



A Phone Line for Your Ministry or Club (Not Your Cell)

cell — and the number never changes when they do An Extended Guide · No.
2082

————— An Extended Guide · No. 2082 —————

Tech Made Simple. Service Made Personal.

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THE 60-SECOND VERSION

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1. The Whole Idea on One Page If you read only one page, read this. Here is the whole plan as a short checklist. A separate phone number lets your church, ministry, or club take calls and texts without anyone handing out their personal cell. The number belongs to the group, rings whichever volunteer is on duty, and stays the same even when the person answering it changes.

- 1 Decide the line is the group's, not a person's, from the very start.
- 2 Make a free account in the group's name to hold the number.
- 3 Get a free number with your local area code — Google Voice is the easy path.
- 4 Point it to ring one or two volunteers' phones, or straight to voicemail.
- 5 Record a short, friendly greeting so callers know they reached the right place.
- 6 Print the one number everywhere — bulletin, website, and your listings. For most small groups this costs nothing. A free Google Voice number does calls, texts, and voicemail, and it rings the phone the volunteer already carries — no second handset to buy or lose. The rest of this guide walks through the choices, the setup, and the handoff when a new volunteer takes over. Take it a page at a time; there is nothing here you cannot do from a comfortable chair. WHY A SEPARATE LINE 2. Why Not Just Use a Personal Cell It is

tempting to let whoever is in charge simply give out their own number. It works, until it doesn't. When that person steps down, every bulletin, sign, and old flyer still points to their phone, and calls for the group keep coming to someone who no longer serves. A separate line solves this quietly. The number belongs to the group, so it never has to change when the people do. It also spares your volunteers from strangers having their personal number, and it lets the group look settled and professional to anyone calling in. The number outlives any one volunteer, so printed signs never go stale. Volunteers keep their personal numbers private. Calls can be shared among a few people, so no one carries the whole load.

TIP

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It looks established and trustworthy to newcomers and the public.

If your group has ever reprinted a bulletin or a sign just because the contact person changed, a group line will save you that trouble forever. The number simply stays put.

WHAT IT IS 3. A Second Number, Not a Second Phone The idea that trips people up is thinking a separate line means buying another phone and carrying two in your pocket. It does not. A modern second number is a piece of software: it rides on the phone a volunteer already owns, ringing through an app or forwarding to their normal line. So the volunteer on duty answers the group's calls on their own phone, but the caller only ever sees the group's number, and the volunteer's personal number stays hidden. When duty passes to someone else, the number simply starts ringing the next person instead. A second number lives in an app or in the phone's settings, not in a new handset. The volunteer answers on their own phone; the caller sees only the group's number. Texts to the group line come into the app, kept separate from personal messages. No new phone to buy, charge, or misplace. Because it is software, the same group number can ring different people on different days, or even two phones at once. That flexibility is the whole reason a software line beats a dedicated handset for a volunteer group.

THE CHOICES 4. The Main Ways to Get a Group Line There are a few good roads to a group number, and the right one depends on how much you expect to use it and whether you want to spend anything. For most clubs and small ministries the free option is plenty; busier groups may want something sturdier. A free Google Voice number: no cost, rings a volunteer's phone, does texts and voicemail. A second line from your cell carrier: added to an existing plan for a monthly fee.

GOOGLE VOICE

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An internet (VoIP) phone service: a small monthly cost, good for a staffed office.

A cheap dedicated phone kept at the hall: simple, but someone must be there to answer. This guide leans on Google Voice as the main example, because it is free and fits volunteer groups so well. But the alternatives are covered later, so you can pick the one that matches how your group actually works. Start with the free option unless you already know you need more. It costs nothing to try, and you can always move up to a paid service later if the volume grows.

5. Google Voice, in Plain English Google Voice is a free service that gives you a real phone number tied to a free Google account rather than to a SIM card or a handset. You pick a number, and calls to it ring through to a phone you choose, while texts and voicemail land in an app or your email. For personal use in the United States, calls and texts to the U.S. and Canada are free. That makes it a natural fit for a volunteer group that mostly takes local calls and the odd text. International calling is pay-as-you-go, but most groups never touch that. A free number tied to a free Google account, not to a phone or SIM. Free calling and texting to the U.S. and Canada for personal use. Voicemail with written transcripts emailed to you — handy for busy volunteers. Works through an app on a phone, or in a web browser on a computer. Because the number lives in a Google account and not in a phone, it is exactly the kind of thing a group can own and hand down. That is what makes it such a good fit for a ministry or club.

