



Setup Guide v4.6



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Welcome!

Thank you for choosing FreedomVoice.

The instructions in this guide are intended for the administrator of a FreedomIQ hosted VoIP PBX. We understand that you may not have the time to fully explore all of the possibilities of your FreedomIQ Hosted VoIP PBX. If you have any questions, or simply need some help getting started, we encourage you to contact our friendly Customer Care team:

FreedomVoice Customer Care

1-800-477-1477 ext. 2

Emergency Support Available 24/7

Standard Support Hours:

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

Saturday, 9:30 AM to 6:30 PM EST

customercare@freedomvoice.com

WebLink Internet Control Panel

Much of this Setup Guide is based around using your WebLink Internet Control Panel to configure your FreedomIQ settings and upload recordings. To access WebLink, go to www.freedomiq.com and click Login in the upper-right corner. If you are having trouble logging in, please contact our Customer Care team at 1-800-477-1477 ext. 2.

Professional Voice Talents

Are you interested in having one of our professional voice talents create your auto attendant recordings? For scripting advice, or to submit a completed script for a quote, please contact scripts@freedomvoice.com.

Custom Solutions

Does your business require custom phone system features that are not included with your FreedomIQ service? We may be able to tailor a solution to fit your needs. Please submit your customization requests to customizations@freedomvoice.com.

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Getting Started

Change Your Password

Your administrative password gives you full access to the WebLink Internet Control Panel. You may change your password at any time.

- Log in to WebLink at www.FreedomIQ.com.
- Click on the **Settings** tab at the top of the screen.
- On the left of the Settings section, select **User** → **Update Profile**.
- Click **Reset Password**.
- Enter and verify your new password, then click **Save**.

Phone Activation & E911

All VoIP phones on your FreedomIQ system must first be activated by FreedomVoice. This step is necessary in order to collect E911 emergency contact information for the phone's physical location. To activate your phone, contact Customer Care at 1-800-477-1477 ext. 2. Please have ready the street address and "MAC address" (located on the back of the phone) for all phones you wish to activate. You will be provided each phone's Direct Inward Dial number (DID) during this process.

