



*3222 Skylane, Carrollton, Texas 75006
(972) 380-8400 Voice (972) 380-0118 Fax*

OneNumber Service **REALTOR USER GUIDE**

(This Service Uses Your existing Real Estate Network Voice Mail)

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 phone by dialing just one telephone number. And you can check your voice and fax messages by dialing the same number. Your One Number includes free minutes. Packages range from 300 minutes per month to 2400 minutes. Overage is a nominal 2.9 cents per minute charge, or \$1.74 per hours. Call your sales person for additional information on your package.

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

SETTING UP YOUR ONENUMBER ACCOUNT

Dial your **OneNumber** telephone number. This is the same number callers will use to reach you.

Press (*) and enter your temporary passcode. (4 Digits)

You will be greeted by a tutorial to help you configure your **OneNumber** account.

Passcode and Calling Code

OneNumber will tell you how to change your passcode (4-11 digits) and your calling code (4-10 digits). It is important that these numbers be unique and confidential to avoid potential access by another user.

For security purposes, a 5-digit code is required.

Name

OneNumber will give you instructions on how to record your name.

Greetings

OneNumber will guide you through your greetings. For more information on greetings see Recording Greetings.

Your **OneNumber** Account is now ready to use. To access your **OneNumber** account in the future, simply dial your **OneNumber** account number and press (*) followed by your passcode.

RECORDING GREETINGS

You may choose to greet your callers with the standard greeting or you may record your own greetings. If you want to use the standard 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

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, this is John Smith. If you would like to speak with me, press 1 and hold while **OneNumber** locates me (music will play). Press 2 to leave a voice message (the caller will default to voice mail if no key is pressed), press 0 to connect to my personal assistant (if you have programmed a number for 0), or start your fax now (Fax service is optional)

Unavailable Greeting

Your unavailable greeting is played when you make yourself **unavailable** to answer calls. For example, “Hello, this is Jane Smith. I’m unable to take your call right now, press (2) to leave a message, please wait while you are connected”.

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

With **OneNumber**, you can make yourself **available** or **unavailable** to your callers. When you make yourself 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 voiced to callers. Callers will be able to connect to you. Or press 0 to connect to your personal assistant (if you have programmed a number for 0). 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 may leave a voice message.

SETTING UP PHONE NUMBERS

With **OneNumber**, you have a **Primary** phone number, (also known as a follow-me number) this is the place where you can be reached most often such as your business phone, cellular phone, or your home phone and a 2nd **Follow Me** number – these numbers ring simultaneously when someone presses 1 to speak with you. You can also have a **Personal Assistant** phone number, this is a number where a person can talk to the caller live in the event you are unable to respond.

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 numbers for your **Personal Assistant's** telephone number, and your **Primary 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, temporary greeting or the system greeting.

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

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

If you do not respond, or choose not to accept the call, **OneNumber** will ask the caller to continue holding, leave a message, send a page, or be transferred to your Personal Assistant.

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 to voice mail.

If you press (#), you will be directed to the Call Management Menu. At this menu, you can transfer your caller to voice mail, to another number, or to your Personal Assistant.

CALL MANAGEMENT MENU

- 1** **Connect to Your Caller**
- 2** **Transfer Your Caller To Voice Mail**
- 3** **Transfer Your Caller To Another Number**
- 7** **Add Your Caller To Your Conference Call**
- *9** **Hang Up On Your Caller**
- 0** **Transfer Your Caller To Your Personal Assistant**
- ##** **Place Your Caller on Hold**
- #** **Screen Your Caller**

MANAGING CALLS

When you are talking with a caller, you can place the caller on hold, transfer them to another number, 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 into your **OneNumber** account from a second phone. Press (*) to log into your account. Press (1) to connect to the caller on a second phone. You can now talk on the second phone without interrupting your conversation. Then, just hang up the first phone. This feature is convenient when you want to, for example, 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 “shotgun” your phones to 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

From your OneNumber account press * and enter your **OneNumber** passcode, press 1 to enter your Real Estate Message Center. You will be asked to enter your Real Estate Message Center passcode.

You may also call your message centers’ 972-XXX-XXXX number direct to retrieve your voice and fax messages as you currently do.

Each time you log into your account the system will tell you how many new voice and fax messages you have.

Please refer to your message center User’s Guide for details on retrieving Voice and Fax messages

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.

From your OneNumber account press * and enter your **OneNumber** passcode, press 2 to enter your Real Estate Message Center. You will be asked to enter your Real Estate Message Center passcode. Each time you log into your account the system will tell you how many new voice and fax messages you have.

You may also call your message centers’ 972-XXX-XXXX number direct to retrieve your voice and fax messages as you currently do.

Your fax messages are handled just like voice messages.

Please refer to your message center User's Guide for details on retrieving Voice and Fax messages. Fax service is optional at additional cost.

MAKING CALLS – LONG DISTANCE & LOCAL

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 your **calling** access code (**calling** code should be *different* from **passcode** code) followed by 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.

Note: Your outbound calling may be restricted. Please consult our customer service center at (972) 380-8400 and press 1 for more information.

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.

Note: Please consult our customer service center at (972) 380-8400 and press 1 if you would like the ability to have up to an 8-way conference call, *as an Optional service.*

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

You can connect a pager to your **One Number** account so you can be alerted when a caller is leaving a message, or if a caller is sending you a fax. You can use either a numeric or an alphanumeric pager with your account.

Paging For Your OneNumber Account

Paging is available on most of our Voice Messaging systems and is included at no additional cost on most classes of service including **OneNumber**. If you have paging now, there will be no change in this feature.

If you want pager outdial for your OneNumber or other Voice Messaging product please call our Customer Service or Sales departments at (972) 380-8400 and press 1.

USER MAP

Main Menu

- 1 Listen to Messages***
- 2 Retrieve Fax Messages (Optional)***
- 3 4 Change your Phone Numbers***
 - 3 Personal Assistant***
 - 5 Primary Number***
 - * Return to Previous Menu***

3 *Modify Personal Options*

- 2 Change Passcode and calling access code
 - 1 Passcode
 - 2 Calling Access Code
 - * Return to Previous Menu

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

- 4 Change Phone Numbers
 - 3 Personal Assistant
 - 5 Primary Number
 - * Return to Previous Menu

5 *Change Your Availability*

- 1 To Mark Yourself Available
- 2 To Mark Yourself Unavailable
- 4 Disable Your Primary Number
- * Return to Previous Menu

9 *Place A Call*

Enter your calling code wait to be instructed to 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.*