



Rerecording an Auto Attendant Greeting – Premium

Granite is able to rerecord your Auto Attendant for you if you provide a script. Please keep in mind there will be a service order charge associated with any Granite rerecording.



Log into the Auto Attendant CommPortal (or access the Auto Attendant through the Admin Portal)

Home Premium 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 Closed, and callers are being played your Closed 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.

Your Services

Call Settings Account Codes

Personal Details: Premium Attendant store 1234
Security: Change Password, Change Call Services PIN, Change Voicemail PIN
Support: Help, Send Feedback



Go to the “Announcements” sub tab

Home Premium Attendant

Line Status

Main Schedule Menus **Announcements** Extensions Advanced

[Add New Announcement](#) [Delete](#) [Download recording report...](#)

Search for name, description or announcement number...

	Name	Description	
<input type="checkbox"/>	▶ 100	Business Hours	
<input type="checkbox"/>	▶ 104	Field Cancellations	
<input type="checkbox"/>	▶ 103	Non-Business Hours	
<input type="checkbox"/>	▶ 101	Sub menu 1	
<input type="checkbox"/>	▶ 102	Sub menu 2	

Your Services

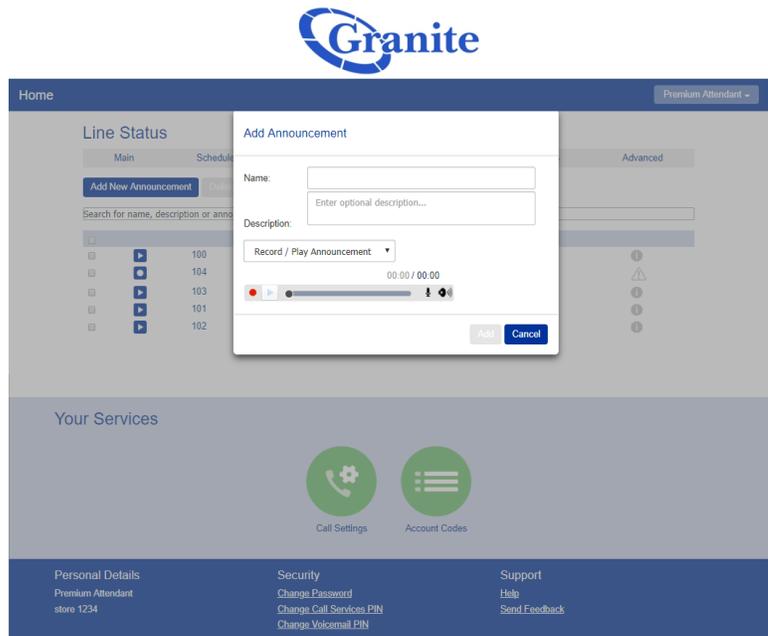
Call Settings Account Codes

Personal Details: Premium Attendant store 1234
Security: Change Password, Change Call Services PIN, Change Voicemail PIN
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Click “Add New Announcement”



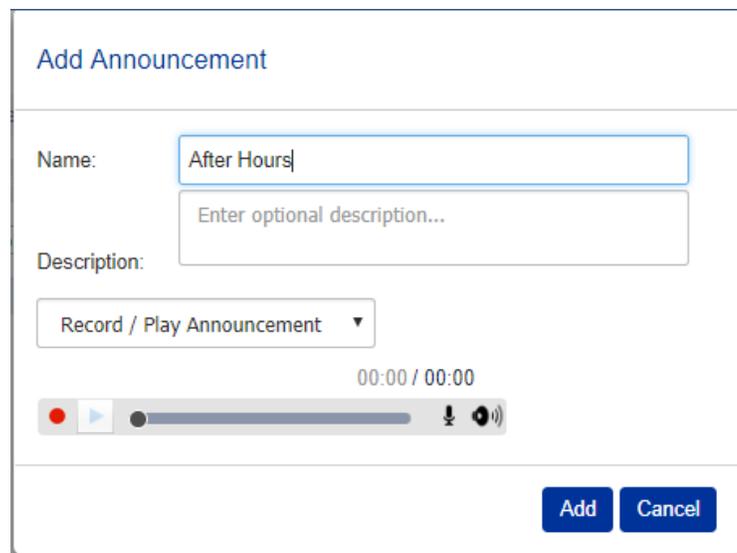
In the field labeled “**Name**” put in what you wish to name your announcement.

In the “**Description**” field enter information that will help you decipher which recording it is. You can leave this field blank if you wish.

In the drop down menu, you have three options:

“**Record / Play Announcement**” will require there to be a microphone hooked up to your computer. If there

is press the  button and begin recording. Once you are satisfied with your recording press “**Add**”.





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“Upload announcement” allows you to record a greeting elsewhere (through another program or on another computer) save that recording and then upload it directly into the portal. Click **“Choose File”** to locate a file and **“Upload”** to upload the file to CommPortal. Once this is done, click **“Add”**

Add Announcement

Name:

Description:

You are responsible for ensuring that you have all necessary rights to the files that you upload.

New file: ?

Current file:

“Record by Phone”

Add Announcement

Name:

Description:

To record this announcement, dial your Premium Attendant access number, and follow the prompts to edit announcements. Enter the announcement number 105 when prompted.

Please note you have to click **“Add”** to the announcement to generate an announcement number to reference while recording over the phone.



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To record by phone, follow the below directions:

Dial the following number to access the Messaging Service: 6172491215

Please note that if you are dialing from a Granite phone you will need to press * to change the subscriber from your own phone number to the Auto Attendant number.

You will hear the following prompt:

“Area code and phone number, followed by pound. If you make a mistake, and need to start again, press the star key.”

Enter the full ten digits of your Auto Attendant number then press #

You will hear the following prompt:

“Please enter your PIN, followed by pound. If you make a mistake, and need to start again, press the star key. To listen to this subscriber’s Easy Attendant, just press pound.”

Enter your voice-mail PIN for the Auto Attendant then press #.

Please note that this PIN can be changed, if you haven’t changed it use the default mentioned **(4726483)**

You will hear the following prompt:

“Welcome to Subscriber Services. To change your Premium Attendant configuration, press 1. To change your account settings, press 2. To leave this account and log on as another subscriber, press 3.”

Select 1 to change the account settings, then 2 to edit announcements. You will then be prompted to enter the number of the announcement that you would like to rerecord, when finished press #

The number of the announcements can be referenced in the CommPortal in the **“Announcements”** tab:

