

How to Use Your Property Line

(XXX) XXX-XXXX

*If your phones forward after a certain # of rings, let me know so I can work with your phone company to forward your phones to your Property Line number.

Forwarding phones to your Property Line—

1. Lift receiver and press either 72# or *72 (depending on what you currently use)
2. Dial your Property Line number, **when it answers** hang up to enable it to answer you calls.

Un-forwarding phones from your Property Line—

1. Lift receiver, and press either 73# or *73 (depending on what you currently use)
2. This will automatically stop the forwarding feature and allow you to take calls.

Retrieving your messages from the Office Mailbox—

1. Dial your Property Line number, and when the greeting begins, **press 1 for the Office Mailbox.**
2. **When you hear “If you would like information...” press the 0 (operator) or * key.**
3. **There will be a prompt to enter your pass-code XXXX** (if you do not know your passcode, please call customer service or your account representative at 972-588-8772 or 800-955-4158)
4. You will then hear how many un-played messages are stored in your mailbox: Press **P** (7 key) to **play** these messages one at a time.
5. When you have listened to a message you can either press **K** (5 key) to **keep** the message or **D** (3 key) to **discard** the message.
6. After you have listened to all messages, **exit** your mailbox using the **X** (9 key).

INSTRUCTIONS FOR MAINTENANCE PERSONNEL

Retrieving your messages from the Emergency Mailbox—

1. Maintenance staff will be paged with your entire Property Line number.
2. **Dial your Property Line number, and when the greeting begins, press 2 for the emergency Mailbox.**
3. **When you hear “Please listen carefully to this entire...” press the 0 (operator) or * key.**

4. There will be a prompt to enter your pass-code XXXX (If you do not know your passcode please call customer service or your account representative at 972-588-8772, or 800-9554158)
5. You will then hear how many un-played messages are stored in your mailbox: Press **P** (7 key) to **play** these messages one at a time.
6. When you have listened to a message you can either press **K** (5 key) to **keep** the message or **D** (3 key) to **discard** the message.
7. After you have listened to all messages, **exit** your mailbox using the **X** (9 key).

Retrieving your messages from the Courtesy Officer Mailbox—

1. Maintenance staff will be paged with your entire Property Line number.
2. **Dial your Property Line number, and when the greeting begins, press 3 for the Courtesy Officer.**
3. **When you hear “A courtesy officer is being paged...” press the 0 (operator) or * key.**
4. There will be a prompt to enter your pass-code XXXX (If you do not know your passcode please call customer service or your account representative at 972-588-8772, or 800-9554158)
5. You will then hear how many un-played messages are stored in your mailbox: Press **P** (7 key) to **play** these messages one at a time.
6. When you have listened to a message you can either press **K** (5 key) to **keep** the message or **D** (3 key) to **discard** the message. After you have listened to all messages, **exit** your mailbox using the **X** (9 key).

How to Change Maintenance Pager Numbers

Give Copies of These Instructions to Staff That Will Be Changing Pager Numbers

1. Dial your Property Line Number
2. **When you hear “Thank you for calling...” , Press 2**
3. **When you hear “ A maintenance technician...” , Press 0 or ***
4. **There will be a prompt to enter your four-digit pass-code “XXXX”**
5. **Press 8** (the U key) for User Options
6. **Press 2** (the C key) for Call Schedules
7. **Press 7** (the P key)for Paging Schedules
8. **Press schedule 1 (Primary) or 2 (Backup)**
Optional: You can review the pager numbers already programmed
9. **Press 6** (the N key)for Number Change
10. **Press 2** (the C key)to Change the number
11. Enter the 10-digit pager numbers in the correct paging position

12. **Press 9** to e**X**it paging schedules and save any changes.

If you want to change the Backup Pager Number REPEAT steps 7-12

Tip: After you change maintenance pager numbers, leave a message in the maintenance mailbox to make sure the correct pagers are being notified.