



We've added a whole series of how-to videos! Go to www.voiceopia.com/start for video samples of most core features. Videos being added regularly!

First, if you ever have any questions, changes, or problems with your phone service, email us at support@voiceopia.com with your business name, number, and a description of your need and one of our team members will respond to you quickly.

Here are some basic tips & tricks for International Calling:

1. The first thing to know is that there are **2 codes** that will need to be included when dialing an international phone number. Example: **(XXX)(XX)Phone-Number**
2. To initiate an international call begin with the US exit code of **011**.
 - a. aExample: **(011)(XX)Phone-Number**
3. You then add the entry code for the country you are calling. Generally, a 2 digit number. **(011)(44)Phone-Number**
 - a. Common International Codes:
 - i. UK = 44
 - ii. Mexico = 52
 - iii. Canada = 1
 - iv. India = 91
 - v. China = 86
 - vi. Australia = 61
 - vii. Japan = 81
 - viii. Russia = 7
4. Finally, you enter the phone number you are trying to call. **(011)(44)Phone-Number**
(Note: if the phone number begins with a 0 or 1 you may have to remove it when calling internationally)(Calls to Mexico remove 01)
 - a. Example - Call Voiceopia from outside of the US (423-509-8000)
 - i. (00)(1)423-509-8000
 - b. Example - Calling a fake UK number (55-5555-5555)
 - i. (011)(44)55-5555-5555
 - c. Example - Calling a fake Mexico Number (55-5555-5555)
 - i. (011)(52)55-5555-5555
5. Some companies require pin confirmation before allowing an international call.
 - a. You will be prompted audibly for your code. You will enter it followed by the pound sign (#).
 - b. Note: Some companies have codes for individuals. Do not share your code with anyone.
 - i. If you do not know your code or do not have a code, ask HR or your Manager.