



FREEDOMVOICE
SYSTEMS

FREEDOMXTREME USER GUIDE

Introduction

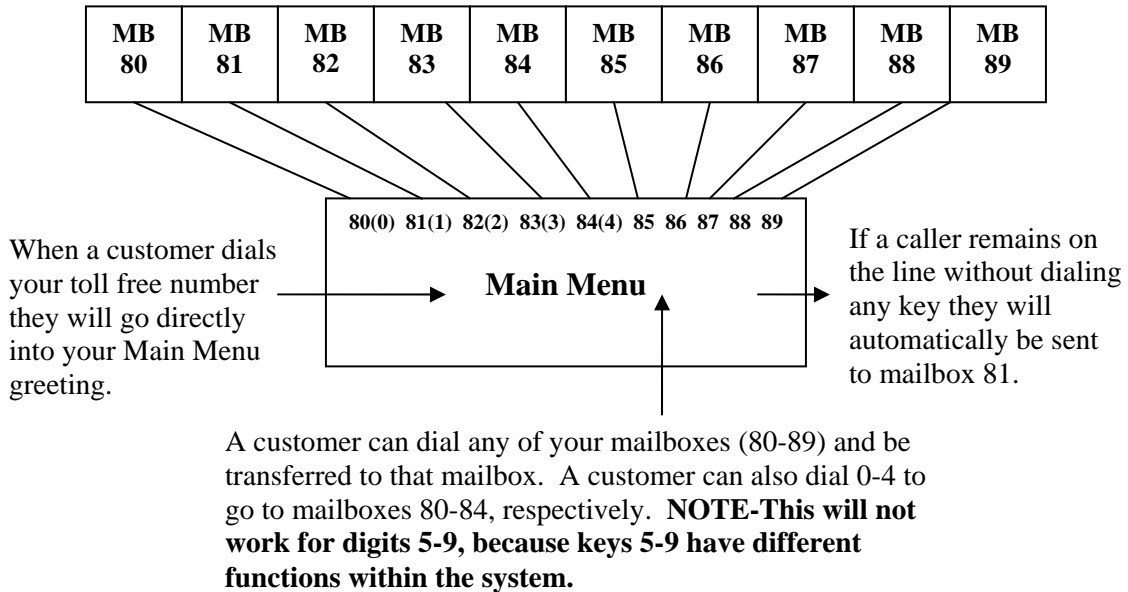
Thank you for ordering your FreedomVOICE System. After you explore your new system and learn its features, we believe you, like many others, will find it making a big difference in the way your business operates. There are many different features available with your new system, and we hope we can help you find the ones that will make your voice system most customized for your needs.

We understand that many of us in this fast paced world may not have the time to fully explore all of the possibilities of our new voice system. We are here to help you find the best solutions for your business. You can contact us Monday-Friday from 6 am to 6 pm PST. We are happy to help you with your scripting, and we also do professional voiceovers. You can contact us at (800) 477-1477 ext 2, or you can e-mail support@freedomvoice.com.

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What Your FreedomXTREME System Looks Like



Freedom Voice Systems Quick Guide

Dial	Main Menu	UST	List of Ext.	Mailbox Menu	Mailbox Setup
0	Box 80	Back to main menu	Box 80	Cardless calling card	Back to main menu
1	U1--box 81	U11	Box 81	New messages	Record greeting
2	U2--box 82	U12	Box 82	Saved messages	Change PIN
3	U3--box 83	U13	Box 83	Deleted messages	Setup call forwarding
4	U4--box 84	U14	Box 84	Group messages	Setup call back
5		U15	Box 85	Mailbox setup	Setup paging
6	Receive fax	Receive fax	Box 86	Back to previous menu	Record name
7	Box 81	Box 81	Box 87	Back to previous menu	Email option
8	List of ext.	List of ext.	Box 88	Back to previous menu	Whisper feature
9	Repeats	Back to previous menu	Box 89	Back to previous menu	Back to previous menu
#	Repeats	Repeats	Repeats	Repeat	Repeat
time out	Box 81	Box 81	Main menu	Back to previous menu	Back to main menu

This table will tell you where you will go throughout the system when specific keys are dialed from different sections of the system. For example, if you dial 0 from the Main Menu it takes you to Mailbox 80, if you dial 0 from a UST it takes you back to the main menu.

Basic Set Up

Step 1: Set up your Main Menu

Description

This is the first greeting a caller will hear when they dial your toll free number. It is not using up one of your ten mailboxes, 80-89. It is its own recording.

Sample Main Menu Greetings

1. “Hello and thank you for calling Alexis Inc. 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, or to speak with a representative dial 0.”
2. “Hello and thank you for calling Alexis Inc. If you know your party’s extension, you may dial it now; otherwise dial 8 for a list of extensions” (*Set up for list of extensions is on page 10*).
3. “Hello and thank you for calling Alexis Inc. We are unavailable to take your call at this time. Please leave a message after the tone, and we will return your call as soon as possible” (*If you decide to set up your system like this, you are done with your set-up. Your caller will automatically be sent to the default mailbox, 81, where they will hear a beep, and they can leave you a message.*).

