



Tech Info Library

MegaPhone: How to Record Outgoing Message (10/95)

Revised: 10/9/95
Security: Everyone

MegaPhone: How to Record Outgoing Message (10/95)

=====
Article Created: 7 September 1995
Article Reviewed/Updated: 9 October 1995

TOPIC -----

Do I have to leave my computer on in order for MegaPhone to answer a telephone call?

I am unable to get MegaPhone to record an outgoing message. How do I set this up properly?

DISCUSSION -----

To use your Macintosh as an answering machine, your computer must be on and the MegaPhone application running. Megaphone can be running in the background when the call comes in. Your Global Village internal modem automatically handles arbitration between the GlobalFax and MegaPhone software.

To setup the software so the modem will determine what type of call is coming in, open the Telephone Setup control panel and select the "Auto-answer incoming calls after 4 rings" option. This selection will direct the incoming call to the appropriate software, whether the call is either voice, or fax.

Follow these steps to record the outgoing greeting your callers will hear:

Step 1

Launch MegaPhone.

Step 2

You can reach the area to record an outgoing message by two routes:

A. Pull down the File menu and choose Preferences.
Select Voice Messaging from the Topic pull down menu.

or

B. From the Windows menu select "Voice Messages" and click the Setup button in the top right corner of the Voice Messages window.

You are now in the Voice Messaging Preference window.

Step 3

Make sure you have placed an "X" next to "Use MegaPhone Voice Messaging" otherwise, you will not be able to record your greeting.

Step 4

Check if there is a greeting already recorded by clicking the Play button in the Outgoing Message area of the window. You will hear the original MegaPhone greeting if you have not recorded a previous one. If you do not hear it, check the volume level of your computer in the Sound control panel, or if you have a computer with volume control buttons, press the volume up button to make sure you hear your system sounds.

Step 4

If you do not hear the greeting or you do not hear any system sounds, make sure that your microphone is not connected to the speaker port, as this will not allow sounds to play or be recorded. Make sure your microphone is plugged into the port with the microphone icon.

Step 5

In the Outgoing Message area, click the Record button. You should hear MegaPhone speak and your computer say "Record your new greeting at the tone," followed by a short tone. If you do not hear MegaPhone tell you to record your greeting, we would suggest following Step 6 below to remove the "Voice Mail Sounds" file. Afterwards, test it again.

Record your announcement and then click the Stop button. Click the Play button to hear your recording. You should hear your message.

If you hear nothing, check your sound input in the Sound control panel:

- 1) Under the Apple Menu, choose control panels.
- 2) Double-click the Sound Control Panel.
- 3) Choose the Sound In option from the pull down menu in the control panel window.
- 4) Click the Options button.
- 5) Change the input source to microphone.
- 6) Click OK.
- 7) Choose the Alert Sounds option from the pull down menu in the control panel window.
- 8) Click Add.
- 9) Tap your microphone and look for the sound waves coming from the speaker icon to confirm it is receiving input.

Step 6

MegaPhone comes with its own prerecorded greeting that states "Hello, thank you for calling. Please leave your message at the tone." This message will be erased as soon as you record your own new greeting.

If you would like to go back to this original greeting, quit MegaPhone and delete the file "Voice Mail Sounds" from your computer. The file is located at the following path: Hard Disk -> System Folder -> Preferences -> Cypress -> MegaPhone -> Voice Mail Sounds. Move it to the Trash, empty the Trash, and then relaunch MegaPhone. A new Voice Mail Sounds file will be created automatically. Please note that this will erase any outgoing message you recorded.

If you are still unable to record a greeting, reinstall MegaPhone from your Macintosh Performa CD. Use the search string "performa and restore" to locate the TIL article "Performa: Backing Up and Restoring" for additional information.

NOTE:

MegaPhone comes bundled on the following systems:
Performa 6200CD, 6216CD, 6218CD, 6220CD, 6230CD
Performa 5215CD

This article was published in the "Information Alley":
Volume II, Issue 12, Page 11

Article Change History:

09 Oct 1995 - Added Info Alley information; updated article.
14 Sep 1995 - Reformatted procedure for clarity.

Support Information Services

Copyright 1995, Apple Computer, Inc.

Tech Info Library Article Number:18552