Auto Attendant

Recording
User Guide

Telesystem

Auto Attendant Recording Guide

An auto attendant is an automated greeting played to callers and options that allow the caller to be transferred to an associated party without the intervention of a live operator. The instructions below describe how to access the dial-in recording system associated with your auto attendant. Use your specific account information with this guide to record or re-record greetings.

For more in-depth instructions about this and other options for recording or changing your auto attendant options, please ask your system administrator or refer to the Telesystem Administrator CommPortal Guide.

Important: this guide gives instructions for both auto attendant types: *Premium Attendant* and *N-Series*. Because the instructions are different for each type, be sure to consult with your system administrator or Telesystem to find out which attendant you have.

Before You Begin You Will Need:

- Your auto attendant number
- Your auto attendant password (also known as the voicemail PIN)
- Your auto attendant announcement ID numbers
- The type of auto attendant you have (Premium Attendant or N-Series)

If you do not have the above information, please refer to the cutsheet document sent to your system administrator. If you are the system administrator and no longer have this information, contact Telesystem for this information.

Recording Premium Auto Attendants:

- Dial **215-391-4999**
- Enter your auto attendant number followed by #
- Enter your auto attendant PIN followed by #
- Press 1
- Press 2
- Enter the three-digit announcement ID for the announcement you want to record
- Follow the prompts to record, review, and save the new announcement(s)

Recording N-Series Auto Attendants:

- Dial **215-391-4991**
- Enter your auto attendant number followed by #
- Enter your auto attendant PIN followed by #
- Press 2 to manage announcements (or 3 to record directory extensions)
- Enter the three-digit announcement ID for the announcement you want to record (or the extension number of the directory extension you want to record)
- Follow the prompts to record, review, and save the new announcement(s)