How to Record Your Main Menu Greeting

- **Dial your toll free number**
You will hear a brief tutorial of how to set up your system. Feel free to skip this and continue on to the next step.
- **Dial *2**
- **Enter your pin number followed by #**
- **Dial 2 to begin recording**
*Once you have recorded your message, press any key to stop recording. The system will give you three options: press 1 to listen to the message, press 2 to re-record, and **press 3 to save.***

NOTE: If no key is dialed from the main menu, the caller will automatically be sent to mailbox 81.

Step 2: Make your Mailbox Recordings

Description

Your mailbox recordings will be heard right away when a caller dials the extension, or if you have your mailbox set up to call forward, the message will be heard after we've tried finding you, and you were unavailable. You have 10 mailboxes, 80-89. When setting up your mailboxes you must use the 2 digit number, however, when directing them from the main menu, a caller can dial 0, 1, 2, 3, or 4 to go to mailboxes 80-84 (*ex- dialing 0 takes you to mailbox 80, dialing 1 takes you to 81, etc*). There are no shortcuts for mailboxes 85-89; the two digit extension must be dialed, because keys 5-9 are used for different features within the system.

Sample Mailbox Greetings

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" (*This greeting will be heard after we have tried to forward the customer to your home phone, cell phone, and/or office phone and there was no answer*).
2. "Thank you for inquiring about our fitness plus program. This program focuses on ... To receive more information about this program, please leave your name, telephone number, and e-mail or mailing address. We will send the information to you shortly."

How to Record Your Mailbox Greetings

- **Dial your toll free number**
- **Dial * and the mailbox number (80-89)**
- **Enter your pin number followed by #**
- **Dial 5** → *This takes you to your mailbox set-up.*
- **Dial 1** → *This takes you to your greeting set-up.*
- **Dial 2 to begin recording**
*Once you have recorded your message, press any key to stop recording. The system will give you four options: press 1 to listen to the message, press 2 to re-record, **press 3 to save**, or press 5 to delete.*

Step 3: Setting up Call Forwarding

Description

Call Forwarding can be set up with any of your mailboxes. For example, if your main greeting says dial 1 for Tom, and Tom would like to take his calls live, you would set up mailbox 81 to forward to Tom's number or numbers. We can try to find Tom in as many places as he would like before the caller goes to voicemail. **Important! You must set up your voicemail according to the PST time zone.**

How to set up call forwarding

Through Weblink

- Log into www.freedomweblink.com with your toll free number and pin number
- Select a mailbox from the left hand side of the screen
- Click on "Numbers" from the list that drops down
- Type your first forwarding number in the box that is displayed
- Click "Add Number"
 - The default setting is to call this number 24/7, if this is what you would like go ahead and click "Update Changes"
 - To set up days of week and hours of day to call your forwarding number, click on "Add Call Time"

Through the Phone

- Dial your toll free number
- Dial * and the mailbox number (80-89)
- Enter your pin number followed by #
- Dial 5 → *This takes you to your mailbox set-up.*
- Dial 3 → *This takes you to the call forwarding set-up.*
- Enter the area code and telephone number followed by #
The system will confirm the number with you, and ask you to dial 1 to add the number or 2 to delete the number
- The system default is to call-forward 24 hours/7 days a week
 - Dial 1 to **modify the hours/days** calls are forwarded
 - Dial 2 to **turn call forwarding on or off**
 - Dial 3 to **change the order** in which it is called
 - Dial 4 to **delete** this number
 - Dial 9 to **return** to the previous menu
 - Dial # to **repeat** the options

NOTE: You may not enter a toll free number for your forwarding number.

NOTE: Immediate Connection is the default mode if "call whisper" or "call announcement" are not activated (*see pages 15 and 16 if you want to set these up*). When you answer your forwarded call it will immediately connect the call and you will have no indication it is a call from your voice system. If no one is available to answer the call the system will send the caller to your telephone or cell phone answering machine.

Basic Usage

Checking Your Mailbox Messages

Through Weblink

- Log into www.freedomweblink.com with your toll free number and pin number
- Select a mailbox from the left hand side of the screen
- Select “New,” “Saved,” or “Trashed” from the list that drops down. The folders that have messages in them will have a number in parenthesis to the right of the folder.
- Click on the blue “Message” link to listen to your message.

