

Super Smart TeleCenter **Homebuyer Hotline** Setup Instructions

To Record Your Selling Hotline Greeting:

- Step 1.** **Dial the 10-digit voicemail number assigned to you.**
If you have previously recorded a greeting, you will hear your recording. Otherwise, you will hear the automated attendant.
- Step 2.** **Press the * key while the automated attendant is speaking.**
If you fail to press * before the attendant finishes speaking, you will hear a tone. Do not record a message. You will need to hang up and begin again with Step 1.
- Step 3.** The automated attendant will say, "Please enter your security code." **Enter your temporary security code** (the last four digits of your voicemail number).

After a brief pause, you will hear the attendant say, "You have no voice messages...Main Menu..." Note: If you accidentally left a message during Step 2, then you will have messages. Ignore those messages at this time.

- Step 4.** **Press "5"** (Account Maintenance Menu).
- Step 5.** **Press "1"** (Record Greetings Menu).

- Step 6.** **Press "1"** to record your default Homebuyer Hotline Greeting. The attendant will say, "Please begin recording at the tone."

Refer to the Super Smart sample script. Your greeting should contain all selections that a caller may make. As part of your greeting, you will want to say, "Press 1 to leave a message. Press 2 for menu options. Press 3 for an introduction to available properties. Press 4 if you are a first-time homebuyer. Press 5 for information about credit problems. Press 6 if you think you lack the necessary down payment. Press 7 for our Lease-Option Program. Press 8 for our American Dream Program. Press 9 for frequently asked questions. Press 100 for detailed property listings."

- Step 7.** **Say your greeting. Then wait for the attendant to speak. Do not press any more keys until you are prompted.** The attendant will say, "To review, press "1". To re-record, press "2". If you are satisfied with your message, press #. To return to the previous menu, press *."
- Step 8.** **Press "1"** to review your greeting.
- Step 9.** **If you are satisfied, press #** to save the recording. The attendant will return you to the *Record Greetings Menu*. Proceed to Step 10.

To re-record, press "2" and return to Step 7.

To Change Your Security Code:

- Step 10.** **Press *** (Account Maintenance Menu).
- Step 11.** **Press "4"**. The attendant will say, "Security Code Menu. To review your Security Code, press "1". To re-enter your Security Code, press "2". To return to the previous menu, press *."
- Step 12.** **Press "2"**. The attendant will say, "Please enter a 4 to 8 digit security code. Make sure that this security code is easy to remember, but hard for intruders to figure out."

With these instructions, you will:

1. Record your default Selling Hotline Greeting.
2. Set your new security code.
3. Record your "Leave a message" Greeting.
4. Record your "Main Menu" Greeting.
5. Set up your Available Properties Program.
6. Record greetings for additional extensions.
7. Listen to your messages from Extension 1.

You need your:

1. 10-digit voicemail number.
2. Temporary security code, which is the last four digits of your voicemail number.

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To Change Your Security Code: *continued from page 1*

- Step 13.** After the beep, **enter your NEW security code. Your new code must be four to eight digits. Then wait for the attendant to speak. Do not press any more keys until you are prompted.** The attendant will say, "To review, press "1". To re-record, press "2". If you are satisfied with your entry, press #. To return to the previous menu, press *."
- Step 14.** Press "1" to review your new security code.
- Step 15.** If you are satisfied, press # to save the new code. The attendant will return you to the Security Code Menu.
To re-enter your code, Press "2" and return to Step 13.
- Step 16.** Hang up.

To Record Your "Leave a Message" Greeting:

- Step 1.** Dial the 10-digit voicemail number assigned to you. You will hear the personal greeting that you just recorded.
- Step 2.** Press * while your greeting is playing. The automated attendant will say, "Please enter your security code."
- Step 3.** Enter your security code.
After a brief pause, you will hear the attendant say, "You have no voice messages...Main Menu..."
- Step 4.** Press "2" (Broadcast Menu).
- Step 5.** Press "1" to record your default "Leave a Message" Greeting. The attendant will say, "Begin recording at the sound of the tone."
- Step 6.** Say your greeting. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, "To review, press "1". To re-record, press "2". If you are satisfied with your message, press #. To return to the previous menu, press *."
- Step 7.** Press "1" to review your "Leave a Message" Greeting.
- Step 8.** To re-record, press "2" and return to Step 6.
If you are satisfied, press # to save the recording. The attendant will ask you to enter a document number to save.
- Step 9.** Press "1" and the # key. If this extension was not previously recorded, you will hear, "Document saved."
Go to Step 10.
If the extension was previously recorded you will hear, "This extension already exists. Press "1" to overwrite, or any other key to cancel." Press "1" to overwrite.
- Step 10.** Hang up. Proceed to the next section to record main menu options.

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To Record Your Main Menu Options:

Step 1. Dial the 10-digit voicemail number assigned to you. You will hear your personal greeting.

Step 2. Press * while your greeting is playing. The automated attendant will say, "Please enter your security code."

Step 3. Enter your security code.

After a brief pause, you will hear the attendant say, "You have no voice messages...Main Menu..."

Step 4. Press "2" (Broadcast Menu).

Step 5. Press "1" to record your "Main Menu" Greeting. The attendant will say, "Begin recording at the sound of the tone."

Again, refer to the Super Smart sample script. Your greeting should contain all selections that a caller may make. As part of your greeting, you will want to say, "Press 1 to leave a message. Press 3 for an introduction to available properties. Press 4 if you are a first-time homebuyer. Press 5 for information about credit problems. Press 6 if you think you lack the necessary down payment. Press 7 for our Lease-Option Program. Press 8 for our American Dream Program. Press 9 for frequently asked questions. Press 100 for detailed property listings."

Step 6. Say your greeting. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, "To review, press "1". To re-record, press "2". If you are satisfied with your message, press #. To return to the previous menu, press *."

Step 7. Press "1" to review your "Main Menu" Greeting.

Step 8. To re-record, press "2" and return to Step 6.

If you are satisfied, press # to save the recording. The attendant will ask you to enter a document number to save.

Step 9. Press "2" and the # key. If this extension was not previously recorded, you will hear, "Document saved."

Go to Step 10.

If the extension was previously recorded you will hear, "This extension already exists. Press "1" to overwrite, or any other key to cancel." Press "1" to overwrite.

Step 10. Hang up. Proceed to the next section to record frequently asked questions.

To Record Your Available Properties Intro:

Step 1. Dial the 10-digit voicemail number assigned to you. You will hear your personal greeting.

Step 2. Press * while your greeting is playing. The automated attendant will say, "Please enter your security code."

Step 3. Enter your security code.

After a brief pause, you will hear the attendant say, "You have no voice messages...Main Menu..."

Step 4. Press "2" (Broadcast Menu).

Step 5. Press "1" to record your "Available Properties Intro" Greeting. The attendant will say, "Begin recording at the sound of the tone."

Step 6. Say your greeting. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, "To review, press "1". To re-record, press "2". If you are satisfied with your message, press #. To return to the previous menu, press *."

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To Record Your Available Properties Intro: *continued from page 3*

- Step 7.** Press “1” to review your “Available Properties Intro” Greeting.
- Step 8.** To re-record, press “2” and return to Step 6.
If you are satisfied, press # to save the recording. The attendant will ask you to enter a document number to save.
- Step 9.** Press “5” and the # key. If this extension was not previously recorded, you will hear, “Document saved.”
Go to Step 10.
If the extension was previously recorded you will hear, “This extension already exists. Press “1” to overwrite, or any other key to cancel.” Press “1” to overwrite.
- Step 10.** Hang up. Proceed to the next section to record your property listing.

To Record Your List of Available Properties:

- Step 1.** Prepare a list of your properties and, on paper, assign each a 3-digit extension. You may list up to 100 properties by utilizing any 3-digit extension from 101 through 999.
- Step 2.** Dial the 10-digit voicemail number assigned to you. You will hear your personal greeting.
- Step 3.** Press * while your greeting is playing. The automated attendant will say, “Please enter your security code.”
- Step 4.** Enter your security code.
After a brief pause, you will hear the attendant say, “You have no voice messages...Main Menu...”
- Step 5.** Press “2” (Broadcast Menu).
- Step 6.** Press “1” to record your “Property Listing” Greeting. The attendant will say, “Begin recording at the sound of the tone.”
An example of a Property Listing Greeting is: “To hear about the condo on Main Street, dial extension 101. To learn more about the ranch house at 50 Broad Street, dial extension 102.”
You may list up to 100 properties. Use any 3-digit extension from 101 through 999.
- Step 7.** Say your greeting. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, “To review, press “1”. To re-record, press “2”. If you are satisfied with your message, press #. To return to the previous menu, press *.”
- Step 8.** Press “1” to review your “Property Listing” Greeting.
- Step 9.** To re-record, press “2” and return to Step 7.
If you are satisfied, press # to save the recording. The attendant will ask you to enter a document number to save.
- Step 10.** Enter “100” and the # key. If this extension was not previously recorded, you will hear, “Document saved.”
Go to Step 11.
If the extension was previously recorded you will hear, “This extension already exists. Press “1” to overwrite, or any other key to cancel.” Press “1” to overwrite.
- Step 11.** Hang up. Proceed to the next section to record individual property descriptions.

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To Record Your Property Extensions (Detailed Listings) :

Step 1. Dial the 10-digit voicemail number assigned to you. You will hear your personal greeting.

Step 2. Press * while your greeting is playing. The automated attendant will say, "Please enter your security code."

Step 3. Enter your security code.

After a brief pause, you will hear the attendant say, "You have no voice messages...Main Menu..."

Step 4. Press "2" (Broadcast Menu).

Step 5. Press "1" to record your first property listing. The attendant will say, "Begin recording at the sound of the tone."

An example of a Property Listing is: "Our featured home on Main Street is a luxurious condo with panoramic views of the Atlanta skyline...recently renovated, all new appliances. This property boasts a concierge service and secure parking deck with guard gate. Asking price, \$XXX,xxx."

Step 6. Say your greeting. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, "To review, press "1". To re-record, press "2". If you are satisfied with your message, press #. To return to the previous menu, press *."

Step 7. Press "1" to review your property listing.

Step 8. To re-record, press "2" and return to Step 6.

If you are satisfied, press # to save the recording. The attendant will ask you to enter a document number to save. This extension should match the 3-digit number you assigned to the property in your Property Listing Greeting, which you recorded earlier.

For example, we would enter "101" for the condo on Main Street...because in our example Property Listing Greeting we told the client to dial extension 101 "to hear about the condo on Main Street."

Step 9. Enter the 3-digit extension for the detailed Property Listing you just recorded. Then press the # key. If this extension was not previously recorded, you will hear, "Document saved." Go to Step 10.

If the extension was previously recorded you will hear, "This extension already exists. Press "1" to overwrite, or any other key to cancel." Press "1" to overwrite.

The attendant will return you to the Broadcast Menu.

Step 10. Repeat steps 5 through 9 for each of the properties listed in your Property Listing Greeting.

Step 11. Hang up. Proceed to the next section to record a "First-time Homebuyers" message.

To Record "First-time Homebuyers" Message:

Step 1. Dial the 10-digit voicemail number assigned to you. You will hear your personal greeting.

Step 2. Press * while your greeting is playing. The automated attendant will say, "Please enter your security code."

Step 3. Enter your security code.

After a brief pause, you will hear the attendant say, "You have no voice messages...Main Menu..."

Step 4. Press "2" (Broadcast Menu).