FREE VS PAID

6. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech

6. Personal Google Voice vs the Business Version Google Voice comes in two flavors, and it helps to know the difference so you do not pay for something you do not need. The personal version is free and allows one user. The business version adds features and multiple users, but it costs money and requires a paid Google Workspace subscription underneath it. Personal Google Voice: free, one user, fine for a single volunteer on duty at a time. Business Google Voice: paid tiers (reported around \$10, \$20, and \$30 per user monthly) and it needs a Google Workspace subscription as well. Most small clubs and ministries do well on the free personal version. A larger, staffed office with several people answering may want the business version. If a nonprofit already qualifies for free Google Workspace (covered in a companion guide), the business version of Voice becomes far more affordable. For everyone else, start free and only upgrade if you truly outgrow it. Prices and tiers change, so confirm the current numbers on Google's own pages before committing to a paid plan. The free version, happily, needs no such worry. SETTING IT UP

7. Setting Up a Google Voice Number Setting up a free number takes only a few minutes once you have a Google account for the group. You will sign in, choose a number, and confirm an existing phone to link it to. Do this on the group account, not on a volunteer's personal account, for reasons the handoff chapter makes clear.

- 1 Sign in to the group's Google account and go to the Google Voice page.
- 2 Agree to the terms and choose to get a number for personal use.
- 3 Search by area code — enter 330 to find a local Portage County number.
- 4 Pick a number you like from the list offered.
- 5 Link an existing phone when asked, so calls have somewhere to ring. You will be asked to link a real phone to confirm the account. You can change which phone the number rings later, so it is fine to link whoever is setting it up at first.

PICKING A NUMBER

7. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech

That is the whole setup. The number is now live and free. The next pages are about making it ring the right people and sound welcoming when it does.

8. Choosing a Local, Memorable Number When you search for a number, you will usually get a list to choose from. A couple of small choices here make the number friendlier for your community for years to come, so it is worth a moment's thought rather than grabbing the first one offered. Choose your local area code — 330 keeps it familiar to Portage County folks. Look for an easy pattern: repeated digits or a simple sequence are easier to remember. Avoid anything that reads oddly or is hard to say aloud over the phone. Write the chosen number down the moment you pick it, before you forget it. **TIP** A number people can remember is a number people will actually call. Spend the extra minute scanning the list for an easy one; you will be printing it on bulletins for a long time. Once you have a number you like, it is yours to keep as long as the account stays active. That permanence is exactly what a group wants.

WHO IT RINGS

9. Pointing the Line at the Right Phones The heart of a group line is deciding whose phone rings when a call comes in. Google Voice lets you forward calls to one phone, or to several at once, or send them straight to voicemail outside of certain hours. You control all of this from the account's settings. Ring one volunteer's phone if a single person handles calls. Ring two phones at once so whoever is free can pick up. Send calls straight to voicemail outside your chosen hours. Change who it rings any time, as duty rotates among volunteers. Each volunteer whose phone you want it to ring can install the Google Voice app and sign in, or you can forward to their regular number. Either way, they answer on the phone they already carry.

VOICEMAIL

8. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech

This is the flexibility that makes a software line shine. The same public number can quietly follow your duty roster from one week to the next, with no one the wiser on the outside. 10. A Friendly Voicemail Greeting Not every call will be answered live, and that is fine — a good voicemail greeting turns a missed call into a warm welcome rather than a dead end. Record a short greeting that names the group, sets expectations, and tells the caller what to do next. Name the group clearly: 'You've reached the Atwater Garden Club.' Say when you return calls, so callers are not left wondering. Give one simple instruction: leave a name, number, and message. Keep it under thirty seconds — friendly and brief beats long and formal. Google Voice emails you a written version of each voicemail, so a volunteer can read a message at a glance without even listening to it. For a busy helper, that transcript is a small gift. A warm greeting and a prompt call-back habit make a volunteer line feel every bit as cared-for as a staffed office, at no cost at all. TEXTING 11. Sending and Receiving Texts A group line is not only for calls. Many people would rather send a quick text, and your line can receive and send them too, kept neatly apart from a volunteer's personal messages. This is handy for confirming a meeting, answering a quick question, or sending a reminder. Texts to the group number arrive in the Google Voice app, not in personal messages. Any volunteer signed in to the group account can reply from the group number. Good for short, one-to-one replies — 'Yes, the hall is open at six.' Keep personal and group texting separate by using the Voice app for the group line.

