

Red Road Telecom

Messaging System User's Guide



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Main Menu

The Main Menu gives you access to the features enabled for your extension. There are several ways to get to the Main Menu.

- From any phone in your Red Road system, dial 707
- From outside, call your Main Menu number (assigned on request by Red Road Telecom)
- Call your main number and wait for your voicemail to answer. Then:
 - o Press *
 - o When asked for your password press *# This takes you to the Main Menu with your extension number already selected. If you want to manage a different mailbox, press * again when the menu begins.
- Call your Auto Attendant number (assigned on request by Red Road Telecom). Press *

Once at the Main Menu, these are your options:

1. Voice mail. Choose this option to pick up your voicemail or record your name or greetings, or change your password
2. Email. If your account is set up for it, this choice plays your email to you over the phone.
3. Mobile Extension. If your account is set up for it, this enables you to manage your Mobile Extension (See Mobile Extension on p. 6)
4. Call Forwarding. Change the forwarding number, turn forwarding on or off. See Call Forwarding on p. 7)

Picking Up Your Voice Messages

The default voicemail password is 1111

From Your Desk Phone

To pick up voice messages from your desk phone, press the “Messages” or “MSG” key on your phone, or dial 700. When prompted for your password, enter your voice mail password. Then follow the prompts. See below for further details.

From Another Desk Phone

To pick up your voice messages from someone else’s phone dial 707. You will then be asked for your desktop extension number. Enter that, then select 1 to listen to your voice messages. From there, proceed as if you had started from your desk phone.

From Outside

Follow the instructions above to get to the Main Menu. Choose 1 for voice mail and follow the prompts from there.

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:

- | | | |
|-----------------------------------|---------------------------------|----------------------------|
| 1: Start message again – envelope | 2: start after envelope | |
| 4: skip back to previous message | 6: skip forward to next message | |
| 7: delete/undelete | 9: save | |
| *: back up | 0: pause / unpause | #: skip forward in message |

TIP: To skip the caller ID and datestamp announcement at the beginning of each message, press 1

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.

When a caller enters your voice mailbox, she can skip the greeting and go directly to recording a message by pressing the pound key #. You may want to mention that in your greeting.

This menu allows you 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, or you press “Reject” or “Mute / Del” when a call is ringing on your phone. If you do not record a busy message, callers will hear your ‘unavailable’ message. We do not recommend that you use the ‘busy’ message.
3. Record your name – this is what callers hear when being transferred to your extension from the Auto Attendant. 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. To delete the temporary greeting, follow the instructions as if you were going to record a new one; at the last moment you will have the option to 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.

Message Notification Options

When a new message is left in your voice mailbox, you have these options for receiving notification, in addition to the Message Waiting Light blinking on your phone:

- Email notification: you receive an email informing you of the details of the message
- Message by email: you receive the message itself as a sound file in your email
- “Call Me” notification: the system calls your designated number (e.g. your cell phone), and puts you into your mailbox so that you can pick up the message immediately.

To manage these options, go to our website at <http://redroad.com>. Under “Customer Portal”, select “My Phone” and follow the instructions on that page.

Picking Up Email Messages

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

From Your Desk Phone

If your phone is programmed with an Email key, that key will blink when you have new email. Press it to access the Email menu.

From Another Desk Phone

If you don’t have an Email key programmed on your phone, or you are using a different office phone, dial 707 for the Main Menu, and follow the prompts to pick up your email. This brings you to the Email main menu.

From Outside

To pick up your email from outside the office, dial your Auto Attendant and select 707 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

The Mobile Extension service “twins” your desk phone with your cell phone (or any outside phone number). When you get a call, both phones ring at once, and whichever you pick up gets the call.

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: dial 707 on any desk phone, or 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.

Do Not Disturb and Mobile Extension

If you have a “DND” button on your phone, pressing it will prevent calls from ringing on that phone. (When the light is red, you are in “do not disturb” mode.)

DND does *not* prevent Mobile Extension calls from ringing on your outside phone number. This allows you the flexibility of preventing your desk phone from ringing while still enabling you to receive calls on

your cell or other outside number. Use the Mobile Extension menu to activate or deactivate your Mobile Extension service.

Call Center and Mobile Extension

If your phone is part of the Call Center, your Mobile Extension phone will also receive calls from the queue. The “LOG IN/OUT” key on your phone will *not* log your Mobile Extension number on or off. To do that, use the procedure above to activate or deactivate your Mobile Extension service. When you do this, you will hear “Agent Logged In” when you activate the Mobile Extension and “Agent Logged Off” when you deactivate it.

If you change your Mobile Extension number, the previous number is automatically removed from the queue, so you will not receive Call Center calls at that number. If your Mobile Extension service is active when you change numbers, the new number is added to the queue and you will hear “Agent Logged In”, telling you that the new number will now receive calls from the queue.

NOTE: When you get a Call Center call on your outside phone, you will *NOT* hear “Press any key to accept a call from .i..”. When you answer a call from the queue on your outside phone, you will be connected directly to the caller. However, if someone dials your extension directly, the call is handled as a normal Mobile Extension call, not a Call Center call, and you will hear the “Press any key to accept a call from ...” message.

Call Forwarding

To handle call forwarding, first go to the Main Menu. 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 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
- Call your cell phone and deliver the message to you

To manage these options, go to our website at <http://redroad.com>. Under “Customer Portal”, select “My Phone” and follow the instructions on that page.

Administrator Menu

To reach the Administrator Menu, dial 706 from any phone, or call in to your main number and dial 706. (NOTE: If you have 1-digit extension numbers, dial 8 for this option. If you have 2-digit extension numbers, dial 88).

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

Automated Attendant

Your Automated Attendant provides callers the ability to reach any extension by saying the name (if you have that option enabled) or dialing the extension number. You can set up extensions to forward to outside numbers, play recorded messages, or branch to other menus. Red Road Telecom will work with you to create the caller experience you want.

Callers can reach your automated attendant upon first calling your main number, or when no one answers the call, or based on the Day/Night/Break setting in your company configuration. Please contact us to set these options up.

Recording The Automated Attendant Greeting

Your Automated Attendant greeting has been created for you using the names on the extensions initially configured into your system. To use the Automated Attendant, dial 704 from any phone, or call the number provided by Red Road Telecom.

To change your Automated Attendant greeting, go to the Main Menu and select extension 706. This brings you to the Administrator Menu. Then select choice 1 for the daytime greeting, or 2 for the night greeting.

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

The Night NORING option effectively treats all extensions as if they are in DND (do not disturb) when the system is in night mode. Please request this option from Red Road Telecom if you would like it. When this option is in effect, and the system is in night mode, calls that would normally ring an extension are instead sent to voice mail.