Advanced Networking, Inc.

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Recording Menu Greetings

IPitomy and Hosted Systems

(Contact Advanced Networking, Inc for the information for this table below)

Description	Menu Number	Password	Phone Number

Recording Greetings from an System Telephone On-Site

Initial Recording of the Menu Greeting

- 1. From a system phone inside the office, dial the **three digit number** of the menu from the table above you wish to record using 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 one."
- 4. Enter the announcement number to manage. Press 1 for announcement one.
- 5. Press 2 to record the greeting (announcement).
- 6. After the tone, **record** the greeting. Press **#** when finished.
- 7. If you want to re-record the greeting, repeat steps 5-6.
- 8. You can press 1 to listen to the newly recorded greeting.
- 9. Press **3** to enable this greeting.
- 10. Press # and hang up.

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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 <u>service@advnetwork.com</u>

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