WATCH OUT

9. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech

Sending the same text to a big list of people at once is a different job, with its own rules to avoid being blocked as spam. A companion guide on mass texting for groups covers that; a group line is best for one-to-one replies. For everyday back-and-forth with members and callers, texting on the group line is a friendly, modern touch that many people now prefer to a phone call.

SHARING THE DUTY 12. Sharing the Phone Among Volunteers One of the quiet blessings of a group line is that no single person has to carry it alone. Because the number is software, several volunteers can take turns, and the line can ring whichever of them is on duty. This spreads the load and keeps anyone from burning out. Agree on a simple rota — who is 'on' for calls each week or month. Have the on-duty volunteer sign in to the group account on their phone. Or forward the number to ring the on-duty person's regular phone. Keep a short note of who covers which dates, so there are no gaps. **TIP** Pair the duty rota with your shared calendar so everyone can see who is on call. It turns 'whose turn is it?' from a monthly question into something anyone can simply look up. Sharing the duty is kinder to your volunteers and steadier for your callers. No one dreads a weekend buried in calls, and the line is always covered by someone.

THE GROUP ACCOUNT 13. Make the Line Belong to the Group This is the single most important decision in the whole guide, and the one groups most often get wrong. If the number lives in a volunteer's personal Google account, then when that volunteer leaves, the group's number can leave with them. Build it in an account that belongs to the group itself. Create one free Google account in the group's name, not a person's. Set up the Voice number inside that account. Keep its password where two or more officers can reach it.

WATCH OUT**10. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech**

Hand the account to the next volunteer when duty changes, so nothing is lost.

A group number trapped in one person's personal account is a number you can lose overnight. Spend the ten extra minutes to make a group account first. It is the difference between a line that lasts and one that vanishes. Done this way, the number becomes a piece of the group's furniture, passed from one volunteer to the next like a key to the clubhouse.

HOURS 14. Setting Honest Hours and Expectations A volunteer line should never promise more than tired volunteers can give. Setting clear hours — on the greeting and in your listings — protects your helpers and keeps callers from feeling ignored when no one answers at ten at night. Decide the hours your group will actually answer or return calls. Say those hours in the voicemail greeting and on your website. Outside those hours, let calls go to voicemail without guilt. Promise a call-back window you can keep — 'within a day or two' is honest. People are perfectly happy to leave a message if they know when to expect a reply. It is silence with no explanation that frustrates callers, not a clearly stated 'we'll call you back tomorrow.' Honest hours turn a volunteer line into something sustainable. Your helpers are not on call around the clock, and your callers always know what to expect.

KEEPING SPAM OUT 15. Taming Robocalls and Spam Texts Any phone number attracts some junk — robocalls and spam texts are a fact of modern life. The good news is that a software line gives you simple tools to keep the nuisance down, so your volunteers are not worn out by sales calls. Mark unwanted callers as spam so future calls from them are filtered. Let unknown callers go to voicemail; real people leave a message, most spammers don't.

WATCH OUT**11. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech**

Turn on any 'screen unknown callers' setting the service offers.

Never tap links in unexpected texts to the group line — delete and move on. Scammers sometimes text organizations pretending to be a bank, a vendor, or even a board member asking for gift cards. Treat any unexpected money request as suspicious and verify it by a known phone number before acting. A little filtering keeps the line pleasant to answer. Your volunteers hear from real callers, and the junk mostly sorts itself into voicemail and spam where it belongs. **PRIVACY 16. Keeping Volunteers' Personal Numbers Private** A big reason to set up a group line is to protect your volunteers' privacy, so it is worth making sure the setup actually does that. When done right, callers only ever see the group number, and a volunteer's personal number never appears on anyone's phone or in any records. Have volunteers answer through the group line's app so their own number stays hidden. When calling a member back, use the group line, not a personal phone. Keep the group number — never a personal cell — on all signs and listings. Remind volunteers that the whole point is they need not give out their own number. **TIP** If a volunteer ever calls a member from their personal phone 'just this once,' that member now has their private number. Make calling back through the group line the simple, consistent habit. Respecting your volunteers' privacy is part of respecting their service. A group line, used consistently, lets them help wholeheartedly without giving up their personal space. **CARRIER LINE 17. Alternative: A Second Line From Your Carrier** If your group would rather keep everything with the cell company it already uses, most carriers will add a second number or a second line to an existing plan for a monthly fee. This can be simpler for some, at the cost of a recurring bill.

