

# Upload and Change Auto Attendant Recording

## Scope:

The following steps will allow you to change the recording your your auto attendants. To use our Text-To-Speech functionality, see [Use Text to Speech](#)

## Requirements:

- Office manager access Manager Portal
- Phone or pre-recorded message

## Upload and Change Recording

1. Using any web browser log into the Manager Portal
2. Navigate to **Auto Attendants**



3. Click on the name of the **Auto Attendant** you wish to change.

Name	Extension	Edit
AA Test	5005	

4. Click on the **Manage** icon for the greeting you wish to change.

Auto Attendant Name

Extension

Intro Greetings

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**Menu Prompt** **Dial Pad Menu**

5. Select the **Intro Greeting** or **Menu Prompt**.

- **Intro Greeting** : Used for messages like "All calls are recorded for quality assurance and training purposes"  
**NOTE: This message will play all the way through before a user can select an option.**
- **Menu Prompt** : Used for general AA recording. "Thank you for calling....."

6. **Upload** or **Record** (by being called or by star code) for your method of transmitting the recording.

- **Upload** - You may upload any wav or MP3 file from your computer.

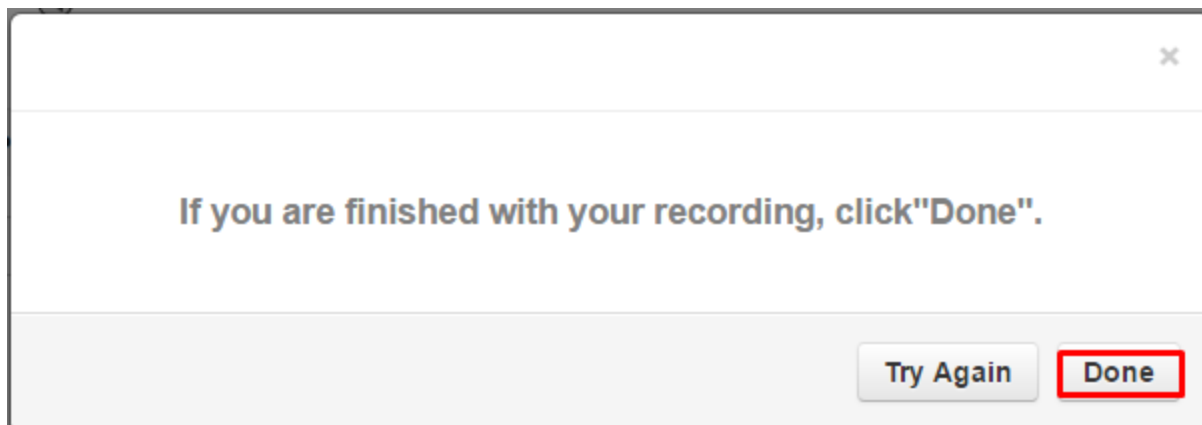
Modify Greeting  Upload  Record

7. **Record** - You may enter any extension number or external number for the system to call you.

