

## Custom Recording for an Auto Attendant

To create a custom recording for an auto attendant the administrator should be prepared with their script and a quiet space and time for recording.

The administrator must enter the Comwave Voice Portal from their hPBX phone with the following steps:

1. On your Comwave phone enter **9999** then the **dial** command
2. You will hear a message: "Please enter your passcode". **\*IMPORTANT\* do not enter your passcode! Press the star key (\*) instead.**
3. Enter mailbox number **9999#**
4. Enter the Passcode - **370601**

### The Comwave Voice Portal Menu

5. Press **1** to change an **Auto Attendant Greeting**

You will be prompted for the Auto Attendant's extension number if you have more than one layer of Auto Attendant, otherwise it will proceed to the options menu.

6. Press **1** to change the Business Hours Greeting (all auto attendants have this as the default)

Press **1** to record a new business hours greeting

Press **2** to listen to the current business hours greeting

Press **3** to revert to the default business hours greeting

Press **\* key** to return to the previous menu

Press **# key** to repeat this menu

7. Press **2** to change the **After Hours Greeting** (only if you have set-up an afterhours option will this be applicable)

Press **1** to record a new afterhours greeting

Press **2** to listen to the current afterhours greeting

Press **3** to revert to the default afterhours greeting

Press **\* key** to return to the previous menu

Press **# key** to repeat this menu