



## Steps to Record Auto Attendant Greeting

To record the auto attendant greeting from your physical phone, please follow the below instructions:

1. Press the “Messages” button on the physical phone.  
**Note:** dial your own extension number if a “Messages” button is not available on your phone.
2. Press the star key “\*” upon the voice prompt.
3. Enter the Extension number of your voice portal.
4. Enter the 8-digit password followed by the pound “#” key.
5. Press 1 to change the auto attendant greeting.
6. Press 1 to record the business hours greetings and 2 to record the afterhours 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 afterhours 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.

**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 \_\_\_\_\_.

**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, please follow the below instructions:

1. Dial your own ten-digit number (xxx-xxx-xxxx) or of a user in your company.
2. Keep it ringing until you reach the voicemail.
3. Press the star key “\*” upon the voice prompt.
4. Enter the Extension number of your voice portal.
5. Enter the 8-digit password followed by the pound “#” key.

6. Press 1 to change the auto attendant greeting.
7. Press 1 to record the business hours greetings and 2 to record the afterhours 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 afterhours 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.