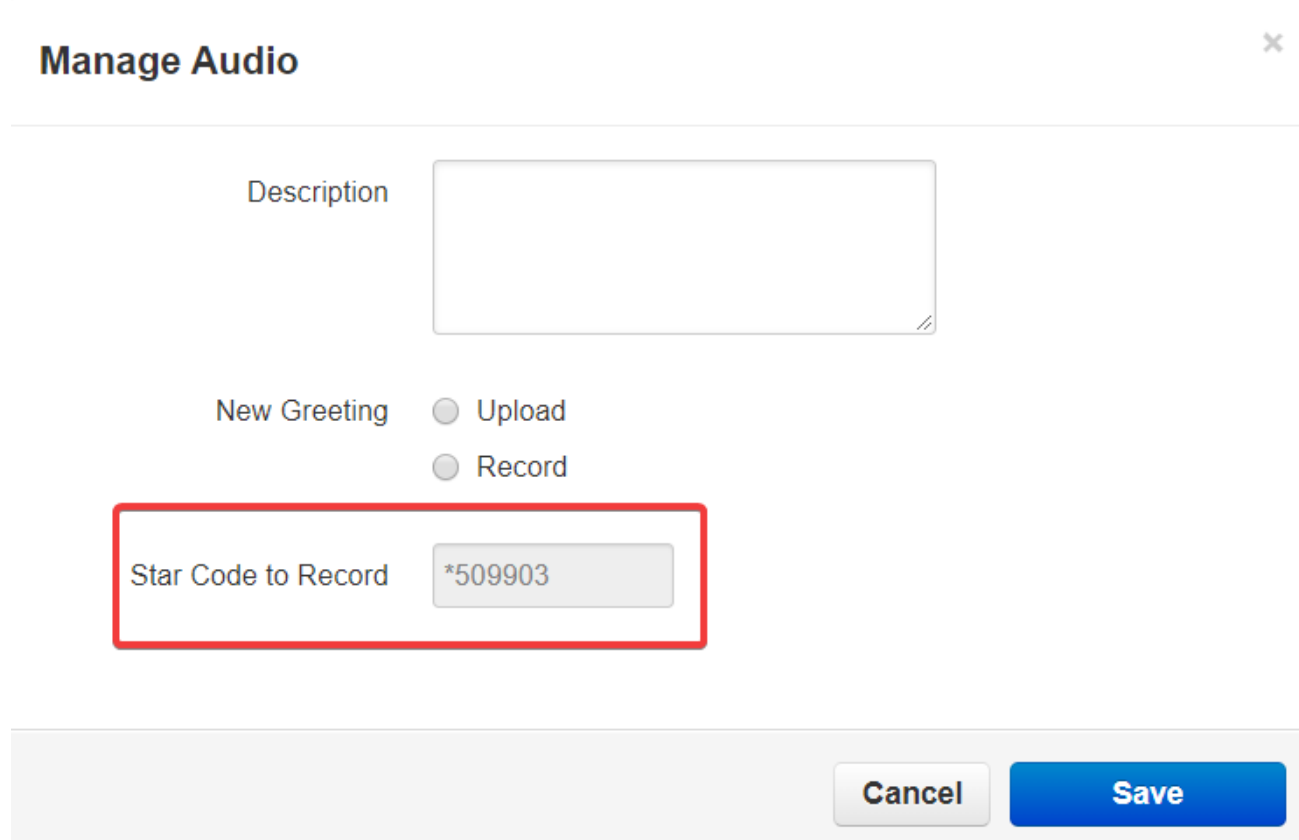
Modify Greeting  Upload  Record

Call me at

- You will receive a phone call. Record your greeting and press # when finished.
- Click **Done**.



8. **Star Code to Record** - You may dial the star code on the recording popup from any extension.

A screenshot of the "Manage Audio" form. The form has a title "Manage Audio" and a close button (X) in the top right corner. Below the title is a "Description" label followed by a large empty text input field. Underneath is the "New Greeting" section with two radio button options: "Upload" and "Record". Below the radio buttons is the "Star Code to Record" label followed by a text input field containing the value "\*509903". This entire "Star Code to Record" section is highlighted with a red rectangular border. At the bottom of the form, there are two buttons: "Cancel" and "Save".

- When prompted, begin recording your message and press # to save your recording
- Refresh the page and the recording will automatically be uploaded

9. You will be returned to the **Auto Attendant** edit menu. Click on **Save** when you are done.

The screenshot displays the 'Auto Attendant' edit menu interface. It is divided into two main sections: 'Menu Prompt' and 'Dial Pad Menu'.  
The 'Menu Prompt' section on the left contains a text input field with the word 'Main' and two circular icons: a play button and a speaker icon.  
The 'Dial Pad Menu' section on the right features a standard 12-button dial pad. Each button is a circle containing a number (1-9, 0, and \*). Above each number are its corresponding letters: 2 (ABC), 3 (DEF), 4 (GHI), 5 (JKL), 6 (MNO), 7 (PQRS), 8 (TUV), and 9 (WXYZ). Below each number is a small icon: a person for 1-5, a plus sign for 3-4, a star for 6, a person with a gear for 7, and a gear for 8. To the right of the dial pad is a button labeled 'Options'.  
At the bottom of the interface, there is a horizontal bar containing two buttons: a blue 'Save' button with a red border and a grey 'Cancel' button.