



Metro OneNumber Service **REALTOR USER GUIDE**

OneNumber is an advanced call management service that gives you complete control of all your calls. Callers can now reach you at your work phone, your cellular phone, or your home office phone by dialing just one telephone number. And you can check your voice and fax messages by dialing the same number. One Number services include minute package plans ranging from 300 minutes per month to 2400. Overage is a nominal 2.9 cents per minute or \$1.74 an hour. Contact your sales person if you have questions about your minute package plan.

OneNumber Puts You In Charge

OneNumber lets you manage your calls the way you want to. It identifies your callers for you and lets you decide to accept the call, transfer the call into voice mail or transfer the call to another number.

You can make yourself unavailable if you cannot take calls. OneNumber will automatically route your calls to voice mail.

You can easily transfer a call from one phone to another. So if you are on a call at your desk but running late to an appointment, you can seamlessly transfer the call over to your cellular phone without missing a beat!

Table of Contents

- Recording Greetings**
- Available And Unavailable Modes**
- Setting Up Phone Numbers**
- What The Caller Hears**
- Taking A Call**
- Managing Calls**
- Playing Voice Mail Messages**
- Receiving Faxes**
- Making Calls**
- Conference Calling**
- Accepting Multiple Calls**

Using Paging User Map

RECORDING GREETINGS

You may choose to greet your callers with the greeting your sales person set up for you or you may record your own greetings. If you want to keep the prerecorded greeting, you do not have to do anything more. If you want to record your own greetings, follow the instructions below. You can change your greetings at any time from within your account.

To Record Your Greetings

Log Into your account by dialing your number and pressing the * key when the greeting begins.

From the Main Menu, press (3) to go to the Personal Options Menu.

From the Personal Options Menu, press (3) to go to the Greetings Menu and follow the instructions.

Personal Greeting

Your personal greeting is played when you make yourself **available** to answer calls. Your personal greeting should provide information so your callers know how to reach you best. For example, “Hi, you’ve reached the direct line for John Smith. If you would like to speak with me, press 1. If you would prefer to leave a voice message, or if I don’t ‘pick right up’, press the 2 key for voicemail. If you are sending a fax, press the start key at any time during this greeting.”

Unavailable Greeting

Your unavailable greeting is played when you make yourself **unavailable** to answer calls. For example, “You’ve reached the direct line for Jane Smith. I’m sorry I’m unable to take your call right now, please press 2 for my voicemail. If you are sending a fax, you may press the start button now.”

Temporary Greeting

A temporary greeting overrides all other greetings. Temporary greetings are useful to give callers short-term information. For example, “Hi, this is Steven Smith. I am giving a house tour from 2-4 today. Press (2) to leave a message.” Your temporary greeting is activated as soon as you record it. The greeting is deactivated as soon as you delete it.

AVAILABLE AND UNAVAILABLE MODES (Personal Greeting/Unavailable Greeting)

With **OneNumber**, you can make yourself **available** or **unavailable** to your callers. When you are available, callers hear your personal greeting and may connect to you. When you make yourself unavailable, callers hear your unavailable greeting and are not given the option to connect to you and will go directly to voice mail.

To Change Your Availability

From the Main Menu, press (5) to access the **Availability Menu**.

Press (1) to make yourself available. When you are available, your personal greeting is played to callers. Callers will be able to connect to you. The caller will be sent to voice mail if you do not respond.

Press (2) to make yourself unavailable. Your unavailable greeting will be played to callers. Callers will not be able to connect to you. Callers will be sent directly to voicemail and can leave a voice message. Faxes are accepted either way and will be in your voicemail.

SETTING UP PHONE NUMBERS

With **OneNumber**, you have a **Primary** phone number, this is the number where you can be reached most often, such as your cellular phone.

To Set-Up and Change Your Phone Numbers

From the Main Menu, press (3) to access the Personal Options Menu.

Press (4) to change your phone numbers.

