How to Record an Auto Attendant Greeting

Hawaiian Telcom Business

Auto Attendant is an automated receptionist who greets incoming callers and offers callers routing options. It can be set up to answer calls within a certain number of rings, or it can be used to answer all incoming calls. You can call into your "Voice Portal" number to access the Auto Attendant from any IP phone in your network or from any outside phone.

Your Auto Attendant is assigned a specific telephone number and lets you record both Business Hours and After Hours greetings. Using the menu routing options, you can easily create custom call routing for office hours, lunch, after hours, weekends, holidays and more.

Record or Change an Auto Attendant Greeting From Inside Your Network

1. From your phone, dial 643-2246.
2. Press the **Ü** key.
3. When prompted for the "Mailbox ID", enter your Voice Portal number (including the 808), then press **#**.
4. Enter the Voice Portal passcode (_____) followed by the **#** key. You will hear the following options:
   - To change an auto attendant's greetings, press **1**
   - To go to the branding configuration menu, press **2**
   - To record a new announcement, press **5**
   - To change your passcode, press **8**
5. Press **1** to change an Auto Attendant greeting.
   - **Note:** If you have more than one Auto Attendant, you will be asked to enter the Auto Attendant number (eg. **1000** for first Auto Attendant, **1001** for second Auto Attendant, etc.).
   - You will then hear the following options:
     - To change the business hours greeting, press **1**
     - To change the after hours greeting, press **2**

Quick Tip:
Your *Voicemail* number and your *Voice Portal* number are 2 different numbers.

Make a selection, then follow the steps below.

Business Hours:

If you selected the Business Hours greeting, you will hear the following options:
- To record a new Business Hours greeting, press **1**
- To listen to the current Business Hours greeting, press **2**
- To revert back to the default Business Hours greeting, press **3**
- To go back to the previous menu, press **Ø**

To repeat this menu, press **#**

After Hours:

If you selected the After Hours greeting, you will hear the following options:
- To record a new After Hours greeting, press **1**
- To listen to the current After Hours greeting, press **2**
- To revert back to the default Afters Hours greeting, press **3**
- To go back to the previous menu, press **Ø**

To repeat this menu, press **#**

Sample Business Hours Greeting:
"Thank you for calling ABC – your one stop business! Our business hours are Monday-Friday, 8am to 5pm. If you would like to contact our sales department, please press 1. For support services, press 2. To listen to our company directory, press 3. For all other inquiries, press 0 to be transferred to the operator".

Sample After Hours Greeting: *"Thank you for calling ABC – your one stop business! Our office is now close. Our normal business hours are Monday-Friday, 8am to 5pm. If you know your party's extension, please dial it now, or press 2 to leave a voice message in our general mailbox"*

Record or Change an Auto Attendant Greeting from Outside Your Network

1. Dial the Voice Portal number (_____).
2. When prompted for the "Mailbox ID", enter the extension of the Voice Portal (_) followed by the **#** key
3. Enter the Voice Portal passcode (_____) followed by the **#**

   You will hear the following options:
   - To change an auto attendant's greetings, press **1**
   - To go to the branding configuration menu, press **2**
   - To record a new announcement, press **5**

To change your passcode, press **8**