



FREEDOMVOICE
SYSTEMS

AdTRAKKER USER GUIDE

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Introduction

Thank you for ordering your AdTrakker System. After you explore your new system and learn its features, we believe you, 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.

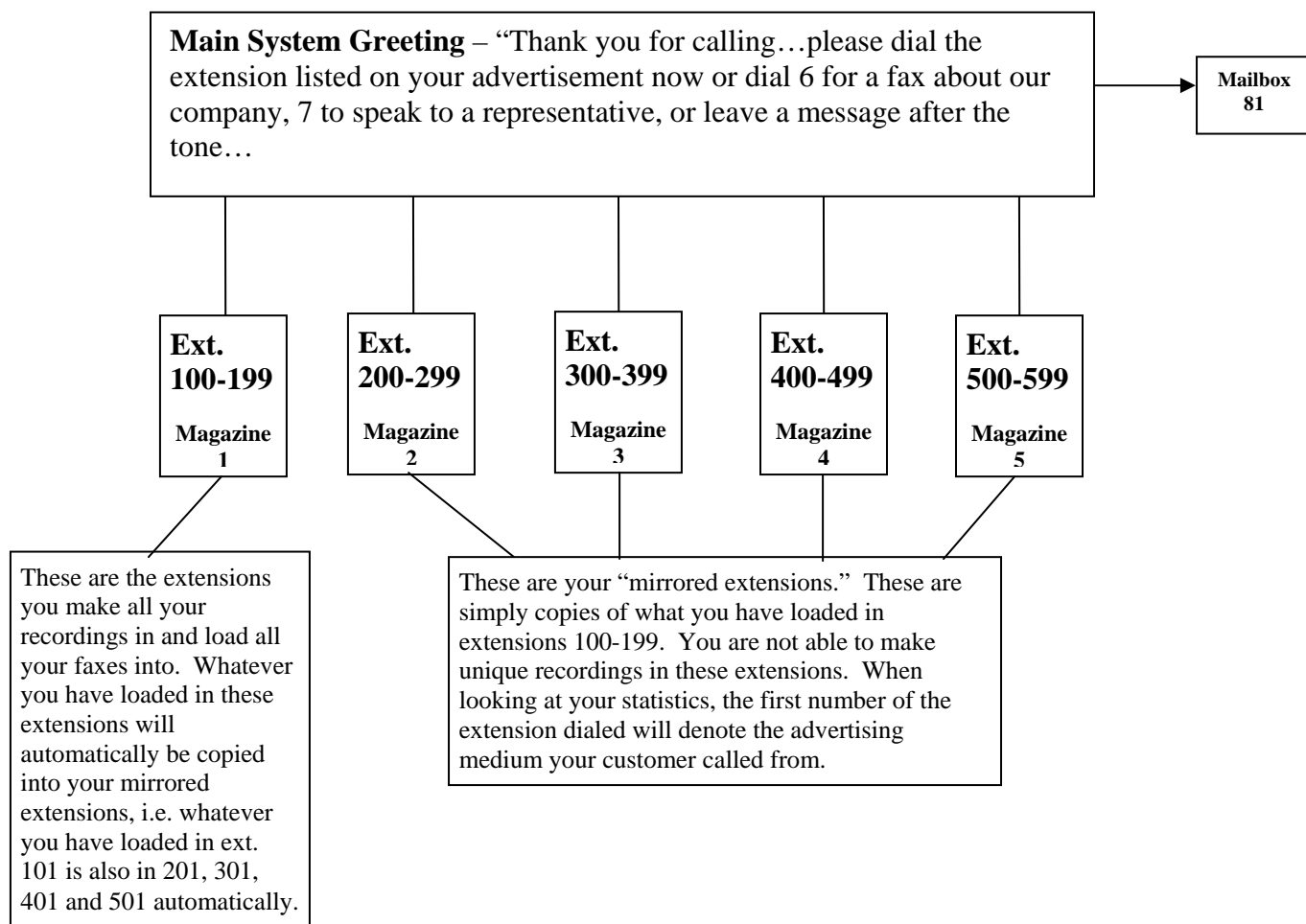
We understand that you may not have the time to fully explore all the possibilities of your new voice system. We are here to help you find the best solutions for your business. We are happy to help you with your scripting, and we also provide professional voice talent. You can contact us Monday-Friday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

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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What Your AdTrakker System Looks Like



