AUTO ATTENDANT
(Extensions with Call transfer, No Pre-Transfer Greeting with Voice Mail)

First you are going to set up your Main Menu: (XXX)XXX-XXXX

This consists of choosing a new passcode, saying your name or the name of your company and recording your Main Menu.

TIP: Write down your script and rehearse it <u>out loud</u> a few times before you call.

TIP: After you have finished speaking your Main Menu, WAIT 3 – 4 seconds before you press 9 to save it. This will give callers time to make their selection.

TIP: If you make a recording mistake, Don't hang up. The system will let you record over as many times as you want.

STEP 1 – Dial your Main number.

STEP 2 – Press * (star) followed by your temporary passcode, 2893 (Example: *5656)

STEP 3 – Follow the Tutorial.

1. Enter your new passcode.
2. Record your name.
3. Record the outgoing Auto Attendant Menu. Follow the prompts to record, listen to your recording, record over and save your recording.
   Example: Thank you for calling Acme Supply. For Sales Press 1, Customer Service Press 2, Shipping Press 3, Bill Jones Press 501, Susan Smith Press 502.

Hang up when complete.

Now set up your extensions.

To set up Extension 125:

Dial your main number.
Press 125 **(Extension number)**
As soon as you hear it ring press * **(star)**
Enter your passcode **2893 (temp passcode)**

1. Press 4 for Greetings
2. Press 11# (Main voicemail message)
3. Press 1 (to accept selection)
4. Record your Voicemail Greeting. This will play when you don't answer. (Example: "This is _____. I'm either on the phone or away from my desk. Please leave your name, company name, area code, phone number and a detailed message. I'll call you back as soon as I return. Thank you.
5. Follow the prompts to listen, re-record or press 3 to save your Greeting.
6. Press #.
7. Press 8 for User Options
8. Press 2 to Record your Name tag
9. Follow the prompts to save your name.
10. Press 3 for Passcode
11. Follow the prompts to enter your new passcode
12. Press 9
13. Press 9 and hang up.

   Repeat for each Extension.

To Pick Up Messages by Phone:

1. Call your Auto Attendant Number.
2. Enter your Extension Number.
3. Press * (star) followed by your passcode. (Example: *5656)
4. Press 1 to play your messages.
5. Follow the prompts to change your Greeting or Passcode as desired.

If you have any further questions please contact us:
By email: support@globalitcom.com