- ✓ Set the Mailbox drop-down menu to the extension you wish to configure.

- ✓ Click Add to create a new call forwarding entry.

- ✓ From the Forward Type drop-down, click on Group.

- ✓ Under the Group drop-down, click on Add/Edit Group.

- ✓ Click on Add New to create a new ring group.

- ✓ Set a Grace Period. This is the amount of time your FreedomVoice service will wait after an employee finishes a call before sending them another call through this ring group. This is an important feature for systems that experience a high volume of call traffic.

- ✓ Set a Distribution Method from the options listed.

- ✓ In the Add Group Member section, enter a call forwarding phone number and click on Add Group Member.

- ✓ Click on Save Group when finished, then Click on Close.

- ✓ Under the Group drop-down, click on your newly created ring group and configure other call forwarding settings as necessary.

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 drop-down 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 drop-down 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 drop-down 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

Cardless Calling Card

Description

Your FreedomVoice service lets you place domestic long distance calls at any time through your FreedomVoice number. This feature effectively gives you an unlimited calling card that you can access from anywhere just by dialing into your FreedomVoice number. Standard minute rates apply.

How to Use Your Cardless Calling Card over the Phone

- ✓ To access your cardless calling card by phone, dial your FreedomVoice number.

- ✓ From your auto attendant greeting, dial * followed by a call forwarding extension (e.g. "* 801").

- ✓ You will be prompted to enter your password, followed by #.

- ✓ You will be presented with a list of voicemail box options.

- ✓ Dial 0 to access your cardless calling card.

- ✓ Enter the area code and telephone number you wish to call.

- ✓ You will be connected with the phone number dialed.

- ✓ When the call is completed, you will be returned to your FreedomVoice service. If you are done using your cardless calling card, simply hang up.

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 drop-down 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.

Quick Guide to Accessing Common Features by Phone

Please Note: You will need your user voicemail box number and user password in order to access these settings. Please see pages 6 and 7 for information on users and passwords.

Check Your Messages over the Phone

- ✓ To check your messages over the phone, dial your FreedomVoice number.

- ✓ From your auto attendant, dial *.

- ✓ You will be prompted to enter your user voicemail box, followed by #.

- ✓ You will be prompted to enter your password, followed by #.

- ✓ Dial your password, using the keypad to spell any words or phrases.

- ✓ You will be presented with a menu of options.

- ✓ Dial 1 from this menu to check new messages.

Record Your Auto Attendant over the Phone

- ✓ To record your auto attendant over the phone, dial your FreedomVoice number.

- ✓ From your auto attendant, dial *.

- ✓ You will be prompted to enter your user mailbox (mailbox 801 is your default mailbox), followed by #.

- ✓ You will be prompted to enter your password, followed by #.

- ✓ Dial your password, using the keypad to spell any words or phrases.

- ✓ You will be presented with a menu of options.

- ✓ Dial 2 from this menu to record your auto attendant.

Record Your Voicemail Box Greeting over the Phone

- ✓ To record your mailbox greeting over the phone, dial your FreedomVoice number.

- ✓ From your auto attendant, dial *.

- ✓ You will be prompted to enter your user mailbox (mailbox 801 is your default mailbox), followed by #.

- ✓ You will be prompted to enter your password, followed by #.

- ✓ Dial your password, using the keypad to spell any words or phrases.

- ✓ You will be presented with a menu of options.

- ✓ Dial 4 from this menu to record your mailbox greeting.

Access a Different Voicemail Box as an Administrator

- ✓ To use your administrator account to access a different voicemail box over the phone, dial your FreedomVoice number.

- ✓ From your auto attendant, dial *.

- ✓ You will be prompted to enter your administrator voicemail box, followed by #.

- ✓ You will be prompted to enter your password, followed by #.

- ✓ Dial your password, using the keypad to spell any words or phrases.

- ✓ You will be presented with a menu of options.

- ✓ Dial 6 from this menu to access a different voicemail box.

- ✓ You will be prompted to enter the voicemail box you wish to access, followed by #.

- ✓ You will be presented with a menu of options.