Options to Give Your Caller from EITHER Your Main System Greeting OR 3 Digit Extensions	
Dial 3 digit extension found on your add.	You will be able to give your caller the options of dialing ext. 100-599. If dialed from an extension, caller will simply jump from one 3 digit extension to the next.
Dial 6 to receive a Fax Back document.	Caller will be prompted to enter their 10 digit fax number. Whatever document you have loaded in that particular extension will be faxed to them.
Dial 7 to speak to a representative.	Caller is taken to mailbox 81 where they will be forwarded if a forwarding number is present; otherwise your caller will hear your recorded message for mailbox 81 and then be able to leave a message.
Dial # to repeat this message.	Recording will be repeated.
Remain on the line and leave a message after the tone.	System will beep and allow your caller to leave a message.
Other Options to Give Your Caller from 3 Digit Extensions	
Dial 0 to return to the main system greeting.	This will return your caller to the main system greeting.
Dial 9 to return to the previous menu.	This will return your caller to the previous recording.

Basic Set Up

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 Mason Realty. Please enter the three digit extension found on your ad now, dial 7 to speak with a representative or remain on the line to leave a message.

- **Possible options to give your caller from your main menu include:**
 - **Dial 3** digit extension found on your ad
 - **Dial 6** to receive a fax back document
 - **Dial 7** to speak to a representative
 - **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).

How to Record Your Main Menu Greeting

- **Dial your toll free number**
You will hear a brief tutorial of how to set up your system. Feel free to skip this and continue on to the next step.
- **Dial *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 2: Set up your Unique Extensions 100-199

Description

Your system comes with 100 unique extensions that are then mirrored 4 times. You will have extensions 100-199, extensions 200-299, extensions 300-399, extensions 400-499, and extensions 500-599. You will make your unique recordings in extensions 100-199, and then they will be mirrored across the board. Whatever recording is in 100 is also in 200, 300, 400, and 500. The first number of the 3 digit extension will allow you to determine what advertising medium your caller is calling from!

NOTE: Your system comes pre-loaded with 7 prospecting scripts and fax back documents. These scripts are loaded in ext. 194-199. To listen to these recordings and see copies of your fax back documents, visit your Library tab within WebLINK, by logging onto www.adtrakker.net with your toll free number and PIN.

Sample Extension Greeting

This beautiful ranch style home is 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 with no bank qualifying. To have the floor plan of this home faxed to you dial 6, to speak with a representative dial 7, otherwise leave your name and number after the tone, and we will get back with you as soon as possible.

- **Possible options to give your caller from your three digit extensions include:**
 - **Dial 0** to return to the main menu
 - **Dial the next 3 digit extension** found on your ad
 - **Dial 6** to receive a fax back document
 - **Dial 7** to speak to a representative
 - **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).

How to Record Your Extension Greeting

- **Dial your toll free number**
- **Dial the extension** (your available options are 100-199) **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.

Remember! Whatever you record in these extensions will be automatically copied to extensions 200-599. Whatever you record in extension 100 is automatically now in 200, 300, 400, and 500.

Step 3: Load your Fax Back Documents

Description

The Fax Back feature allows you to load a fax document into your main menu, and/or extensions 100-199. Each extension is capable of holding its own unique document. Simply instruct your caller to dial 6 from within your main menu or any extension to retrieve the fax you have loaded.

Example

Thank you for calling XYZ Company. To have information about our company faxed to you, please dial 6 now.” 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 Extension

- **Place the documents you would like faxed into the fax machine**
- **Dial your toll free number from your fax machine**
- **Dial the extension (your available options are 100-199) 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 be automatically copied to extensions 200-599. Whatever you load in extension 100 is automatically now in 200, 300, 400, and 500.

Step 4: Make your Mailbox Recording

Description

This is the recording a caller will hear if you're not available to take a live call.

NOTE: This recording is only heard once a customer dials 7 from your main menu or one of your 3 digit extensions to be transferred to a live representative. If you do not have a forwarding number set up for mailbox 81 your caller will hear your mailbox recording and be able to leave you a message. If you do have a forwarding number set up for mailbox 81, your customer will hear hold music while we transfer the call to you, however, if it is after hours or you are unable to take the call, the caller will be returned to your mailbox, where they will hear your recording and then be able to leave a message.

Sample Mailbox Greeting

Thank you for calling. 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 (81)**
- **Enter your pin number 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 5: Set Up Call Forwarding

Description

This allows your callers to speak to a live representative when dialing 7 from within the main greeting or any of your three digit extensions. Upon dialing 7 your caller will hear hold music as we try to locate you on the forwarding numbers you set up for mailbox 81. If you are unavailable or 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 with your toll free number and PIN
- 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”

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.

