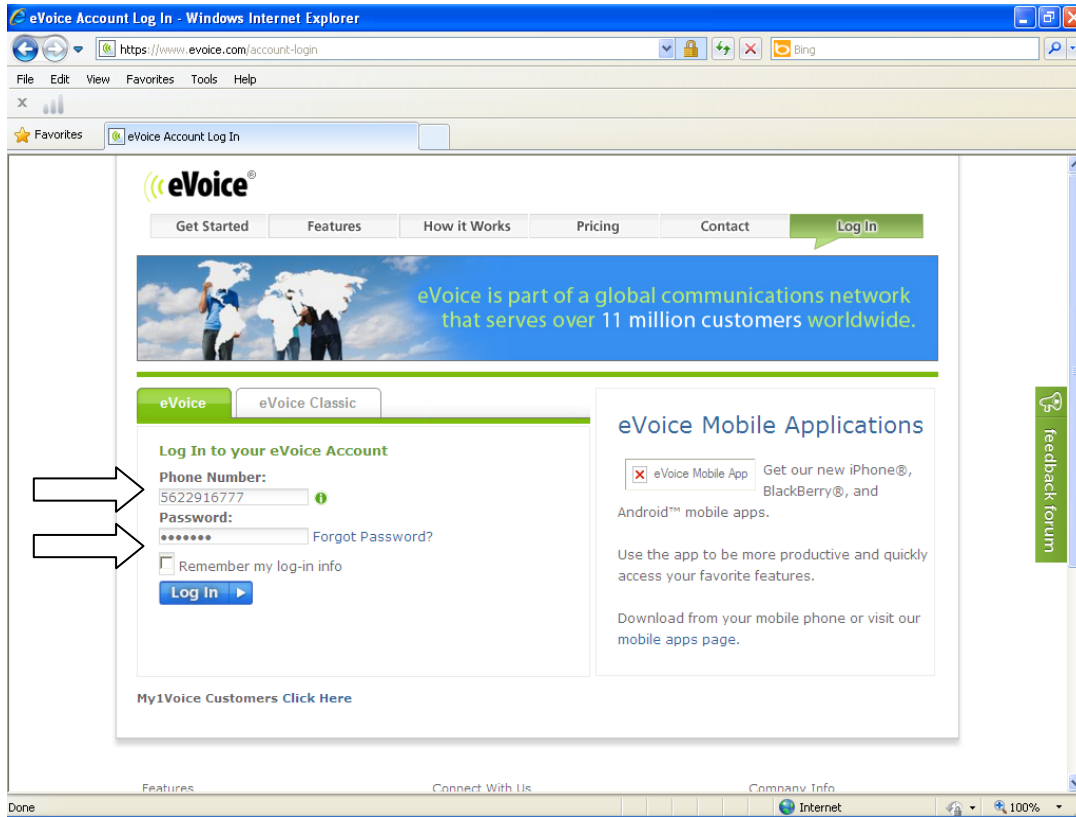


e-Voice on-call Advocate Procedure

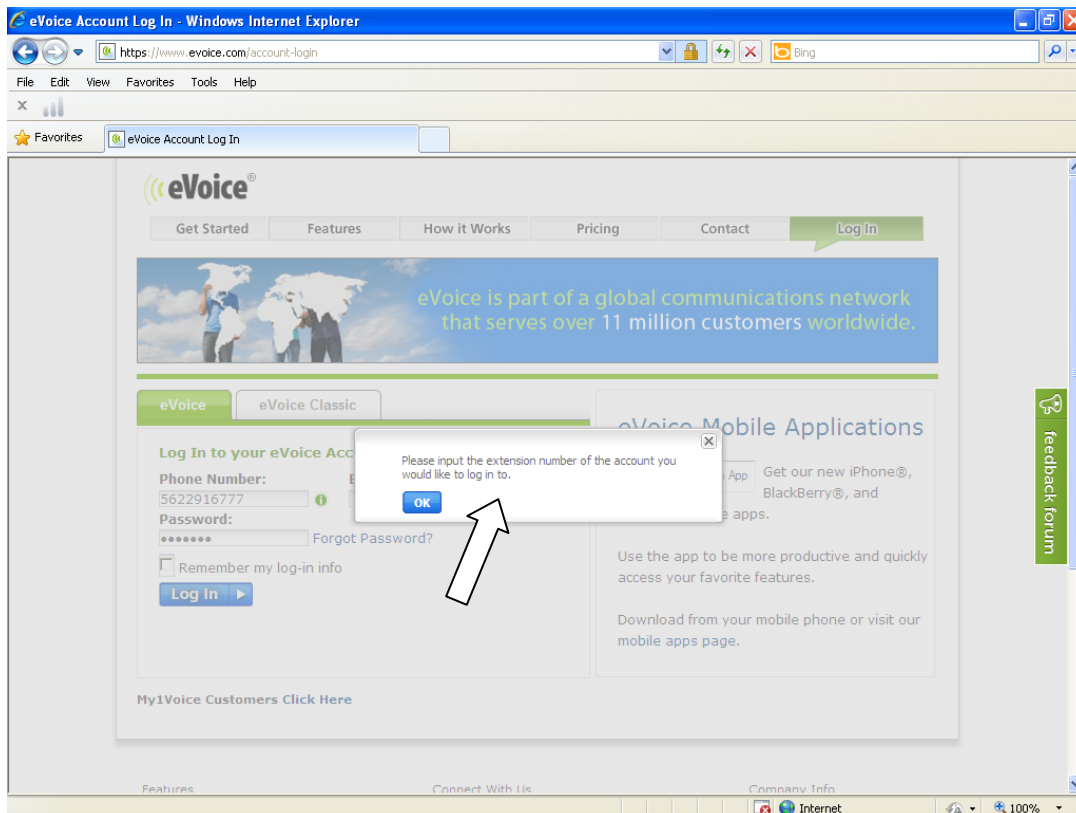
The current On-Call Advocate Logs