

Red Road Telecom
Messaging System User's Guide
For Auto-Attendant-Only Service



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Picking Up Your Voice Messages

To pick up your voice messages, dial your Auto Attendant number. From the Auto Attendant, press * to get to the main menu, and follow the prompts from there.

If you have been assigned an “inside” phone number by Red Road Telecom, that will also bring you to the main menu. Inside numbers are available at no charge upon request.

Listening to Voice Messages

The system will tell you how many new and old messages you have, and what key to press to listen to them.

While listening to a message, you can use the following keys to control the playback:

- | | | |
|--------------------|-------------------|---------------------------|
| 4: back up | 5: pause; unpause | 6: skip forward |
| 7: delete/undelete | | 9: save |
| | | #: skip to end of message |

Message Menu

After listening to a message, you have these options:

- | | | |
|----------------------------------|----------------------------|---------------------------------|
| 4: skip back to previous message | | 6: skip forward to next message |
| 7: delete/undelete | 8: forward to another user | 9: save |

Mailbox Options

From the main Voicemail menu, press 0 to access the Mailbox Options Menu.

This menu allows to to record your greetings or change your password. The choices are:

1. Record your “unavailable” message – this is the greeting callers will hear when you do not answer your phone
2. Record your “busy” message – this is the greeting callers will hear when you have Do Not Disturb set. Normally with AA-Only service, this will never be the case, so you don’t need this message.
3. Record your name – this is what callers hear when being transferred to your extension. You should say only your name, nothing else.
4. Record your temporary greeting – this optional greeting will replace your unavailable greeting until you change or delete it.
5. Change your password – your default password is **1111**, and so is everyone else’s, so you should use this option at least once to change it to a more private number.

Voicemail – Email Options

Each voice mailbox can be set to forward voice messages as attachments to your email address, or to send only a text notification when you receive a voice message. Please request these settings to be made by Red Road Telecom.

Picking Up Email Messages

If you have the Unified Messaging option, you can listen to your email messages from any phone.

To pick up your email, dial your Auto Attendant and select * for the Main Menu. If you do not have an active Auto Attendant, call your “inside” phone number as assigned by Red Road Telecom. This takes you directly to the Main Menu. From there, select “Pick up Email” to get to the Email Main Menu.

Email Main Menu

The system tells you how many new and old messages you have, and gives you the options for listening to them. From the Email Main Menu, press * to go back to the system Main Menu.

The system reads the header of each message and waits for your selection. After hearing a header, you have these options:

- | | |
|---------------------------------|---------------------------|
| 1: Listen to this email message | 2: Repeat the header |
| 4: Go to the previous message | 6: Go to the next message |
| 7: Delete this message | 9: Save this message |

While listening to an email message you have these options:

- | | | |
|------------------------|----------------------|-----------------------------------|
| 4: skip back | 5: pause/unpause | 6: skip forward |
| 7: Delete this message | 9: Save this message | |
| | | #: skip to the end of the message |

Mobile Extension

When you receive a call on your outside phone number through Mobile Extension, you will hear a voice saying “Press any key to accept a call from “, and the caller ID of the caller, if available. If you do not press a key and just hang up, the caller never knows you answered the call – it will go to your office voice mail.

To manage your Mobile Extension service, go to the Main Menu: press * at your auto-attendant menu, or dial your “inside” number assigned by Red Road Telecom.

From the Main Menu, select 3 for Mobile Extension.

The system will tell you your current Mobile Extension number, and whether the service is on or off. To change from “on” to “off” or back again, press 1. To change your Mobile Extension number, press 2.

You can also set your Mobile Extension service to follow the Day/Night/Break mode of your system. This means, for example, that you can set your Mobile Extension to be active when in Day mode, and inactive when in Night mode, and you do not have to call in to change it from active to inactive. To set up this option, please contact your Red Road Telecom representative.

You will be charged our standard long distance rates for all calls forwarded to a non-local number.

NOTE: Do not use Call Forwarding and Mobile Extension at the same time. Mobile Extension guarantees that callers will go to your Red Road voice mail if you do not take that call. Call Forwarding will send a caller to you cell phone (or other external) voice mail if you do not answer.

Call Forwarding

When you select “Call Forwarding” from the Main Menu, you have the option of turning your call forwarding on or off, or changing the forwarding number.

When you have Call Forwarding in effect, your calls will be directed immediately to the forwarding number. After 30 seconds, if the call is not answered, it goes to your voice mailbox.

You will be charged our standard long distance rates for all calls forwarded to a non-local number.

These options are also available upon request from Red Road Telecom:

- Forward calls without coming back to Red Road voicemail
- Send email notification when a message is received
- Send the message itself as an attached sound file to your email

Transfer a Call

First, tell your caller that there will be music and a few seconds of silence while the call is transferred.

Press *. Your caller is placed on hold and you hear “Transfer” and then a dial tone.

Dial the number to which you are transferring. When the party answers, announce the call.

If you do not dial, or you press * again, or you pause more than 5 seconds, you will be reconnected to the caller.

Destination party wants to accept the call:

Hang up.

Destination party does not want to accept the call:

When the destination party hangs up, you are back with the original caller.

Recording The Automated Attendant Greeting

Your Automated Attendant greeting has been created for you initially using the information provided to Red Road Telecom.

To change your Automated Attendant greeting, call in to your main number and dial 706 to get to the Administrator Menu. If you have single-digit extensions, dial 8 to get to the Administrator Menu.

Enter the Administrator Password at the prompt. The **default Administrator Password is 1358**.

You then have these options:

1. Record the daytime greeting
2. Record the night-time greeting
3. Change Day/Night/Break mode
4. Change the administrator password

The night-time greeting is not required. If you do not have one, the system will use the daytime greeting when in night mode.

Night NORING option

This option prevents any calls from being sent to your phones when in Night mode. Please contact Red Road Telecom to have this option set for your service.