Through the Phone

- Dial your toll free number
- Dial * and the mailbox number (80-89)
*If you did not set up more than one mailbox, dial *81. This is your default mailbox.*
- Enter your pin number 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
- 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 0 to **place a call**
 - Dial 9 to **return** to the previous menu

Changing your Pin Number

Through Weblink

- **Log into www.freedomweblink.com with your toll free number and pin number**
- **Select a mailbox from the left hand side of the screen**
- **Click on “Properties” from the list that drops down**
- **In the Pin Number/Password section, click on “Change Password.”**
- **Enter the New Information**
- **Click “Change Password”**

Through the Phone

- **Dial your toll free number**
- **Dial * and the mailbox number (80-89)**
- **Enter your pin number followed by #**
- **Dial 5 → *This takes you to your mailbox set up.***
- **Dial 2 to change your pin number**
- **Enter your new pin number**
- **Enter your new pin number again for confirmation**

You have completed the basic setup of the FreedomXTREME System! The next section will walk you through the standard features that the FreedomXTREME System offers in order to make your life easier and more convenient.

Standard Features

List of Extensions

Description

The List of Extensions feature is useful when you have several employees working for you, and you do not want to list all of their extensions in the initial greeting, but do want to make a list available for callers. This does not take up one of your mailboxes.

Sample List of Extensions Recording

“You have reached the listing of extensions, for Tom dial 0, for Lisa dial 1, for Paul dial 2, for Sandy dial 3, and for Monica dial 4.”

How to Set Up Your List of Extensions

- **Dial your toll free number**
- **Dial 8 *2**
- **Enter your pin number followed by #**
- **Dial 2 to make your recording**

*Once you have recorded your message, press any key to stop recording. The system will give you three options: press 1 to listen to the message, press 2 to re-record, or **press 3 to save.***

NOTE: When setting up your main greeting, you will need to have your caller dial 8 in order to access the list of extensions. Example- *“Thank you for calling Alexis Inc, for sales dial 1, for billing dial 2, for technical support dial 3, for a company directory dial 8.”*

Call-Back Notification

Description

Call-Back Notification will call you to let you know someone has left a message in your FreedomVOICE voicemail box. When a message is left the system places a call-back immediately, second call-back in two minutes, third call-back in five minutes, fourth call-back in 15 minutes, fifth call-back in 30 minutes, sixth call-back in one hour, and then a call-back every hour thereafter until the message is picked up.

How to Set Up Call-Back Notification

Through Weblink

- **Log into www.freedomweblink.com with your toll free number and pin number**
- **Select a mailbox from the left hand side of the screen**
- **Click on “Numbers” from the list that drops down**
- **Scroll down the page, and click on “Add Call Back Number”**
- **Type your first call back number in the box that is displayed**
- **Click “Add Number”**
 - **The default setting is to call this number 24/7, if this is what you would like go ahead and click “Update Changes”**
 - **To set up days of week and hours of day to call your forwarding number, click on “Add Call Time”**

Through the Phone

- **Dial your toll free number**
- **Dial * and the mailbox number (80-89)**
- **Enter your pin number followed by #**
- **Dial 5 → This takes you to your mailbox set-up.**
- **Dial 4 → This takes you to your callback set-up.**
- **Enter the area code and telephone number followed by pound**

The system will confirm the number and ask you to dial 1 to add the number or 2 to delete the number.
- **The system default is to call-back 24 hours a day, 7 days a week**
 - Dial 1 to **modify** the hours/days your calls are forwarded
 - Dial 2 to **turn call-back on or off** for this number
 - Dial 3 to **change the order** this number is called in
 - Dial 4 to **delete** this number
 - Dial 9 to **return** to the previous menu
 - Dial # to **repeat** the options

NOTE: You may not enter a toll free number for your call-back number.

Pager Notification

Description

Pager Notification will page you to let you know you have a message waiting for you in your FreedomVOICE voicemail. When a message is left the system pages you immediately, second page in two minutes, third page in five minutes, fourth page in 15 minutes, fifth page in 30 minutes, sixth page in one hour, and then a page every hour thereafter until the message is picked up.

How to Set Up Pager Notification

Through Weblink

- **Log into www.freedomweblink.com with your toll free number and pin number**
- **Select a mailbox from the left hand side of the screen**
- **Click on “Numbers” from the list that drops down**
- **Scroll down the page, and click on “Add Paging Number”**
- **Type your first pager number in the box that is displayed**
- **Click “Add Number”**
 - **The default setting is to page this number 24/7, if this is what you would like go ahead and click “Update Changes”**
 - **To set up days of week and hours of day to call your forwarding number, click on “Add Call Time”**

Through the Phone

- **Dial your toll free number**
- **Dial * and the mailbox number (80-89)**
- **Enter your pin number followed by #**
- **Dial 5 → This takes you to your mailbox set-up.**
- **Dial 5 → This takes you to your pager set-up.**
- **Enter the area code and telephone number followed by #**

The system will confirm the number and ask you to dial 1 to add the number or 2 to delete the number.
- **The system default is to page 24 hours a day, 7 days a week**
 - Dial 1 to **modify the hours/days** your calls are forwarded
 - Dial 2 to **turn call-back on or off** for this number
 - Dial 3 to **change the order** this number is called in
 - Dial 4 to **delete** this number
 - Dial 9 to **return** to the previous menu
 - Dial # to **repeat** the options

NOTE: You may not enter a toll free number for your pager number.

