



**FREEDOMVOICE**  
SYSTEMS

**ADTRAKKER**  
MULTI SYSTEM USER GUIDE

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# Introduction

Thank you for ordering your FreedomVOICE System. After you explore your new system and learn its features, we believe your office, like many others, will find it making a big difference in the way your business operates. There are many different features available with your new system, and we hope we can help you find the ones that will be most beneficial to you.

We understand that you may not have the time to fully explore all the possibilities of your new voice system. We are here to help you find the best solutions for your business. We are happy to help you with your scripting, and we also provide professional voice talent. You can contact us Monday-Friday 6am to 6pm PST at (800) 477-1477 ext 2, or you can e-mail [support@freedomvoice.com](mailto:support@freedomvoice.com).

Need something slightly different than what you find in this manual? Don't hesitate to ask! We built our technology from the ground floor up, so we are very flexible with customizing our systems.

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# Setting Up the Main Office Settings

## Step 1: Set up your Main Menu

### Description

This is the first greeting a caller will hear when they dial your toll free number.

### Sample Main Menu Greeting

*Thank you for calling the Mason Realty 24 Hour Real Estate Information Line. If you know your party's extension, you may dial it at anytime. Otherwise, dial the extension found on your ad. Dial 8 for a company directory. Dial 7 to speak with an operator or remain on the line to leave a message.*

It is very important that you keep your main greeting simple and to the point. The more information you include on your main menu the more people you will have hang up before going on to the rest of your information. This has been tested for over 8 years with thousands of agents nationwide.

- **Possible options to give your caller from your main menu include:**
  - **Dial the advertising extension** found on your ad (This will take the caller to recorded information. *Instructions on pages 14-16*)
  - **Dial 6** to receive a fax back document (*instructions on page 18*)
  - **Dial 7** to speak to an operator (this will forward to the call forwarding number/s that you have set up for MB 81, your main office mailbox- *instructions on page 5*)
  - **Dial 8** for a list of extensions (*instructions on page 8*)
  - **Dial 9** to repeat this message
  - **Dial #** to dial by name (If you have more than 10 agents using the system, you will want to use the Dial by Name feature- *instructions on page 8*)
  - **Remain on the line** and leave a message after the tone (these messages will be left in MB 81, your main office mailbox)

### How to Record Your Main Menu Greeting

- **Dial your toll free number**  
*You will hear a brief welcome message. Feel free to skip this and continue on to the next step.*
- **Dial STAR 2 (\* 2)**
- **Enter your PIN followed by #**
- **Dial 2 to begin recording**  
*Once you have recorded your message, press any key to stop recording. The system will give you three options: press 1 to listen to the message, press 2 to re-record, and **press 3 to save.***

## Step 2: Set up your Call Forwarding Number for the Main Office Mailbox

### Description

This allows your callers to speak to an operator or receptionist when dialing 7 from within your main greeting. Upon dialing 7 your caller will hear hold music as we try to locate an operator/receptionist on the forwarding numbers you set up for your main office mailbox- **81**. If an operator is unavailable or you choose not to set up forwarding numbers, your caller will hear the recording in mailbox 81 and be able to leave a message.

### How to set up call forwarding

#### Through WebLINK

- Log onto WebLINK through [www.adtrakker.net](http://www.adtrakker.net) with your toll free number and PIN in the upper right hand corner.
- Select mailbox 81 from the left hand side of the screen
- Click on “Numbers” from the list that drops down
- Type your first forwarding number in the box that is displayed
- Click “Add Number”
  - The default setting is to call this number 24/7, if this is what you would like go ahead and click “Update Changes”
  - To set up days of week and hours of day to call your forwarding number, click on “Add Call Time”
- If you would like to add a secondary follow-me number, simply click on “Add Number” again.

**Important! You must set up your “Call Times” according to the PST zone.**

#### Through the Phone

- Dial your toll free number
- Dial \* 81
- Enter your pin number followed by #
- Dial 5 → *This takes you to your mailbox set-up.*
- Dial 3 → *This takes you to the call forwarding set-up.*
- Enter the area code and telephone number followed by #  
*The system will confirm the number with you, and ask you to dial 1 to add the number or 2 to delete the number*
- The system default is to call-forward 24 hours/7 days a week
  - Dial 1 to **modify the hours/days** calls are forwarded
  - Dial 2 to **turn call forwarding on or off**
  - Dial 3 to **change the order** in which it is called
  - Dial 4 to **delete** this number
  - Dial 9 to **return** to the previous menu
  - Dial # to **repeat** the options

**NOTE:** You may not enter a toll free number for your forwarding number.

## **Step 3: Set up How You Would Like Your Forwarded Calls Announced for the Main Office Mailbox**

### **Call Whisper**

#### **Description**

Call Whisper will announce your callers name to you on a forwarded call, giving you the option to take the call or send the caller to voicemail.

