

Auto Attendant Greetings

How to manage the Auto Attendant recordings & greetings:

1. Log into Message Center

- a. *Messages* button twice

2. If recording from your phone...

- a. Log in as normal
- b. Proceed to step 4

3. If recording from any other phone

- a. Listen for the prompt 'or press # now to 'Change Users'
 - i. Press #
 - ii. Enter *Extension*
 - iii. Enter *Pin + #* when prompted – default is XXXX

4. Press 9 – Manage System Recordings

5. Press 1 – Manage Auto Attendants (AA)

- a. Enter one of the AA Numbers below followed by the # key

1. AA Number 1 = Main Menu

- a. Greeting Number 0 = Day Mode
- b. Greeting Number 1 = Night Mode
- c. Greeting Number 2 = Holiday message

2. AA Number 2 = Address Info

- a. Greeting Number 0 is the only applicable greeting for the auto attendant

3. AA Number 3 = Hours of Operation

- a. Greeting Number 0 is the only applicable greeting for the auto attendant

4. AA Number 4 = Events

- a. Greeting Number 0 is the only applicable greeting for the auto attendant
- b. This will need to be updated as events change

6. Press Option 1 – to manage the AA greetings

- a. Choose the greeting number listed above that you wish to manage
 - i. Current recording will play
- b. Press 2 – to change the greeting
- c. Record your greeting now
- d. Press # when complete

7. Listen to prompts for guidance

8. Always make sure you SAVE!!

Extensions with recording permissions include:

Menu prompts include:

- Press 1 to SAVE the greeting
- Press 2 to Record a New greeting
- Press 3 to Review the greeting
- Press 4 to Delete or reverse

Setting up the General Mailbox Voicemail Greetings & other options:

General Mailbox XXXX

1. Log into Message Center
 - a. Press 'Messages' button twice
2. **Listen for the prompt** 'or press # now to 'Change Users' (will be heard after your name is spoken)
 - a. Press #
 - b. Enter extension of the group voicemail box
3. Enter Pin + # when prompted (default is XXXX)
 - a. Option 1 – **Change the presence setting**
 - b. Option 2 – Change the **Recording of your Name**
 - c. Option 3 – Manage your **Greetings**
 - i. Default Greeting is Greeting number 0
 - d. Option 5 – Change your **Pin (minimum 4 digits)**