



## Virtual Phone System User Guide v5.6



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# Welcome!

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## 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 interface.

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, 8:00 AM to 9:00 PM EST

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

[customercare@freedomvoice.com](mailto: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!](#)

### **Fan FreedomVoice on Facebook**

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

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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 Interface

WebLink is your online interface to configure your FreedomVoice service. To log in to WebLink, visit [weblink.freedomvoice.com](http://weblink.freedomvoice.com). If you have only just recently ordered your FreedomVoice service, your initial login information should have been provided to you at the time of order. If you did not receive this information, or have any other issue with logging in, please contact Customer Care at **(800) 477-1477 ext. 2**.

## Auto Attendant

Your auto attendant greeting plays when callers dial your FreedomVoice number. This message is yours to customize and typically welcomes your callers then provides extension options.

When callers dial an extension, you can choose to either forward the call to another phone number (or multiple phone numbers) or send the caller to a voicemail box to leave a message.

***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 phone numbers. This list can include any home, office, or mobile numbers you'd like. You can even set up Forwarding Groups with advanced options such as Simultaneous Ring, which dials all of the phone numbers in the group at once.

## Voicemail Boxes

When a caller dials an extension from your auto attendant and either call forwarding is not set up or no one answers at the forwarding phone numbers, the caller will hear your voicemail greeting. Your service comes with a default greeting that prompts the caller to leave a message, though you may customize any extension's voicemail greeting at any time.

## 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

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## Add Cutting Edge Features to Maximize Your Efficiency

At FreedomVoice, we strive to provide a virtual phone system 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 (800) 477-1477 ext. 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.

### **Name & Address Capture**

**[10¢ / Capture]**

Turn your sales call into hot leads by automatically capturing the name and address of your callers. Put this information to use to personalize follow-up calls, power your traditional mailing campaigns, and more. You only pay 10¢ per successful capture! (*Approx. 70% success rate.*)

### **Professional Voice Talent Recordings**

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 visit our partner at <https://professionalphonegreeting.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? We built our platform technology from the ground up and are confident we can tailor a custom solution to meet your needs. To get a quote for advanced customization, please send your request (with as much detail as possible) to [customizations@freedomvoice.com](mailto:customizations@freedomvoice.com).

# Getting Started in 5 Quick Steps

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## Step 1: Log in to Weblink

### Description

Your Weblink interface allows you to manage your FreedomVoice service online, including checking messages, changing settings, making or changing recordings, viewing call reports, or updating your account and billing information. Most of the instructions in this User Guide are for configuring settings or using features through Weblink.

### How to Log In to Weblink

- ✓ Go to [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Enter your FreedomVoice phone number and click **Next**.
- ✓ On the next page, enter your email address and password and click **Log In**.
- ✓ If you do not know or have forgotten your password, click “**Forgot your password?**” and enter an email address to receive an email to reset your password.

### How to Change Your Weblink Password

- ✓ Log in to Weblink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Settings** tab at the top of the screen.
- ✓ From the menu that appears, click **My Profile** under the Company category.
- ✓ Click the **Change Password** link. A Change Password box will appear.
- ✓ Enter your previous password and provide a new password (twice for verification purposes) in this box, then click the **Save** button.

### Staying Logged In

For your security, you will be automatically logged out from Weblink if you remain idle for an extended period. For your convenience, we have provided a check box when logging in that will prevent you from being automatically logged out in this fashion for the next two weeks.

# Getting Started in 5 Quick Steps

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## Step 2: Add Users

### Description

To give other employees or associates access to one or all of the extensions on your service, you will 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 and assign the “Mailbox Users” role will have their own unique extension, access to the extension’s voicemail box, and be given a WebLink password for checking messages and updating only their own settings online. If you instead assign the user the “Administrators” role, the user will have full access to your account, including making changes to any system recording, extension settings, changing billing information, reviewing call reports, and more.

