

## QUICK TIPS

### \$\$ MONEY SAVING TIP \$\$

If you hear a single ring, you have no new messages and should immediately hang up to avoid using cell phone minutes & receiving additional charges.

### VOICE MAIL QUICK KEYS

- A - Answers message
- C - Confirmation of receipt
- D - Discard the message
- G - Give it to another user
- K - Keep message
- P - Play the message again
- X - Exit Prompt
- 1 - Pauses message while playing (#Un-pauses)
- 8 - Skips the message & leaves it unplayed
- # - Forwards message 5 seconds
- \* - Rewinds message 5 seconds

### HELPFUL HINTS

- It's OK to interrupt the voice prompts!
- Greeting can be bypassed for callers by hitting any key EXCEPT \* or 0.
- After listening to a message press K to Keep or it will continue to be a NEW message.

### Keep for future reference:

Voice Mail Number:

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Voice mail Pass code:

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Email Address:

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Email Pass Code:

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Elkhart County Board of REALTORS



## eGIX Voice Mail Set Up Guide

### VOICE MAIL BENEFITS:

- Effectively Communicate to Others
- Easily Send Messages to Others Members
- Receive Fax Messages
- Get A Copy Of Your Messages in Email
- Send A Message To A Group with A ONE Digit Number
- Each Message is Time Stamped

Elkhart County Board of REALTORS

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# WELCOME TO eGIX Voice Mail

Let's get started on  
Setting up your Voice Mail!

## STEP ONE: VOICE MAIL SET UP

- Dial your voice mail number
- Press (\*) & enter your pass code
- Prompts will guide you through three set-up steps:
  1. Create your own pass code
    - \* **Avoid using 5 or 8**
  2. Record a Greeting
  3. Record your First & Last Name
- **Press (X) to Exit the system**
  - \* **Do this EVERY TIME before you exit!** If you don't your message could be delayed for hours or days!!!

Sample Greeting:

*"You have reached **SAM SMITH**. I am unable to answer your call right now. Please leave your name, number and a brief message and will return your call as soon as I can. Thank you for calling & have a great day."*

## STEP TWO: RETRIEVING YOUR MESSAGES

- Dial your voice mail number
- Press (\*) & enter your pass code
- The system will play any unplayed messages automatically

### Quick TIPS:

- Press (P) to Play the message again
- Press (K) to Keep the message
- Press (D) to Discard the message
- Press (M) to Make a message
- Press (A) to Answer a message

## BASIC FUNCTIONS

### MAKING CHANGES TO YOUR VOICE MAIL BOX

You may change your greeting, name or pass code any time and as frequently as needed.

- Dial your voice mail number
- Press (\*) & enter your pass code
- Press (U) for **User Options**
  - Press (G) for your **Greeting**
  - Press (N) for your **Name**
  - Press (P) for your **Passcode**
- Press (X) to **Save changes & Exit system**

### HOW TO SEND A MESSAGE TO ANOTHER MEMBER

Directly send other Members a message within the Voice Mail system!



- Dial your voice mail number
- Press (\*) & enter your pass code
- Press (M) to **Make a Message** or,
- Press (G) to **Give** a copy of an existing message
- Enter the recipients voice mailbox number
- Press (#) to record your message or comments
- Press (#) when finished recording
- Press (M) again, for **Message Addressing Options**:
  - Press (C) to mark **Confidential**
  - Press (U) to mark **Urgent**
  - Press (R) to request a **Receipt**
  - Press (F) for **Future delivery**  
\*(Up to 60 days in the future)
- Press (X) to send message

## BASIC FUNCTIONS (CONT...)

### HOW TO CREATE/MODIFY A DISTRIBUTION LIST

A **Distribution List** allows you to save multiple voice mail numbers in one group. If you talk to a certain group of people often, you don't have to enter their numbers individually each time you need to call them!

- Dial your voice mail number
- Press (\*) & Enter your passcode
- Press (U) for **User Options**
  - Press (L) for **List**
  - Enter the desired List Number (01-99)
  - Press (N) to **Name** the List
  - Press (X) to **Save**
- Press (A) to **Add** a voice mail number to the list
- Press (D) to **Drop** a voice mail number from the list
- Press (P) to **Play** the List
- Press (X) to **Save changes & Exit**

### HOW TO SEND A MESSAGE FOR DISTRIBUTION

- Dial your voice mail number
- Press (\*) & enter your pass code
- Press (M) to **Make a Message & Enter** List Number (01-99)
- Press (#) to record your message
- Press (#) when finished recording
- Press (X) to send your message

**Congratulations!**  
**You have now successfully**  
**completed your Voice Mail Set Up!**

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