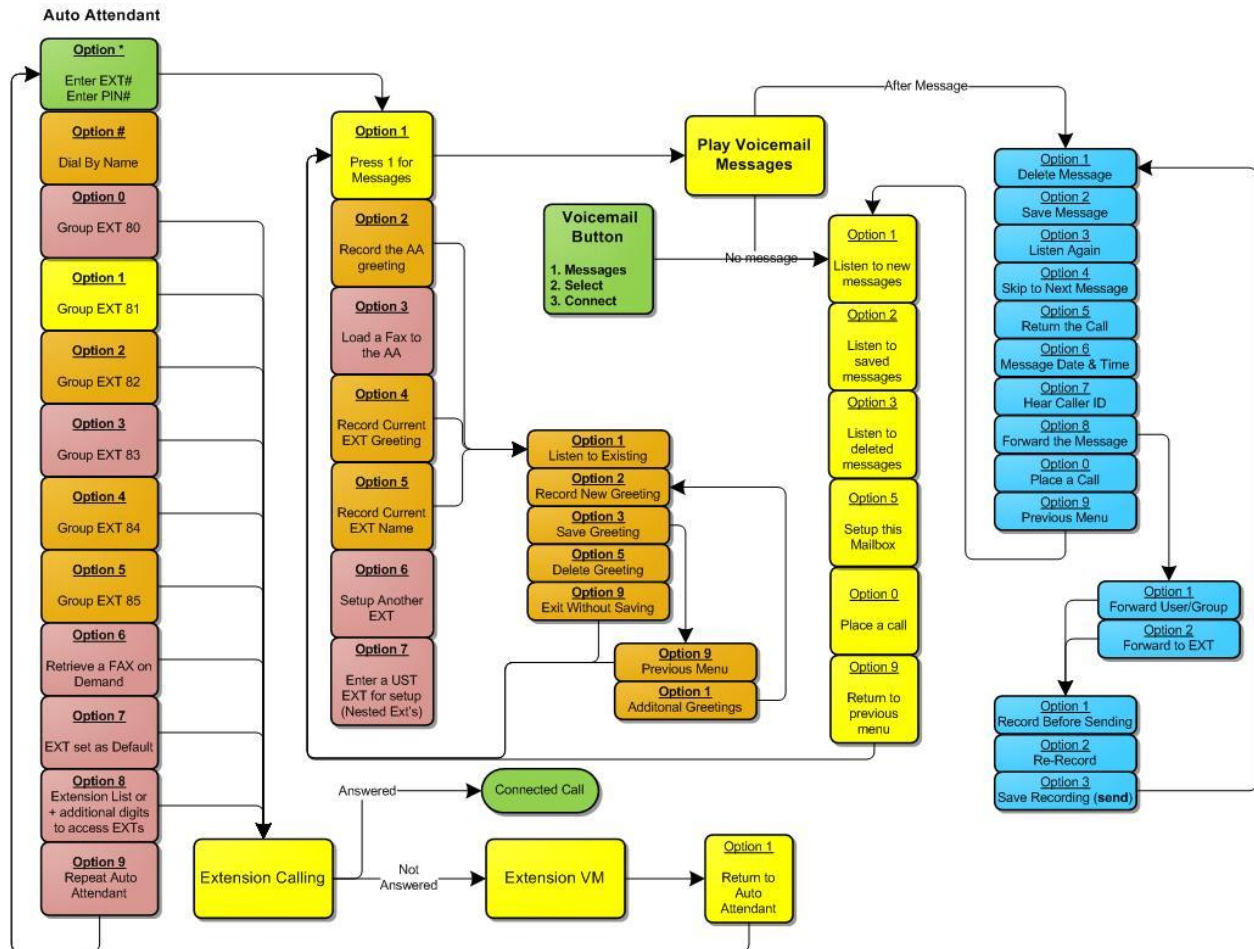
Add Additional Users

Users generally represent individual employees in your company. Each User is assigned a mailbox extension on your FreedomIQ system for voicemail.

- Log in to WebLink at www.FreedomIQ.com.
- Click **Add User** in the center of the home page.
- Use the fields provided to enter the User's name, extension, password, and e-mail address. Click **Save** to add the User.
- You may change a User's information with the **Edit** button on the right of the page.

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Standard Call Flow Options Available With FreedomIQ



Set Up Call Forwarding

Each extension on your FreedomIQ system can be set up to forward calls live to Numbers, Users, and/or Groups. This section will cover forwarding to Numbers or Users on your system.

- Log in to WebLink at www.FreedomIQ.com
- Click on the [[Settings]] tab at the top of the screen.
- The first page to appear in this section will be [[Call Delivery]] → [[Call Forwarding]].
- Use the drop-down at the top of the section to select the mailbox you wish to modify.
- Click on the [[Add]] button at the bottom of the section to add a new entry.
- Use the [[Forward Type]] drop-down to specify whether the entry is a Number or User.

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- For Numbers, use the fields provided to enter the phone number and any necessary extension to be dialed once connected with that number.
- For Users, use the [[Display Name]] drop-down menu to select one of the Users on your system. Select [[Add/Edit Users]] at the bottom of the list to add to or modify the Users on your system.
- When finished, click either the [[Save]] or [[Save Multiple]] button at the bottom of the screen to preserve your call forwarding settings. [[Save Multiple]] allows you to apply these same settings to other mailboxes.

Editing Call Forwarding Entries

- **Specifying call time for an entry** – Click the [[Add Call Time]] button on the far right of the corresponding entry. Use the fields that appear below to set the time of day, days of the week, and number of forwarding rings for this entry.
- **Deleting a call forwarding entry** – Click on the [[Remove]] button on the far left of the corresponding entry.
- **Disabling a call forwarding entry without deleting it** – Uncheck the check box under [[Active]] corresponding to the entry. This entry will be skipped until re-activated.

Set Up Call Forwarding Groups

One of the options for call forwarding entry type is a Group. This option allows you to set up advanced call forwarding with a combination of Numbers, Users, or even other Groups.

- Log in to WebLink at www.FreedomIQ.com.
- Click on the [[Settings]] tab at the top of the screen.
- The first page to appear in this section will be [[Call Delivery]] → [[Call Forwarding]].
- Use the drop-down at the top of the section to select the mailbox to which you wish to add a forwarding group.
- Click on the [[Add]] button at the bottom of the section to add a new entry.
- Select Group from the [[Forward Type]] drop-down.
- Use the [[Group]] drop-down to select [[Add/Edit Groups]] (at the bottom).
- In the box that appears, click on [[Add New]] to create a new Group.

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- In the next box that appears, specify the Group information listed: [[Group Name]], [[Grace Period]], [[Distribution Methods]], and [[Group Members]].

Group Name

- Use the field provided to enter a name for the Group.
- This Group Name is only for administrative purposes within WebLink.

Grace Period

- Use the field provided to specify any grace period for the Group. Note that the grace period is measured in seconds.
- This sets a minimum amount of time between calls for each Group member. Other Group members may continue to receive calls, unless they too have recently completed a call.
- The default grace period for a group is zero seconds (i.e. no grace period).