onto www.evoice.com

Phone Number – 5622916777

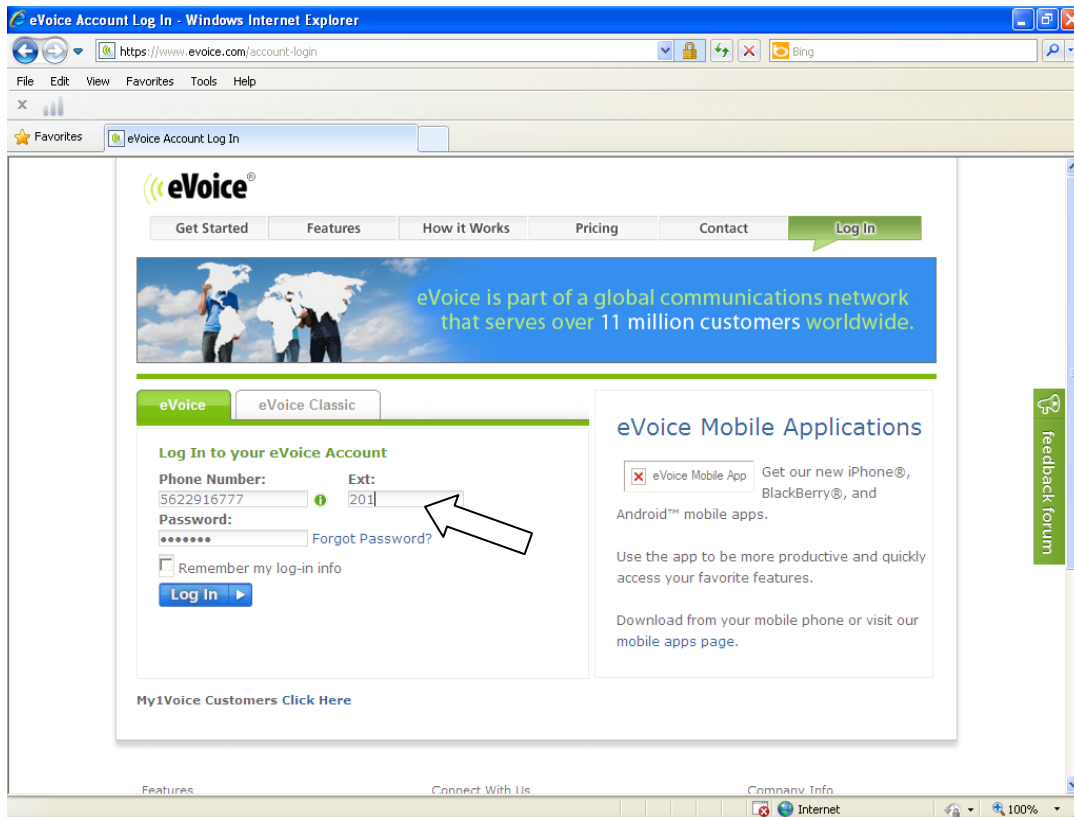
Password - **oncall1** or **oncall2** (pages update slow)



