Auto-Attendant + Extensions
Quick Guide (v1.0)

Welcome

Welcome!

Your Auto-Attendant is nearly ready for use.

If you have not already configured your extensions, please contact our Service Team.

When done, please use this guide to record your Main Menu and any necessary Extension greetings.

Please note that your Auto-Attendant can be customized to suit your precise needs. If you don't find a feature or configuration that you're looking for, please contact us and we will be happy to assist you.

Thank you,
The Service Team

Quick Tips

Get to Know Your Voice Mail:

➢ Your Greetings can be up to **2 minutes**.

➢ Callers can Record Voice Mails of up to **3 minutes**.

➢ Each Mailbox Holds **99** 'New' Voice Mails.

➢ New & Saved messages are kept for **50 days**, unless Deleted.

➢ If you accidentally Delete a Message, don't worry! You can Recover it from the Deleted folder for up to 5 days.

➢ Your **Pass Code** can be 4-8 digits.

Please contact us with questions and change requests.

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Setup: Step 1 - Record Main Menu

Record Main Menu

1.) Call Your Main Number
2.) During Prompt, press * (STAR)
3.) Enter Pass Code chosen at Sign-Up
4.) Complete **3-Step Tutorial**
    Step 1: Set New Pass Code
    Step 2: Record Your Name
    Step 3: Record Main Greeting*

* Sample Greeting

"Thank you for calling _____.
(Optional: To send a fax, press the start key on your fax machine now.)
If you know your party's extension, please dial it at any time or press 9 for a Dial-By-Name Directory. For _____, dial ext __. For _____, dial ext __. Please make your selection now. Thank you."

OPTIONAL After-Hours Menu

> **Contact Customer Service to enable an After-Hours Menu! Then use these steps to record the Greeting!**

Record After-Hours Menu

1.) Call Your Main Number
2.) During Your Greeting, press *
3.) Enter Your Pass Code
4.) Press 4 to Record Greeting
5.) When asked for greeting number, enter 20 followed by the # key
6.) Record Greeting, then press #
7.) Follow prompts to 'Accept' greeting, then exit.

Review of Main Menu Options

End-of-Menu Options

If a caller does not dial a selection during your Main Menu, we can:
    A.   Take a General Message
    B.   Transfer the Caller to Another Extension
    C.   Hang-Up
    D.   Repeat the Menu, followed by any of the above 3 options

By default, a Main Menu is programmed to *Take a General Message (option A)*. If you prefer one of the other options, please contact our service team and we can adjust your main menu settings.

Dial-By-Name Directory

Your Auto-Attendant features a Dial-By-Name Directory, which allows callers to search for your staff by the first 3 letters of their First or Last Names. Contact our service team for assistance in configuring the Directory settings.

Setup: Step 2 - Record Extension Greetings   [*NOTE: Refer to the sections that match the extension configurations you chose.*]

Voice Mail Only

1.) Call Your Main Number
2.) During Main Menu, dial Extension
3.) On Extension, press * (STAR)
4.) Enter Pass Code chosen at Sign-Up
5.) Complete **3-Step Tutorial**
    Step 1: Set New Pass Code
    Step 2: Record Your Name
    Step 3: Record Main Greeting*

* Sample Greeting

"You've reached _____ at ext _____. At the tone, please leave your name, number and message. I will return your call promptly. Thank you."

Greeting Only

1.) Call Your Main Number
2.) During Main Menu, dial Extension
3.) On Extension, press * (STAR)
4.) Enter Pass Code chosen at Sign-Up
5.) Complete **3-Step Tutorial**
    Step 1: Set New Pass Code
    Step 2: Record Your Name
    Step 3: Record Main Greeting*

* Sample Greeting

"Thank you for your interest in _____. Please listen to the following information, etc...."

> **By default, callers will be disconnected at the end of the greeting. To have callers returned to the main menu after the greeting plays, contact our Service Team.**

Call Forwarding with Voicemail

1.) Call Your Main Number
2.) During Main Menu, dial Extension
3.) On Extension, press * (STAR) during first **ring** or **prompt**, before call forwarding begins
4.) Enter Pass Code chosen at Sign-Up
5.) Press 4 to Record Greeting
5.) When asked for greeting number, enter 11 followed by the # key
6.) Record Greeting*, then press #
7.) Follow prompts to 'Accept' greeting, then exit.