NOTE: If you are using your cell phone as a pager, please contact customer support for assistance at (800) 477-1477 ext 2.

Operator Revert

Description

Operator Revert allows you to transfer a caller to a desired location within your system. For instance, if a caller dials one for technical support, but they really have a billing question, you can transfer them to the appropriate department.

How to Use Operator Revert

- **While on a “live call” on your FreedomVOICE toll free number, you may transfer a caller by dialing the desired extension followed by # (ex- 81 #).**

Question and Answer Mailbox

Description

The Question and Answer feature allows you to record multiple questions, each followed by a beep in order to get an answer. This can be set up on any of your mailboxes. This is great for 24/7 automated order taking!

Sample Question and Answer Mailbox Greeting

“In order to get your order processed most efficiently please answer the following questions. After answering each question dial any key to continue on to the next question.” First question- *“What is your name? Please dial any key to continue on to the next question.”* The caller will then hear a beep, respond to your question and then dial any key to continue on to the next question. Second question- *“What is your address? Please dial any key to continue on to the next question.”* There is no limit to the number of questions you can ask.

How to set up your Question and Answer Mailbox

- **Dial your toll free number**
- **Dial * and the mailbox number (80-89)**
- **Dial 5** → *This takes you to your mailbox set up.*
- **Dial 1** → *This takes you to your greeting set up.*
- **Dial 2 to record your introduction and first question**
- **Dial any key when you are finished**
*The system will then prompt you to dial 1 to listen, 2 to re-record, or 3 to save. **DO NOT SAVE AT THIS POINT!***
- **Dial 4 to continue to your next question**
- **Repeat this process for each question**
- **Dial 3 to save once you have recorded all of your questions**

Cardless Calling Card

Description

Accessed from within any mailbox, the cardless calling card feature allows you to place long distance calls and charge them to your FreedomVOICE system as opposed to a calling card or credit card.

How to Use Your Cardless Calling Card

- **Dial your toll free number**
- **Dial * and the mailbox number (80-89)**
- **Enter your pin number followed by #**
- **Dial 0**
- **Enter the area code and telephone number you wish to call**
- **Dial # to return to the previous menu once the call is completed**

NOTE: If the line is busy or does not answer, you will automatically be sent to the previous menu.

NOTE: You may not dial out to a toll free number.

Call Whisper

Description

Call Whisper is used alongside the Call Forwarding Feature. It is used to find out who is calling before the call is accepted. You can turn this feature on or off for any of your mailboxes.

Example

A caller dials in to your toll free number, and they are instructed to dial one to speak with a customer support representative. When the caller dials one there will be a recording, provided by FreedomVOICE, which says, *“To tell your party who’s calling, please say your name after the tone and press any key when finished.”* The caller will then hear hold music, while we try to find you. When you pick up the phone, you will hear a recording that says, *“You have a call from John Smith, dial any key to accept this call.”* If you choose to take the call you will dial a key, if not the caller will be sent to your FreedomVOICE voicemail where they can leave you a message.

How to activate Call Whisper

Through Weblink

- **Log into www.freedomweblink.com with your toll free number and pin number**
- **Select a mailbox from the left hand side of the screen**
- **Click on “Properties” from the list that drops down**
- **Scroll down the screen to the Whisper section**
- **Select “On”**

Through the Phone

- **Dial your toll free number**
- **Dial * and the mailbox number (80-89)**
- **Enter your pin number followed by #**
- **Dial 5 → This takes you to your mailbox set up.**
- **Dial 8 → This takes you to the call whisper set up.**
 - Dial 1 to turn call whisper on
 - Dial 2 to turn call whisper off

Call Announcement

Description

Call Announcement is used in conjunction with the Call Forwarding feature. It allows you to name your mailboxes, so when you get a call you know what mailbox or department the call is coming from.

Example

A caller dials in to your toll free number, and they are instructed to dial one for the sales department. When the caller dials one there will be a recording that says, *“Please hold while we transfer your call to sales.”* The only thing that you will record in that sentence is sales, the *“Please hold while we transfer your call to”* is provided by FreedomVOICE. The caller will then hear hold music, while we try to find you. When you pick up the phone, you will hear a recording that says, *“You have a call from sales, dial any key to accept this call.”* If you choose to take the call you will dial a key, if not the caller will be sent to your FreedomVOICE voicemail where they can leave you a message.

