



**HOSTED VOICE
GREETINGS
USER GUIDE**

AUTO ATTENDANT RECORDINGS

The Auto Attendant service provides callers with a greeting and dialing menu options for reaching an extension or phone number.

Auto Attendants have two available greetings:

Business Hours

The Business Hours Greeting plays during business hours as defined by the schedule. For example, if the Business Hours schedule is 8:00 a.m. to 5:00 p.m., the Business Hours greeting will be played to callers during that timeframe.

After Hours

The After Hours greeting plays to callers outside of the Business Hours schedule. If the Business Hours schedule is 8:00 a.m. to 5:00 p.m., then the After Hours greeting will play from 5:01 p.m. until 7:59 a.m.

To Record Auto Attendant Greetings using the Voice Portal

- 1 Dial your Voice Portal phone number _____
- 2 If prompted to enter your passcode, press * followed by the mailbox ID _____#
- 3 Enter the Voice Portal passcode _____#
- 4 Press 1 for Auto Attendant Greetings
- 5 Press 1 for Business Hours, Press 2 for After Hours. Follow the prompts.

To record your Auto Attendant greetings, follow Option 1 flow below.

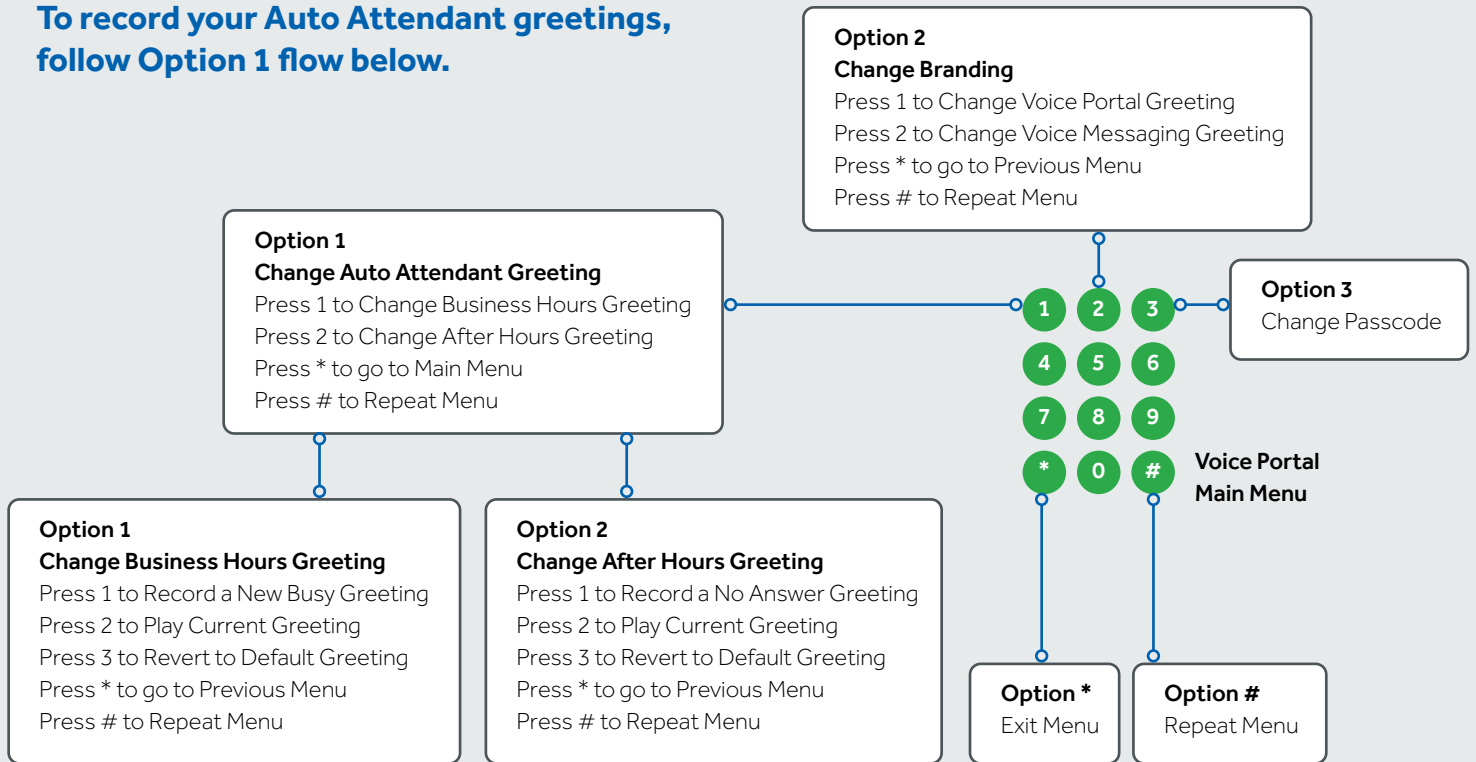


Fig. 1 Auto Attendant Voice Portal Menu

Use the BroadSoft Recorder App to record. See instructions on page 3 for BroadSoft Recorder.