* Sample Greeting

"You've reached _____ at ext _. I'm sorry I missed your call. Please leave a message and I will call you back as soon as possible. Thanks."
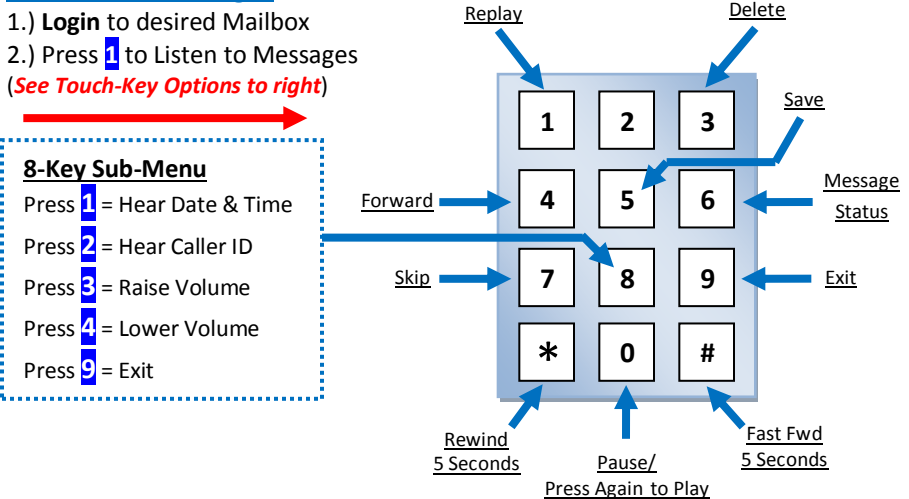
Call Forwarding Only

No greeting recording is needed for this configuration.

> **NOTE:**
>
> **If one of these four (4) primary configurations doesn't fit your needs, please contact us!**
>
> **Our services are highly customizable and we will be happy to configure a solution that's right for you!**

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Login to Mailboxes by Phone

Many of your mailbox features can be managed by logging in over the phone. Refer to these steps for phone login.

Login Steps for: MAIN MENU MAILBOX

1.) Call Your Main Number
2.) During Main Menu, press *
3.) Enter Your Pass Code

Login Steps for: VOICE MAIL or GREETING ONLY Extensions

1.) Call Your Main Number
2.) During Main Menu, dial extension
3.) Once routed to the extension, press * during Greeting
4.) Enter Your Pass Code

Login Steps for: CALL FORWARDING Extensions

1.) Call Your Main Number
2.) During Main Menu, dial Extension
3.) On Extension, press * (STAR) during first **ring** or **prompt**, before call forwarding begins
4.) Enter Your Pass Code

Listen to Messages by Phone

To Listen to Messages
1.) Login to desired Mailbox
2.) Press 1 to Listen to Messages
(See Touch-Key Options to right)

8-Key Sub-Menu
Press 1 = Hear Date & Time
Press 2 = Hear Caller ID
Press 3 = Raise Volume
Press 4 = Lower Volume
Press 9 = Exit

Replay — Delete
Save
Forward — Message Status
Skip — Exit

1 2 3
4 5 6
7 8 9
* 0 #

Rewind 5 Seconds
Pause/ Press Again to Play
Fast Fwd 5 Seconds

Update Greetings by Phone

MAIN MENU
1.) **Login** to your Main Menu Mailbox
2.) Press 8 for User Options
3.) Press 1 to Record Main Greeting
4.) Follow prompts to Record & Accept

VOICE MAIL or GREETING ONLY Extensions
1.) **Login** to desired Extension
2.) Press 8 for User Options
3.) Press 1 to Record Main Greeting
4.) Follow prompts to Record & Accept Greeting.

CALL FORWARDING Extensions
1.) **Login** to desired Extension
2.) Press 4 to Record Greeting
3.) For greeting number, enter: 11 #
4.) Press 1 to confirm selection
5.) Follow prompts to Record & Accept

NIGHT GREETING on Any Mailbox
1.) **Login** to desired Mailbox
2.) Press 4 to Record Greeting
3.) For greeting number, enter: 20 #
4.) Press 1 to confirm selection
5.) Follow prompts to Record & Accept

Contact Us for After-Hour Options!

Update Mailbox Settings

Change Name or Pass Code
1.) **Login** to desired Mailbox
2.) Press 8 for User Options
>Press 2 to Record Your Name
>Press 3 to Change Pass Code

Please contact us with questions and change requests.