Distribution Methods

- **Call Rotation** – This method will distribute calls on a rotational basis. The rotation will pick up where it left off on the previous call to determine who will be tried first.
- **Most Idle Calling** – This method will distribute calls based on how long each Group member has been off the phone. The Group member that has been idle the longest will be tried first.
- **Least Call Time** – This method will distribute calls based on how long each Group member has been on the phone. The group member that has been on the phone the least (proportional to time spent logged in) will be tried first.
- **End Weighting** – This method will distribute calls in a top-down fashion based on the order of the Group member list. The highest available Group member will be tried first.
- **Simultaneous** – This method will ring every Group member at the same time.

Adding Group Members

- Use the drop-down at the bottom of the screen to specify whether you are adding a Number, User, or Group.

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- Use the drop-down or fields that appear afterward to complete the entry.
 - Click `[[Add Group member]]` and the member information will appear in the `[[Group Members]]` box above.
 - To remove members from a Group, click on the delete button to the right of the entry.
-
- When you are finished configuring the Group, click `[[Save Group]]` at the bottom of the screen. You will be returned to the Edit / New Group screen.
 - Select `[[Close]]` to exit this screen. Your newly created Group will appear in the `[[Group]]` drop-down for the call forwarding entry. You may continue to add individual Users or Numbers to the call forwarding settings for the selected mailbox extension.
 - When you are finished, click either the `[[Save]]` or `[[Save Multiple]]` button at the bottom of the screen to preserve your call forwarding settings. `[[Save Multiple]]` allows you to apply these same call forwarding settings to other mailboxes.

System Recordings

Record Your Auto Attendant Greeting

Your Auto Attendant Greeting is the first recording your callers hear when they dial your FreedomIQ system. This greeting should direct callers how to navigate your system and reach the party or information for which they are calling.

- Log in to WebLink at www.FreedomIQ.com.
- Click on the **Settings** tab at the top of the screen.
- On the left of the Settings section, select **System Settings** → **System Recordings**.
- At the top of this section, select **Auto Attendant** from the drop-down.
- You will see several options listed for changing this recording. We recommend **Load from Audio File** or **Have System Call Me to Record**.

Load from Audio File

- Click **Load from Audio File** from the list of options.
- Browse for the audio file you wish to load (.wav or .mp3 format only).
- Once you have selected the audio file, the system will automatically replace any existing Auto Attendant Greeting. Once the upload has finished, the recording will load in the playback section in the center of the screen.

Have System Call Me to Record

- Click **Have System Call Me to Record** from the list of options.
- Enter your phone number in the box that appears. A confirmation box will appear, and you will receive a call shortly.
- When you answer the call, your system will give you options for reviewing and recording your Auto Attendant Greeting. Press 2 to make a new recording. When you are finished, press any key. Press 3 to save the recording.
- When you are finished with the call, click **ok** in the box in WebLink. You may need to refresh the page to update the playback section in the center of the screen.

System Recordings

Record Your Mailbox Directory Listing

Your Mailbox Directory Listing is an optional recording that will direct your callers on which extension to dial to reach their intended party. While some extensions are typically listed in the Auto Attendant Greeting, it is often preferable to make the full directory available on request. Your callers may access this recording by dialing “8” from your Auto Attendant Greeting. If you wish to use this feature, be sure to include it as an option in your Auto Attendant Greeting.

- Log in to WebLink at www.FreedomIQ.com.
- Click on the [[Settings]] tab at the top of the screen.
- On the left of the Settings section, select [[System Settings]] → [[System Recordings]].
- At the top of this section, select [[Mailbox Directory Listing]] from the drop-down.
- You will see several options listed for changing this recording. We recommend [[Load from Audio File]] or [[Have System Call Me to Record]].

Load from Audio File

- Click [[Load from Audio File]] from the list of options.
- Browse for the audio file you wish to load (.wav or .mp3 format only).
- Once you have selected the audio file, the system will automatically replace any existing Mailbox Directory Listing. Once the upload has finished, the recording will load in the playback section in the center of the screen.

Have System Call Me to Record

- Click [[Have System Call Me to Record]] from the list of options.
- Enter your phone number in the box that appears. A confirmation box will appear, and you will receive a call shortly.
- When you answer the call, your system will give you options for reviewing and recording your Mailbox Directory Listing. Press 2 to make a new recording. When you are finished, press any key. Press 3 to save the recording.
- When you are finished with the call, click [[ok]] in the box in WebLink. You may need to refresh the page to update the playback section in the center of the screen.