How to set up Call Announcement

- **Dial your toll free number**
- **Dial * and the mailbox number (80-89)**
- **Enter your pin number followed by #**
- **Dial 5** → *This takes you to your mailbox set up.*
- **Dial 6** → *This takes you to your call announcement set up.*
- **Dial 2 to make your recording**
Remember that you only need to record the department or the person’s name here, for example, “sales.”
- **Dial any key when you are done recording**
 - **Dial 1 to listen to your recording**
 - **Dial 2 to re-record**
 - **Dial 3 to save**

NOTE: If you are using both **call whisper** and **call announcement** your call will sound something like *“You have a call from (person calling), for (department name), press any key to accept the call.* If no one is available to answer the call the system will send the caller to your FreedomVOICE voicemail.

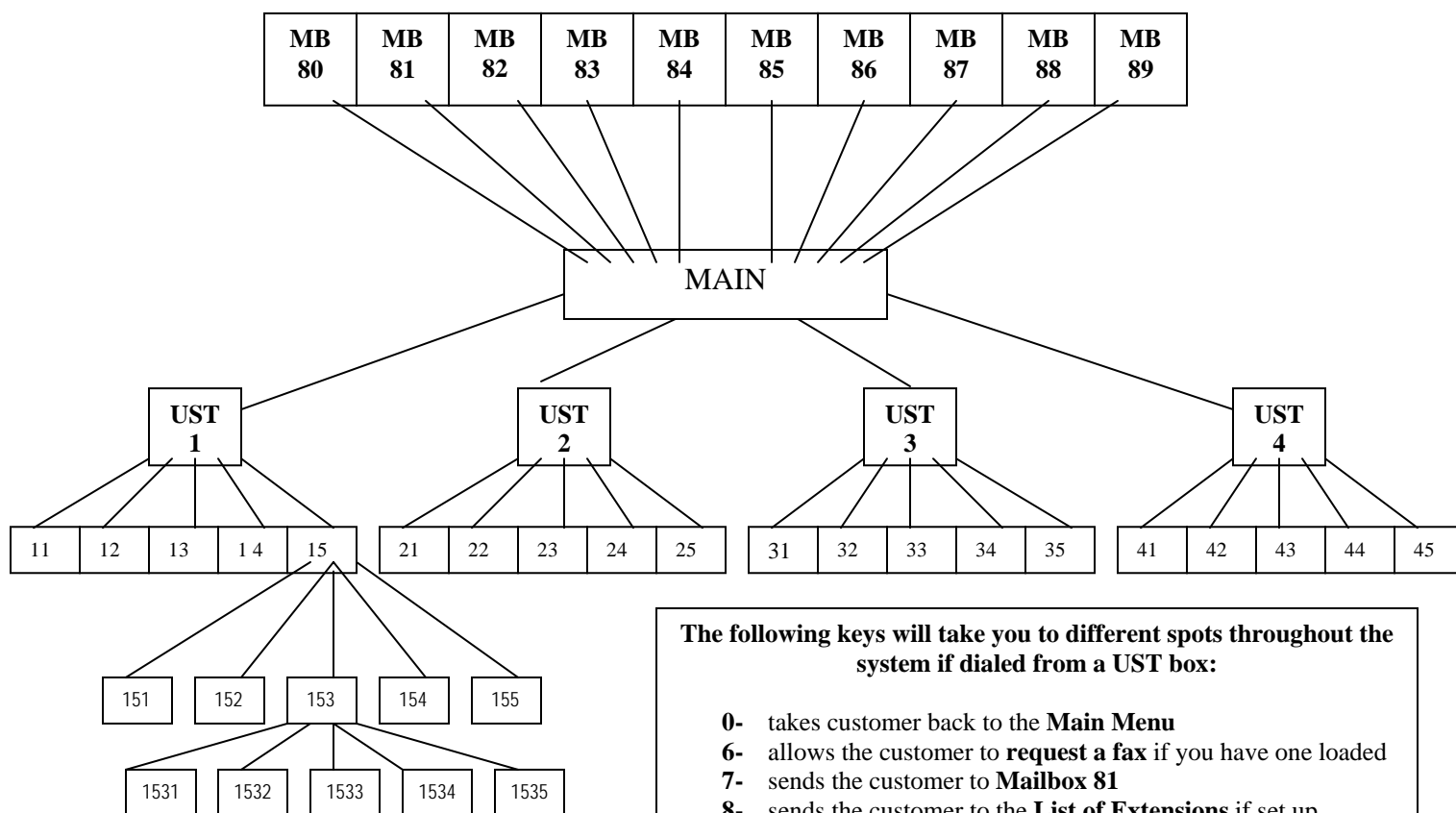
Ultimate Sales Tool/ Voice on Demand

The Ultimate Sales Tool allows you to have access to an unlimited amount of informational extensions. These extensions do not take messages, and they cannot be set up to call forward. However, you can transfer a caller from an Ultimate Sales Tool extension to one of your mailboxes (80-89) where they could leave a message, or if the mailbox is set up to forward the caller would be able to speak to a live person. (*Ex- If a caller dials 80 from UST 1 they will be transferred to mailbox 80 where they can be forwarded or leave you a message*). You will be given 4 Ultimate Sales Tool extensions, 1-4, that can branch down infinitely. Each Ultimate Sales Tool extension can branch down into 5 more extensions.