#### **Example**

A caller dials your toll free number, and they are instructed to dial 7 to speak with an operator/receptionist. When the caller dials 7 there will be a recording, provided by FreedomVOICE, which says, *“To tell your party who’s calling, please say your name after the tone and press any key when finished.”* The caller will then hear hold music, while we try to find you. When you pick up the phone, you will hear a recording that says, *“You have a call from John Smith, dial any key to accept this call.”* If you choose to take the call you will dial a key, if not the caller will be sent to mailbox 81 where they can leave the office a message.

#### **How to activate Call Whisper**

##### **Through Weblink**

- **Log onto WebLINK through [www.adtrakker.net](http://www.adtrakker.net) with your toll free number and PIN in the upper right hand corner.**
- **Select mailbox 81 from the left hand side of the screen**
- **Click on “Properties” from the list that drops down**
- **Scroll down the screen to the Whisper section**
- **Select “On”**

##### **Through the Phone**

- **Dial your toll free number**
- **Dial \* 81**
- **Enter your pin number followed by #**
- **Dial 5 → This takes you to your mailbox set up.**
- **Dial 8 → This takes you to the call whisper set up.**
  - Dial 1 to turn call whisper on
  - Dial 2 to turn call whisper off

# Call Announcement

## Description

Call Announcement will announce your mailbox name to you on a forwarded call, giving you the option to take the call or send the caller to voicemail. You may record whatever you'd like for your mailbox name.

## Example

A caller dials your toll free number, and they are instructed to dial 7 to speak with an operator/receptionist. When the caller dials 7 there will be a recording that says, *"Please hold while we transfer your call to \_\_\_\_\_."* The blank can be whatever you like, maybe *"a Mason Real Estate professional."* The only thing that you will record is the name of your mailbox, the *"Please hold while we transfer your call to"* is provided by FreedomVOICE. The caller will then hear hold music, while we try to find you. When you pick up the phone, you will hear a recording that says, *"You have a call for a Mason Real Estate professional, dial any key to accept this call."* If you choose to take the call you will dial a key, if not the caller will be sent to mailbox 81 where they can leave you a message.

## How to set up Call Announcement

- **Dial your toll free number**
- **Dial \* 81**
- **Enter your PIN followed by #**
- **Dial 5** → *This takes you to your mailbox set up.*
- **Dial 6** → *This takes you to your call announcement set up.*
- **Dial 2 to make your recording**  
*Remember that you only need to record the department or the person's name here, for example, "sales."*
- **Dial any key when you are done recording**
  - **Dial 1 to listen to your recording**
  - **Dial 2 to re-record**
  - **Dial 3 to save**

**NOTE:** If you are using both **call whisper** and **call announcement** your call will sound something like *"You have a call from (person calling), for (department name), press any key to accept the call.* If no one is available to answer the call the system will send the caller to mailbox 81.

## Step 4: Set up your List of Extensions

### Description

You have 2 options when giving out a list of your agents' personal extensions from your main menu:

- **List of Extensions-** You can simply make a recording that lists all the agents and their extensions.
- **Dial by Name-** You can instruct the caller to enter the first 3 digits of their party's first or last name.

### Sample List of Extensions

*Dial 82 for Melissa Roberts, Dial 83 for Jan Harris, Dial 84 for Samantha Caldwell, Dial 85 for Jane Saunders...*

### How to Record a List of Extensions





- **Instruct your callers to dial 8 from your main menu for a company directory.**
- **Dial your toll free number**
- **Dial 8 STAR 2 (8\* 2)**
- **Enter your PIN followed by #**
- **Dial 2 to begin recording**  
*Once you have recorded your message, press any key to stop recording. The system will give you three options: press 1 to listen to the message, press 2 to re-record, and **press 3 to save.***

### How to Set Up Dial by Name

This is easiest to set up once you've already added a majority of your agents through the MULTI Admin tab of WebLINK (*see page 11*).