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To Record “First-time Homebuyers” Message: *continued from page 5*

- Step 5.** Press “1” to record your “First-time Homebuyers” Greeting. The attendant will say, “Begin recording at the sound of the tone.”
- Step 6.** Say your greeting. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, “To review, press “1”. To re-record, press “2”. If you are satisfied with your message, press #. To return to the previous menu, press *.”
- Step 7.** Press “1” to review your “First-time Homebuyers” Greeting.
- Step 8.** To re-record, press “2” and return to Step 6.
If you are satisfied, press # to save the recording. The attendant will ask you to enter a document number to save.
- Step 9.** Press “4” and the # key. If this extension was not previously recorded, you will hear, “Document saved.” Go to Step 10.
If the extension was previously recorded you will hear, “This extension already exists. Press “1” to overwrite, or any other key to cancel.” Press “1” to overwrite.
- Step 10.** Hang up. Proceed to the next section to record a “Credit Problems” message.

To Record “Credit Problems” Message:

- Step 1.** Dial the 10-digit voicemail number assigned to you. You will hear your personal greeting.
- Step 2.** Press * while your greeting is playing. The automated attendant will say, “Please enter your security code.”
- Step 3.** Enter your security code.
After a brief pause, you will hear the attendant say, “You have no voice messages...Main Menu...”
- Step 4.** Press “2” (Broadcast Menu).
- Step 5.** Press “1” to record your “Credit Problems” Greeting. The attendant will say, “Begin recording at the sound of the tone.”
- Step 6.** Say your greeting. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, “To review, press “1”. To re-record, press “2”. If you are satisfied with your message, press #. To return to the previous menu, press *.”
- Step 7.** Press “1” to review your “Credit Problems” Greeting.
- Step 8.** To re-record, press “2” and return to Step 6.
If you are satisfied, press # to save the recording. The attendant will ask you to enter a document number to save.
- Step 9.** Press “5” and the # key. If this extension was not previously recorded, you will hear, “Document saved.” Go to Step 10.
If the extension was previously recorded you will hear, “This extension already exists. Press “1” to overwrite, or any other key to cancel.” Press “1” to overwrite.
- Step 10.** Hang up. Proceed to the next section to record a “Lack Necessary Down Payment” message.

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Super Smart TeleCenter **Homebuyer Hotline** Setup Instructions (P.7)

To Record “Lack Necessary Down Payment” Message:

- Step 1.** Dial the 10-digit voicemail number assigned to you. You will hear your personal greeting.
- Step 2.** Press * while your greeting is playing. The automated attendant will say, “Please enter your security code.”
- Step 3.** Enter your security code.
After a brief pause, you will hear the attendant say, “You have no voice messages...Main Menu...”
- Step 4.** Press “2” (Broadcast Menu).
- Step 5.** Press “1” to record your “Lack Necessary Down Payment” Greeting. The attendant will say, “Begin recording at the sound of the tone.”
- Step 6.** Say your greeting. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, “To review, press “1”. To re-record, press “2”. If you are satisfied with your message, press #. To return to the previous menu, press *.”
- Step 7.** Press “1” to review your “Lack Necessary Down Payment” Greeting.
- Step 8.** To re-record, press “2” and return to Step 6.
If you are satisfied, press # to save the recording. The attendant will ask you to enter a document number to save.
- Step 9.** Press “6” and the # key. If this extension was not previously recorded, you will hear, “Document saved.”
Go to Step 10.
If the extension was previously recorded you will hear, “This extension already exists. Press “1” to overwrite, or any other key to cancel.” Press “1” to overwrite.
- Step 10.** Hang up. Proceed to the next section to record a “Lease-Option Program” message.