VOIP

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A second number added to a phone plan, billed monthly by the carrier.

Simple if you already manage a group phone plan with that carrier. The number is tied to the carrier account, so plan the handoff carefully. Costs add up over time compared with a free software number. A carrier line can make sense if your group already has a phone and a plan in the group's name. For a group starting from nothing, a free software number is usually the leaner choice. Weigh the monthly cost against the convenience. Carriers change their offerings often, so ask what a second line costs today before deciding. 18.

Alternative: An Internet Phone Service For a group with an actual office and a desk phone — a larger church, say — an internet phone service (often called VoIP) can be a good fit. These run your calls over the internet and offer office features like menus, extensions, and multiple lines, usually for a modest monthly fee. Calls run over your internet connection rather than a phone line. Good for a staffed office that wants extensions and a proper phone menu. A small monthly cost per line, with hardware or an app. Needs a reliable internet connection to work well. TIP VoIP shines when you have a real front desk and several people who answer. For a volunteer-run group with no office, it is usually more than you need. If your group is growing into a staffed office, this is the direction to look. If you are a handful of volunteers, keep it simpler.

A DEDICATED PHONE

13. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech

19. Alternative: A Simple Phone Kept at the Hall The old-fashioned option still works: a cheap phone, prepaid or on a basic plan, that lives at the hall or in the office. Whoever is there answers it. It is the simplest thing to understand, though it only helps when someone is physically present to pick up. A basic phone and plan kept at the group's location. Dead simple — anyone there can answer it. Only useful when someone is on site; otherwise it just takes messages. The phone and plan should be in the group's name for easy handoff. A dedicated phone pairs nicely with a software number: forward the group's software line to the hall phone during open hours, and to voicemail the rest of the time. Best of both worlds. For a group that is staffed at set hours, a simple phone at the hall is perfectly respectable. For everyone else, a number that follows your volunteers is more forgiving.

COSTS COMPARED

Option	Typical cost	Best for
Google Voice (personal)	Free	Most clubs and small ministries
Google Voice (business)	Paid, plus Workspace	Staffed offices with several answerers
Carrier second line	Monthly fee	Groups already on a carrier plan
Internet (VoIP) service	Small monthly fee	Offices wanting menus and extensions
Dedicated phone at the hall	Phone plus a basic plan	Groups staffed at set hours

PUTTING IT OUT

14. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech

Prices move, so treat these as a rough map, not gospel. The honest headline is simple: a volunteer group can almost always start free and only pay once it genuinely outgrows the free line. Match the tool to the group you actually are, not the one you imagine you might become. You can always move up later if the calls pile high. 21. Getting the Number in Front of People A group line only helps if people know it. Once the number is live, put it everywhere your community looks, and retire any old personal numbers so calls funnel to the one line from now on. Add it to the bulletin, the newsletter, and every flyer. Put it on your website and your Google Business listing if you have one. Update signs at the hall and on any vehicles. Ask members to save it in their phones under the group's name. The payoff of a permanent group number is that you only have to do this once. Unlike a volunteer's cell, you will never have to chase down and change the number again.

Consistency is the goal: one number, everywhere, forever. That is what makes a group reachable and makes the line worth the small effort to set up. GROUP TEXTS VS A LINE 22. When You Need a Line, and When You Need a List It is worth being clear about two different jobs that people sometimes muddle. A group line is for one-to-one contact: a member calls or texts, and a volunteer answers. Sending one announcement out to the whole membership at once is a different task, with its own tools and rules. A group line handles calls and one-to-one texts with individual members. A broadcast to everyone — 'service is cancelled' — is a mass-messaging job. Mass texting has anti-spam rules; the right tools handle them for you.