VOICEMAIL RECORDINGS

Using the Voice Portal to record your greeting:

The first time you access your voicemail, you will be prompted to change your passcode/PIN and record your name.

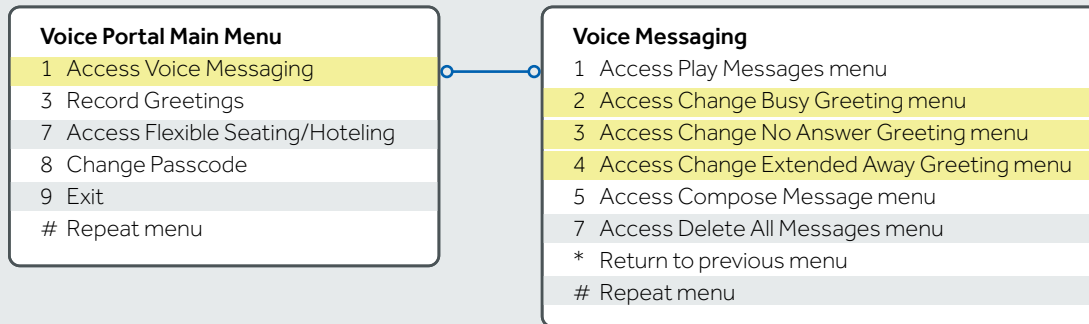
To access your voicemail on your phone:

- Press *62 on the keypad OR
 - Press the messages envelope button/key
- Follow the prompts.

Use the BroadSoft Recorder App to record.
See instructions on page 3 for BroadSoft Recorder.

To record a custom greeting:

- 1 Access voicemail
- 2 Enter your passcode/PIN
- 3 Press 1 for the main menu
- 4 Listen for the prompts for various greetings
 - 2 Busy Greeting
 - 3 No Answer Greeting
 - 4 Extended Away Greeting
(this option does not record messages)



CALL QUEUE RECORDINGS

The Voice Portal is not used for Call Queue recordings like Voicemail and Auto Attendant. The BroadSoft Recorder is the recommended mobile app for Call Queue recordings.

See instructions on page 3 for BroadSoft Recorder.

BROADSOFT RECORDER

Download the BroadSoft Recorder app from Google Play Store if you have an Android phone or Apple App Store if you have an iPhone.

Step 1

Tap the + sign to open the recorder interface



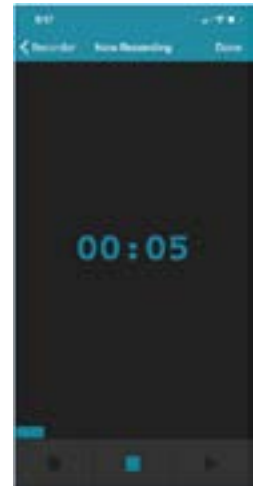
Step 2

Tap the Recording button



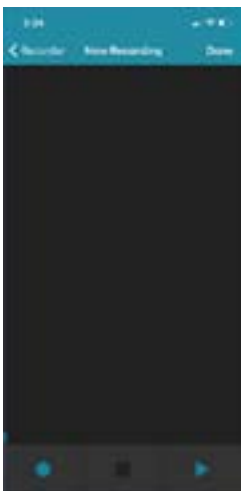
Step 3

Tap the stop button when finished recording



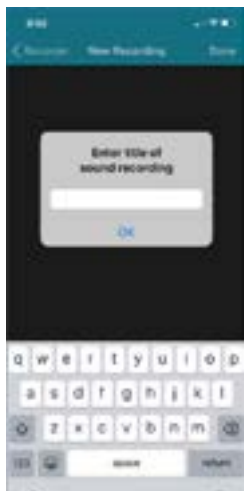
Step 4

Tap the play button to listen to the recording or click done to proceed to download



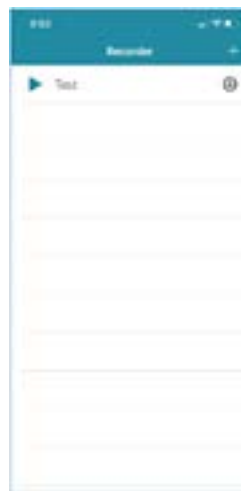
Step 5

Enter title of the sound recording and then tap OK. In this example, we used "Test"



Step 6

Tap the download button



Step 7

Send audio file to your email address