To Record “Lease-Option Program” Message:

- Step 1.** Dial the 10-digit voicemail number assigned to you. You will hear your personal greeting.
- Step 2.** Press * while your greeting is playing. The automated attendant will say, “Please enter your security code.”
- Step 3.** Enter your security code.
After a brief pause, you will hear the attendant say, “You have no voice messages...Main Menu...”
- Step 4.** Press “2” (Broadcast Menu).
- Step 5.** Press “1” to record your “Lease-Option Program” Greeting. The attendant will say, “Begin recording at the sound of the tone.”
- Step 6.** Say your greeting. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, “To review, press “1”. To re-record, press “2”. If you are satisfied with your message, press #. To return to the previous menu, press *.”
- Step 7.** Press “1” to review your “Lease-Option Program” Greeting.
- Step 8.** To re-record, press “2” and return to Step 6.
If you are satisfied, press # to save the recording. The attendant will ask you to enter a document number to save.

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To Record “Lease-Option Program” Message: *continued from page 6*

Step 9. Press “7” and the # key. If this extension was not previously recorded, you will hear, “Document saved.”
Go to Step 10.

If the extension was previously recorded you will hear, “This extension already exists. Press “1” to overwrite, or any other key to cancel.” **Press “1” to overwrite.**

Step 10. Hang up. Proceed to the next section to record “American Dream Program” message.

To Record “American Dream Program” Message:

Step 1. Dial the 10-digit voicemail number assigned to you. You will hear your personal greeting.

Step 2. Press * while your greeting is playing. The automated attendant will say, “Please enter your security code.”

Step 3. Enter your security code.

After a brief pause, you will hear the attendant say, “You have no voice messages...Main Menu...”

Step 4. Press “2” (Broadcast Menu).

Step 5. Press “1” to record your “American Dream Program” Greeting. The attendant will say, “Begin recording at the sound of the tone.”

Step 6. Say your greeting. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, “To review, press “1”. To re-record, press “2”. If you are satisfied with your message, press #. To return to the previous menu, press *.”

Step 7. Press “1” to review your “American Dream Program” Greeting.

Step 8. To re-record, press “2” and return to Step 6.

If you are satisfied, press # to save the recording. The attendant will ask you to enter a document number to save.

Step 9. Press “8” and the # key. If this extension was not previously recorded, you will hear, “Document saved.”
Go to Step 10.

If the extension was previously recorded you will hear, “This extension already exists. Press “1” to overwrite, or any other key to cancel.” **Press “1” to overwrite.**

Step 10. Hang up. Proceed to the next section to record frequently asked questions.

To Record Frequently Asked Questions (FAQ):

Step 1. Dial the 10-digit voicemail number assigned to you. You will hear your personal greeting.

Step 2. Press * while your greeting is playing. The automated attendant will say, “Please enter your security code.”

Step 3. Enter your security code.

After a brief pause, you will hear the attendant say, “You have no voice messages...Main Menu...”

Step 4. Press “2” (Broadcast Menu).

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To Record Frequently Asked Questions (FAQ): *continued from page 7*

- Step 5.** Press “1” to record your FAQ Greeting. The attendant will say, “Begin recording at the sound of the tone.”
- Step 6.** Say your greeting. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, “To review, press “1”. To re-record, press “2”. If you are satisfied with your message, press #. To return to the previous menu, press *.”
- Step 7.** Press “1” to review your FAQ Greeting.
- Step 8.** To re-record, press “2” and return to Step 6.
If you are satisfied, press # to save the recording. The attendant will ask you to enter a document number to save.
- Step 9.** Press “9” and the # key. If this extension was not previously recorded, you will hear, “Document saved.” Go to Step 10.
If the extension was previously recorded you will hear, “This extension already exists. Press “1” to overwrite, or any other key to cancel.” Press “1” to overwrite.
- Step 10.** Hang up. Proceed to the next section to access your messages.

To Listen to Your Messages From Extension 1 :

- Step 1.** Dial the 10-digit voicemail number assigned to you. You will hear your personal greeting.
- Step 2.** Press * while your greeting is playing. The automated attendant will say, “Please enter your security code.”
- Step 3.** Enter your security code.
After a brief pause, you will hear the attendant say, “You have ? voice messages...Main Menu...”
- Step 4.** Press “1” to listen to your messages.
- Step 5.** When you are done, hang up.