



## Using your **Fit-X San Diego** Voice Mail Box Updated 1/17/08

One of the benefits of working with Fit-X San Diego is that each active associate receives a remote access voice mailbox. This is a 24-hour access voice mail system that you can use wherever and whenever you choose. But there is some basic information and guidelines that you should follow to use this system properly.

### **This is a 24-hour remote access system.**

This means that you and/or your clients can call the number day or night to access your voicemail. The number does not ring anywhere, so you will not be bothering anyone. It simply rings to a voicemail box. You will have a personal phone number that will allow you to call your box and retrieve messages anytime you wish from anywhere (could be a long distance call).

### **The system has its limits.**

- Your mailbox holds 20 messages.
- The messages are kept for 3 days only.
- Your callers have 3 minute to leave a message.
- You have 30 seconds to leave a greeting for your callers.

### **Instructing your clients in how to use the system**

Your clients will call the main access number (619) 209-2800.

When they hear the initial greeting they can immediately enter your extension to go directly to you.

They do not need to listen to the full menu unless they have forgotten your extension number.

You (or your clients) can also bypass the greeting by pressing the # key once you hear the initial greeting. I don't recommend you use this feature too often because many times we leave essential information on our greetings that we want our clients and other FX associate to hear (daily messages).

### **Maintaining your mailbox**

You can change your greeting as often as you desire. Some opt for daily messages, some for weekly, some for a more general greeting. This is your choice. Just be sure to change your greeting when you go out of town or will be unavailable for any reason.

You can save up to 20 messages in your box. But you will need to clear out the box frequently to keep the box from filling up. Once you collect 20 messages you will not be able to receive new messages until you delete some of the current messages.

The next page will help you set up your mailbox for initial use.

Keep this guide in your notebook for future reference.

# Instructions for Configuring Voice Mail Box

1. Dial Access Number (you will get this from Deno)
2. When you hear the greeting  
Push \* key
3. The system will say "Hello \_\_\_\_\_. Please enter your pass code."  
Enter the temporary pass code that Deno gave you.
4. The system will say "You have \_\_\_\_ unplayed messages and \_\_\_\_ saved messages."  
Press "P" the (the 7 key) to play the first message."
5. Listen to the rest of the menu.
6. One of the options will be:  
Press "U" (the 8 key) for user options.
7. Listen to the menu for the User Options Section
8. You will want to do the following:  
Change Name  
Change Greeting  
Change Pass Code
9. To Change the Name identifier:  
Press the "N" key (6) and follow the directions  
Press "R" (7) to record a new name—say your name slowly after the beep  
Press the "#" key when you are finished talking  
Press the "X" key (9) to save the new name
10. Reenter User Options by pressing the "u" (8) key again
11. To change the greeting:  
Press the "G" key (4) and follow the directions  
Press the "R" key (7) to record a new message-it is best to have your message prewritten because you only have 30 seconds for the message recording  
Press the "#" key when you are finished talking  
Press the "X" key (9) to save the new greeting
12. Reenter User Options by pressing the "U" (8) key again
13. To change the Pass code:  
Press the "P" key (7) and follow the directions  
Enter 4-10 digits for your pass code-make they are numbers you will remember  
Press the "#" key when you are finished talking  
Press the "X" key (9) to save the greeting.
14. Check to make sure everything is working properly  
Call your voice mail box using your access number  
Listen to your greeting  
Push the "\*" key to hear your name greeting  
Enter your pass code  
Wait to hear if you have messages
15. **Exiting the Voice Mail System**  
Press the "X" key (9) every time you exit the voice mail system!