### How to Add New Users

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Settings** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Users** in the Company area.
- ✓ 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 role – “**Mailbox Users**” or “**Administrators**”.
- ✓ “Mailbox Users” have access only to their assigned extension.
- ✓ “Administrators” have access to all extensions, system recordings, account and billing information, call reports, and more.
- ✓ Click **Save** 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: Record Your 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 800 – 805. If call forwarding is set up, the call is forwarded live. Otherwise, the caller is prompted to leave a message. <b>Note: 805 only available for systems with more than five voicemail boxes.</b>
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 18 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](http://weblink.freedomvoice.com).
  - ✓ Mouse over the **Settings** tab at the top of the screen.
  - ✓ From the dropdown menu that appears, click **Recordings** in the Menu area.
  - ✓ Locate the **Auto Attendant** playback area. 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 and the display will show, “**Currently using default audio.**”
  - ✓ Click **Change Audio**.
  - ✓ Choose from the available options to make 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

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## Step 4: Record Your 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](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Settings** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Voicemail Boxes** in the Menus area.
- ✓ Set the dropdown menu in the upper-right corner to the extension for which you want to record a new greeting.
- ✓ To listen to the current greeting, click **Preview**.
- ✓ Click **Record**.
- ✓ 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

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## Step 5: Set Up Your 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 **802** where they can leave a message.

### How to Set Up Your Call Forwarding

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Settings** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Call Forwarding** in the Delivery area.
- ✓ Set the dropdown menu in the upper-right corner to the extension for which you want to configure call forwarding.
- ✓ Click **Add New Entry** to add to your call forwarding list.
- ✓ Enter a phone number or forwarding group to forward.
- ✓ To change the time schedule of a call forwarding entry, click **Add Time/Day Filter**. Set the days and times you want this to forward to this entry.
- ✓ To change the order of your call forwarding entries, click **Reorder**. Click and drag the right-hand side of entries to reorder.

# Using Your FreedomVoice Service

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## 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

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## Check Your Messages

### Description

Your FreedomVoice messages 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](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Messaging** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Messages**.
- ✓ Set the dropdown menu in the upper-right corner to the extension whose voicemail box you want to check. From this menu, you will see a number in parenthesis next to each extension showing the number of unchecked messages for that extension. If no unchecked messages, no number will show.
- ✓ The **New** messages folder will be shown by default. Mouse over **New** to see other folder options for this extension, including **Saved** and **Trash** (deleted) messages.
- ✓ Click on any voicemail message to listen or any fax to open a preview.

### 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 want 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

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## 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](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Settings** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Message Notification** in the Delivery area.
- ✓ Set the dropdown menu in the upper-right corner to the extension you want to configure to deliver messages.
- ✓ Toggle the “**Deliver message notifications via email**” setting to **ON**, if it is not already. If your email list is empty, turning this feature on will prompt you for an email address. Otherwise, click **Add Email Address**.
- ✓ Enter an email address you want to be notified of new messages and click **Save**.
- ✓ Use the **ON/OFF** toggles to determine whether email notifications come with the message attached and whether to send new messages to the extension’s **Trash** folder after they have been delivered to your email.
- ✓ Use the dropdown menu provided next to “Email message file type” to toggle between receiving voice message attachments in MP3 or WAV format. Fax messages will be delivered as PDF.

# Using Your FreedomVoice Service

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## Send a Fax

### Description

Your FreedomVoice service comes equipped with an online faxing console through your WebLink interface. 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](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Messaging** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Send Fax**.
- ✓ Click **Select File** and choose a file you want to fax. If you would like to select multiple files to send at once, click **Add File** and select additional files to send.
- ✓ Enter up to five phone numbers and click Send.
- ✓ You will receive a confirmation when the file has been successfully uploaded.

**NOTE:** Check the **Sent** folder of the sending voicemail box for delivery status.

### How to Use the FaxFreedom Printer Driver

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Support** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Downloads**.
- ✓ Click **Download Print Driver**.
- ✓ Click downloaded, run the downloaded file to install.
- ✓ 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

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## 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](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Messaging** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click the report you want to run.
- ✓ 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

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## Add More Voicemail Boxes

### Description

Your FreedomVoice service includes the ability to add more voicemail boxes at no additional cost. You may do this at your convenience online via your WebLink interface.

