



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 hour 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 after-hours option will this be applicable).
 - Press **1** to record a new after-hours greeting
 - Press **2** to listen to the current after-hours greeting
 - Press **3** to revert to the default after-hours greeting
 - Press ***key** to return to the previous menu
 - Press **#key** to repeat this menu