



S I M P L I F Y your communication

### Quick Reference: Recording Mailbox Greetings

Each mailbox has two greetings: Unavailable and Temporary. To record the greetings in a single mailbox:

- If you are using the phone that goes with that mailbox, press the "MESSAGE" button or dial 700. Enter your password, select 0 for mailbox options, and follow the prompts from there.
- If you are on a different phone, dial 707 for the Main Menu (or from outside, dial 769-5000 and at the dial tone dial your main number). Select the extension number for the mailbox you want to record, select 1 for voicemail, and follow the prompts from there.

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If you are using Voice Menus, or you manage several voice mailboxes, you can record the Unavailable greetings by following this procedure:

1. Dial 706 for the Admin Menu
2. Enter your Admin password
3. Select option 5 for mailbox recording (may not be spoken in the menu)

Now you'll stay in this loop as long as you stay on the line:

Enter the extension number for your recording  
enter the menu box number

1. Listen to the current message
2. Keep the current message
3. Record a new message

Press 2 to keep the existing message and go back to "Enter the extension number for your recording".

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To use our text-to-speech system, or to upload a recording from your computer and make it the greeting in a mailbox, use the Red Road Telecom Mailbox Recording web-based manager at <http://mailbox.redroad.com>.