



## Recording Additional Greetings

The IPitomy system allows you to record multiple prompts for the same menu. This can be useful for recording a holiday or emergency greeting. When that even is over, you can switch the greeting back to the normal closed message without having to re-record this.

### To Record Other Greetings in the Same Menu

1. Dial the **three digit number** of the menu you wish to record using the table above.
2. While the prompt is playing, enter the **Password** of the menu.
3. It will then say "Menu Administration. Your current menu prompt is set to announcement \_\_\_\_."
4. You can press \* to hear the current greeting that is currently playing at this point.
5. Select another announcement by pressing the **announcement number** (1-5).
6. It will then confirm by saying "Announcement \_\_\_\_ management."
7. Press **2** to record the greeting (announcement).
8. After the tone, **record** the greeting. Press # when finished.
9. If you want to re-record the greeting, repeat steps 7-8.
10. You can press **1** to listen to the newly recorded greeting.
11. *Press 3 to enable this greeting.*
12. Press # and hang up.

### To Switch Between Multiple Greetings

1. Dial the **three digit number** of the menu you wish to record using the table above. If off-site, dial the number which goes to the menu greeting you wish to switch.
2. While the prompt is playing, enter the **Password** of the menu.
3. It will then say "Menu Administration. Your current menu prompt is set to announcement \_\_\_\_."
4. You can press \* to hear the current greeting that is currently playing at this point.
5. Select the announcement number of the greeting you want to switch to by pressing the announcement number (1-5).
6. It will then confirm by saying "Announcement \_\_\_\_ management."
7. Press **1** to listen to make sure the prompt is the correct one.
8. *Press 3 to enable the prompt.*
9. Press # and hang up.

## Recording and Switch Greetings from Off-Site (Remotely)

### Record a Menu Greeting from Off-Site

1. Dial the **phone number** of the menu greeting you wish to re-record from the table above.
2. While the prompt is playing, enter the **Password** from the above table.
3. It will then say "Menu Administration. Your current menu prompt is set to announcement \_\_\_\_."
4. Enter the announcement (prompt) number to manage.
  - a. If you want to change the current greeting that is selected, then just enter the **number** that is currently playing (told by the system in the previous step)
  - b. Or, to record a separate prompt, enter the **Prompt (announcement) number** you wish to record (1-5).
5. The system will then say "Announcement \_\_\_\_ Management".
6. Press **2** to record the new greeting.
7. After the tone, **record** the greeting. Press # when finished.
8. If you want to re-record the greeting, repeat steps 6-7..
9. You can press **1** to listen to the newly recorded greeting.
10. *Press 3 to enable this greeting.*
11. Press # and hang up.

### To Switch Between Multiple Greetings

1. Dial the **phone number** of the menu greeting you wish to change from the above table on the first page of this document.
2. While the prompt is playing, enter the **Password** of the menu.
3. It will then say "Menu Administration. Your current menu prompt is set to announcement \_\_\_\_."
4. You can press \* (star) to hear the current greeting that is currently playing at this point.
5. Select the announcement number of the greeting you want to switch to by entering the **announcement number (1-5)**.
6. It will then confirm by saying "Announcement \_\_\_\_ management."
7. Press **1** to listen to make sure the prompt is the correct one. If it is not the correct greeting, then press # (pound) to return to the previous menu to select another announcement (prompt).
8. *Press 3 to enable the prompt.*
9. Press # and hang up.

If you are unsure of the menu number or have any other questions, please call the office at 302-792-9200 or email us at [service@advnetwork.com](mailto:service@advnetwork.com)

For more information, please visit our support page at <http://www.advnetwork.com/support.html>