

RECORDING AUTO ATTENDANT

USER GUIDE



Steps to Record Auto Attendant Greeting

To record the auto attendant greeting from your physical phone, please follow the below instructions:

1. Press the "Messages" button on the physical phone (Please note: For users with an Aastra phone, please press the "Voicemail" softkey)
2. Press the star key "*" upon the voice prompt
3. Enter the extension, which is all 9s, and the same length as your extension numbering scheme (i.e.: if your extensions are 3 digits, the AA extension is 999), followed by the pound "#" key.
4. Enter the 6 digit password (initially 123456) followed by the pound "#" key.
5. Press 1 to change the auto attendant greeting

Note: If you have multiple auto attendants, you will need to enter the auto attendant extension you want to record, followed by the "#" key

6. Press 1 to record the business hours greetings and 2 to record the afterhours greeting

After pressing 1 for Business Hours Greetings

- ▶ Press 1 to record a new greeting
- ▶ Press 2 to listen to your current recording
- ▶ Follow the voice prompts to listen, save and use the new greeting.

Once you have recorded the business hours greeting, please press the star key "*" to go back to the previous menu to record the afterhours greeting

After pressing 2 for Afterhours Greetings

- ▶ Press 1 to record a new greeting
- ▶ Press 2 to listen to your current recording
- ▶ Follow the voice prompts to listen, save and use the new greeting.

Script (Business Hours): Thank you for calling _____. Our business hours are from 8:30 AM to 5 PM. If you know your party's extension, you can dial it at anytime. If you wish to use dial by name functionality, please press _____.

Script (After Hours): Thank you for calling _____. Currently our offices are closed. If you know your party's extension, you can dial it at anytime. If you wish to use dial by name functionality, please press _____. If you wish to listen to the message again, please press any other key.

To record the auto attendant greeting from any landline or cell phone, please follow the below instructions:

1. Dial your own ten digit number (xxx-xxx-xxxx) or of a user in your company.
2. Keep it ringing till you reach the voicemail
3. Press the star key "*" upon the voice prompt
4. Press the star key "*" again upon the voice prompt
5. Enter the extension, which is all 9s, and the same length as your extension numbering scheme(i.e. if your extensions are 3 digits, the AA extension is 999), followed by the pound "#" key.
6. Enter the voice portal passcode_____followed by the pound "#" key
7. Press 1 to change the auto attendant greeting
8. If you have multiple auto attendants (AAs), enter the extension of AA you want to access
9. Press 1 to record the business hours greetings and 2 to record the afterhours greeting

After pressing 1 for Business Hours Greetings

- ▶ Press 1 to record a new greeting
- ▶ Press 2 to listen to your current recording
- ▶ Follow the voice prompts to listen, save and use the new greeting.

Once you have recorded the business hours greeting, please press the star key "*" to go back to the previous menu to record the afterhours greeting

After pressing 2 for Afterhours Greetings

- ▶ Press 1 to record a new greeting
- ▶ Press 2 to listen to your current recording
- ▶ Follow the voice prompts to listen, save and use the new greeting.