

Using Access One[®] from Voicecom



For additional support information visit:
accessone.voicecom.com
or call
1-800-384-HELP (4357)

Welcome to Voicecom's Access One Service. To start using your account, dial the access number and enter your card number. Then, follow the prompts or press one of the star codes listed in this guide for the service you want. That's it! When you are ready to make the next call or access another service, enter your re-origination code printed on your card.

For further information on using your Access One card, visit accessone.voicecom.com where you can find an up to date list of international access codes and more tips for using your new service.



Placing a Call

Make domestic and/or international calls with individuals or multiple people.

Domestic Long Distance Dialing: From the main menu, dial the area code and number

Do not enter '0' or '1' before the area code

Always enter an area code -- even for calls within your own area code

Directory Assistance is available by dialing the **area code + 555-1212**

International Dialing:

Calls originating **in** the U.S: **011** + country code + city code + local number

Calls originating **outside** the U.S: Dial the **international access number** for the country from which you are calling. When prompted, enter your authorization code. For a list of the most current access codes and instructions when dialing each code, refer to accessone.voicecom.com.

▲▲ Re-originate to Main Menu

Re-originate is a custom prompt set up on your account that allows you to make another call or use another service on the Access One platform without hanging up and having to redial. To find out your re-origination code, refer to your Access One card.

*1 Speed Dialing

Get quick access to your company's speed dial list (01-20) or your personal custom call list (21 - 98). Keep track of both with the enclosed Custom Call Directory.

1. Enter the 2-digit speed dial number you want to call
2. Press 00 to access speed dial options
 - To program personal speed dial numbers (21 to 98), press 1
 - To listen to your company's custom call directory, press 2
 - For the next available speed dial number, press 3

*2 Multi-party Calls

Quickly connect with up to four other people in a single call without the assistance of an operator or making a conference call reservation.

1. Dial into Access One
2. Call the first person
3. Press *2
4. Dial the second person's number and press *1 for two seconds to bridge the calls
5. Repeat for up to four parties plus yourself

To end the call: all parties hang up or you can press your re-origination code to return to the main menu and drop the others from the call.

*3 Voicemail

Access your voicemail messages (either your company voicemail system or ours!) From the main menu, press *3 to check your voice mail messages.

- Enter your password
- Press your re-origination code to exit your voicemail and return to the main menu

*8 Travel Services

Connect directly with airlines, travel agents, car rental companies and more.

- *81 connects directly to your Company's travel agent
- *82 airline directory
- *83 hotel directory
- *84 car rental directory

*9 Project Code Accounting

Your invoice will itemize call detail by project code, making it easy to identify and track your expenses.

- Enter project codes of your own choice.
- To change press *9 and enter another code
- To cancel press *9 at the main menu and then press #

*0 Help Line

Contact the Voicecom 24-hour Help Desk when you need assistance

- *01 Speak with a Voicecom Customer Service Rep

To contact the Help Desk without dialing into Access One call 1-800-384-HELP (4357)

*199 Last Number Redial

You can automatically redial the last long distance number you called from your Access One account

- System holds the number until another long distance call is made
- Use this for any call disconnected during the call

Exit Hang up to exit from Access One

▲▲ Refer to your Access One Card for your re-origination code.

To activate any * features listed here but not included on your account, email your company coordinator.