NOTE: Immediate Connection is the default mode if “call whisper” or “call announcement” are not activated (see pages 15 and 16 if you want to set these up). When you answer your forwarded call it will immediately connect the call and you will have no indication it is a call from your voice system. If no one is available to answer the call the system will send the caller to your telephone or cell phone answering machine.

Step 6: Set up How You Would Like Your Forwarded Calls Announced

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 a live representative. 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 you a message.

How to activate Call Whisper

Through Weblink

- Log onto WebLINK through 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 (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 a live representative. 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 real estate agent in your area.*" 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 real estate agent in your area, 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 * and the mailbox number (81)**
- **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 (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 7: Set Up Notification of Your Calls

Call-Back Notification

Description

Call-Back Notification will call you immediately to let you know someone has just called into your system, whether they left a message or not. It will state the caller's phone number along with the extension the caller dialed. If you are 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.

How to Set Up Call-Back Notification

Through Weblink

- Log onto WebLINK through www.adtrakker.net with your toll free number and PIN
- Select a mailbox from the left hand side of the screen
- Click on "Numbers" from the list that drops down
- Scroll down the page, and click on "Add Call Back Number"
- Type your first call back 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"

Important! You must set up your "Call Times" according to the PST zone.

Through the Phone

- Dial your toll free number
- Dial * and the mailbox number (80-89)
- Enter your pin number followed by #
- Dial 5 → *This takes you to your mailbox set-up.*
- Dial 4 → *This takes you to your callback set-up.*
- Enter the area code and telephone number followed by pound
 - The system will confirm the number and ask you to dial 1 to add the number or 2 to delete the number.*
- The system default is to call-back 24 hours a day, 7 days a week
 - Dial 1 to **modify** the hours/days your calls are forwarded
 - Dial 2 to **turn call-back on or off** for this number
 - Dial 3 to **change the order** this number is called in
 - 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 call-back number.

Pager Notification

Description

Pager Notification will page you immediately to let you know someone has just called into your system, whether they left a message or not. Your toll free number, the caller's phone number along with the extension the caller dialed will be displayed on your pager.

How to Set Up Pager Notification

Through Weblink

- Log onto WebLINK through www.adtrakker.net with your toll free number and PIN
- Select a mailbox from the left hand side of the screen
- Click on "Numbers" from the list that drops down
- Scroll down the page, and click on "Add Paging Number"
- Type your first pager number in the box that is displayed
- Click "Add Number"
 - The default setting is to page 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"

Important! You must set up your "Call Times" according to the PST zone.

Through the Phone

- Dial your toll free number
- Dial * and the mailbox number (80-89)
- Enter your pin number followed by #
- Dial 5 → *This takes you to your mailbox set-up.*
- Dial 5 → *This takes you to your pager set-up.*
- Enter the area code and telephone number followed by #
The system will confirm the number and ask you to dial 1 to add the number or 2 to delete the number.
- The system default is to page 24 hours a day, 7 days a week
 - Dial 1 to **modify the hours/days** your calls are forwarded
 - Dial 2 to **turn call-back on or off** for this number
 - Dial 3 to **change the order** this number is called in
 - 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 pager number.

NOTE: If you have an e-mail address associated with your cell phone, we can send the caller id through to your cell phone e-mail address. Please contact customer support for assistance at (800) 477-1477 ext 2.

Other Features Included in Your System

Operator Revert

Description

Operator Revert allows you to transfer a forwarded caller to a desired location within your system. For instance while on a connected call, a buyer wants to hear a description of one of the homes you have listed, simply tell them to hold the line while you transfer them to a recording on the home. You can then instruct them to dial 7 to be reconnected to you once they've heard the listing!

How to Use Operator Revert

- While on a "live call", you may transfer a caller by dialing the desired extension followed by # (ex-100 #).

Card less Calling Card

Description

Accessed from within any mailbox, the card less calling card feature allows you to place long distance calls and charge them to your FreedomVOICE system as opposed to a calling card or credit card.

How to Use Your Card less Calling Card

- Dial your toll free number
- Dial * and the mailbox number (80-89)
- Enter your pin number followed by #
- Dial 0
- Enter the area code and telephone number you wish to call
- Dial # to return to the previous menu once the call is completed

NOTE: If the line is busy or does not answer, you will automatically be sent to the previous menu.

