

## Getting Started with Article One

### For Phones in the US House

To get the most value from Article One, Congressional offices-- DC and District-- need to program their desktop phone sets for push-button forwarding to their dedicated Article One telephone number. Most offices already have off-site call forwarding enabled. Some do not. The same is true for custom voicemail welcome messages. Some offices like them. Some do not.

Here is what the Article One team has learned about getting started quickly and smoothly.

#### **Enable Call Forwarding**

Call forwarding to external lines is required to use Article One. To check if call forwarding is enabled:

- Dial \*72 then 9-1-your dedicated Article One telephone number. Verify it is working by then calling the office mainline number from a different device (ex: cell phone). If you hear your Article One welcome message, you have call forwarding enabled.

If you receive an error or the call rings through, you do not have call forwarding enabled. To enable call forwarding, the office must complete and submit this form ([click here to download](#)) to HIR Telecommunications:

- In person at H2-692 in the Ford Building
- By faxing the completed form to House Ext 202-226-4105
- By emailing the completed form to [Tele.Comm@mail.house.gov](mailto:Tele.Comm@mail.house.gov)

Questions or need help with the form? Call the HIR Telecommunications office at Ext 202-226-6002 or email them at [Tele.Comm@mail.house.gov](mailto:Tele.Comm@mail.house.gov).

#### **Turn On Article One**

Turn on Article One at the end of every day and at any time of high call volume. To turn on Article One you:

- Dial \*72 then 9-1-your Article One phone number.

#### **Turn Off Article One**

Turn off Article One whenever you want a human to physically answer the phones. To turn off Article One you:

- Dial \*73.

#### **Program Your Desktop Phones with Article One**

To make Article One even more useful, you should program your office's dedicated Article One phone number into your desktop phones (DC and District Office). You can do this one of two ways.

To program Article One into your phones for yourself you:

- Decide into which row on your desktop phone you want to program Article One.

- Dial \*80 then
- Push the button for your desired row to select it, then
- Dial 9-1-your Article One telephone number, then
- Push the button for your desired row to complete the programming.
- To verify you have programmed Article One correctly into each desktop phone, forward your phones to it and call your office's main line from a separate phone (ex: cell phone). You should hear your Article One welcome message.

To have HIR Telecommunications program Article One into your phones for you:

- Complete and submit the CAO/HIR Telecommunications authorization form. ([Click here to download](#))
- Questions or need help with the form? Email [Tele.Comm@mail.house.gov](mailto:Tele.Comm@mail.house.gov) or call Ext 202-226-6002.

### **Listen to Your Article One Message**

To hear what your constituents and other callers will hear when Article One is turned on you:

- Dial your dedicated Article One phone number any time.

### **Create A Custom Article One Message**

To add a custom welcome message to your dedicated Article One phone number-- for example, a greeting from your Member--you:

- Record the voicemail welcome message you want.
- Email the audio file to [SayHello@article.one](mailto:SayHello@article.one). Make sure to include your office name and Article One number.

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