

Checking & Retrieving Maintenance Emergency Messages

Answer Automation

Maintenance Emergency Messages

- Maintenance Emergency Messages are dispatched out immediately to the numbers listed on your call list
- The Retrieval Number will be displayed on the maintenance techs Caller ID. It is recommended that your maintenance staff save this number to their contacts
- When answering the call, you are prompted to enter the Security Code for the Emergency Mailbox. If the call is missed, or an incorrect password is entered, the call will go to the next person on the call list.

Message Review Options Via Telephone

1. Dial The Retrieval Number listed in your Welcome Letter
2. Dial the Mailbox Number you wish to check
3. Dial the Security Code

From the main menu, press:

- 1 to listen to new messages
- 5 to listen to saved messages

From the message menu, press:

- 0 twice to hear the date and caller ID information if available
- 1 to pause the message
- 3 to rewind in five-second increments
- 4 to discard the message
- 5 to save the message
- 6 to replay the message
- 7 to skip the message
- 8 to return the call to the resident (press 4 to confirm)
- 9 to fast-forward the message in five-second increments

Call Shield and Call Monitor

With our Call Shield & Call Monitor feature, the on-call staff can return a maintenance emergency request call through the Answer Automation system, ensuring the privacy of your staff by keeping their home and cell phone numbers shielded from the resident. In addition, the Call Monitor feature records the call between the on-call staff and resident ensuring there are no discrepancies between what was requested by the resident and the actual work that was performed.