NOTE: You may not dial out to a toll free number.

Question and Answer Mailbox

Description

The Question and Answer feature allows you to record multiple questions, each followed by a beep in order to get an answer. This feature is set up as your mailbox recording.

Sample Question and Answer Mailbox Greeting

Thank you for calling Mason Realty. We are either on another line or you have reached us after hours. *In order to have the most qualified agent call you back, please answer the following questions. After answering each question dial any key to continue on to the next question.* First question- *“What is your name? Please dial any key to continue on to the next question.”* The caller will then hear a beep, respond to your question and then dial any key to continue on to the next question. Second question- *“What is your address? Please dial any key to continue on to the next question.”* There is no limit to the number of questions you can ask.

How to set up your Question and Answer Mailbox

- **Dial your toll free number**
- **Dial * and the mailbox number (81)**
- **Dial 5** → *This takes you to your mailbox set up.*
- **Dial 1** → *This takes you to your greeting set up.*
- **Dial 2 to record your introduction and first question**
- **Dial any key when you are finished**
*The system will then prompt you to dial 1 to listen, 2 to re-record, or 3 to save. **DO NOT SAVE AT THIS POINT!***
- **Dial 4 to continue to your next question**
- **Repeat this process for each question**
- **Dial 3 to save once you have recorded all of your questions**

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.

Step 1: Record a Name

This is so your caller knows who the voice blasted call is from. The system will call a number in your list and announce the call as, *“You have a message from _____, to listen press 1, to place this call on hold press 2, to have us call back later press 3, to be added to our do not call list press 4 or to hang up press 5.”*

How to Set Up your Name for Voice Blaster

- **Dial your toll free number**
- **Dial * and the mailbox number (81)**
IMPORTANT! This is also the name your callers will hear when being forwarded to you through your voicemail system (see pg. 11)
- **Enter your pin number followed by #**
- **Dial 5** → this takes you to your mailbox setup
- **Dial 6 to record a name**
- **Press any key when finished**

Step 2: Record a Message to Voice Blast

How to Record your Message to Voice Blast

- **Dial your toll free number**
- **Leave yourself a message in a mailbox that has been named**
- **Log onto WebLINK through www.adtrakker.net with your toll free number and PIN and find your message in the mailbox you left it**
- **Move the message to Voice Blaster and follow the instructions provided there**

Loading Fax Documents for Voice Blaster

In order to give your caller the option to request a fax when they receive your message, you must load the fax into your main menu. Make sure in your message you tell your caller to **dial 6** to receive a fax.

- **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 #**
- **When instructed by the system press START on your fax machine and hang up the phone.**

Checking Your Voice and Fax Messages

Through E-Mail Delivery

The E-mail Delivery feature will e-mail all of your voice messages and faxes to your e-mail address 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. The e-mail address you provided upon signing up is the one we will use initially to send all your messages to.

- **How to change your email address**
 1. Log onto your account through 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 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.**

Through the Phone

- **Dial your toll free number**
- **Dial * and the mailbox number (80-89)**
 - If you did not set up more than one mailbox, dial *81. This is your default mailbox.*
- **Enter your pin number 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
 - Dial 0 to **place a call**
 - Dial 9 to **return** to the previous menu

Additional Features to Upgrade Your System

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

Fax Send (*\$5 additional per month*)

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, click on services, and scroll down to additional services.

Five Additional Mailboxes (*\$5 additional per month*)

You can add as many mailboxes as needed in sets of five. This is great for agents working together sharing one voicemail system. Each agent will have their own personal mailbox for their messages and have access to their own call forwarding settings and other settings such as message notification.

Dedicated Fax (*\$5 additional per month*)

Allows you to have a separate number to give out as your fax number but have it tie into your FreedomVOICE System so you can have your faxes available through fax mail. You can have the faxes conveniently e-mailed to you making it even better. When using Dedicated Fax you can select any of your system mailboxes as the fax mailbox.

Dial by Name (*\$10 additional per month*)

When sharing your system with others, Dial by Name adds a professional feel. This feature allows you to very easily create a dial by name directory using your personal internet control panel. Dial by Name allows you to offer your callers access to the party they are trying to reach by having them dial in the first three digits of their parties first or last name. Using this feature allows you to avoid having to list numerous extensions for them to choose from and has the added benefit for smaller companies of giving the appearance of a larger size.

Scripting and Voice Talent (*\$25 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, click on services, and then scroll down to additional services, or call 800-477-1477 ext. 806.