Follow the instructions to enter your phone number. Enter all 10 digits of the phone number (area code and number).

WHAT THE CALLER HEARS

When a caller dials your **OneNumber** they will hear your personal greeting, unavailable greeting or temporary greeting.

If you are available, the caller will press (1) to connect to you. **OneNumber** will ask them to say their name (**you may turn off name screening**).

The caller will be asked to hold while you are located (music will play)

If you do not respond, **OneNumber** will tell your caller that your could not be located, and will prompt them to press 2 for voicemail, or press 0 for assistance (**you must have an assistant's number programmed on the 0 key**).

If you are unavailable, the caller may press (2) to leave a message. They will be able to record a private message.

TAKING A CALL

When a caller tries to reach you, **OneNumber** will ring your Primary phone number. When you answer, you will hear: “The recorded name of caller” is holding. To accept, press (1) or press (2) to send the caller directly to voice mail, or 0 to send the caller directly to your assistant.

CALL MANAGEMENT MENU

- 1** **Connect to Your Caller**
- 2** **Transfer Your Caller Directly to Voice Mail**
- 0** **Transfer You Caller Directly to your assistant**
- ##** **Place Your Caller on Hold**

MANAGING CALLS

When you are talking with a caller, you can place the caller on hold, or allow them to leave a message. You can also change phones seamlessly while talking to a caller.

Putting a Caller on Hold

While connected to a caller, press (##). Once the caller is on hold, you have full access to the Call Management Menu. Press (1) to reconnect to the caller. You also have multiple options of transferring the call. **See the Call Management Menu.**

Changing Phones while Connected to a Caller

While talking to a caller, dial your **OneNumber** from a second phone. Press *1 as soon as you hear the greeting begin in the second phone. You will immediately be connected to your caller on the second phone. Hang up the first phone. This feature is convenient when you want to change from a cellular phone to a landline phone or vice versa.

Reconnecting if a call is dropped

If you are disconnected during a call (for example, if a cellular connection is temporarily dropped). **OneNumber** will ask your caller to press 1 to hold while the call is reconnected. **OneNumber** will reconnect your call. You can also dial into your **OneNumber** account, press (*) to go to the Call Management Menu. Press (1) to reconnect to your caller.

PLAYING VOICE MAIL MESSAGES

To check your voice messages, dial your **OneNumber** . When the greeting begins, press * and enter your **OneNumber** passcode. From the main menu, press 1 to enter your Real Estate Message Center. Each time you log into your account the system will tell you how many new voice and fax messages you have.

1. To listen to your voice messages

1. Dial your One number.
2. Interrupt your greeting by pressing the * key.
3. From the main menu, select 1 for voice messages. When you hear the next menu begin, Listen. The system will tell you how many messages you have and other important information.
4. Press P to 'play' your messages. K will 'keep' them, and D will 'delete' them.
5. When finished, ALWAYS press 'X' to exit. The system will give the status of your voicemail box, including whether new messages arrived while you were in it.

2. How can I have someone on the system "A" me back?

Making a Message

1. Dial your One Number.
2. Interrupt your "greeting" by pressing "*"Enter your private passcode.
3. From the main menu, press 1 "to listen to your voicemessages". When in your voicemail....
4. Press "**M**" (6) to **M**ake a new message.
5. Enter the last four-digits of the message center number you wish the message to be sent to.
6. When you hear the beep, you may begin your message.
7. At the conclusion of your recording, the system will offer the following options: Press "**R**" (7) to **R**eview your recording; "**D**" (3) to **D**iscard your message and re-record; "**A**" (2) to **A**ppend to your recording; "**M**" (6) for **M**essage addressing options, and "**X**" (9) to send your message and return to the main menu.
8. If you dial incorrectly and hear the wrong name, press "*" to **C**ancel the entry.

Note: Message Addressing Options will allow you to:

- Press "**C**" (2) to make the message **C**onfidential (the message you sent can not be given to another user);
- Press "**R**" (7) to activate **R**eceipt (lets you know when the message was played by the other user);
- Press "**F**" (3) to activate **F**uture Delivery (you can send a message to a mailbox up to 60 days in advance).

