

Recording Menus, Announcements, etc in VM Pro

1. Dial the short code to the customized recordings menu from any Avaya system telephone; this is typically “#99”, but confirm with a Carousel technician or project manager, or a representative on the customer side who worked with Carousel in the planning of the project.
2. If prompted, enter the PIN #, if it was requested that Carousel PIN-protect your recordings menu. Upon entry to the recordings menu, you will be presented a list of prompts allowing you to record different menus, announcements, etc that callers will hear when calling your organization.
3. Select the prompt you wish to record.
4. You will now enter recording mode. Your options presented by the system will be
 - 1 – Listen to current recording
 - 2 – Record
 - 3 – Save
5. To record, Select 2. You will hear brief instruction telling you to press 2 when done recording; you will begin recording at the beep. To ensure best quality, use the phone’s handset, while sitting in a quiet room.
6. Read the script you want the caller to hear.

IMPORTANT! *If you are planning on advertising new menu prompts to callers, changing the action of existing prompts, or re-arranging the presentation order of current options, it will require the menu to be re-programmed.*
7. When you are done recording, press 2. You will be returned to the system-guided prompts.
8. Press 1; you should listen to your recording to make sure it is acceptable to you.
9. Once done listening, you are again presented the system-guided prompts. Press 3 to Save, and make live, what you just recorded.

Provided you took the step to save, the new recording should have gone through. It’s always a good idea, if possible, to make test calls to any phone number/internal short codes that is normally answered by the menu or announcement you changed.

