

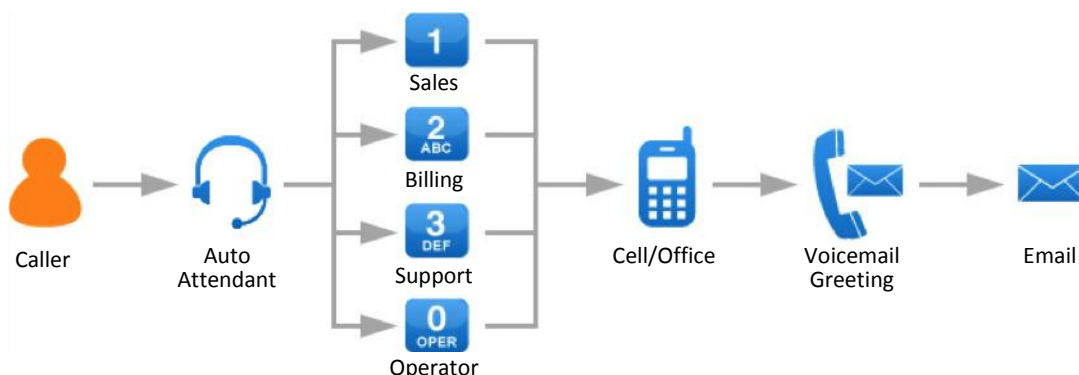
Virtual Phone System Quick Start Guide v1.0

Step through one of the following common setup options or, for complete documentation of features and instructions, refer to the [Virtual Phone System User Guide](#). Note that these options will enhance and/or edit settings already configured if you used the setup wizard during your initial signup.

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Option 1: Use an Auto Attendant with Extensions

How It Works



Record Auto Attendant

Callers immediately hear this greeting and are instructed with dialing options for each extension.

1. Login to your [WebLink Control Panel](https://weblink.freedomvoice.com) at <https://weblink.freedomvoice.com>.
2. Navigate to **'Settings'** (top tab), then **'System Settings > System Recordings'** (left column).
3. Select **'Auto Attendant'** from the menu (upper left content area).
4. Click the **'Have System Call Me to Record'** button (center content area).
5. Enter your 10-digit phone number and click **'Submit'** to have the system call you and prompt you through the recording process.
 - a. Use a custom message or the sample script below. *Update script with your info.*

*"Thank you for calling **Your Company Name**. If you know the extension of the person you wish to reach, you may dial it at any time. Please choose from one of the following options. For **Support**, dial 1. For **Sales**, dial 2. For **Billing**, dial 3. Otherwise, remain on the line and a representative will assist you shortly."*

- b. Use these phone keypad shortcuts to control your recording.
 - Dial **'1'**: Listen to Recording
 - Dial **'2'**: Start Recording
 - Dial **'Any Key'**: Stop Recording
 - Dial **'3'**: Save Recording

6. Click the 'OK' button in your Weblink Control Panel.



Add Users

Allow others to have access to the system through Weblink or over the phone with their own unique login information. Each mailbox can have one user.

1. Login to your [Weblink Control Panel](https://weblink.freedomvoice.com) at <https://weblink.freedomvoice.com>.
2. Navigate to 'Settings' (top tab), then 'User > User List' (left column).
3. Click the 'Add New User' button (center content area).
4. Enter the information for your new user.
 - **Administrators** have access to the entire system.
 - **Normal** users have access to just their individual mailbox settings and messages.
5. Repeat steps 3 and 4 to add additional new users.



Call Delivery

Routes calls to one or more phone numbers based on the selected option or mailbox number.

1. Login to your [Weblink Control Panel](https://weblink.freedomvoice.com) at <https://weblink.freedomvoice.com>.
2. Navigate to 'Settings' (top tab), then 'Call Delivery > Call Forwarding' (left column).
3. Select the correct mailbox from the menu (center content area).
4. Click 'Add'.
5. Enter the phone number you want to be reached at. At this time, if you want to set certain times you are available to take calls you can click the 'Add Call Time' button and set the hours. Make sure you change the 'Time Zone' drop down as needed and days of the week that you want to receive calls.
6. If you would like the system to try one number and if not answered, call another, click the 'Add' button and repeat step 5.
7. Click the 'Save' button.
8. Select the next mailbox and repeat until all the mailboxes you want to use are set up.