- **Instruct your callers to dial # from your main menu for a company directory.**
- **Log onto WebLINK, [www.adtrakker.net](http://www.adtrakker.net) in the upper right hand corner with your toll free number and master PIN.**
- **Click on the "System" tab along the top of your screen**
- **Click on the "Dial by Name" link on the left hand side of your screen**
- **Select if you would like the caller to enter the party's first or last name.**
- **If you already have a majority of your agent mailboxes labeled in the mailbox tab, the easiest way to set this up is to click on "Auto Generate List." This will fill in all the needed information for you. You can also "Add a List of Names" if you have multiple agents per box or enter agents into each box one at a time.**

- Once you have set up your agent dial by name, you can verbally record a name (A.K.A. Call Announcement) for each mailbox. You will know which names have been recorded by the green dot indicator next to the mailbox number. If the dot is red, the mailbox Call Announcement has not been recorded. Dial by Name will still work however there will be no extension name to announce to the caller or person answering the phone. The Call Announcement is also useful in the event that a duplicate name exists within the Dial by Name directory. If a duplicate Dial by Name is entered the personal name (Call Announcement) recordings will be announced and the caller will have the option of selecting the extension they wish to reach. This also works without a Call Announcement recording however it simply announces the mailbox number instead. A typical scenario without a Call Announcement recording might be “for mailbox 86, press 1...for mailbox 89, press 2”. With the Call Announcement recording the same scenario would say “for Bob Jones press 1, for Bob Williams, press 2”. (For set up instructions see page 20 for Call Announcement)

Name	Announce Box #	Mailbox		Enable	Delete
⚡ Jack Nickles	<input checked="" type="checkbox"/>	Mb86		Enabled	<input type="checkbox"/>
⚡ Jeff Jackson	<input checked="" type="checkbox"/>	Mb81		Enabled	<input type="checkbox"/>
⚡ Mike Rayburn	<input checked="" type="checkbox"/>	Mb83		Enabled	<input type="checkbox"/>
⚡ Steve Fereria	<input checked="" type="checkbox"/>	Mb82		Enabled	<input type="checkbox"/>
Save Changes		<input type="checkbox"/> Select All Announce		Select All Delete	<input type="checkbox"/>

## Record the Agent’s Name for Dial by Name

- Dial your toll free number
- Dial \* and the mailbox number you would like to set up
- Enter your pin number followed by #
- Dial 5 → *This takes you to your mailbox set up.*
- Dial 6 → *This takes you to your call announcement set up.*
- Dial 2 to make your recording  
*Record the agent’s name here. “Mike Rayburn”*
- Dial any key when you are done recording
  - Dial 1 to listen to your recording
  - Dial 2 to re-record
  - Dial 3 to save

## Step 5: Record Your Main Office Mailbox Recording

### Description

This is the recording a caller will hear if the Operator/Receptionist is not available to take a live call.

### Sample Mailbox Greeting

Thank you for calling Mason Realty. We're currently either on the other line, or you've reached us after hours, but your call is very important to us. Please leave your name and number after the tone, and we will return your call as soon as possible.

### How to Record Your Mailbox Greetings

- **Dial your toll free number**
- **Dial \* 81**
- **Enter your PIN followed by #**
- **Dial 5** → *This takes you to your mailbox set-up.*
- **Dial 1** → *This takes you to your greeting set-up.*
- **Dial 2 to begin recording**

*Once you have recorded your message, press any key to stop recording. The system will give you four options: press 1 to listen to the message, press 2 to re-record, **press 3 to save**, or press 5 to delete.*

# Setting Up Your Agents' Settings

## Step 1: Assign Each of Your Agents Their Own Personal Virtual Mailbox and Agent Toll-Free and Dedicated Fax Number

### Description

Each of your agents will have their own personal virtual office mailbox attached to your main office toll-free number. If someone calls in and dials an agent's personal extension from the main menu greeting, we will forward that caller directly to that agent.

Each of your agents will also have their own Agent Toll-Free Number and Dedicated Fax Number. If someone calls this number directly, by-passing the main office number, they will hear a personal main menu greeting set up either by the agent or the default greeting that comes included with the system.

The personal virtual mailbox and agent toll-free number can be tied to as many AdTrakking extensions as you wish. The AdTrakking extensions are where the agent can load recordings about their different listings or load various fax-back documents. If a caller requests to speak to a live agent from one of these AdTrakking extensions, we will forward the caller to the agent tied to that particular listing.

**Note:** You will be charged \$15 a month for each agent added. If you add an agent in the middle of your billing cycle it will be pro-rated. This charge will be made to your credit card on file unless you are on a monthly invoicing plan.