### How to Add More Voicemail Boxes

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Account** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Add Services**. You will need to be logged in as an administrator to access this page.
- ✓ Click **Add Service** in the middle of the screen. This will populate an item in your cart.
- ✓ Click the dropdown menu under the **Item** column and select the block size of voicemail boxes you wish to add. Blocks are available in 5, 25, and 100.
- ✓ Please note that the time to process your order will take longer depending on the number of voicemail boxes you wish to purchase (up to 2 – 3 minutes if adding a large quantity). To ensure order success, we recommend ordering no more than 100 voicemail boxes at a time.
- ✓ Verify that the **One-Time Cost**, **Monthly Cost**, and **Subtotal** columns all show no additional charge.
- ✓ Click **Continue**.
- ✓ Verify again that the costs show no additional charge.
- ✓ Click **Checkout**. You will see dialog showing you your order is processing. Again, depending on the quantity being added, this may take up to a couple minutes.
- ✓ Upon completion, you will see a confirmation page that your voicemail boxes have been added. Please disregard any mention of anticipation of charges on your subsequent invoice, as additional voicemail boxes incur no additional charge.

# Using Your FreedomVoice Service

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## Update Account Info & See Products

### Description

The WebLink interface for your FreedomVoice service also serves as an easy way to update your account information.

### How to Update Your Account Info

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Account** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Account Info**. Your current account information will display on the screen.
- ✓ Click **Update Account Information**.
- ✓ **NOTE:** If you have not already provided a company name for your service, you may do so one time. Once the **Company** field has been provided, this field cannot be changed in WebLink. Similarly, the **Account Holder** field cannot be changed in WebLink. Should you need to change either of these for your account, please contact Customer Care at (800) 477-1477 ext. 2.
- ✓ Edit fields as necessary and click on **Save** when finished.

### How to See Products on Your Account

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Account** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Product List**. Your active products and services will show, including monthly recurring charges and the date added to your account.
- ✓ To view additional services purchased or included for any product, click the associated **Details** button.

# Using Your FreedomVoice Service

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## Update Payment Information & Pay Online

### Description

WebLink provides an easy, secure interface to update your credit card on file for recurring payments or pay your bill online. If you wish to arrange or modify another payment method, such as paying by ACH or check, please contact Billing at (800) 477-1477 ext. 3.

### How to Update Your Credit Card

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Account** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Payment Method**. Your current payment method (partially-hidden for security) will display on the screen.
- ✓ Use the fields provided under **New Credit Card Information** to provide new card information and click **Update Credit Card** when finished.
- ✓ Your new card will be validated with a \$1.01 pre-authorization. This transaction will be voided during settlement no later than the close of the next business day. Upon passing validation, your payment method will be updated for future recurring payments.

### How to Pay Your Bill Online

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Account** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Pay My Bill**.
- ✓ Review your **Current Balance** and enter a value in the **Amount to be Paid** field.
- ✓ Select your desired payment option. If paying by credit card (on file or one-time payment), click **Make Payment**. If paying by check, follow the steps shown to submit your check by fax or standard mail.

# Using Your FreedomVoice Service

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## Review Invoices and Payments Online

### Description

You can see your full transaction history online via your WebLink interface, including links to detailed invoices.

### How to Review Invoices and Payments Online

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Account** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Transaction History**. A display of any transactions over the past year will load by default.
- ✓ Use the **Filter Transactions** area to choose the **Type** of transactions you would like to see or to change the date range displayed. Click **Filter** to apply changes.
- ✓ Under the **Transaction History** area you will see a list of any invoices, payments, credits, or other transactions on your account, along with dollar amounts and a running balance over time.
- ✓ To get a detailed view of any order or invoice, click on the associated link under the **Type** column. This will open or download (based on browser settings) a PDF file of the order or invoice.
- ✓ Also displayed on this page is your present balance due. To make a payment against your balance due, click the **Pay My Balance Due** button and you will be directed to a page where you can make a secure payment online.

# Using Your FreedomVoice Service

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## Open a Support Ticket

### Description

We're here to help. Our Customer Care team is located entirely in North America to help our customers throughout the United States and Canada.