FAX SERVICES

Your **OneNumber** account can receive faxes as well as voice messages. A caller can send a fax to your **OneNumber** account as if it were a fax machine. **OneNumber** detects the fax tone at the beginning of the call and deposits the fax into your account.

Your fax messages are handled just like voice messages.

Please refer to your One Fax User Guide.

MAKING CALLS

In addition to receiving calls, **OneNumber** allows you to make calls from your account. You can make multiple calls without having to hang up or re-enter your password.

From the **OneNumber** Main Menu, press (9).

OneNumber will ask you to enter the area code and phone number. After your call is placed and you are connected to your caller, you can manage your call in the same way you manage your incoming calls. See “**Managing Calls.**”

After you have finished your call, press (*9) to hang up, **OneNumber** will ask you to enter the next number you want to call or press (*) to return to the Previous Menu. If you make a call and your party does not answer press (*9) to hang up.

CONFERENCE CALLING

To create a 3-way conference call:

1. Connect to an incoming call or login to **One Number** and place a call. This is considered the first party in your conference.
2. Press (##) to place the first party on hold.
3. From the Main Menu, press (7) to add the caller to your conference call.
4. To add another party to your conference call, press (3) and enter the telephone number of the party. **OneNumber** will dial the number.
5. Start the conversation. Press (##) to place the second party on hold.
6. From the Main Menu, press (7) to add the caller to your conference call.
7. Press (1) to bring all parties into the conference.

ACCEPTING MULTIPLE CALLS

OneNumber allows you to accept up to two calls at one time.

If you are talking to a caller and a second caller is trying to reach you, you will hear a call waiting tone.

To screen the second caller, put your first caller on hold by pressing (##).

Press (#) to screen the second caller. After screening the call, you can press (1) to connect to the second caller.

Note: *You also have multiple options of transferring the second call. See the Call Management Menu*

After talking to the second caller, you can return to the first caller. Place the second caller on hold by pressing (##), press (#) to screen the first caller, and press (1) to connect. You can move back and forth between your calls in this way.

After you have finished talking to a caller and the caller hangs up, **OneNumber** will automatically ask you if you want to reconnect to any holding caller.

USING PAGING FOR CALLING NOTIFICATION

You can connect a pager to your **One Number** account so you can be alerted when a caller is waiting to speak to you, leaving a message, or if a caller is sending you a fax.

USER MAP

Main Menu

- 1** *Listen to Messages*

- 2** *Retrieve Fax Messages*

- 3, 4** *Change your Phone Numbers*
 - 2** Follow-me number (a number *in addition* to your cell phone)
 - 3** Personal Operator Number (for an assistant or main office number)
 - 5** Primary Number (generally, your cell phone)
 - *** Return to Previous Menu

- 3** *Modify Personal Options*
 - 3** Change Recordings
 - 1** Name Recording
 - 2** Unavailable Greeting
 - 3** Personal Greeting
 - 4** Temporary Greeting
 - *** Return to Previous Menu

4 Change Phone Numbers See Above

5 *Change Your Availability*

- 1 To Mark Yourself Available
- 2 To Mark Yourself Unavailable
- * Return to Previous Menu

9 *Place A Call*

Enter the telephone number you wish to dial. To make another call, disconnect from your current phone call by dialing (*9) or wait for your caller to hang up, you will be instructed to enter the next number you wish to dial.

*All of these instructions are **before** you enter the Voicemail Box to retrieve voice or fax messages.*

*When you are in your Real Estate Message Center, you must push the “x” or 9 key to exit and update your account and this will return you to the **OneNumber** Main Menu.*

You can always return to the previous menu by pressing ().*

*You may exit **OneNumber** by pressing (**) from the main menu or hang up.*

www.voiceretrieval.com
3222 Skylane, Carrollton, Texas 75006