#### Each agent will have their own:

- **Follow-Me Live Call Forwarding Numbers**
- **Call-Back/Pager Notification of Messages Numbers**
- **E-Mail Delivery of Voice and Fax Messages**
- **Agent Toll-Free and Dedicated Fax Number**
- **AdTrakking Extensions** (example- listing extensions)

### How to Add Your Agents

- **Log onto WebLINK, [www.adtrakker.net](http://www.adtrakker.net) in the upper right hand corner with your toll free number and master PIN.**
- **Click on the "MULTI Admin" tab along the top of your screen**
- **Click on the "Agents" link on the left hand side of your screen**
- **Click the "Add Agent" link in the middle of your screen**
- **Fill in as much information as you know about the agent.**
  - **E-mail Address-** This is the email address we will deliver all of this agents fax and voice messages to.
  - **Primary Follow-Me Number-** When a caller dials 7 to speak with a live representative from any of this agent's AdTrakking extensions, or if the caller dials this agent's

mailbox number from the initial greeting, or if the caller dials the Agent Toll-Free Number, they will first be forwarded to this number. The agent can add days and times of the week for forwarding to this number in their “numbers” section of their personal mailbox.

- **Secondary Follow-Me Number-** When a caller dials 7 to speak with a live representative from any of this agent’s 3 digit extensions, or if the caller dials this agent’s mailbox number from the initial greeting, or if the caller dials the Agent Toll-Free Number, they will first be forwarded to the primary follow-me number and if not available there, to this number. The agent can add days and times of the week for forwarding to this number in their “numbers” section of their personal mailbox. They also have the option of adding additional follow-me numbers.
- **Pager Notification Number-** Each time a message is left in this agent’s mailbox we will page this number to let them know someone has just left a message. The toll free number, the caller’s phone number along with the extension the caller dialed will be displayed on the agent’s pager.
- **Call Back Notification Number-** Each time a message is left in this agent’s mailbox we will call this number to deliver the message directly to the agent. If the agent is not available to take the call, a second call-back will be made in two minutes, third call-back in five minutes, fourth call-back in 15 minutes, fifth call-back in 30 minutes, sixth call-back in one hour, and then a call-back every hour thereafter until the message is picked up.
- **Click “Add Agent”**
- **The agent will now be issued their own personal:**
  - **Agent Toll-Free Number and Dedicated Fax Number**
  - **Mailbox Number**
  - **PIN**
  - **E-mail Delivery Address**
  - **Follow-Me Call Forwarding Numbers**
  - **Message Notification Numbers** (*optional*)

**NOTE:** The “Advanced Set Up” button will take you to this agent’s personal mailbox settings on this system. You can change the system generated PIN here. You can also add days and times to forward to particular follow-me call forwarding numbers or message notification numbers.

## Step 2: Record the Agent Toll-Free Number Main Menu Greeting

### Description

If a caller dials the agent toll-free number directly, the agent can choose to use the default greeting provided:

*“Thank you for calling my 24 hour real estate information line. Please enter the three digit extension found on your ad now. Dial 7 to speak with me or remain on the line to leave a message.”*

Or the agent can choose to record their own custom greeting:

*“Thank you for calling Cameron Paterson’s 24 hour real estate information line. Please enter the extension found on your ad now. Dial 7 to speak with me or remain on the line to leave a message.”*

- **Possible options to give your caller from your main menu include:**
  - **Dial the advertising extension** found on your ad (This will take the caller to recorded information. *Instructions on pages 14-16*)
  - **Dial 7** to speak to a live agent (this will forward to the agent assigned to this number)
  - **Dial 9** to repeat this message
  - **Remain on the line** and leave a message after the tone (these messages will be left in the agent’s mailbox assigned to this number)

### How to Record Your Main Menu Greeting

- **Dial the agent toll free number**  
*You will hear the default greeting come on.*
- **Dial STAR 6 (\* 6)**
- **Enter the agent’s PIN followed by #**
- **Dial 2 to begin recording**  
*Once you have recorded your message, press any key to stop recording. The system will give you three options: press 1 to listen to the message, press 2 to re-record, and **press 3 to save.***

## Step 3: Assign AdTrakking Extensions to Your Agents

### Description

You can assign each of your agents as many AdTrakking extensions as they need. The AdTrakking extensions are where the Free, 24/7, Recorded Information will be stored. For instance, each agent can have a separate extension for each listing they have. The home on Elm Street will be in extension 100. When a caller dials extension 100 they will hear the recorded information on this listing. If the caller decides he would like to speak to an agent from this extension, we will forward the caller to the agent assigned to extension 100. If the caller decides to leave a message from this extension, the message will be delivered to the agent assigned to extension 100.