NOTE: When a caller dials 1 from the main menu, they now go to UST 1. If you want your caller to reach mailbox 81 from the main menu they must dial the two-digit extension 81, etc.

NOTE: If a caller remains on the line from UST 1 or any sublevel of UST 1 they will go to MB 81. If a caller remains on the line from UST 2 or any sublevel of UST 2 they will go to MB 82, etc.

FreedomXTREME System utilizing the Ultimate Sales Tool Boxes



The following keys will take you to different spots throughout the system if dialed from a UST box:

- 0-** takes customer back to the **Main Menu**
- 6-** allows the customer to **request a fax** if you have one loaded
- 7-** sends the customer to **Mailbox 81**
- 8-** sends the customer to the **List of Extensions** if set up
- 9-** sends the customer to the **Previous Menu**
- #-** **repeats** whatever the customer is currently listening to

Example of a Script using the Ultimate Sales Tool Boxes

Main Menu- *“Thank you for calling Auto Town, to get a listing of our featured cars this week dial 1, for a listing of our locations dial 2, to reach a sales representative dial 80.*

UST 1 (caller dials 1 from the Main Menu) - *“This weeks featured cars are broken down into several categories, please choose from the following: for Mazdas dial 1, for Toyotas dial 2, for Acura’s dial 3.*

UST 11 (caller dials 1 from UST 1) - *“Thank you for inquiring about our Mazdas, for our Mazda Protégé dial 1, for our Mazda 626 dial 2, for our Mazda Miata dial 3.*

UST 111 (caller dials 1 from UST 11) - *“Thank you for inquiring about the Mazda Protégé. It is beige, 1997, and is in good condition...*

UST 112 (caller dials 2 from UST 11) - *“Thank you for inquiring about the Mazda 626. It is a black, 1999 beauty!*

UST 113 (caller dials 3 from UST 11) - *“Thank you for inquiring about the Mazda Miata. It is a red, 1995...*

UST 12 (caller dials 2 from UST 1) - *“Thank you for inquiring about our Toyotas, for our Toyota Camry dial 1, for our Toyota 4 Runner dial 2.*

UST 121 (caller dials 1 from UST 12) - *“Thank you for inquiring about the Toyota Camry. It is a 2000, white...*

UST 122 (caller dials 2 from UST 12) - *“Thank you for inquiring about the Toyota 4 Runner. It’s a 2001, black...*

UST 13 (caller dials 3 from UST 1) - *“Thank you for inquiring about our Acuras, for our Acura Integra dial 1.*

UST 131 (caller dials 1 from UST 13) - *“Thank you for inquiring about our Acura Integra. It is a 2001 model...*

UST 2 (caller dials 2 from Main Menu) - *“We have locations in north and south county, for our north county location dial 1, for our south county location dial 2, or to speak with a representative dial 80.”*

UST 21 (caller dials 1 from UST 2) - *“Our north county location is at 2325 W Lindale...”*

UST 22 (caller dials 2 from UST 2) - *“Our south county location is at 1568 Mooreland Ave...”*

Mailbox 80 (caller dials 80 from main menu or from within any of the UST’s) - *“I’m sorry all representative are currently assisting other callers. Please leave a message after the tone, and we will return your call. Thank you!”*

Note: **If a caller remains on the line from within one of the UST boxes, meaning they don’t dial a key, they will be transferred to a mailbox. If they are in UST 1 or any sublevel of UST 1, they will default to Mailbox 81. If they are in UST 2 or any sublevel of UST 2, they will default to Mailbox 82. If they are in UST 3 or any sublevel of UST 3, they will default to Mailbox 83. If they are in UST 4 or any sublevel of UST 4, they will default to Mailbox 84.**

How to set up a UST Greeting

- **Dial your toll free number**
- **Dial the UST you would like to record followed by *2 (ex- 1*2 for UST 1)**
- **Enter your pin number followed by #**
- **Dial 2 to record your greeting**

Once you have recorded your message, press any key to stop recording. The system will give you three options: press 1 to listen to the message, press 2 to re-record, or press 3 to save.

Tip! To figure out which UST you need to record think of it like this, whatever a customer would need to dial to get to that box is the UST box number. So, if you told your customer to dial **1** for your selection of cars and then **2** for your Toyota's and then **1** for your Camry's, the UST to record the information about the Camry's would be **121**.

Ultimate Sales Tool Fax Back

You can load faxes into any of your ultimate sales tool boxes.

