
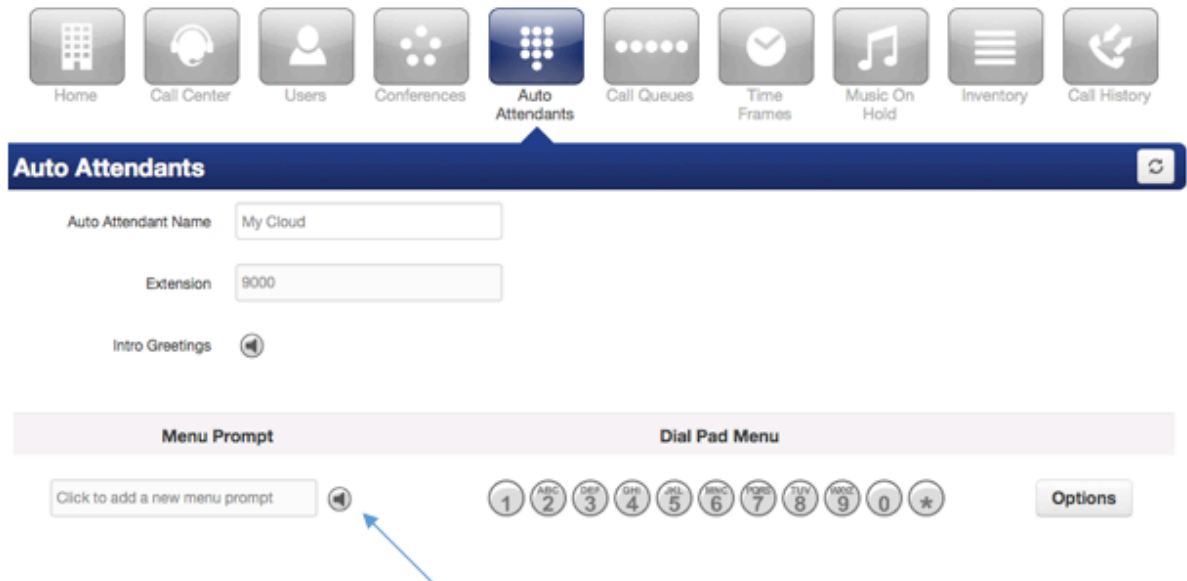


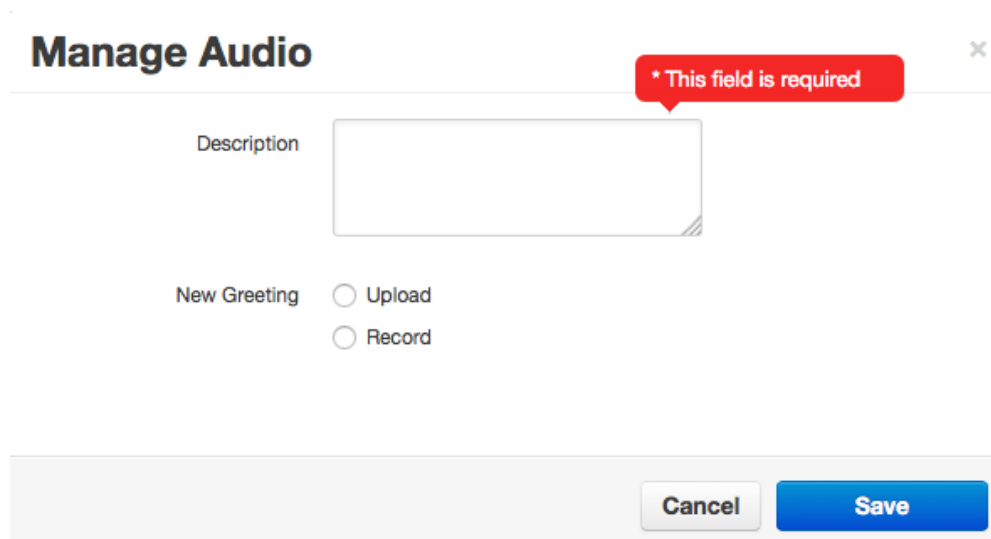
Auto Attendant Greetings

1. Click on the Auto Attendant tab from your admin portal
2. Select the auto attendant you wish to record by clicking on the name
3. Once on the auto attendant configuration page, click on the second manage recording icon . Right under Menu prompt.