The extensions you set up Must Begin with a 1 and be at least 2 digits. Whatever extension is assigned here will also mirror four times to track the effectiveness of different advertising mediums. The first number will denote what advertising medium the caller is calling from. For instance, if you assign extension 105 to an agent, the agent can also use extensions 205-305-405 and 505. Whatever recording and fax the agent loads into extension 105 will automatically be placed into extensions 205-505 without having to do anything at all. This is the reason your extensions need to start with a "1" when entering them for the first time. If you assign extension 105 to Bill and then extension 205 to Tom, Tom would have a replica of Bill's recording and faxes. Agent's can only load unique recordings and faxes into extensions starting with a "1" however they then have the ability to use their mirrored extensions to track advertising. An agent may place extension 105 on his sign rider, extension 205 in the paper, extension 305 on a flyer, etc. We will then send the agent detailed statistics on a daily, weekly, and monthly basis outlining the effectiveness of each advertising medium.



### **Why Mirrored extensions are so valuable?**

One of the huge benefits of using mirrored extensions is it allows you to track what advertising dollars are working for you and which are not as well as taking advantage of the marketing that is working across your other advertising mediums.

For example, let's say you have developed a great classified advertisement that is generating a lot of calls into your AdTrakker. If the classified ad is doing well in the newspaper it will more than likely work great as a postcard, on the back of your business card, in a Homes Magazine, in your newsletter, and many other places throughout your marketing.

So you just duplicate the ad and put it in the places mentioned above. The only change you need to make is the extension number. The only variable you have is where you are placing the ad because with the mirrored extensions the recording is exactly the same and if you duplicate the ad that is working the ad is exactly the same. You can then eliminate the advertising mediums that are not working well and put more dollars into the ones that are.

### **How to Add Your AdTrakking Extensions**

- **Log onto WebLINK, [www.adtrakker.net](http://www.adtrakker.net) in the upper right hand corner with your toll free number and master PIN.**
- **Click on the "MULTI Admin" tab along the top of your screen**
- **Click on the "Extensions" link on the left hand side of your screen**
- **Click the "Add Extension" link in the middle of your screen**
- **Add an extension number starting with a 1**
- **Add a description of the extension Example- 14440 West Elm Street**
- **Select an agent that you want to assign the extension to. If you haven't set up all your agents yet, you can come back to this.**
- **Click "Add." All callers to this extension will now be directed to this agent.**

**NOTE:** You can assign more than one agent to a particular AdTrakking extension. If you would like to set up an extension to where a few agents can share all the leads, you would assign multiple agents to one extension. The first call that comes into this extension will be assigned to the first agent. The second call will be assigned to the next agent, etc.

## **Step 4: Make the Recordings for Your Unique AdTrakking Extensions**

### **Sample Extension Greeting**

#### **For a Property:**

*Thank you for calling The Mason Realty 24 hour information line about the beautiful ranch style home located at 2412 W. New Hampshire. This horse property sits on 1.2 acres. This is an elegant home with 4 bedrooms and 2 baths with 2 fireplaces. This home is available for \$375,000 with owner financing and no bank qualifying. If you would like more information about this home you may press 7 to speak with us at anytime or leave us a message here in a moment. You may also have complete details about this home faxed to you by pressing 6. If this home doesn't sound like the perfect home for you we also have many other homes in this price range and others. For information on other homes available please dial Extension 120. Again thanks for calling Mason Realty, here comes the beep you may leave us a message or press 0 to return to the main menu. <BEEP>*

#### **Follow-up Property Script Like Extension 120 above:**

*In order for us to customize a complete, computerized list of properties that will meet all of your home buying criteria; at the end of this message please leave your name, mailing address, e-mail address if you have one as well as what specific price range you are looking for. We will then use our 4 exclusive wholesale databases of properties in addition to the local MLS to customize a print out of all properties available that may fit your needs. We will then super rush you the customized print along with descriptions, prices and addresses.*

*Also, we have two separate info packs. If you are planning on making a move in the next 6 months, there are several other pieces of information we need to include for you. So if you plan on moving in the next 6 months please request package #1. If you plan to move in 6 months to a year please request package #2. Ok my friend here comes the beep, please leave you name, mailing address, e-mail address if you have one, your specific price range as well as which package number you would like to receive. Thanks for calling and have a great day!*

