



UC Portal Auto-Attendant Greetings

User Guide

MOMENTUM

Steps to Record Auto Attendant Greetings

To record the auto attendant greeting from your physical phone, use the following steps:

1. Press the "Messages" button or "Voicemail" soft key on the physical phone
2. Press the star  key when the voice prompt begins
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, then 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 for each

6. Press **1** to record the business hours greetings and **2** to record the after-hours 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.
7. Once you have recorded the business hours greeting, please press the star key  to go back to the previous menu to record the after-hours greeting

After Pressing 2 for After-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.

Example 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 _____.

Example 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, use the following steps:

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 after-hours 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 after-hours 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.