The screenshot displays the 'Auto Attendants' configuration interface. At the top, a navigation bar includes icons for Home, Call Center, Users, Conferences, Auto Attendants (selected), Call Queues, Time Frames, Music On Hold, Inventory, and Call History. Below this, the 'Auto Attendants' section shows the configuration for 'My Cloud' with fields for 'Auto Attendant Name', 'Extension', and 'Intro Greetings'. A 'Menu Prompt' section features a button labeled 'Click to add a new menu prompt' with a speaker icon, which is pointed to by a blue arrow. To the right, there is a 'Dial Pad Menu' section with a numeric keypad and an 'Options' button.

4. Under Description type in what you want to name your greeting. If you wish to upload a pre-recording audio, click on **Upload** (make sure its wav. Or mp3. Format). If you need to record your own greeting, select **Record** and follow the next instructions.

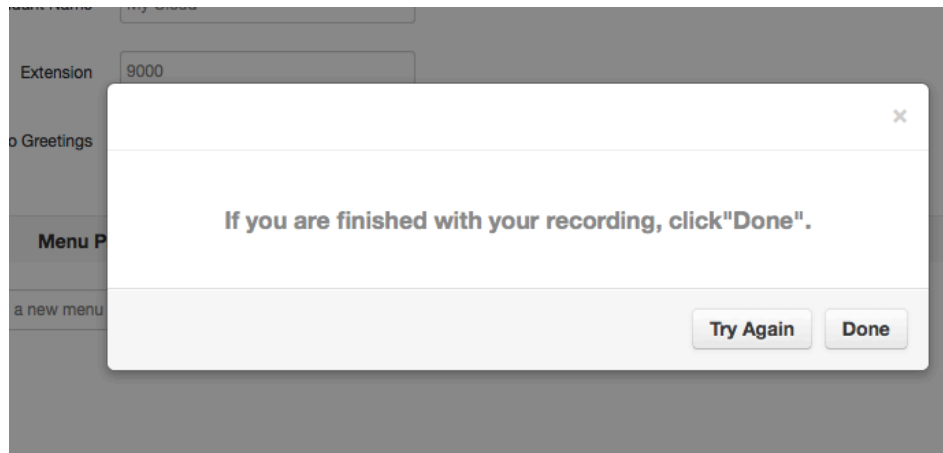


The 'Manage Audio' dialog box is shown. It features a title bar with a close button. A red error message '* This field is required' is displayed above the 'Description' text area. Below the text area, there are radio buttons for 'New Greeting' with options 'Upload' and 'Record'. At the bottom of the dialog are 'Cancel' and 'Save' buttons.

- Once you select record you will have the option to select where you want your phone to ring in order to record your call. To record, the system can send the call to either a registered extension or an external number. The extension needs to be online in order to receive the call. This will make the phone ring and you can pick it up and start your recording. Type in the number on the “call me at” section and click on call.

The screenshot shows a 'Manage Audio' dialog box with a close button (X) in the top right corner. The 'Description' field contains 'My Cloud Main Greeting'. Under 'New Greeting', the 'Record' radio button is selected, while 'Upload' is unselected. The 'Call me at' field contains the number '100'. At the bottom right, there are two buttons: 'Cancel' and 'Call'. A blue arrow points from the text 'Number or extension' to the 'Call me at' field. Another blue arrow points from the text 'Click on call to initiate call' to the 'Call' button.

- If you need to re-record it click on **Try Again**, otherwise click on **Done**



7. Once recorded you should be able to play your recording. Make sure to click on **Save** to update any changes.