If you need help getting set up, have detailed questions about your service, or experience any technical problem, please open a support ticket through your WebLink interface and we will work with you to resolve as quickly as possible.

### How to Open a Support Ticket

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Settings** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Ticketing** in the Contact area. A list with any existing support tickets will appear.
- ✓ To open a new ticket, click the **Create New Ticket** button.
- ✓ On the next page, **Add Ticket**, you will see a field to set a category for your ticket. Based on the category you choose, additional fields may appear on the page to ask for additional information that will help us to more quickly resolve your issue.
- ✓ Regardless of category, we will also ask that you provide your name and the best email and phone number we can use to reach you if we need additional clarification or to communicate with you as we work to resolve your issue.
- ✓ When finished, click **Open Ticket**.
- ✓ You will be shown a details page listing the status of your ticket. Click **Ticket List** to return to your overview of tickets.
- ✓ To track the status of your ticket, click the **View** button from the **Ticket List** area corresponding to the ticket you wish to see.

## Additional Included Features

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### Extension Directory Listing

#### Description

The auto attendant greeting for your FreedomVoice service can be set up with an additional feature to allow callers to access a directory listing of your extensions by pressing '8'. This message is designed to give callers an easy way to find the person or department they want. Callers can dial your extensions from 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](http://weblink.freedomvoice.com).
  - ✓ Mouse over the **Settings** tab at the top of the screen.
  - ✓ From the dropdown menu that appears, click **Recordings** in the Menu area.
  - ✓ Locate the **Extension Directory Listing** playback area. 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 and the display will show, "**Currently using default audio.**"
  - ✓ Click **Change Audio**.
  - ✓ Choose from the available options to make 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

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### Forwarding Groups

#### Description

A forwarding 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 Forwarding Group

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Settings** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Forwarding Groups** in the Delivery area.
- ✓ Click **Add New Group**.
- ✓ Provide a group name and click **Save**. This is for your reference only.
- ✓ You will be taken to a page to edit the group you have created.
- ✓ Begin by clicking **Add New Member**. A box will appear to provide a phone number to add to the group. Click **Save** when finished.
- ✓ Repeat the previous step as desired to add all members you want in the group.
- ✓ Under **Call Distribution**, click **Edit** to the far right of the **Method** setting. Choose one of the available distribution methods and click **Save**.
- ✓ Under **Call Distribution**, click **Edit** to the far right of the **Grace Period** setting. Set a grace period (*in seconds*) and click **Save**. This is the amount of time after a group member hangs up with a caller before your service will send that member another call from this group. (*The member will be skipped until the grace period ends.*)
- ✓ Click **Done** when finished.

## Additional Included Features

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### 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 Set Up Call Announcements

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Settings** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Call Announce** in the Menus area.
- ✓ Set the dropdown menu in the upper-right corner to the extension you want to configure to announce calls.
- ✓ Some options involve playing back the **Extension's Recorded Name**. This is a short description for the extension, such as an individual's spoken name or the name of a department ("**John Smith**", "**Sales**").
- ✓ To record a name for the selected extension, click **Change Audio** in the playback area and choose from the available options to make your recording.
- ✓ Under Announce Type, check the boxes provided to customize the automated message prompt that will play to your callers and to the party answering the call. Call Announcement will play your recorded name, Call Whisper will prompt the caller to say their name, and Caller ID Announce will read the digits of the caller's phone number to the recipient of the call.
- ✓ For more advanced call screening options, click More Options at the bottom of the Announce Type column. Any changes these advanced options have on what is announced will be reflected in the appropriate areas above.



## Additional Included Features

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### Call Blocking

#### 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 should know that calls are automatically blocked from payphones, as the FCC requires an additional charge for handling toll free calls from a payphone (for every call). Blocked callers will hear a busy signal and are not connected to your auto attendant (you are not charged). You can unblock these calls in the call blocking section if you choose.

