



If you have a voicemail box, you can use it to record new prompts for your Auto Attendant system. This is done by configuring the voicemail box to send you an email attachment of messages that are left in your voicemail box. The attachment is already in the .wav format needed for the Auto Attendant system. Save the attachment to your computer, rename it, and then upload it to the Auto Attendant Admin Portal.

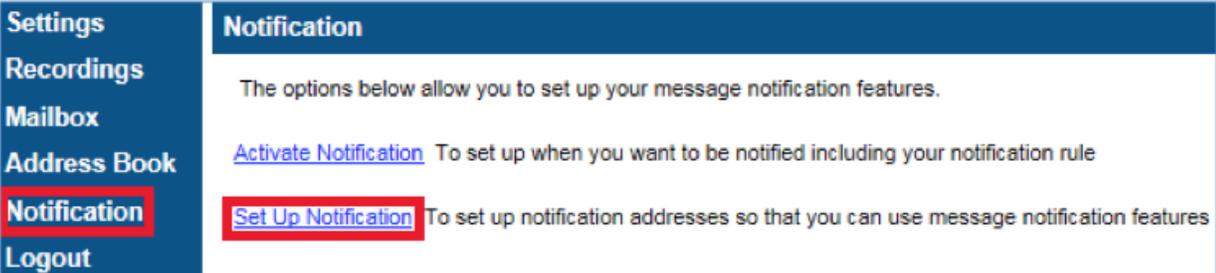
Record Prompts using Voicemail



The following steps will assist you with configuring the Voicemail Email Notification:

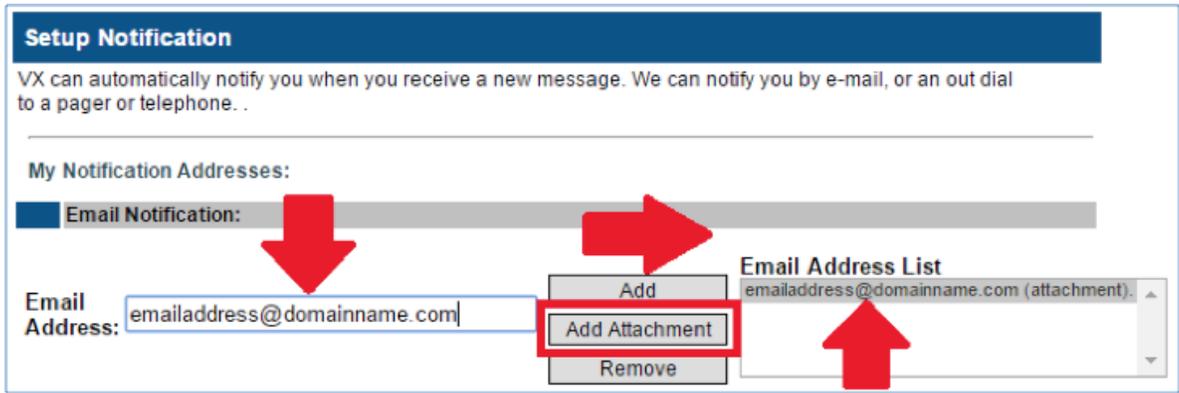
1. Access the Telesystem Voicemail portal at: <https://msgcollab.epiphanyic.com/VXView/VXView.do>
2. Login with your Account Number and PIN.
 - The **Account** will be the 10-digit phone number for the voicemail box. Note that this is likely not the same phone number assigned to your Auto Attendant system. Most Auto Attendants do not have an assigned Voicemail service because the system is designed to transfer callers to a different number.
 - The **PIN** will be the same as the access PIN used to check your voicemail messages when you call in to hear your voicemail messages.

3. Click on **Notification** from the **Navigation Bar** on the left hand side of the screen. Then click on the **Set Up Notification** link.