#### **For an Advertisement:**

*Again, thank you for calling The Mason Real Estate 24 Hour Information Line. Here in a moment you will the opportunity to leave your mailing address so we can super rush you all the information about The "6 Things You Must Know Before Buying a Home". Also, we have two separate info packs. If you are planning on making a move in the next 6 months, there are several other pieces of information we need to include for you. So if you plan on moving in the next 6 months please request package #1. If you plan to move in 6 months to a year please request package #2. Ok my friend here comes the beep, please leave you name, mailing address, e-mail address if you have one as well as which package number you would like to receive. Thanks for calling and have a great day! <BEEP>*

- **Possible options to give your caller from your three digit extensions include:**
  - **Dial 0** to return to the main menu
  - **Dial another AdTrakking extension**
  - **Dial 6** to receive a fax back document (*Instructions on page 18*)
  - **Dial 7** to speak to the agent tied to this extension (*Instructions on page 22*)
  - **Dial 9** to return to the previous menu
  - **Dial #** to repeat this message
  - **Remain on the line** and leave a message after the tone (system will beep and allow your caller to leave a message in the agent's mailbox assigned to this extension).

## **How to Record Your AdTrakking Extension Greeting**

- **Dial your toll free number**
- **Dial the AdTrakking extension** (Must start with a 1 and be at least 2 digits long) **you would like to record followed by \*2**
- **Enter your pin number followed by #**
- **Dial 2 to begin recording**

*Once you have recorded your message, press any key to stop recording. The system will give you three options: press 1 to listen to the message, press 2 to re-record, and **press 3 to save.***

## **Step 5: Load your Fax-Back Documents for Your Unique AdTrakking Extensions**

### **Description**

The Fax Back feature allows you to load a fax document into your main menu, and/or AdTrakking extensions. Each extension is capable of holding its own unique document. Simply instruct your caller to dial 6 from within your main menu or any AdTrakking extension to retrieve the fax you have loaded.

This presents another opportunity for you.

### **Example**

*“You may have complete details about this home faxed to you by pressing 6.”* Once the caller dials 6, they will be asked to enter their 10 digit fax number. The system will confirm that the number they entered is correct, and then it will say, “Thank you, your fax will be sent to you shortly.”

### **How to Load a Fax Back document into your Main Menu**

- **Place the documents you would like faxed into the fax machine**
- **Dial your toll free number from your fax machine**
- **Dial \*3 once connected**
- **Enter your pin number followed by #**
- **Press send on your fax machine**

### **How to Load a Fax Back document into your AdTrakking Extensions**

- **Place the documents you would like faxed into the fax machine**
- **Dial your toll free number from your fax machine**
- **Dial the AdTrakking extension you would like to load a fax in followed by \*3**
- **Enter your pin number followed by #**
- **Press send on your fax machine**

**Remember! Whatever you load in these extensions will automatically be copied into your mirrored AdTrakking extensions.**

## Step 6: Make your Mailbox Recording

### Description

This is the recording a caller will hear if an agent is not available to take a live call. Each agent will need their own recording loaded.

### Sample Mailbox Greeting

You've reached the voicemail of Jan Sanders. I am currently either on the other line, or you've reached me after hours, but your call is very important to me. Please leave your name and number after the tone, and I will return your call as soon as possible.

### How to Record Your Mailbox Greetings

- **Dial your toll free number**
- **Dial \* and the mailbox number assigned to the agent**
- **Enter the mailbox PIN or Master PIN followed by #**
- **Dial 5** → *This takes you to your mailbox set-up.*
- **Dial 1** → *This takes you to your greeting set-up.*
- **Dial 2 to begin recording**

*Once you have recorded your message, press any key to stop recording. The system will give you four options: press 1 to listen to the message, press 2 to re-record, **press 3 to save**, or press 5 to delete.*

## Step 7: Set up How You Would Like the Agent's Forwarded Calls Announced to Them

### Call Whisper

#### Description

Call Whisper will announce the callers name to the agent on a forwarded call, giving the agent the option to take the call or send the caller to voicemail.

#### Example

A caller dials your toll free number, and they are instructed to dial 7 to speak with a live agent from one of her AdTrakking extensions. When the caller dials 7 there will be a recording, provided by FreedomVOICE, which says, *"To tell your party who's calling, please say your name after the tone and press any key when finished."* The caller will then hear hold music, while we try to find the agent. When the agent picks up the phone, she will hear a recording that says, *"You have a call from John Smith, dial any key to accept this call."* If the agent chooses to take the call she will dial a key, if not the caller will be sent to the agent's mailbox where he can leave the agent a message.