#### How to Block Calls

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Settings** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Call Blocking** in the Delivery area.
- ✓ To enable payphone callers to dial your FreedomVoice toll free numbers (FCC surcharge), toggle the “**Block Calls from Payphones ...**” setting to **OFF**.
- ✓ To add an area code, area code plus prefix, or full phone number to your list of blocked numbers, click **Add Number**.
- ✓ Fill in the digits you want to block, starting from the beginning of the number. For example, entering three digits will block all calls from phone numbers starting with those three digits.
- ✓ To add more blocking, click **Add Number** again and repeat as desired.
- ✓ To remove a blocked number, click **Delete** next to the unwanted entry.
- ✓ Click **Update** when finished.

## Additional Included Features

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### 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](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Settings** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Voicemail Boxes** in the Menus area.
- ✓ Set the dropdown menu in the upper-right corner to the extension for which you want to record a Q & A voicemail greeting.
- ✓ To add another prompt, click **Add Greeting**.
- ✓ Choose from the options listed to add a 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.
- ✓ Once you have more than one recording in your voicemail greeting, the display will change to show you your questions/prompts in sequential order.
- ✓ To edit a question, click **Record** next to it.
- ✓ To change the order of questions, click **Reorder**. Click and drag the right-hand side of questions to reorder.

## Additional Included Features

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### Call Back Notification

#### Description

Your FreedomVoice service can alert you via an automated phone call when a caller leaves a voicemail message. When you answer an automated call back notification, you will be able to listen to the message and return the call directly if you choose.

#### How to Turn On Call Back Notification

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Settings** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Message Notification** in the Delivery area.
- ✓ Set the dropdown menu in the upper-right corner to the extension for which you want to turn on call back notification.
- ✓ Locate the **Call Back** area on the Message Notification page.
- ✓ Toggle the “**Deliver message notifications via call back**” setting to **ON**.
- ✓ Provide the phone number you want to use for notification, along with any days and times for calling. 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 as long as it is within your set hours.
- ✓ 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

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### 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.

Instead of your auto attendant, callers will hear a standard ringing tone while we route the call. If there is no answer or you do not want to provide a call forwarding number, the caller will be taken to your default voicemail box.

#### How to Immediately Forward Calls

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Settings** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Menu Defaults** in the Menus area.
- ✓ Toggle the “**Have the automated attendant answer incoming calls**” setting to **OFF**.
- ✓ Below this setting, set your default extension and voicemail box in the “**Send all calls to extension**” setting. The call forwarding list and voicemail box for this extension will be used for immediately forwarding your calls, so be sure to verify those settings for the selected extension are properly configured.

## Additional Included Features

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### Fax On Demand

#### Description

You may upload a document to be “stored” for your auto attendant recording that your callers can request to receive by fax. From your auto attendant you may prompt callers to dial **6** to access this document. They will then be prompted to provide their fax number and the document will be automatically transmitted to them through your service.

#### How to Upload a Document for Fax On Demand

- ✓ Log in to WebLink at [weblink.freedomvoice.com](http://weblink.freedomvoice.com).
- ✓ Mouse over the **Settings** tab at the top of the screen.
- ✓ From the dropdown menu that appears, click **Menu Defaults** in the Menus area.
- ✓ Under the **Fax On Demand** section, click **Select File**.
- ✓ Choose a file from one of the supported file formats listed.
- ✓ Once selected, click **Upload Fax**.
- ✓ Upon successful upload, your document will appear in the preview area.
- ✓ You may replace this document at any time by uploading a new document using the steps above.

## Changing Extension Numbers

Administrators have the ability to change the number for any extension by navigating to the Extensions menu under the Settings tab. To the right of each extension you will see a button that says "Renumber". Please note that if you wish to change the first digit of the extension you will need to contact customer care at 1-800-477-1477 option 2, so that further customizations can be made to your account.

### Renumber Extension

Cancel Save

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The first digit for the extension has already been provided below to ensure the extension remains compatible with your service. Please only provide the additional digits.

Please note that extensions cannot end in "11" if 3-digits (e.g. "911" or "411") and cannot be renumbered to an extension that already exists.

Current Extension Number 80

New Extension Number 8

## Quick Guide to Accessing Common Features by Phone

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**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.

## Quick Guide to Accessing Common Features by Phone

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### 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 want to access, followed by #.
- ✓ You will be presented with a menu of options.