Example

If you tell a caller to press 1 for driving instructions and then you would like them to be able to have a map faxed to them, you would load a map into UST 1.

Main Menu- *"...for driving instructions dial 1"*

UST 1- *"We are located at 2326 Main, to have a map faxed to you dial 6."* Once the customer dials 6, a greeting provided by FreedomVOICE will come on that says, *"Please enter your 10 digit fax number now."* Once the caller has entered the number, the system will confirm the number with them, and then a greeting provided by us will come on that says, *"Thank you, your fax will be sent to you shortly."*

How to load a UST Fax Back document

- **Place the documents you would like faxed into the fax machine**
- **Dial your toll free number from a fax machine**
- **Dial the UST you want to access followed by *3 once connected**
Example: if you wish to load a map into UST 1 you would dial 1*3.
- **Enter your pin number followed by #**
- **Press send on your fax machine**

Fax Back/ Fax on Demand

The Fax Back feature allows you to load a fax into your main menu, or if you have the Ultimate Sales Tool you can load faxes into any of those UST boxes. You need to have a caller dial 6 in order to request one of these faxes you have loaded.

Example

Main Menu - *“Thank you for calling XYZ Company. To have information about our company faxed to you, please dial 6 now.”* Once the caller dials 6, they will be asked to enter their 10 digit fax number. The system will confirm that the number they entered is correct, and then it will say, *“Thank you, your fax will be sent to you shortly.”*

How to Load a Fax Back document onto your Main Menu

- **Place the documents you would like faxed into the fax machine**
- **Dial your toll free number from your fax machine**
- **Dial *3 once connected**
- **Enter your pin number followed by #**
- **Press send on your fax machine**

Fax Mail

The Fax Mail feature allows you to use your toll free line as your fax line too! Callers can send faxes to your toll free number, and the system will detect that the caller is sending a fax. The system will send the fax to your default mailbox, 81, for storage. When you call to check your messages, the system will let you know you have a fax message, and then ask you to enter your 10 digit fax number to forward the fax to. If you have Weblink or E-mail Delivery the fax will go straight to your e-mail.

Web Interface

Description

Weblink allows you to manage your FreedomVOICE account online, by being able to change your pin numbers, set-up delivery options, modify call forwarding, call back, and paging numbers, etc. It also comes with **e-mail delivery**, which will send all of your voice messages and faxes to your e-mail address. **Voice Blaster** is another great feature of the web interface. Voice Blaster allows you to record one message and send it to up to 100 people at a time via e-mail or phone.

How to change your mailbox configurations

- **How to change your PIN Number**
 1. Log into www.freedomweblink.com with your toll free number and pin number
 2. Select a mailbox from the left hand side of the screen
 3. Click on “Properties” from the list that drops down
 4. In the Pin Number/Password section, click on “Change Password.”
 5. Enter the New Information
 6. Click “Change Password”

- **How to change your email address**
 1. Log onto your account on www.freedomweblink.com
 2. Click on one of your mailboxes
 3. Click on Properties
 4. Highlight the location where your default email is listed in “Email addresses”
 5. Place the Email address you would like your messages sent
 6. Click on “Save Changes”

- **How to change your time zone**
 1. Log onto your account on www.freedomweblink.com
 2. Click on one of your mailboxes
 3. Click on Properties
 4. Click on the scroll arrow to the right of the default time zone
 5. Choose your time zone
 6. Click on “Save Changes”

- **How to setup your delivery options**
 1. Log onto your account on www.freedomweblink.com
 2. Click on one of your mailboxes
 3. Click on Properties
 4. Click on the appropriate button within “Delivery Options”
 5. Click on the “Save Changes” button

- **How to setup fax forward**
 1. Log onto your account on www.freedomweblink.com
 2. Click on one of your mailboxes
 3. Click on Properties
 4. Enter your Fax number where it say “Fax Forward Number”
 5. Click the Yes option next to Fax Forward
 6. Click on the “Submit Query” button

- **How to setup whisper**
 1. Log onto your account on www.freedomweblink.com
 2. Click on one of your mailboxes
 3. Click on Properties
 4. Click on the Yes option next to Whisper
 5. Click on the “Save Changes” button

NOTE: Additional instructions can be found by clicking on the hyperlink of: Pin number, Email addresses, Time Zone, Delivery Options, Fax Forward, and Whisper

How to change mailbox number options

- **How to add call back number**
 1. Log onto your account on www.freedomweblink.com
 2. Click on one of your mailboxes
 3. Click on Numbers
 4. Click on Call-back Number
 5. Enter a number where it says “Number”
 6. Click Update Changes

NOTE: You may click “Add Call Time” to select the days and times you would like to have messages sent to a telephone number

- **How to add call forwarding number**

1. Log onto your account on www.freedomweblink.com
2. Click on one of your mailboxes
3. Click on Numbers
4. Click on Add Forwarding Number
5. Enter a number where it says “Number”
6. Click Update Changes

NOTE: You may click “Add Call Time” to select the days and times you would like to have calls forwarded.