Mailbox Greetings

Played when a call cannot be taken or is received outside your configured schedule. Can be used in place of Call Delivery to route or obtain info from a caller without speaking with them live.

1. Login to your [Weblink Control Panel](https://weblink.freedomvoice.com) at <https://weblink.freedomvoice.com>.
2. Navigate to 'Settings' (top tab), then 'Mailbox Properties > MB Recordings' (left column).
3. Select the correct mailbox from the menu (center content area).
4. Click 'Greeting' from the drop down.
5. Click the 'Have System Call Me to Record' button (center content area).
6. Enter your 10-digit phone number and click 'Submit' to have the system call you and prompt you through the recording process.
 - a. Use a custom message or the sample script below. *Update script with your info.*

Version 1: "Thank you for calling our **Sales Department**, all of our representatives are currently assisting other customers, please leave a message after the tone, and we will return your call promptly."

Version 2: "You've reached the voicemail of **John Smith**. I'm currently either on the other line or away from my desk, please leave a message after the tone, and I will return your call as soon as possible."

- b. Use these phone keypad shortcuts to control your recording.
 - Dial '1': Listen to Recording
 - Dial '2': Start Recording
 - Dial 'Any Key': Stop Recording
 - Dial '3': Save Recording
7. Click the 'OK' button in your WebLink Control Panel.
8. Drop down to the next mailbox and repeat until all the mailboxes you want to use are set up.



Email Delivery

Any voicemail message left on the system can be forwarded as an MP3 file attached to any email address(s), which can be unique for each voicemail box on your system.

1. Login to your [WebLink Control Panel](https://weblink.freedomvoice.com) at <https://weblink.freedomvoice.com>.
2. Navigate to 'Settings' (top tab), then 'Message Delivery > Email Delivery' (left column).
3. Select the correct mailbox from the menu (center content area).
4. Edit the current email or click the 'Add Another' button (center content area).
5. Enter the email address where the message will be sent.
6. Click the 'Add Another' button (center content area) for each additional address to receive messages.
7. Click the 'Save' button.
8. Select the next mailbox and repeat until all mailboxes you want to use are set up. Refer to the [Virtual Phone System User Guide](#) if you would like to set up additional Message Delivery options such as Call Back Notification or Text Message.

Option 2: Send All Callers Directly to Voicemail

How It Works



Immediately Forward Calls to Voicemail

With this feature turned on, callers will not hear your main greeting, but will be prompted to leave you a message in your mailbox.

1. Login to your [WebLink Control Panel](https://weblink.freedomvoice.com) at <https://weblink.freedomvoice.com>.
2. Navigate to 'Settings' (top tab), then 'System Defaults' (left column).
3. Select 'On' from the menu next to Immediate Call Forwarding (center content area).
4. Click the 'Save' button.



Mailbox Greetings

Played when a call cannot be taken or is received outside your configured schedule. Can be used in place of Call Delivery to route or obtain info from a caller without speaking with them live.

1. Login to your [WebLink Control Panel](https://weblink.freedomvoice.com) at <https://weblink.freedomvoice.com>.
2. Navigate to '**Settings**' (top tab), then '**Mailbox Properties > MB Recordings**' (left column).
3. Select your default mailbox '**801**' from the menu (center content area).
4. Click '**Greeting**' from the drop down.
5. Click the '**Have System Call Me to Record**' button (center content area).
6. Enter your 10-digit phone number and click '**Submit**' to have the system call you and prompt you through the recording process.
 - a. Use a custom message or the sample script below. *Update script with your info.*

Version 1: *"Thank you for calling our **Sales Department**, all of our representatives are currently assisting other customers, please leave a message after the tone, and we will return your call promptly."*

Version 2: *"You've reached the voicemail of **John Smith**. I'm currently either on the other line or away from my desk, please leave a message after the tone, and I will return your call as soon as possible."*

- b. Use these phone keypad shortcuts to control your recording.
 - Dial '**1**': Listen to Recording
 - Dial '**2**': Start Recording
 - Dial '**Any Key**': Stop Recording
 - Dial '**3**': Save Recording
7. Click the '**OK**' button in your WebLink Control Panel.



