LS NETWORKS
The Network Built for the Northwest

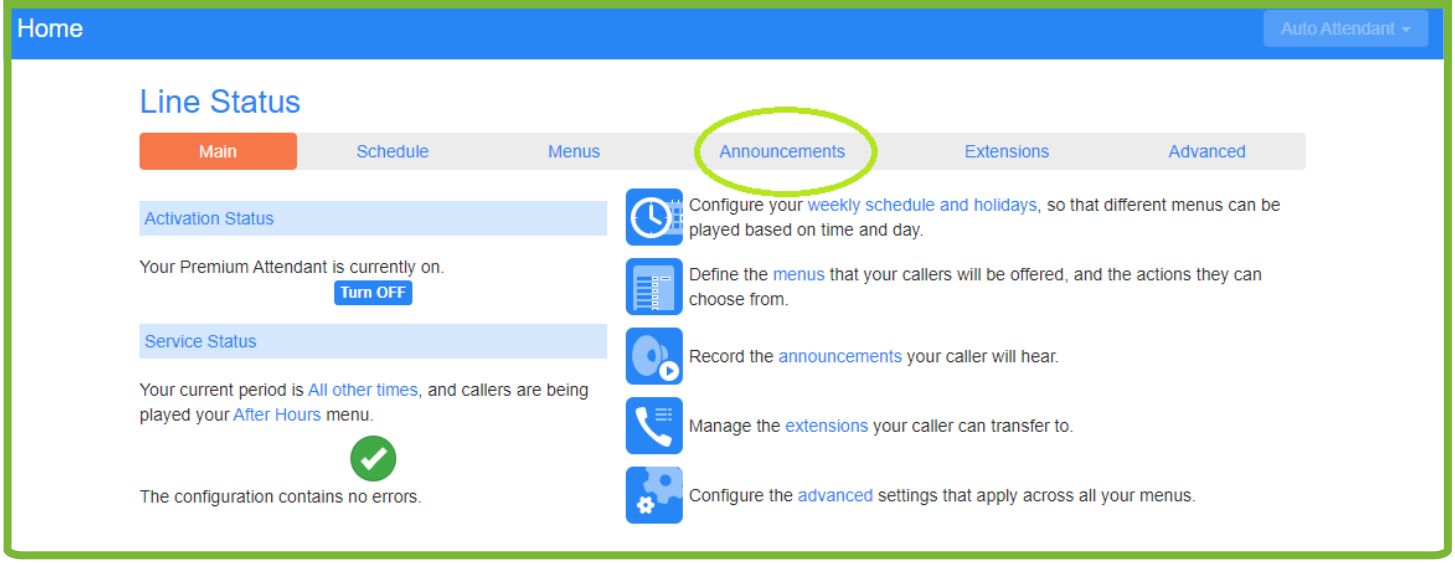
Auto Attendant Announcement Guide

Recording Auto Attendant Announcements

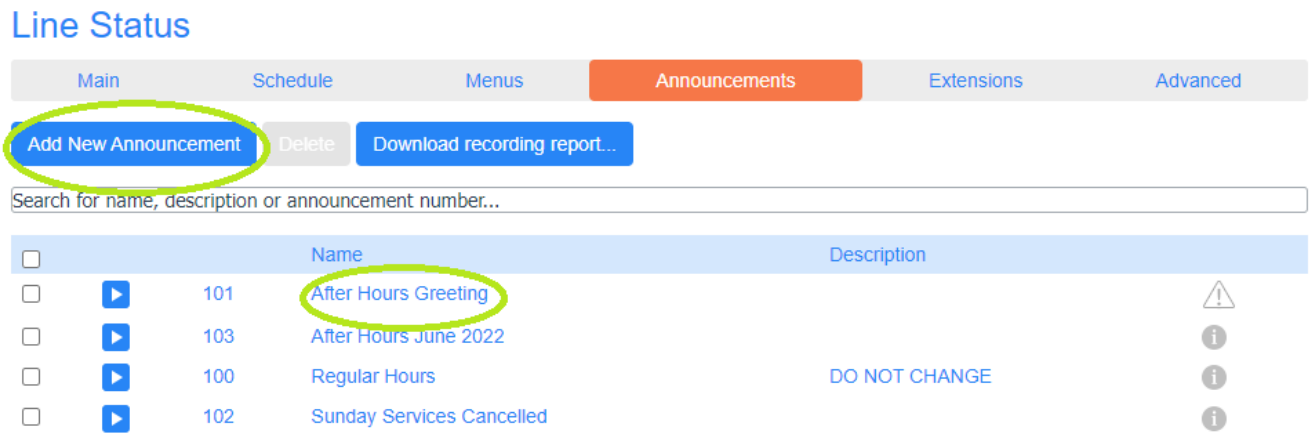
Login to the portal using the Auto Attendants number as the username. If the password is not known, contact the Business Group Administrator or have an authorized user who can make changes to your LS Networks account contact LS Networks technical support at 866-366-2638

Portal Link: **commportal.aspenuc.com**

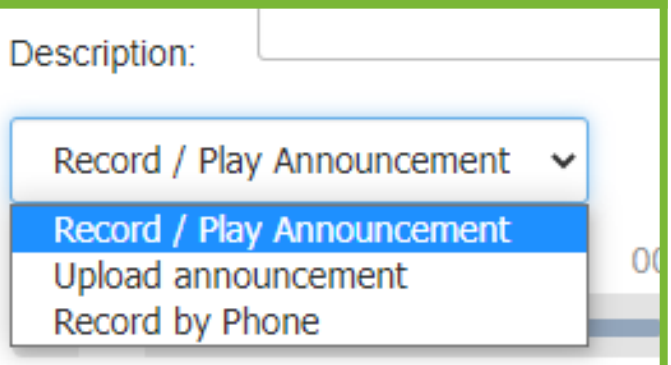
1 Once you have logged in click on the announcements tab:



2 From here you have a few options, you can update an existing announcement by simply clicking on the name of the announcement or you can click on the “add new announcement” button to add a new announcement.



