How To Record Greetings - Continued

Uploading Greetings

If you have previously recorded a greeting that has an .mp3 extension, you can click on the Upload icon to open your file explorer, select your greeting and then click on open. Click the Green Add button to complete the addition of your new greeting.

Recording Greetings With Your Phone

You can change the Default Greetings or Re-Record your custom greetings in your department mailboxes* while you are in your Auto Attendant. While you are listening to your Department Mailbox Greeting, press * on your phone, you will then be prompted for a password. There will different passwords for each department. The initial default password is 0000 and can be changed by selecting the Change Password option. After entering your Password choose Greeting Options in the Set-Up Menu. Follow the instructions in the Greeting Menu to Listen to, Record, Re-Record and Delete your Greeting.

These directions are for Greeting Only Mailboxes.

Changing Your Greeting

Select a Department Mailbox from your Auto Attendant Tree, click on the Greetings Icon, then click on the box to the right of the greeting that you would like to activate. The box will turn Blue and will now be the Greeting that callers will hear.

Events ⭐

If you would like to play a custom greeting during a holiday, select the Department Mailbox from your Auto Attendant Tree where you would like the greeting to play and click on the events icon at the top of the screen. Click on the Green icon at the bottom of the screen to open the Events window and select Add Event. This will open a Setup Event window, enter a Description for your Event Greeting, select the Month and Day for your greeting. You can choose Yes for this greeting to run All Day or you can choose No and set up a schedule during the specific day for the Greeting to play. There are multiple Actions that you can choose, please contact our office if you want to invoke Actions other than Greeting. Select your Greeting that you have already recorded in the specific department's Greeting library. Click on Save to complete the Setup Event. In this example the special December 25th Sales Department Greeting will only play on the specific day and then the normal Greeting will automatically play.

Setup Event	
Description:	Sales Department December 25th Greeting
Month:	December
Day:	25
All Day:	Yes
Action:	Greeting
Greeting:	Select Greeting
	Sales Main greeting.mp3
	Sales Department December 25th Greeting

+ Save   ✕ Cancel

This is a basic User Guide for your Auto Attendant. Schedules and Callers are advanced features, if you would like to add or make changes to these please contact our office.

AUTO ATTENDANT
WEB PORTAL USER GUIDE

STAR COMMUNICATIONS

⬢ STAR
COMMUNICATIONS

PROFESSIONAL PHONE TRAFFIC ROUTING

The Auto Attendant service plays a message to incoming callers giving them routing options to different departments or employees. This guide will give you instructions on making basic changes to your Auto Attendant. Contact our office if you would like to make service changes that are not detailed in this guide.
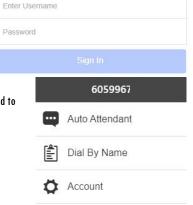
MANAGE AUTOATTENDANT WITH THE WEB PORTAL

Enter the following web address into your PC's web browser*.

(https://starapmax.stmc.net/AutoAttendant)

Once you have logged in with your User Name and Password, click on the area circled in Red to open the Main Menu.

Click on Auto Attendant to open your Auto Attendant Tree. Dial By Name is an advanced feature of this service, please contact our office for assistance with this feature. Click on Account to Log Out or to change your password.
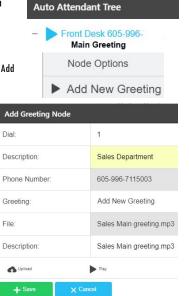
Managing Settings

Click on the Green Settings icon in the lower right to open your Node Options. You have several Node options on routing callers through your Auto Attendant.

Add New Greeting (Department)

If you want callers to go to a department that has multiple contact numbers, click on the Add New Greeting option. An Add Greeting Node window will open. In the Dial field, type a corresponding number that is recorded in your main greeting that when pressed by the caller will route them to this greeting, giving callers instructions on what number to press in order to reach a specific phone number in this department. In the first Description field, type in the name of the Department, then select the appropriate greeting for this department. See "How To Recording Greetings " on page 3 for information on uploading and recording new Greetings.

Clicking on Save will add this new Greeting (department). In this example, callers will be directed to a greeting mailbox in the Sales Department when they dial "1".
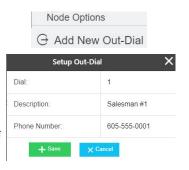
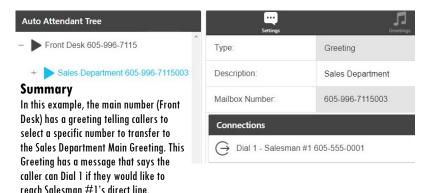***This service is only supported in Google Chrome, Microsoft Edge and Mozilla browsers.**

Managing Settings
Add New Out-dial

In our example in this user guide, you can select Add New Out-Dial from the Node Options to allow a caller to select a corresponding number in the Sales Department Main Greeting that will transfer them to the phone number of a specific sales representative.
In the Dial field enter the number you want the caller to select. In the Description field enter the name or contact information. In the Phone Number field enter the 10 digit number of the phone you want the caller transferred to. Click Save to complete the New Out-Dial.
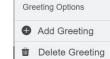
Summary

In this example, the main number (Front Desk) has a greeting telling callers to select a specific number to transfer to the Sales Department Main Greeting. This Greeting has a message that says the caller can Dial 1 if they would like to reach Salesman #1's direct line.

There are additional advanced Node options in Settings, please contact our office if you need additional assistance with these settings.

How To Record Greetings

You can add greetings to your Auto Attendant by recording them with a built-in computer microphone, using your phone and following the voice prompt instructions, or by uploading an audio file from your computer. You can also change your active greeting from your greeting list. A default greeting will play until you add your first greeting. From the Auto Attendant Tree, select a Department Mailbox and click on the Greetings icon at the top of the screen. To manage and record new greetings, click on the Green Greetings icon at the bottom of the screen to open the Greeting Options Menu. Select Add Greeting to open the Setup a New Greeting Menu. Name your Greeting by Entering a Description in the Description field. If your computer has an enabled microphone you can click on the Microphone icon and the service will start recording.

Click on the Stop button and then click the Green Add button to Add your new Greeting to the Greeting Library.

Other Record options are on Page 4.