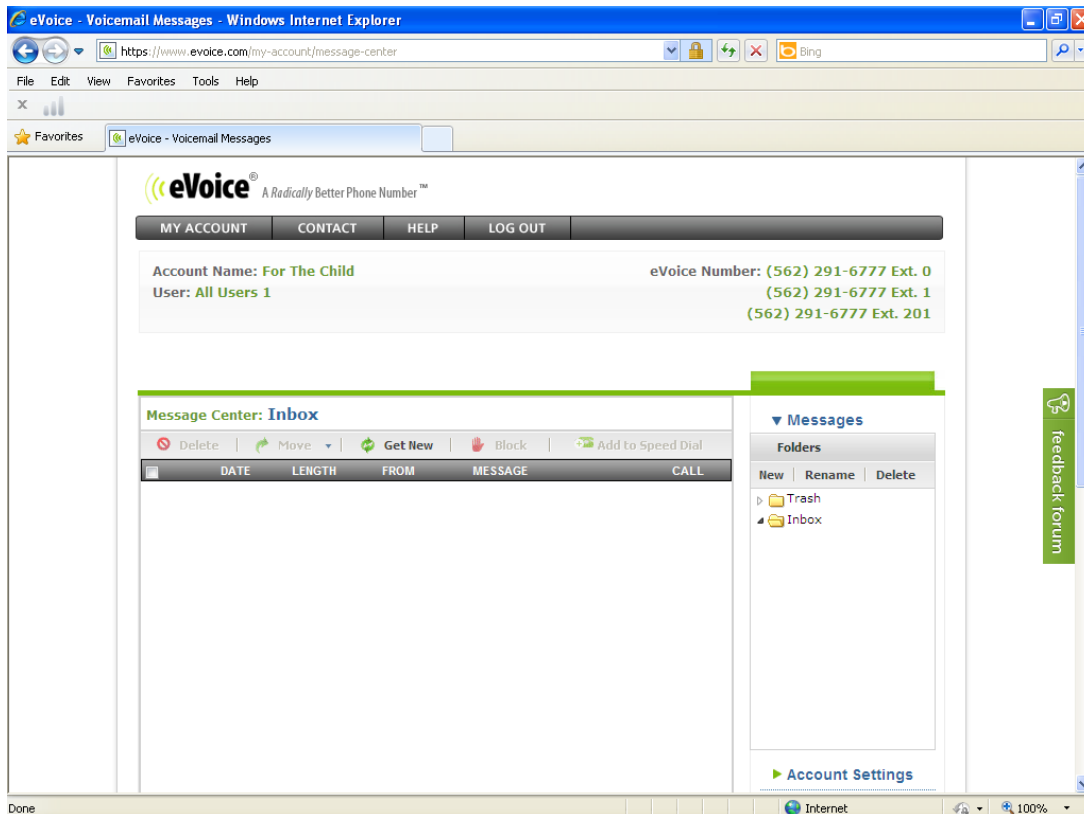
You will be prompted to put in an extension.