TIP

15. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech

Companion guides cover group email lists and mass texting for churches and clubs.

If you find yourself tempted to text forty people from the group line one by one, that is the sign you need a proper broadcast tool instead. It will be easier and far less likely to be blocked. Keep the two jobs separate in your mind, and each becomes simple. A line for conversations, a list for announcements. WHAT IT WON'T DO 23. The Limits Worth Knowing A software number is wonderful, but it is honest to know its edges. The most important limit is emergencies: a free internet-based number is not a reliable way to reach 911, because it may not know where you are calling from. Keep a regular phone for emergencies. Do not rely on a free software line for 911 — use a regular phone for emergencies. It needs internet or cell service to work; a dead connection means no calls. It is meant for modest volume, not a call center's worth of traffic. Very heavy texting can trip spam limits, which is why broadcasts need other tools. WATCH OUT Never post a free software number as your only emergency contact for a building. For anything where someone might dial for help, make sure a real, location-aware phone is available too. Within its lane — everyday calls, texts, and voicemail for a group — a software line is excellent. Just keep a regular phone in the building for the rare moment it matters most. HANDING OFF 24. Handing the Line to the Next Volunteer Volunteer roles turn over, and the whole point of a group line is that the number does not turn over with them. A smooth handoff is simply a matter of passing the account, not the number, to the next person who will tend it.

- 1 Give the new volunteer the group account's sign-in details.
- 2 Walk them through answering, voicemail, and changing who it rings.

KEEP THE KEYS

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- 1 Update the forwarding so the line reaches the new on-duty phone.
 - 2 Remove the departing volunteer's access to the account if they had their own. Because everything lives in the group account, a handoff is a fifteen-minute conversation, not a scramble. The number, the greeting, and the history all stay exactly as they were. Plan the handoff before you need it, and leadership changes stop being a phone-number crisis. The line simply carries on under new hands.
25. Guarding the Account Password
The group account is the key to the whole line, so guard it the way you would the key to the building. If it is lost, or known only to someone who has moved away, the number can become unreachable. A little care here prevents a real headache later. Keep the account password somewhere two or more officers can find it. Do not let it live only in one person's memory or private notes. Record the recovery email and phone so the account can be rescued if needed. Review who knows the password once a year and update it when someone leaves. TIP A sealed note in the group's records, or a shared password tool the officers control, both work. The goal is simple: the group, not one person, always holds the key. Guard the account and you guard the number. It is the one piece of housekeeping that keeps a group line dependable for the long haul.
- A WELCOME TEXT
26. An Automatic 'Got Your Message' Reply
A nice touch that reassures callers is an automatic text reply to anyone who texts the line, letting them know their message was received and when to expect an answer. It costs nothing and spares people the worry that their text vanished into the void. Set a short auto-reply for texts: 'Thanks for reaching the club — we'll reply soon.' Include your answering hours so callers know when to expect you. Keep it warm and brief; it is a receipt, not a letter.

SAVE IT RIGHT

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Turn it off if a volunteer is actively watching the line and replying live.

An auto-reply turns a one-way text into a small, friendly exchange. People relax when they know their message landed, even if the real answer comes a little later. Used gently, an automatic acknowledgment makes a volunteer line feel as responsive as a staffed desk, without asking any more of your helpers.

27. Helping Members Save the Number A number does the most good when it is already in people's phones before they need it. Encourage members to save the group line under a clear name, so when it calls them, they see the group's name rather than a mystery number they might ignore. Ask members to save the line under the group's name, like 'Garden Club.' Put the number where it's easy to copy — a text, a bulletin, a card. When you call a member, mention it's the group line so they save it. A saved number means your calls get answered instead of screened out.

TIP At a meeting, take two minutes to have everyone add the group line to their phones right then. A number saved in advance is a call answered later. This small habit closes the loop: the group has one number, and that number is recognized the moment it rings. That is when a group line truly earns its keep.

COMMON MISTAKES

28. The Mistakes to Avoid Most trouble with a group line comes from a few avoidable slips. Knowing them up front is the easiest way to keep yours working smoothly for years. Building the number in a volunteer's personal account, so it is lost when they leave. Promising around-the-clock answering that tired volunteers cannot keep. Letting a volunteer call members back from their personal phone, exposing their number. Forgetting to record the account password where officers can find it. Using the one line to blast announcements, which can get it flagged as spam.