#### How to activate Call Whisper

##### Through Weblink

- Log onto WebLINK through [www.adtrakker.net](http://www.adtrakker.net) with your toll free number and PIN
- Select a mailbox from the left hand side of the screen
- Click on "Properties" from the list that drops down
- Scroll down the screen to the Whisper section
- Select "On"

##### Through the Phone

- Dial your toll free number
- Dial \* and the mailbox number you want to set up
- Enter your pin number followed by #
- Dial 5 → *This takes you to your mailbox set up.*
- Dial 8 → *This takes you to the call whisper set up.*
  - Dial 1 to turn call whisper on
  - Dial 2 to turn call whisper off

# Call Announcement

## Description

Call Announcement will announce the mailbox name to the agent on a forwarded call, giving the agent the option to take the call or send the caller to voicemail. You may record whatever you'd like for your mailbox name.

## Example

A caller dials your toll free number, and they are instructed to dial 7 to speak with a live agent from one of the agents AdTrakking extensions. When the caller dials 7 there will be a recording that says, "Please hold while we transfer your call to \_\_\_\_\_. " The blank can be whatever you like, maybe "Kim Harrison" The only thing that you will record is the name of your mailbox, the "Please hold while we transfer your call to" is provided by FreedomVOICE. The caller will then hear hold music, while we try to find the agent. When the agent picks up the phone, she will hear a recording that says, "Kim Harrison, dial any key to accept this call." If the agent chooses to take the call she will dial a key, if not the caller will be sent to mailbox 81 where he can leave the agent a message.

## How to set up Call Announcement

- **Dial your toll free number**
- **Dial \* and the mailbox number**
- **Enter your pin number followed by #**
- **Dial 5** → *This takes you to your mailbox set up.*
- **Dial 6** → *This takes you to your call announcement set up.*
- **Dial 2 to make your recording**  
*Remember that you only need to record the department or the person's name here, for example, "sales."*
- **Dial any key when you are done recording**
  - **Dial 1 to listen to your recording**
  - **Dial 2 to re-record**
  - **Dial 3 to save**

**NOTE:** If you are using both **call whisper** and **call announcement** your call will sound something like "You have a call from (person calling), for (mailbox name), press any key to accept the call. If no one is available to answer the call the system will send the caller to the agent's mailbox.

## Continued Administration of Your System

### Remove an Agent from the System

- Log onto WebLINK, [www.adtrakker.net](http://www.adtrakker.net) in the upper right hand corner with your toll free number and master PIN.
- Click on the “MULTI Admin” tab along the top of your screen
- Click on the “Agents” link on the left hand side of your screen
- Click on the Mailbox Number that you would like to remove
- Click “Remove Agent”

### Re-Assign an Agent’s Virtual Mailbox Extension to Another User

- Log onto WebLINK, [www.adtrakker.net](http://www.adtrakker.net) in the upper right hand corner with your toll free number and master PIN.
- Click on the “MULTI Admin” tab along the top of your screen
- Click on the “Agents” link on the left hand side of your screen
- Click on the Mailbox Number that you would like to re-assign
- Change the information in the fields to the new agent’s information

**NOTE:** If there are messages remaining in this agent’s mailbox. The new user will have access to these. If you don’t want the new user to have access to these, make sure you clear out all the messages from this agent’s mailbox. You do this by clicking on the “Mailbox” tab on the top of your WebLINK. Click on the mailbox you are re-assigning and then “Trash” all of the messages that remain in this mailbox.

### Edit an Agent’s PIN/Time Zone/Message Delivery Options/E-Mail Address

- Log onto WebLINK, [www.adtrakker.net](http://www.adtrakker.net) in the upper right hand corner with your toll free number and master PIN.
- Find and click on the agent’s name or mailbox number in the left hand margin
- Click on “Properties”

### Edit an Agent’s Follow-Me Call Forwarding Numbers/Message Notification Numbers

- Log onto WebLINK, [www.adtrakker.net](http://www.adtrakker.net) in the upper right hand corner with your toll free number and master PIN.
- Find and click on the agent’s name or mailbox number in the left hand margin
- Click on “Numbers”

- **Edit the numbers already listed or Add more Follow-Me Call Forwarding Numbers. The numbers will be called in the order listed. Use the up and down arrows next to the numbers to change the order.**

## Other Features Included in Your System

### Operator Revert

#### Description

Operator Revert allows you to transfer a caller to a desired location within your system. For instance if the operator/receptionist picks up a call through the system, and the caller would like to speak with agent, Kim Sanders, the operator can simply tell her to hold the line while she transfers her to Kim.