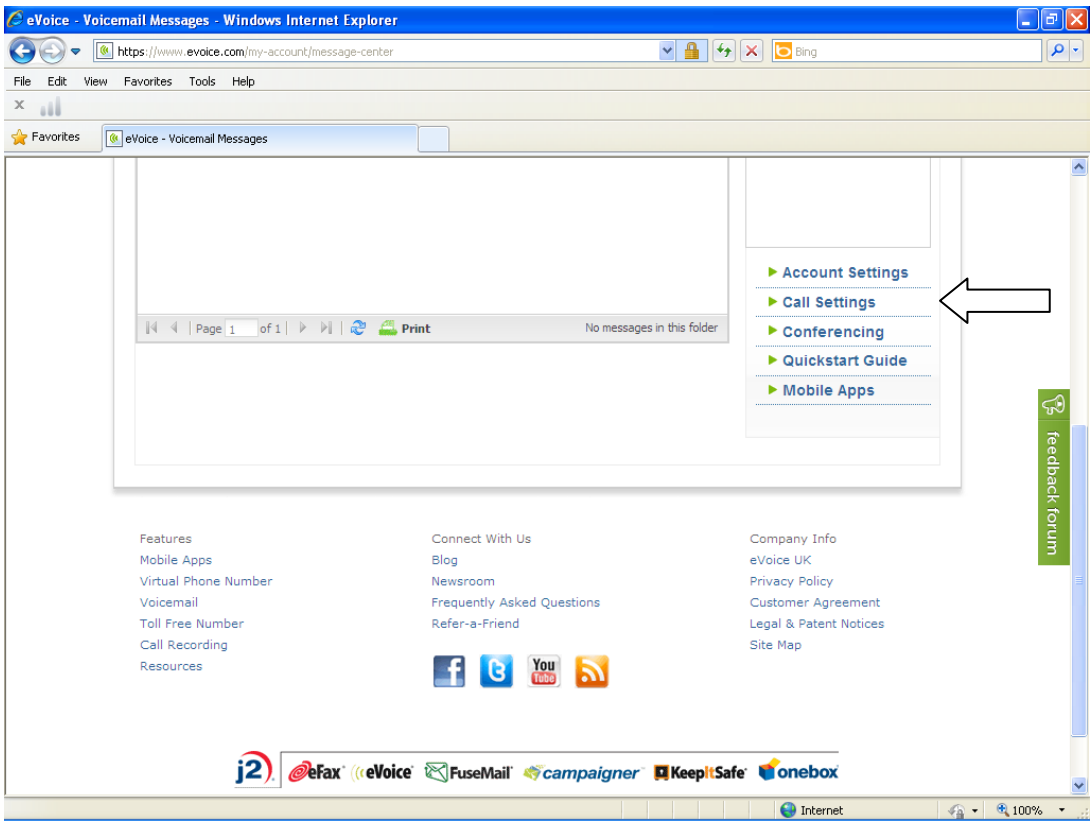
Put in **201** or **202** depending which Advocate you are.