- **How to add paging number**

1. Log onto your account on www.freedomweblink.com
2. Click on one of your mailboxes
3. Click on Numbers
4. Click on Add Paging Number
5. Enter a number where it says “Number”
6. Click Update Changes

NOTE: You may click Add Call Time to select the days and times you would like to have messages forwarded to your pager

NOTE: This feature may be setup using a cell phone that accepts emails

Voice Blaster

Description

Voice Blaster allows you to send a mass voice message via email or phone using the web interface. It also allows you to send out a mass fax, if sending out the message via phone.

How to Set Up your Name for Voice Blaster

- **Dial your toll free number**
- **Dial * and the mailbox number (80-84)**
- **Enter your pin number followed by #**
- **Dial 5 → this takes you to your mailbox setup**
- **Dial 6 to record a name**
- **Press any key when finished**

NOTE: The name is what will be announced when a call comes through; if no name is recorded you will **NOT** be able to choose this mailbox as a Voice Blaster option.

Loading Fax Documents for Voice Blaster

In order to give your caller the option to request a fax when they receive your message, you must load the fax into your main menu. Make sure in your message you tell your caller to **dial 6** to receive a fax.

- **Place the documents you would like faxed into the fax machine**
- **Dial your toll free number from your fax machine**
- **Dial * 3 once connected**
- **Enter your pin number followed by #**
- **When instructed by the system press START on your fax machine and hang up the phone.**

How to Record your Message to Voice Blast

You can pick any of your mailboxes that have been named to send out your message from.

- **Dial your toll free number**
- **Leave yourself a message in one of your mailboxes that have been named**
- **Go to www.freedomweblink.com, and find your message in the mailbox you left it**
- **Move the message to Voice Blaster and follow the instructions there**

E-Mail Delivery

Description

The E-mail Delivery feature will e-mail all of your voice messages and faxes to your e-mail address as audio file attachments. You will need to have an audio player on your computer for this to work, such as Real Player or Windows Media Player. You can download these programs for free if you don't already have one installed. Each of your mailboxes can have different e-mail addresses set up for them. For instance, if mailbox 81 is sales, you may want those e-mails to go to sales@yourcompany.com, and if mailbox 82 is billing, you may want those e-mails to go to billing@yourcompany.com.

- **How to change your email address**
 1. Log onto your account on www.freedomweblink.com
 2. Click on one of your mailboxes
 3. Click on Properties
 4. Highlight the location where your default email is listed in "Email addresses"
 5. Place the Email address you would like your messages sent
 6. Click on "Save Changes"

Additional Features to Upgrade Your System

To Order call a client services representative at 800-477-1477 ext 1

Fax Send (*\$5 additional per month*)

Send faxes from any computer! It's simple! Using your Personal Internet Control Panel, you have the ability to browse documents on your computer, and select the one you'd like to fax out. We support most every popular office and image file format, Word, Excel, Power Point, Adobe Photoshop, and many more!

Afterhours Greeting (*\$5 additional per month*)

Let your customers know when you're not in the office. Have a separate greeting come on after your operating hours. This will give them the confidence that you will get back in touch with them as soon as possible during working hours. The caller can still navigate throughout your system, listening to product information, requesting "Fax Back" documents, go through your "Automated Order Taking," etc, but they will know not to expect a live person.

Dial by Name (*\$10 additional per month*)

This feature allows you to very easily create a dial by name directory using the WebLINK web interface. Dial by Name allows you to offer your callers access to the party they are trying to reach by having them dial # and then part of the name of their party. Using this feature allows you to avoid having to list numerous extensions for them to choose from and has the added benefit for smaller companies of giving the appearance of larger size.

*Please Note: if you've named your mailboxes already in WebLINK you can use Autogenerate to set up your dial by name in literally **SECONDS**.*

Personalized On Hold Music (*\$5 additional per month*)

We can load any selection of music on your system for callers to hear while they are waiting to be connected with you. Want something even more specific to your company? We can load informational recordings about your company as your hold music! What a great way to inform customers of your business!

Mailbox Rotation (*\$5 additional per month*)

Callers are distributed equally to employees on a 'round robin' basis, whether employees are in the same office or scattered around the country.

Five Additional mailboxes (*\$5 additional per month*)

Additional mailboxes can be added to any plan in lots of five at the same price. All of your employees can have access to voicemail, improving the image of your company, for about six cents per day for each mailbox.

Dedicated Fax (*\$5 additional per month*)

Allows you to have a separate number to give out as your fax number but have it tie into your FreedomVOICE System so you can have your faxes available through fax mail. You can have the faxes conveniently emailed to you making it even better. When using Dedicated Fax you can select any of your system mailboxes as the fax.