System Recordings

Record Your Mailbox Greetings

Mailbox Greetings are the recordings that play at mailbox extensions if either there is no answer at any call forwarding numbers or if call forwarding is not setup for the mailbox. Each mailbox can have a unique Mailbox Greeting. This recording will typically instruct the caller to leave a message with any information required.

- Log in to WebLink at www.FreedomIQ.com.
- Click on the **Settings** tab at the top of the screen.
- On the left of the Settings section, select **Mailbox Properties** → **MB Recordings**.
- At the top of this section, select a mailbox extension from the drop-down.
- You will see several options listed for changing this recording. We recommend **Load from Audio File** or **Have System Call Me to Record**.

Load from Audio File

- Click **Load from Audio File** from the list of options.
- Browse for the audio file you wish to load (.wav or .mp3 format only).
- Once you have selected the audio file, the system will automatically replace any existing Mailbox Greetings. Once the upload has finished, the recording will load in the playback section in the center of the screen.

Have System Call Me to Record

- Click **Have System Call Me to Record** from the list of options.
- Enter your phone number in the box that appears. A confirmation box will appear, and you will receive a call shortly.
- When you answer the call, your system will give you options for reviewing and recording your Mailbox Greeting. Press 2 to make a new recording. When you are finished, press any key. Press 3 to save the recording.
- When you are finished with the call, click **ok** in the box in WebLink. You may need to refresh the page to update the playback section in the center of the screen.

Advanced Options

Using the Call Park Feature

Call Park is a feature that lets you place a call on hold and allows other users to retrieve that call. This feature is primarily designed to keep your receptionist available to take new incoming calls by allowing them to hand off callers to their desired extension without needing to wait until the receiving party becomes available.

- Log in to WebLink at www.FreedomIQ.com.
- Click on the [[Settings]] tab at the top of the screen.
- On the left of the Settings section, select [[Call Park Panel]].
- This will show currently parked calls, including the caller's phone number, the "Parking Space" to retrieve the call, and the amount of time the call has been parked.

Parking a Call

- To park a call, press the [[Transfer]] soft key then the [[Blind]] soft key.
- Dial *76 followed by an up to 4-digit "Parking Space" and then press [[Send]].
- After the call is parked, it will appear on the Call Park Panel (see above).

Retrieving a Parked Call

- Dial *77 followed by the up to 4-digit "Parking Space" and then press [[Send]].
- If you've entered a valid "Parking Space" you will be connected with the caller.

Updating Firmware for Soft Key Call Park

If you are using Polycom VoIP phones, you can request a firmware upgrade through FreedomVoice to have "Park" and "Retrieve" soft keys added to some or all of such phones for quicker call parking and retrieval. To make this request, please contact Customer Care at 1-800-477-1477 ext. 2 or send us an email at customercare@freedomvoice.com.

Advanced Options

Set Up Call Announcement

Call Announcement is a group of options that will play pre-recorded messages when answering calls live. Your callers do not hear the information that is played for you, allowing you to effectively screen or redirect calls as needed. The three available options are: [[Call Announcement]], [[Call Whisper]], and [[Caller ID Announce]].

- Log in to WebLink at www.FreedomIQ.com.
- Click on the [[Settings]] tab at the top of the screen.
- On the left of the Settings section, select [[Call Delivery]] → [[Call Announcement]].
- Use the drop-down at the top of the section to select the mailbox you wish to modify.
- Check the box next to the [[Announce Type]] you wish to activate.

Call Announcement

Upon answering a call, [[Call Announcement]] will play, “You have a call for [[Mailbox Name]]. Press any key to accept the call.” You provide the recording for the mailbox name (e.g. “Sales”). If you are receiving calls through multiple mailboxes, this can help you determine the nature of the call before answering.

- Click on [[Call Me to Record Name]].
 - Enter your phone number in the box that appears. A confirmation box will appear, and you will receive a call shortly.
 - When you answer the call, your system will give you options for reviewing and recording your Call Announcement. Press 2 to make a new recording. When you are finished, press any key. Press 3 to save the recording.
 - When you are finished with the call, click [[ok]] in the box in WebLink.
- When you are finished, click either the [[Save]] or [[Save Multiple]] button at the bottom of the screen to activate Call Whisper. [[Save Multiple]] allows you to apply these same call forwarding settings to other mailboxes.

Advanced Options

Set Up Call Blocking

Call Blocking allows you to block incoming calls based on area code, area code plus exchange, the entire number, or calls from payphones.

