



Partner Communications System
Automated Attendant

mtel systems
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 Partner Messaging. (Press **Intercom** > **777** 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.