3 Once you have made your selection you have a few options



Record / Play Announcement:

you will need a microphone attached to the computer to use this option.

Upload Announcement:

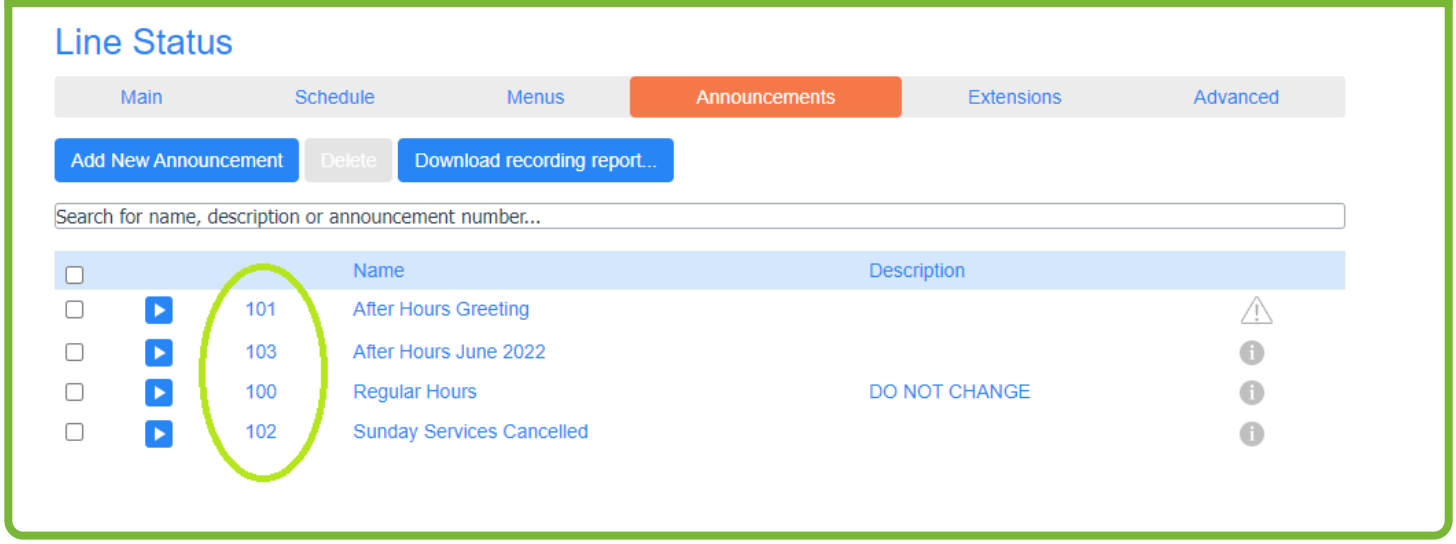
if you have a file you wish to upload you can do this here. The file format must be a WAV file information: 16-bit PCM, 8000Hz, U-Law

4 Record By Phone:

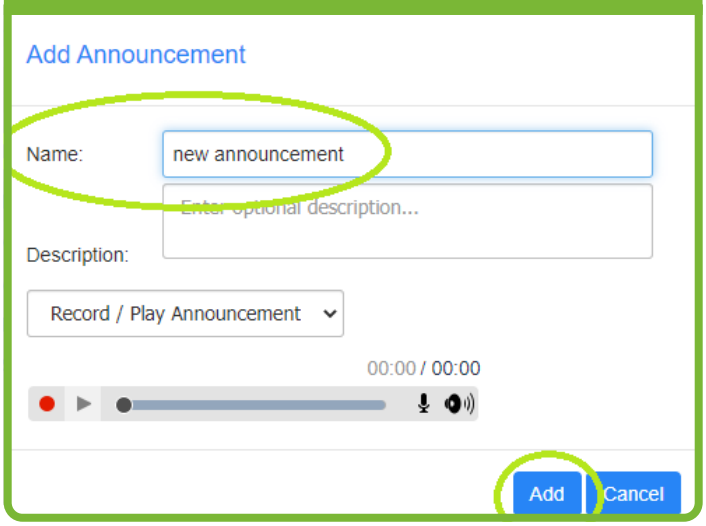
1. Pick up a line in the and dial *98, when it prompts you for a pin press the * key.
2. It will then ask you for the phone number of the voicemail you want to access you would like to access. Enter the phone number of your auto attendant then press #.
3. It will then ask you for your PIN. Enter the PIN of the auto attendant account then press #.
4. Press 1.

Record By Phone

5. Press 2.
6. It will then ask you which Announcement number you would like to record. This can be found in the portal (see photo below.)



3 **If you are wanting to create a new announcement and record it via the phone you will need to create it in the portal first so that you have the announcement number to select.**
To do this you simply need to click the "add new announcement" button in the portal and give it a name then it will allow you to click "add"



Setup is complete!