



Toll-Free User Manual

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Basic Toll-Free Number Guide

Congratulations on purchasing a United Voice toll-free number! Our toll-free numbers are a great tool to grow your business faster by communicating better, being more professional and credible, and creating stronger customer relationships. They are powerful, yet extremely easy to set up and use.

What is a Toll-Free Number?

A Toll-Free Number helps your business to appear more professional and credible, makes it easier to reach you, and you gives you another avenue for marketing products, services, and information through recorded messages. Your Toll-Free Number, also known as an 800 number, is a way for customers and prospects to contact you toll-free or listen to a recording over the phone.

Features of Your Toll-Free Number

Your Toll-Free Number comes with many valuable features that can help you with your business.

- Follow Me enables you to set your Toll-Free Number to ring at several phone numbers simultaneously making it easier for contacts to reach you and more convenient for you. You'll only need to hand out one phone number.
- You can give callers up to 10 touch-tone options from which to choose such as 1 to speak with you directly, 2 to hear hours and directions, 3 to hear about products and services, 4 to hear about special promotions, etc.
- Your Toll-Free Number is also a fax line. You can send and receive faxes from your inbox. They can be viewed, printed, or forwarded from your computer.
- You can record or upload your own custom messages to be played when someone calls your Toll-Free number.
- Your Toll-Free Number is a virtual calling card. You can call in, enter your access number, and dial out from it, just like a calling card.
- Your Toll-Free Number offers call screening for inbound calls. When someone presses a key to speak with you directly, the system asks him or her to record his or her name at the tone. Then when you answer your phone, the system repeats the caller's name and gives you the option to take the call or send him or her to voicemail.
- You get the caller ID of anyone calling your number (including restricted or blocked numbers). Anytime someone calls you the caller ID appears in your inbox like an email with the caller's phone number in the "From" field.
- You also get free voicemail with your Toll-Free Number if you check your messages from a computer.
- You can also record, transfer, and place calls on hold.

Set Up Your Toll-Free Number

Your Toll-Free Number can be managed by calling in, entering your access code and selecting “Configuration Options” or it can be managed from within the “Settings” section of your United Voice account online. In order to be able to call in to your Toll-Free Number to listen to voicemails or set it up over the phone, you will need to set your access code, which can only be done online through the “Settings” section of your United Voice system. Your login information was emailed to you when you first signed up online.

To access “Settings” click on the “Settings” link in the upper right hand corner of the screen in your United Voice system. The first thing you will need to do is set up a numerical access code between 5 and 7 digits. Under “Phone & Fax” click on the link that says “Access Code,” type in an access code, and click update. To access your Toll-Free Number over the phone, simply call your number, press * any time during the recorded greeting, and then follow the directions to enter your access code. Then to configure it over the phone follow the directions. You’ll want to select “4” for Configuration Options.

Set Your Main Greeting

The “Touch-Tone and Call Handling” section in “Settings” is for setting up your main greeting, voicemail greeting, and touch-tone options. Greetings are stored as .wav files in your online File Manager. You will need to create your own recordings by calling your Toll-Free Number and following the recording steps over the phone. Alternatively, you can upload any .wav file from your computer as long as the sound properties are 8 kilohertz 8 bit mono.

Once recorded or uploaded follow these steps:

1. Click on “Settings” in the upper right of the screen.
2. Under “Phone & Fax” click on “Touch-Tone and Call Handling.”
3. Then, where it says “Main Greeting” click on the drop down menu and select “Select Greeting.”
4. A new window will pop up. Browse for the file you uploaded, select it, and then click the “Open” button in the lower right of the new window.
5. The name of the new file will appear in the drop down menu and will be the primary recording played when people call your Toll-Free Number.

Whenever you change anything for your Toll-Free Number, make sure you always remember to click the “Update” or “Save” button to make sure the changes get saved. In some screens you’ll need to scroll down to see the update button.

If you recorded the greeting over the phone you will be prompted with options to set that recording as your main greeting or your voicemail recording.

