



## Recording Auto Attendant Greetings via the Voice Portal

### Client Administrative Steps for Listening to Existing or Recording New Greetings

1. Dial the Voice Portal extension 2000.
2. Press the \* key to choose an extension that is not your own.
3. **AGAIN, Enter the Voice Portal extension 2000** followed by the # key.
4. Enter the Administrative password followed by the # key. (This must be set up by Crocker Admin)
  - a. To Change an Auto Attendants Greetings Press 1
5. *If you have multiple Auto Attendants*, you will be prompted to enter a specific Auto Attendant's extension followed by the # key. Otherwise, proceed to step 6.
6. Below is the typed out audio menu options you will hear:
  - a. To Change the business hours greeting press 1
    - i. To record a new business hours greeting press 1
    - ii. To listen to the current business hours greeting press 2
    - iii. To revert back to the default business hours greeting press 3
    - iv. To go back to the previous menu press \*
    - v. To repeat this menu press #
  - b. To change the after hours greeting press 2
    - i. To record a new after hours greeting press 1
    - ii. To listen to the current after hours greeting press 2
    - iii. To revert back to the default after hours greeting press 3
    - iv. To go back to the previous menu press \*
    - v. To repeat this menu press #
7. When you are done recording the new Greeting press the # key and you can hang up.
8. The new greeting will automatically be put in place.