

VC Selling Line Setup Instructions

To Record Your Selling Hotline Greeting:

- Step 1.** Dial the 10-digit voicemail number assigned to you.
- Step 2.** Press the * key while the automated attendant is speaking.
- 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..."
- Step 4.** Press "5" (Account Maintenance Menu).
- Step 5.** Press "1" (Record Greetings Menu).
- Step 6.** Press "1" to record the default Selling Hotline Greeting that callers will hear. The attendant will say, "Begin recording at the sound of the tone." Your greeting should be similar to the greeting found in the Auto Pilot Selling Hotline Script.
- 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 Selling Hotline 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."
- 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.

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VC Selling Line Setup Instructions (P.2)

To Record Your Property Listing Greeting:

- 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 the personal greeting that you just recorded.
- Step 3.** Press "2" while your greeting is playing. The automated attendant will then say, "This is a sample voice-on-demand greeting..."
- Step 4.** Press the * key. The automated attendant will say, "Please enter your security code."
- Step 5.** Enter this code: **1102**.
After a brief pause, you will hear the attendant say, "You have no voice messages...Main Menu..."
- Step 6.** Press "5" (Account Maintenance Menu).
- Step 7.** Press "1" (Record Greetings Menu).
- Step 8.** Press "1" to record your default 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 9.** Say your Property Listing 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 10.** Press "1" to review your Property Listing Greeting.
- Step 11.** If you are satisfied, press # to save the recording. The attendant will return you to the Record Greetings Menu.
To re-record, press "2" and return to Step 9.
- Step 12.** Hang up. Proceed to the next section to record details about each property.

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 "2" while your greeting is playing. (Property Listings Menu) You will then hear the Property Listing Greeting that you just recorded.
- Step 3.** Press the * key. The automated attendant will say, "Please enter your security code."
- Step 4.** Enter this code: **1102**.
After a brief pause, you will hear the attendant say, "You have no voice messages...Main Menu..."
- Step 5.** Press "2" (Broadcast Menu).

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To Record Your Property Extensions (Detailed Listings) continued from page 2

Step 6. 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 7. Say your Property Listing. 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 this Property Listing.

Step 9. To re-record, press “2” and return to Step 8.

If you are satisfied, press # to save the recording. The attendant will say, “Please enter document number to save.”

Step 10. Enter the 3-digit extension for the detailed Property Listing you just recorded. 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.”

The attendant will return you to the Broadcast Menu.

Step 11. Repeat steps 6 through 10 for each of the properties listed in your Property Listing Greeting.

Step 12. Hang up. Proceed to the next section to set up Fax-on-Demand.

To Set Up Your Property Listing Fax-on-Demand

Step 1. Dial the 10-digit **Fax-on-Demand** number assigned to you. The attendant will say, “This is a sample fax-on-demand greeting...”

Step 2. Press the * key while the automated attendant is speaking.

Step 3. The automated attendant will say, “Please enter your security code.” Enter your temporary security code (the last four digits of your **Fax-on-Demand** number).

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

Step 4. Press “5” (Account Maintenance Menu).

Step 5. Press “1” (Record Greetings Menu).

Step 6. Press “1” to record your default Property Listing Fax-on-Demand Greeting. The attendant will say, “Begin recording at the sound of the tone.”

An example of a Property Listing Fax-on-Demand Greeting is: “You have reached the Fax-on-Demand Center. To receive a flyer for the condo on Main Street, dial extension 101. To receive a flyer for the ranch house at 50 Broad Street, dial extension 102.”

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To Set Up Your Property Listing Fax-on-Demand continued from page 3

Notice that you should use the same extensions you used for your property listings. You may list up to 100 properties by utilizing 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 Fax-on-Demand 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.
- Step 10.** **Press *** (Account Maintenance Menu).
- Step 11.** **Press * again** (Main Menu).
- Step 12.** **Hang up.**
- Step 13.** **Fax the Property Listing sheet for the first property listed on your Property Listing Fax-on-Demand menu to your 10-digit Fax-on-Demand number.** Wait for the fax to go through.
- Step 14.** **Re-dial your 10-digit Fax-on-Demand number.** You will hear the Property Listing Fax-on-Demand menu that you just recorded.
- Step 15.** **Press the * key while your message is playing.**
- Step 16.** The automated attendant will say, "Please enter your security code." **Enter your Fax-on-Demand security code.**
After a brief pause, you will hear the attendant say, "You have no voice messages and one new fax message."
- Step 17.** **Press "3"** (Fax Center Menu).
- Step 18.** **Press "7"** to save the fax. The attendant will say, "Enter a Document Number to save your recording."
- Step 19.** **Enter the 3-digit extension for this property. Then press the # key.** The extension should match the 3-digit number you assigned to the property in your Property Listing Fax-on-Demand Greeting, which you recorded earlier.
For example, we would enter "101" for the condo on Main Street...because in our example Property Listing Fax-on-Demand Greeting we told the client to dial extension 101 "to receive a flyer for the condo on Main Street."
- Step 20.** **Hang up. Repeat steps 13 through 20 for each of the properties listed in your Property Listing Fax-on-Demand Greeting.**
- Step 21.** To send a fax to a homebuyer, simply dial your Selling Hotline number and press "3" for your Property Listing Fax-on-Demand Greeting. Enter the appropriate extension. You will be prompted to enter the fax number where you would like to send information about the property. The automated attendant will say, "Message Sent," and the document will arrive in a minute or two.