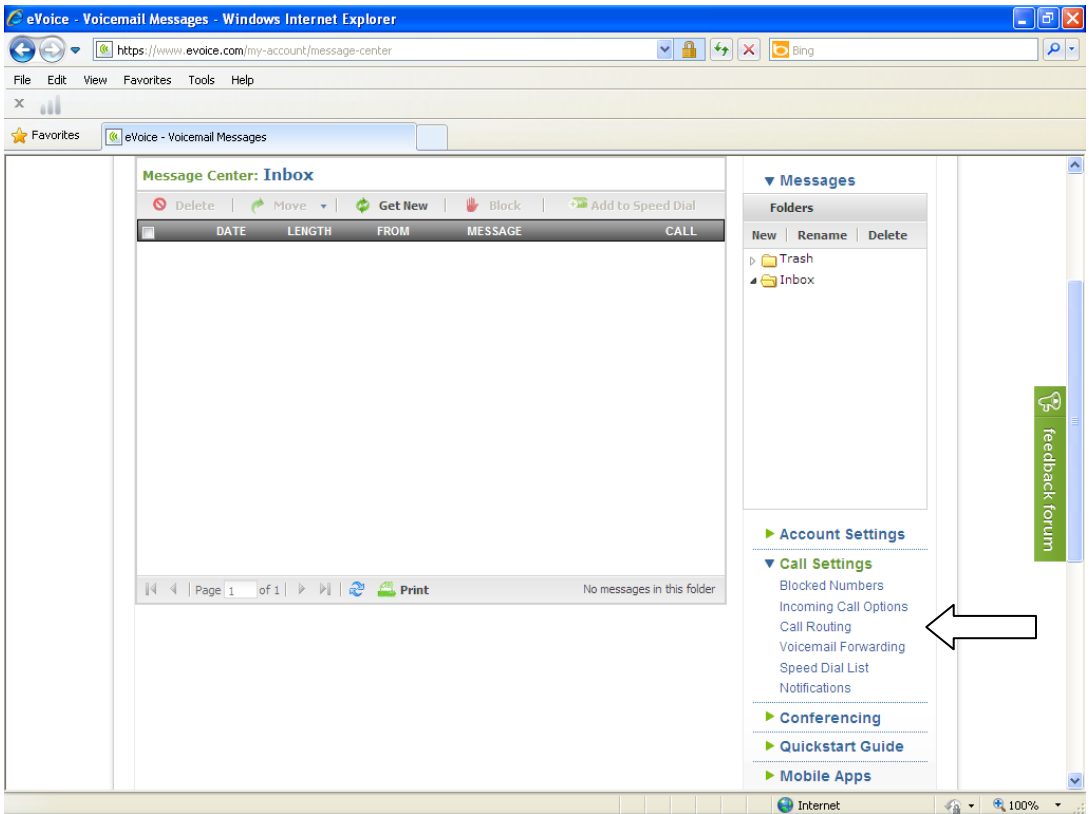
Scroll down



Click on the **Call Settings** tab on the right.



Click on the **Call Routing** tab.



Manually put in the phone number of the new Advocate in **box #1**. Do not change anything else!

eVoice - Call Routing - Windows Internet Explorer
https://www.evoice.com/my-account/call-settings/call-routing

Account Name: For The Child
User: All Users 1
eVoice Number: (562) 291-6777 Ext. 0
(562) 291-6777 Ext. 1
(562) 291-6777 Ext. 201

Call Settings: Call Routing

You can add up to 3 destination numbers for eVoice to forward callers to. For example, enter your cell phone number if you want inbound callers to be connected to your cell phone.

You may choose the maximum number of rings by selecting a number (1-20) from the drop-down next to the destination numbers below.

All Users 1: Ext. 0,1,201		
1	3104300431	Max Rings: 20
2		Max Rings: 5
3		Max Rings: 5

Ring all numbers at once
 Override Call Routing
Advanced Call Routing Schedule
Schedule Status: Inactive

Click on **Update** at the bottom.

Voicemail Forwarding
Speed Dial List
Notifications

Update

Features
Mobile Apps
Virtual Phone Number
Voicemail
Toll Free Number
Call Recording
Resources

Connect With Us
Blog
Newsroom
Frequently Asked Questions
Refer-a-Friend

Company Info
eVoice UK
Privacy Policy
Customer Agreement
Legal & Patent Notices
Site Map

j2 | eFax | eVoice | FuseMail | campaigner | KeepItSafe | onebox

Confirmation page will appear.

Call Settings: Call Routing

Call Routing information successfully updated.

Please place a test call to your eVoice number to ensure routing works as expected.

Tip: adjust the number of max rings to prevent home, cell or work voicemail systems from answering your calls.

You can add up to 3 destination numbers for eVoice to forward callers to. For example, enter your cell phone number if you want inbound callers to be connected to your cell phone.

You may choose the maximum number of rings by selecting a number (1-20) from the drop-down next to the destination numbers below.

All Users 1: Ext. 0,1,201		
1	3104300431	Max Rings: 20
2		Max Rings: 5
3		Max Rings: 5

Ring all numbers at once

Override Call Routing

Advanced Call Routing Schedule

Schedule Status: Inactive

Feedback Forum

Do a **“reminder/check”** call (between 8am and 5pm on the day of the transition) by dialing the CART On-Call number 562- 291- 6777. The new On-Call Volunteer’s phone should ring and when they answer remind them their coverage has started. If the current advocate gets a voicemail, leave a message to call back to confirm the transition.