

AVAYA

Merlin Messaging

Automated Attendant

mtelsystems
Self Service Support

The automated attendant is the main menu that greets callers who call your business.

Typical greetings include verbiage such as:

- “If you know your party’s extension number, you may enter it now”.
- “To locate a party by name, press *2”.
- “For further assistance or to leave a message, press zero”.
- “To repeat this menu, press *4”.

To record

1. Access Merlin Messaging. (Typically, Press 770 or a pre-programmed button).
2. When prompted for mailbox number, press **0 #**.
3. When prompted, enter the system administrator password and then press #.
4. Press **9** to access the administration menu.
(This is a hidden choice. You will not hear it offered).
5. Press **3** to administer automated attendants.
6. Enter automated attendant number: **(usually 1)**.
7. Press **1** for Day menu or **2** for Night menu.
8. Press **6** to modify the menu.
9. When prompted to enter a selector code, press *** #** to skip.
10. Press **1** to record a new prompt.
11. After recording press **1**, then *** #** to approve (save). You will have other options such as to play back or re-record.
NOTE: *After recording, you must press * # to approve or it will not be saved!*
12. After you hear “Menu prompt and menu definition saved”, you may hang up to exit.

Affordable Remote Programming Support is available for your Merlin MAGIX Communications System. Contact us for more information.

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