

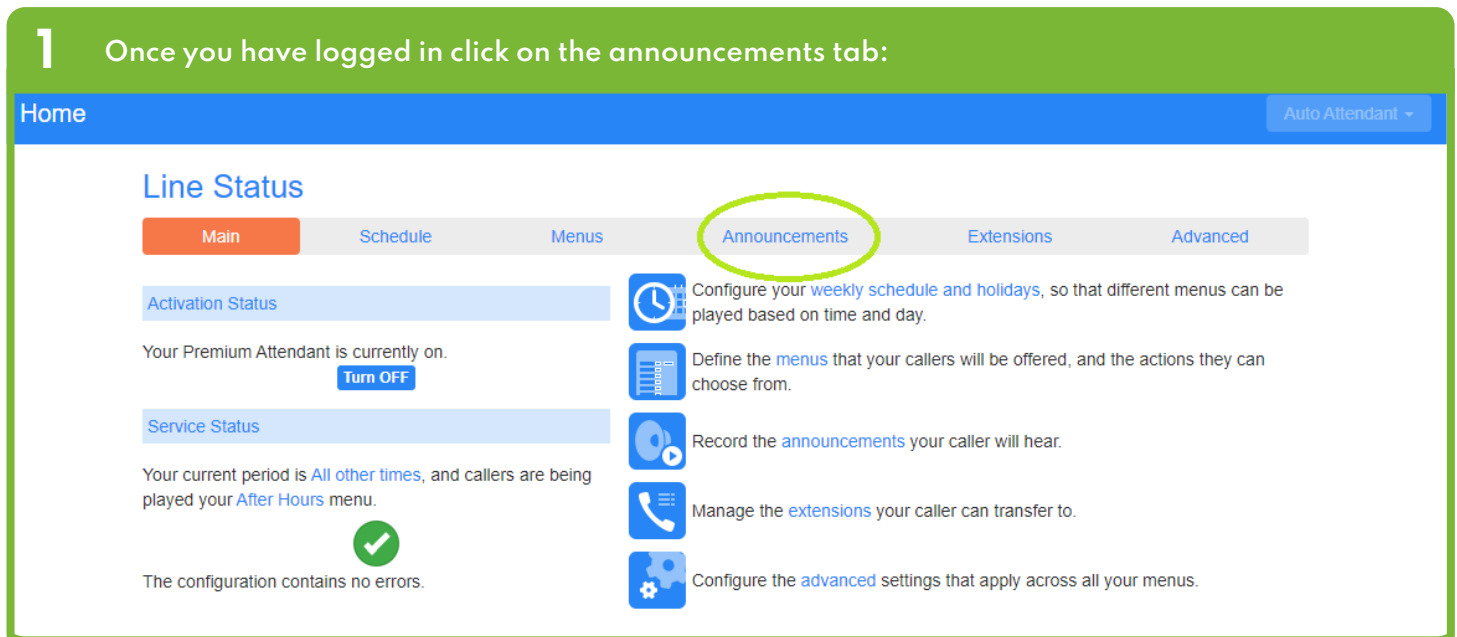
# Auto Attendant Announcement Guide

## 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](http://commportal.aspenuc.com)

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



Home Auto Attendant ▾






### Line Status

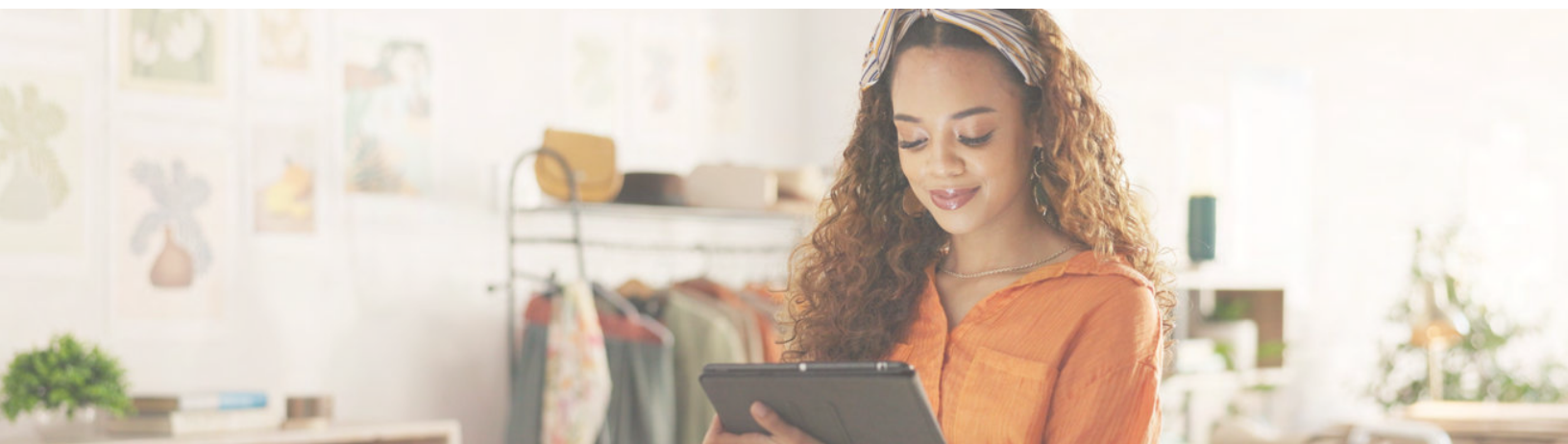
Main Schedule Menus **Announcements** Extensions Advanced

