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.

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.

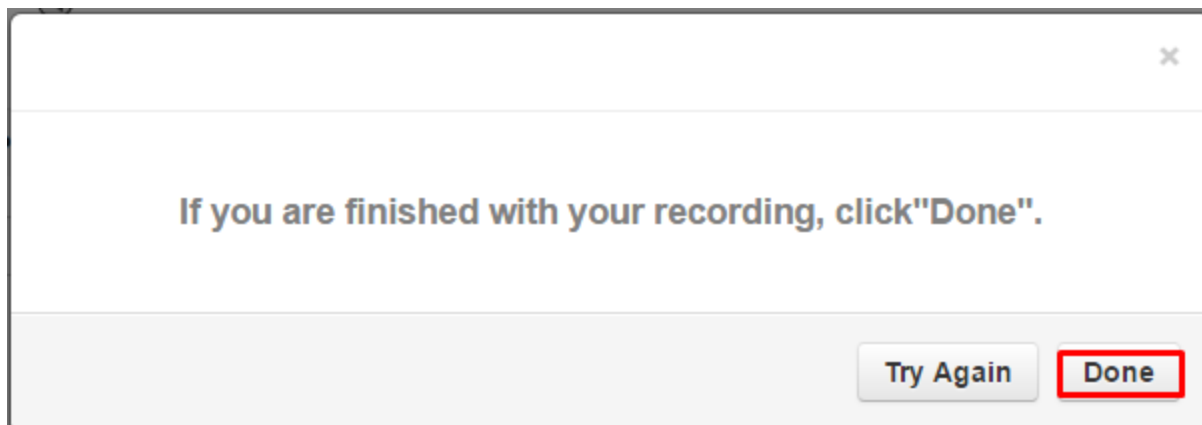- **Upload** - You may upload any wav or MP3 file from your computer.

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

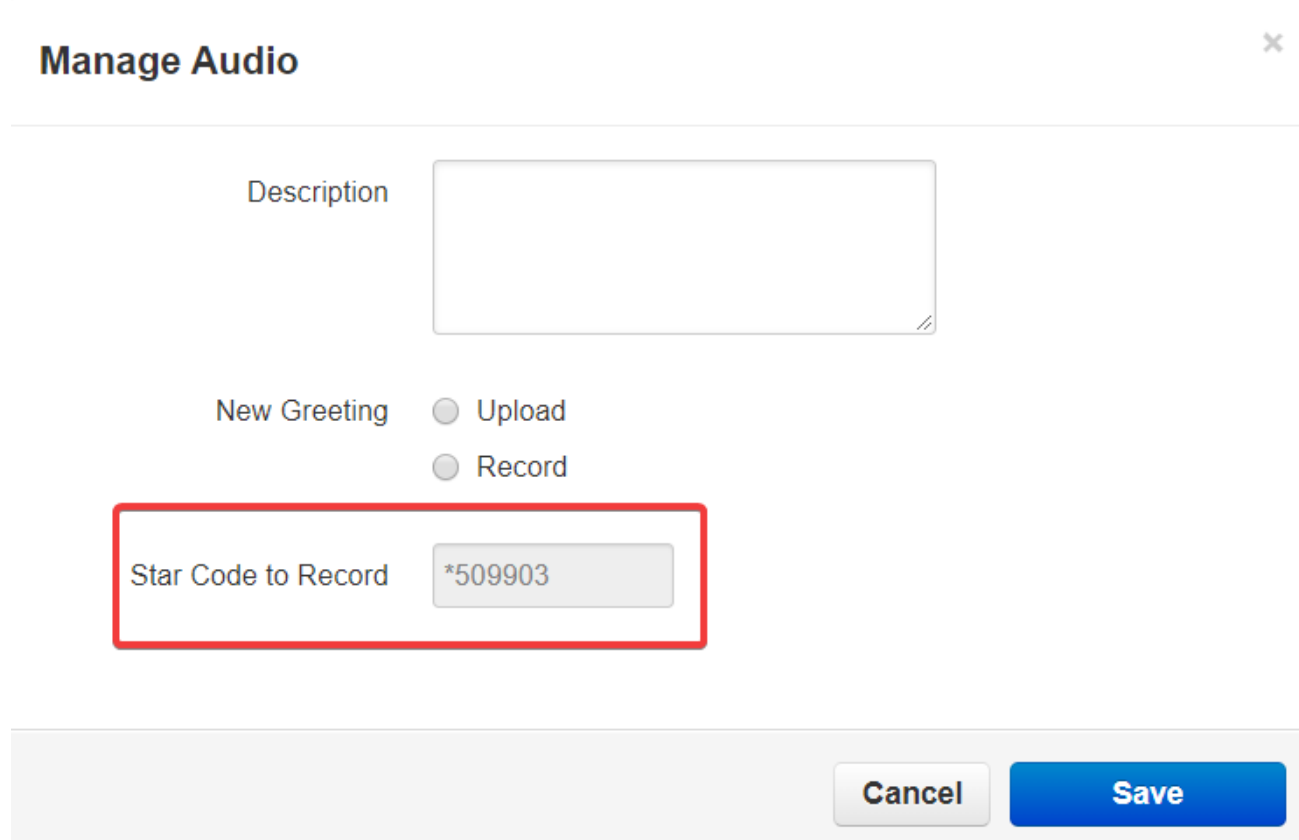- You will receive a phone call. Record your greeting and press **#** when finished.

- Click **Done.**

If you are finished with your recording, click"Done".

Try Again   Done

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

Manage Audio

Description

New Greeting   ○ Upload
                ○ Record

Star Code to Record   *509903

Cancel   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.

Menu Prompt	Dial Pad Menu	
Main ▶ ◀	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ ⓪ ✱	Options

Save   Cancel