#### How to Use Operator Revert

- While on a “live call”, you may transfer a caller by dialing the desired extension followed by # (ex- 80 #).

### Voice Blaster

#### Description

Voice Blaster allows you to record one message and send it out to 100 recipients at a time, via e-mail or phone.

#### How to Send a Voice Blast

- Record a message in mailbox 81 as if you were a caller
- Log onto WebLINK through [www.adtrakker.net](http://www.adtrakker.net) with your toll free number and PIN
- Select mailbox 81 from the left hand side of the screen
- Click on “New” and find the message that you’ve recorded
- Click on the green arrow and “move” the message to Voice Blaster
- Click on the “Blaster” tab on the top of your screen
- Follow the instructions on this tab

# Checking Your Voice and Fax Messages

## Through E-Mail Delivery

The E-mail Delivery feature will e-mail all voice and fax messages to the e-mail address associated with each mailbox as audio file attachments. You will need to have an audio player on your computer for this to work, such as Real Player or Windows Media Player. You can download these programs for free if you don't already have one installed.

- **How to change your email address**
  1. Log onto your account through [www.adtrakker.net](http://www.adtrakker.net) with your toll free number and PIN
  2. Click on one of your mailboxes
  3. Click on Properties
  4. Highlight the location where your default email is listed in "Email addresses"
  5. Place the Email address you would like your messages sent
  6. Click on "Save Changes"

## Through Weblink

- **Log into WebLINK through [www.adtrakker.net](http://www.adtrakker.net) with your toll free number and PIN**
- **Select a mailbox from the left hand side of the screen**
- **Select "New," "Saved," or "Trashed" from the list that drops down. The folders that have messages in them will have a number in parenthesis to the right of the folder.**
- **Click on the blue "Message" link to listen to your message.**

**NOTE:** When each individual agent logs in with their personal PIN, they will only be able to view their personal messages. If the administrator logs on with the master PIN, he will be able to view all mailboxes and messages.

## Through the Phone

- **Dial your toll free number**
- **Dial STAR (\*) and the mailbox number**
  - Dial STAR 81 (\*81) for the main office messages.*
- **Enter your PIN followed by #**
- **Select the messages you wish to listen to**
  - Dial 1 to listen to your new messages
  - Dial 2 to listen to your saved messages
  - Dial 3 to listen to your deleted messages
- **After listening to each message, you will hear a time and date**
  - Dial 1 to **delete** message
  - Dial 2 to **save** message
  - Dial 3 to **repeat** message
  - Dial 4 to **skip** message
  - Dial 5 to **return** the call
  - Dial 6 to **hear the time/date** of the message
  - Dial 7 to **hear the telephone number** of the caller

## **Additional Features to Upgrade Your System**

*To Order call a client services representative at 800-477-1477 ext 1*

### **Fax Send** (*NOW INCLUDED!!!*)

Send faxes from any computer! It's simple! Using your Personal Internet Control Panel, you have the ability to browse documents on your computer, and select the one you'd like to fax out. We support most every popular office and image file format, Word, Excel, Power Point, Adobe Photoshop, and many more!

### **After Hours Greeting** (*\$5 additional per month*)

Let your customers know when you're not in the office. Have a separate main menu greeting come on after your operating hours. This will give them the confidence that you will get back in touch with them as soon as possible during working hours. The caller can still navigate throughout your system, listening to product information, and requesting "Fax Back" documents, but they will know not to expect a live person.

### **Personalized On Hold Music** (*\$5 additional per month*)

We can load any selection of music on your system for callers to hear while they are waiting to be connected with you. Want something even more specific to your company? We can load informational recordings about your company as your hold music! What a great way to inform customers of your business!

### **Random On Hold Music** (*\$5 additional per month*)

Choose the type of hold music you would like your callers to hear. With four different genres of music to choose from, your callers will always hear quality music while on hold. Choose from rock, jazz, easy listening and house. Each genre has ten different songs which will randomly play for your callers. To hear a sample of each genre, log onto [www.adtrakker.net](http://www.adtrakker.net), click on services, and scroll down to additional services.

### **Scripting and Voice Talent** (*\$45 minimum*)

We have a wide selection of voice talent should you choose to have some professional recordings made, to choose from our voice talent library, request quotes, and submit scripts, visit [www.adtrakker.net](http://www.adtrakker.net), click on services, and then scroll down to additional services, or call 800-477-1477 ext. 1.