Set the Touch-Tone Options for Your Toll-Free Number

In the same section as above, you can set up the different touch options. The touch-tone options enable a certain greeting to be played or action to happen when the caller presses that key on their touch-tone pad. You have several options for each key press. You can set them to initiate Follow Me (call you on several numbers at the same time), go to Voicemail, play a recording or greeting, transfer to another phone number, or access Fax-on-Demand.

Sample Call Flow:

If you'd like to give the caller several options, your greeting could explain that the caller can press 1 to speak with someone directly (you'd set 1 for Follow Me or Call Transfer), they can press 2 for hours and locations, press 3 for information about your products and services, press 0 to leave a voicemail, or transmit a fax at anytime. Alternatively, you could use the numbers like extensions, such as: "Press 1 for sales, 2 for customer service, 3 for general inquiries, 4 for accounting..." A menu like this gives your business a professional and credible feel for the caller. It lets them know you are a serious and trustworthy business.

Upload a Greeting

To set recordings as greetings you will first need to upload them into your file manager. To do this follow these steps:

1. In your main screen click on the "Files" tab in the menu bar across the top of your screen.
2. Then click "New" and select "Greeting" from the box that pops up.
3. Browse your computer, select the file, and then click "Upload." This will place the file in your "My Online Files" folder in the your File Manager. You can then browse for this file from the "Touch Tone and Call Handling" settings area to set it to play as the main greeting, voicemail, or when the caller presses a touch-tone.

Alternatively, you may record a greeting over the phone using these steps:

1. Call your Toll-Free Number directly, press *, and enter your access code.
2. Select "Configuration Options" (touch-tone 4).
3. Record a greeting directly over the phone.
4. The greeting will automatically be stored in your File Manager with the file name "New User Greeting." It is recommended that you go into your File Manager, double-click on the file, and from the properties window edit the name of the file.

Set a Greeting

To set a greeting for one of the touch-tones click on the drop down menu, click "Select Greeting," when the new window pops up select the appropriate greeting from your file manager, and click "Open." Then anytime a caller presses that key on their phone after calling your Toll-Free Number, it will play that recording. When a recording is done playing, if the caller doesn't press anything else, it will automatically rollover to voicemail.

Set Up Follow Me

Follow Me is a way for you to take calls to your Toll-Free Number live. You can receive calls on several phone numbers simultaneously. To set up Follow Me, follow these steps:

1. Login to your online system and click “Settings” in the upper right hand corner.
2. Under “Phone & Fax” select “Follow Me Numbers.”
3. In the “Follow Me” settings area follow the steps outlined on the right of the screen to select the touch tone to which you would like to assign Follow Me and add the numbers on which you’d like to be called.

Once set, when someone presses the key you have set for Follow Me, 1 for example, it will call all of your Follow Me numbers at the same time. If you have more than 3 Follow Me numbers set it will call them simultaneously in blocks of 3, if there is no response from the first block of 3 Follow Me numbers, it will call the next three. Whichever number you pick up first, the other two will hang up and you will be able to take the call live or send the caller to voicemail.

How to Your Check Your Voicemail

To check your voicemail you can call your Toll-Free Number and enter your access code or you can listen online. Online your voicemails come into your Inbox just like emails and it is free to listen to them on your computer. You can double click to view the details of the message and then click “Open” to download and listen to the message. For a shortcut you can just click on the speaker icon next to the caller ID. Either way it opens the voicemail as a .wav file and plays through your computer speakers using your sound media player on your computer. It works most effectively using Windows Media Player.

How to Receive a Fax

To fax to your Toll-Free Number, the sender just needs to send the fax and our system will automatically detect that it is a fax. You can then click on the “Fax” icon and download it as an image file. You can view, print, save, and forward faxes through your computer.

Helpful Tips

Press #4(H) - Place caller on hold. Caller will hear custom on-hold music or system default if none is specified.

Press #7(R) - Record conversation. Press star (*) to stop recording - will be delivered to Inbox like a message.

Press #8(T) - Transfer call. User is prompted for number to dial, call is connected and caller can talk with connected party before transferring call. Press 8(T) to finish transfer or star (*) to abort. Caller will hear custom on-hold music or system default if none is specified.

Press #2(T) – To allow caller to leave voicemail, and listen to message while caller is leaving it. You can press touch-tone at any time to take the call live.