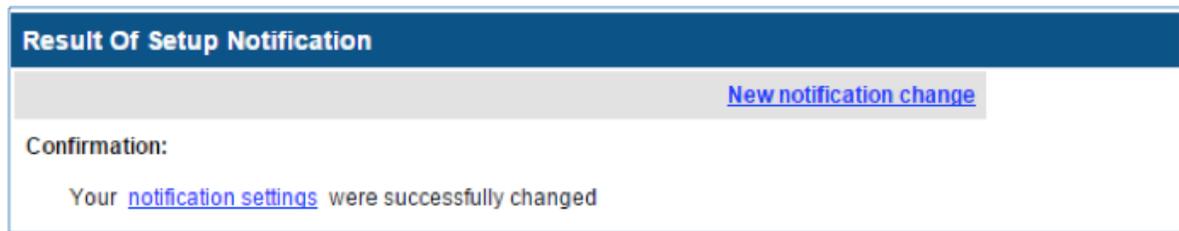
4. Enter the destination email address when you want your messages delivered in the **Email Address** field. Then click the **Add Attachment** button . The email address will then appear in the **Email Address List** window followed by “**(attachment)**”, indicating that email address will receive and message when a voicemail message is left and the message will be attached to the email as a .wav attachment.

NOTE: If you click the Add button you will still receive an email notification when a voicemail message is left, but it will not have the .wav attachment.

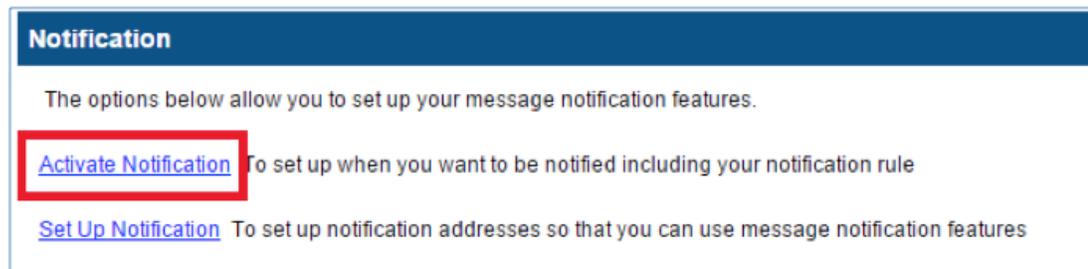


5. Click the Save button at the bottom of the page to keep your changes.

6. You will receive a Confirmation screen. Click on the **notification settings** link to return to the **Notification** menu.



7. Click the **Activation Notification** link.



8. Ensure that the **Notify me through Email** option is set to **“Every time I receive a message”**.

Activate Notification

VX can automatically notify you when you receive a new message. We can notify you by e-mail, telephone, or a message waiting indicator(MWI).

Resume All Notifications :

Notification for: Voicemail or [Fax](#)

My Notification Choices:

- Off
- If message meets my Notification Rule
- Every time I receive a message
- Notify me through message wait indicator

My Notification Rule:

Notify me when ...

- An urgent message arrives
- Message is from this list of people:

No List Selected

9. Click the **Save** button at the bottom of the page to keep your changes.

10. Call into your voicemail box. When prompted leave your message. When leaving the message only say what you wish for your Auto Attendant prompt to play to your callers unless you plan to edit the audio file yourself. The file size is limited to 2.5MB (approximately 6 minutes of talk time).

11. Once you receive the email with the .wav audio file attachment, save the attachment to your computer.

12. Rename the .wav file, ensuring the new file does not contain any spaces or special characters other than the underscore. Keep in mind that once the prompt has been uploaded to the Auto Attendant system the file name cannot be changed.

13. Login to the **Auto Attendant Admin Portal** at: <https://msgcollab.epiphanyic.com/aaAdmin/aaAdmin.do>

14. Select the menu from the **Menu Summary** page that you wish to use the new prompt with.

15. Click the **select** link for the corresponding prompt.

16. When the **Prompt Selection** menu opens, click the **Choose File** button . Then use your local file system to locate and select the .wav file that you save and renamed earlier. The file name will now show next to the **Choose File** button.

Prompt Selection

You can either select from existing prompts or upload your own prompt.

To upload your pre-recorded .wav prompt, click on 'browse' button to navigate to the file, then click 'upload'.

NewPrompt.wav

17. Click the **Upload** button to add the new file to the Auto Attendant. You will return to the **Modify Menu** page. The file name of the prompt will now show in the **Menu Prompt** field.

Modify Menu Current Active Menu: AAOpen

Name: AAOpen Menu Type: Validate Extension

Menu Prompt: NewPrompt.wav select Input Timeout: 3

Description: Max Timeout Count: 3

Max Error Count: 3

Barge In:

Error Barge In:

18. Make any necessary adjustments to the remainder of the Auto Attendant menu to correspond with the dialog in the new prompt. Then click the **Save** button to keep your changes.