TIP**18. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech**

Run a simple test: if the volunteer who set up the line vanished tomorrow, could the group still reach its own number? If yes, you have done it right. If not, fix the account ownership first. Avoid these five, and the rest is easy. A group line is not complicated; it just needs group ownership, honest hours, and consistent habits. **TROUBLESHOOTING 29. When Calls Aren't Coming Through** If the line goes quiet or a volunteer stops getting calls, the cause is almost always something small and fixable. Work through the simple checks before assuming anything is broken. Check that call forwarding still points to the right, current phone. Make sure the on-duty volunteer is signed in to the group account on their phone. Confirm the phone has internet or cell signal; a weak connection drops calls. Check that calls are not being sent straight to voicemail by an hours setting. The most common cause of a silent line is simply that forwarding still points at a volunteer who has rotated off duty. Updating who it rings fixes it in moments. A quick run through these checks solves nearly every 'the phone isn't ringing' worry. If it still misbehaves after that, it is a fine thing to get a second pair of eyes on. **COMMON QUESTIONS 30. Answers to Common Questions** A few questions come up again and again when a group sets up its first shared line. Here are short, honest answers to the ones heard most. 'Does it cost anything?' The free personal version covers most small groups fully. 'Do we need a new phone?' No — it rings the phone a volunteer already carries. 'Can two people answer it?' Yes, you can ring more than one phone or take turns. 'Will callers see the volunteer's number?' No — they see only the group number. 'Can we keep the number if the setup person leaves?' Yes, if it is in a group account.

A SIMPLE START**19. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech**

If a question here makes you nervous about starting, that is normal. In practice the whole thing is far simpler than it sounds, and the first number takes about fifteen minutes to set up. If a worry is holding you back, it is worth a short conversation before you begin. There is rarely a question here without a simple, reassuring answer. 31. If You Only Do Three Things Perhaps the whole guide feels like a lot. That is all right. If you do nothing else, these three steps give your group a real, working line that belongs to the group and nobody's personal pocket.

- 1** Make a free Google account in the group's name and get a local number.
- 2** Point it to ring the on-duty volunteer and record a short, warm greeting.
- 3** Keep the account password where two officers can find it, and print the number everywhere. That is a complete, working group line. Everything else in this guide simply makes it tidier and easier to hand down. But those three steps alone solve the biggest problem: a number the whole group owns and can keep. Done is better than perfect. Get the free number live and ringing one phone, and you can refine the greeting, the rota, and the forwarding whenever you like. GETTING STARTED 32. Getting Your Line Going You now know the whole shape of it: a group account, a free local number, forwarding to the on-duty volunteer, a friendly greeting, and a safely kept password. The best time to set it up is soon, before the next bulletin goes out with someone's personal cell on it.
- 4** First: create the free group account and claim a local 330 number.
- 5** Point it at the on-duty volunteer and record the greeting.
- 6** Agree on a duty rota and note it on your shared calendar.

BILL'S HERE TO HELP**20. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech**

- 1** Record the password where officers can reach it.
- 2** Print the number everywhere and retire the old personal ones. You do not have to remember all of it. You just have to remember you can call. Friendly, in-home and in-person help, and I come to you — (330) 200-8042. A group line is one of the simplest changes that makes a volunteer group feel more settled and reachable overnight. Take the quiet half hour, set it up, and let your volunteers keep their own numbers to themselves. 33. You Don't Have to Set It Up Alone If any part of this feels like more than you want to take on — making the group account, choosing the service, setting up forwarding and voicemail — that is exactly the kind of thing I help local groups with. There is no such thing as a silly question, and I am glad to sit down with your officers and get it all working. I can set up the number in a proper group account, get it ringing the right phones, record a clean greeting, and show your volunteers how to answer and hand it off. Then I leave you with it working and a simple written cheat sheet, so the group owns the line for good. Friendly, in-person tech help for people and groups around Portage County. I come to you. If you are not happy with a visit, I will make it right. (330) 200-8042. Whether you set it up yourself with this guide or give me a call, the goal is the same: one number your whole group owns, so your volunteers can help without handing out their personal phones.

