

About Voice Mail

The MLS of Elkhart County has an integrated voice mail system designed for member use. Upon application to the MLS, each member receives a voice mail number and training on how to maximize the benefit of a MLS wide voice mail system. The voice mail system integrates the Elkhart County and South Bend/Mishawaka MLS so messages can be answered and sent to multiple members without ever hanging up the phone. The cost of the voice mail service is included in the monthly MLS Unit of Service.

Voice mail provides agents with a dedicated, private phone number for totally accurate and confidential message taking 7 days a week, 24 hours a day. Your MLS voice mail box can be set up to be the only answering system you will need for your office, cell phone and home. Your calls are answered on the first ring in your own voice and can be sent to your Outlook. Voice mail offers options not available with an ordinary answering service or answering machine.

- You can receive 30 or more messages based on your service plan.
- You can keep messages to play at a later time or forward them to another voice mail user on your network.
- It will answer numerous calls simultaneously.
- It doesn't ring in your home or office so you don't need to be disturbed.
- You can listen to your messages from any touch-tone phone in the world so access is convenient.
- You can forward more than one phone to your voice mailbox.
- All messages are private. Only you can access your messages using your personal passcode.
- Each message is time stamped.
- Even if you don't have a telephone, your friends, family and business contacts can always leave messages in your voice mailbox.
- If you would like to know immediately when a message has been left, there are several options available to notify a pager or cellular phone.

Some Helpful Hints

Press **P** (the 7 key) to **Play** the message again
Press **K** (the 5 key) to **Keep** the message in storage
Press **D** (the 3 key) to **Discard** the message
Press **M** (the 6 key) to **Make** a message
Press **A** (the 2 key) to **Answer** a message
Press **X** (the 9 key) to **Exit** before hanging up.

Tips for Listening to a message

*	Rewinds 5 seconds
#	Forwards 5 seconds
1	Pauses for 30 seconds
2	Releases the pause
8	Skips a Message.

The system is very responsive. You can rapidly give directions by just interrupting the voice prompts.

If you hang up without choosing an option, such as **K** for **Keep**, the system will automatically keep the message as a new message.

Your greeting can be bypassed for frequent callers by hitting any key, except * or 0.