ALLWORX System Auto-Attendant Guide – 2017

Recording Auto Attendant Greetings and Messages
• Day Mode Greeting (or Night Mode Greeting, depending on the time of day)

1. Dial **(6+Your Ext. Number)** *You will hear the default welcome greeting.*
2. Dial your password or pin code **(_____)**, **Must dial the pound sign at the end.**
3. **Dial 9** for system recordings
4. **Press 1** for Auto-Attendant recordings
5. **Press 1** for AA (*You selected Auto-Attendant 1*)
6. To manage greetings **Press 1**
7. Choose the Greeting or Message to be recorded.
    Press **(0)** Day Mode Greeting
    Press **(1)** Night Mode Greeting
            # Return to the Auto Attendant
            * Replay the options
8. Press **(2)** to start recording after the beep.
9. Press **(#) when** you are finished. You must dial the pound sign.

Day-Greeting *Sample Script*

Thank you for calling _____. Our operator is busy helping other customers. If you know your parties extension you may dial it at any time, dial #1 for our company directory or dial 0 for the operator.

Night-Greeting *Sample Script*

Thank you for calling _____ our office is closed. Our normal business hours are from 8am to 5pm Monday through Friday. If you know your parties extension you may dial it at any time, dial #1 for our company directory or dial 2 to leave a general message.
Again Thank-you for calling.