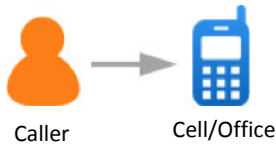
Email Delivery

Any voicemail message left on the system can be forwarded as an MP3 file attached to any email address.

1. Login to your [WebLink Control Panel](https://weblink.freedomvoice.com) at <https://weblink.freedomvoice.com>.
2. Navigate to '**Settings**' (top tab), then '**Message Delivery > Email Delivery**' (left column).
3. Select your default mailbox '**801**' from the menu (center content area).
4. Click the '**Add Another**' button (center content area).
5. Enter the email address where the message will be sent.
6. Click the '**Save**' button.

Option 3: Forward All Calls to Another Number

How It Works



Immediate Call Forwarding

With this feature turned on, callers will not hear your main greeting, but will be forwarded to the number in your default mailbox, then prompted to leave you a message in your mailbox.

1. Login to your [WebLink Control Panel](https://weblink.freedomvoice.com) at <https://weblink.freedomvoice.com>.
2. Navigate to '**Settings**' (top tab), then '**System Defaults**' (left column).
3. Select '**On**' from the menu next to Immediate Call Forwarding (center content area).
4. Click the '**Save**' button.



Call Delivery

Routes calls to one or more phone numbers based on the selected option or mailbox number.

1. Login to your [WebLink Control Panel](https://weblink.freedomvoice.com) at <https://weblink.freedomvoice.com>.
2. Navigate to '**Settings**' (top tab), then '**Call Delivery > Call Forwarding**' (left column).
3. Select your default mailbox '**801**' from the menu (center content area).
4. Click '**Add**'.
 - a. Enter the phone number you want the system to call so you can speak with the caller.
 - b. Click the '**Add Call Time**' button to set the times you are available to take calls.
 - c. Set the number of rings to '**8**' to ensure voicemails reach your forwarding number.
 - d. Change the '**Time Zone**' as needed and days of the week that you want to receive calls.
5. Click the '**Save**' button.
6. Refer to the [Virtual Phone System User Guide](#) if you would like to set up additional Call Delivery options.

How to Check Your Messages

Check Messages in Weblink:

1. Login to your [WebLink Control Panel](https://weblink.freedomvoice.com) at <https://weblink.freedomvoice.com>.
2. Click the **'Mailbox'** (top tab)
3. Select the mailbox (left column) that you want to check
4. Select the folder for the messages (**'Inbox'**, **'Saved'**, **'Trashed'**)
5. To play a message, simply click on the message you want to listen to. An audio player will automatically appear in your browser where you can play or pause the message.

Check Messages by Phone:

- Dial the main number associated with your FreedomVoice system
- Dial **'*'**
- Dial the mailbox number (**'801'**-**'804'**) that you want to check messages for, followed by **'#'**.
- If you did not set up users for more than one mailbox, dial **'801'**. This is your default mailbox.
- Enter your PIN followed by **'#'**
- Select the messages you wish to listen to
 - Dial **'1'** to listen to your new messages
 - Dial **'2'** to listen to your saved messages
 - Dial **'3'** to listen to your deleted messages
- While listening to messages:
 - Dial **'*'** to rewind 5 seconds
 - Dial **'#'** to fast forward 5 seconds
- After listening to each message, you will hear a time and date
 - Dial **'1'** to delete message
 - Dial **'2'** to save message
 - Dial **'3'** to repeat message
 - Dial **'4'** to skip message
 - Dial **'5'** to return the call
 - Dial **'6'** to hear the time/date of the message
 - Dial **'7'** to hear the telephone number of the caller
 - Dial **'8'** to send the message to another mailbox
 - Dial **'9'** to return to the previous menu
 - Dial **'0'** to place a call