**Activation Status**  
Your Premium Attendant is currently on. Turn OFF

**Service Status**  
Your current period is All other times, and callers are being played your After Hours menu. ✓

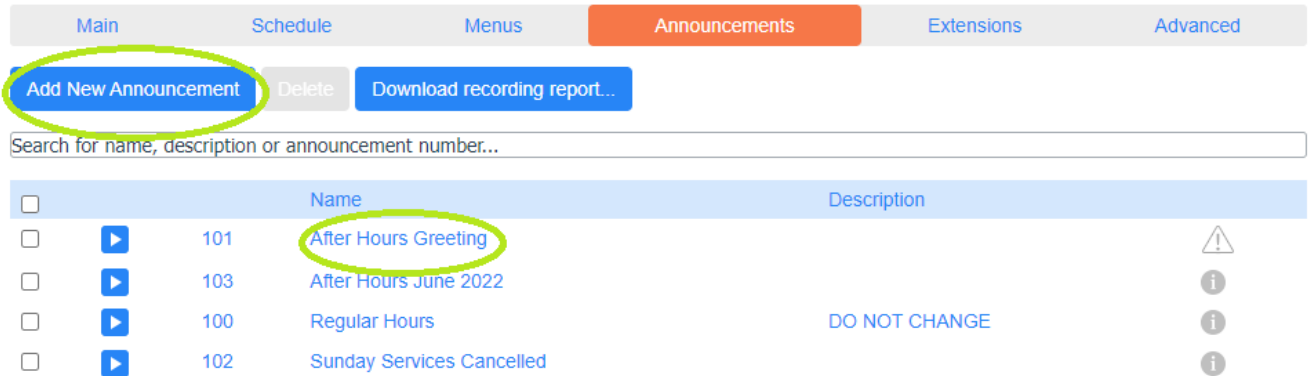
The configuration contains no errors.

-  Configure your **weekly schedule and holidays**, so that different menus can be played based on time and day.
-  Define the **menus** that your callers will be offered, and the actions they can choose from.
-  Record the **announcements** your caller will hear.
-  Manage the **extensions** your caller can transfer to.
-  Configure the **advanced** settings that apply across all your menus.



**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.

## Line Status



The screenshot shows the 'Line Status' interface with the 'Announcements' tab selected. The 'Add New Announcement' button is circled in green. Below it is a search bar and a table of announcements. The 'After Hours Greeting' announcement is also circled in green.

<input type="checkbox"/>		Name	Description	
<input type="checkbox"/>		101	After Hours Greeting	
<input type="checkbox"/>		103	After Hours June 2022	
<input type="checkbox"/>		100	Regular Hours	DO NOT CHANGE
<input type="checkbox"/>		102	Sunday Services Cancelled	

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

Description:

- Record / Play Announcement
- Record / Play Announcement
- Upload announcement
- Record by Phone

### 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.)

## Line Status

Main Schedule Menus **Announcements** Extensions Advanced

Add New Announcement Delete Download recording report...

Search for name, description or announcement number...

<input type="checkbox"/>		Name	Description	
<input type="checkbox"/>	<input type="button" value="▶"/>	101	After Hours Greeting	<input type="button" value="⚠"/>
<input type="checkbox"/>	<input type="button" value="▶"/>	103	After Hours June 2022	<input type="button" value="i"/>
<input type="checkbox"/>	<input type="button" value="▶"/>	100	Regular Hours	DO NOT CHANGE <input type="button" value="i"/>
<input type="checkbox"/>	<input type="button" value="▶"/>	102	Sunday Services Cancelled	<input type="button" value="i"/>

**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!**

## Add Announcement

Name:

Description:

Record / Play Announcement

00:00 / 00:00