CHEAT SHEET**21. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech**

Everyday Cheat Sheet Keep this page handy. It points you straight to what to do for each task. I want to... Do this Pick an option A free Google Voice number fits most clubs and small ministries Make it the group's Build it in a free account in the group's name, not a person's Choose a local number Search the 330 area code and pick an easy-to-remember number Point it at people Ring the on-duty volunteer, or two phones, or voicemail Record a greeting Name the group, give your hours, ask for a message Keep cells private Volunteers answer and call back through the group line only Guard the password Keep the account key where two officers can find it Put it everywhere Bulletin, website, signs — then retire the old personal numbers Get help Call Bill: (330) 200-8042

HOW I CAN HELP**22. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech**

Your Visit — and My Promise In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included. Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo). My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated. Call or text (330) 200-8042 · Book a visit: billshometech.com/book · bill@billshometech.com This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.

AT A GLANCE

A Picture to Follow Along

One Number for the Group

A line that belongs to the ministry, not to ~~whoever happens to be running it.~~

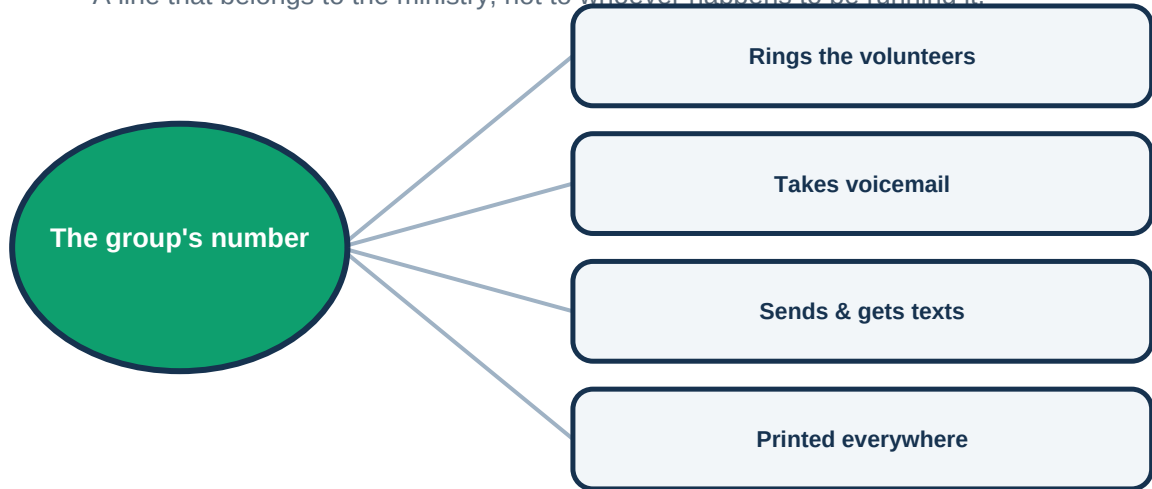


Illustration — a schematic. Set-up screens differ; each takes only a few minutes.

AT A GLANCE

A Second Look

Standing Up a Line

Each box is a short, calm step — no new phone required.

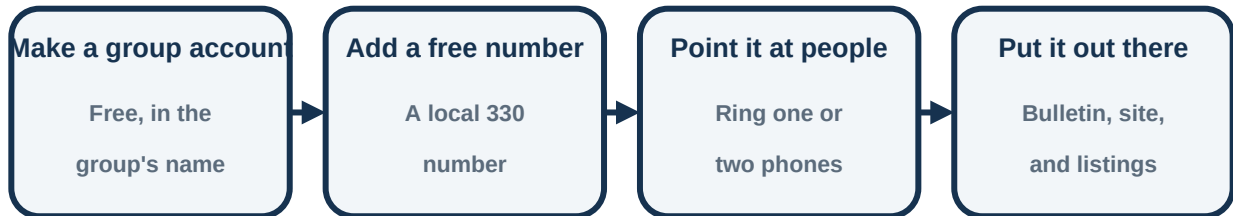


Illustration — a schematic. The order is a suggestion; do one box at a time.

A schematic of the plan — company steps vary; the order does not have to.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

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Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

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