- Log in to WebLink at www.FreedomIQ.com.
- Click on the **[[Settings]]** tab at the top of the screen.
- On the left of the Settings section, select **[[System Settings]]** → **[[Call Block]]**.
- Check the box next to **[[Block Calls from Payphones]]** to prevent these calls. *(Note that there is a 54¢ surcharge mandated by the FCC for all calls from payphones to toll free numbers. Unless these calls are blocked, this is passed on to you at cost as per our Terms and Conditions.)*
- Click **[[Add Another]]** or **[[Remove]]** to modify the list of blocked numbers.
- When you are finished, click **[[Save]]** to preserve the list of blocked numbers.

Set Up Call Queuing

Call Queuing allows you to queue forwarded calls until you are available to answer them or have them sent to voicemail once a pre-determined **[[Max Hold Time]]** has passed. Callers will continue to hear hold music while they wait.

- Log in to WebLink at www.FreedomIQ.com.
- Click on the **[[Settings]]** tab at the top of the screen.
- On the left of the Settings section, select **[[Call Delivery]]** → **[[Call Queue]]**.
- Use the drop-down at the top of the section to select the mailbox you wish to modify.
- Check the box next to **[[Enable Call Queuing]]** to activate the feature for this mailbox.
- Check the box next to **[[Announce Position to Callers]]** to inform callers of their position in the queue.
- Check the box next to **[[New Call Announce]]** to have the system play a beep tone on live calls when a new caller has entered the queue.
- Use the field provided to specify Maximum Hold Time in minutes.
- When you are finished, click either the **[[Save]]** or **[[Save Multiple]]** button at the bottom of the screen to preserve your call queuing settings. **[[Save Multiple]]** allows you to apply these same call queuing settings to other mailboxes.

Advanced Options

Set Up Dial By Name

Dial By Name allows for callers to reach their desired party by spelling their name with the digits on their phone. Callers can access your Dial By Name directory by pressing the [#] key from your Auto Attendant Greeting. Here they will be prompted to spell either the first or last name of the party they are trying to reach, depending on how you have configured your directory. Calls will be routed appropriately if there is a match, otherwise they will be prompted to make another entry.

- Log in to WebLink at www.FreedomIQ.com.
- Click on the [Settings] tab at the top of the screen.
- On the left of the Settings section, select [System Settings] → [Dial By Name].
- Use the radio button to specify whether you will be using a [Last Name] or [First Name] directory.
- Click [Auto Generate List] to automatically populate your directory with the Users on your system.
- Click [Add Another] to make a new entry on the Dial By Name directory.
- Use the fields provided to edit the names in the directory and the corresponding mailboxes for routing calls.
- Check the box under [Announce Box#] to play the mailbox extension number to callers for their future reference.
- Click on the [Microphone] icon under [Call Announce Recorded] to create or modify the [Call Announcement] for the specified mailbox. This recording will play for the caller when the call is forwarded (e.g. “Please hold while we transfer you to **John Doe**”) and you will also hear it when answering the call (e.g. “You have a call from your FreedomVoice System for **John Doe**. Press any key to answer the call.”).
- Click [Remove] next to any entry to delete it from the Dial By Name directory.
- Click [Remove All] to delete all entries from the Dial By Name directory.
- When you are finished, click [Save] to preserve the Dial By Name directory as it appears.

Advanced Options

Set Up Voice on Demand Extensions

Voice on Demand allows you to create menu-driven audio brochures from your Auto Attendant Greeting. You can give callers up to five options (1 through 5) from the Auto Attendant Greeting to hear additional information. From each extension you may give the caller another five options (again, 1 through 5) for further information. There is no limit to this branching. Each extension recording is identified as the series of digits required to reach the recording.

- Log in to WebLink at www.FreedomIQ.com.
- Click on the **[[Settings]]** tab at the top of the screen.
- On the left of the Settings section, select **[[System Settings]]** → **[[System Recordings]]**.
- At the top of this section, select **[[Extensions]]** from the drop-down. Use the branching system in the center of the screen to specify the extension number you wish to modify.
- You will see several options listed for changing this recording. We recommend **[[Load from Audio File]]** or **[[Have System Call Me to Record]]**.

Load from Audio File

- Click **[[Load from Audio File]]** from the list of options.
- Browse for the audio file you wish to load (.wav or .mp3 format only).
- Once you have selected the audio file, the system will automatically replace any existing extension recording. Once the upload has finished, the recording will load in the playback section in the center of the screen.

Have System Call Me to Record

- Click **[[Have System Call Me to Record]]** from the list of options.
 - Enter your phone number in the box that appears. A confirmation box will appear and you will receive a call shortly.
 - When you answer the call, your system will give you options for reviewing and recording the specified extension. Press 2 to make a new recording. When you are finished, press any key. Press 3 to save the recording.
- When you are finished with the call, click **[[ok]]** in the box in WebLink.