



# Setting a Greeting to a Menu – Premium Auto Attendant

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

The screenshot shows the Granite Admin Portal interface. At the top, there is a 'Home' link and a 'Premium Attendant' dropdown menu. The main heading is 'Line Status'. Below this, there are tabs for 'Main', 'Schedule', 'Menus', 'Announcements', 'Extensions', and 'Advanced'. The 'Main' tab is selected. Under 'Activation Status', it says 'Your Premium Attendant is currently on.' with a 'Turn OFF' button. Under 'Service Status', it says 'Your current period is Closed, and callers are being played your Closed menu.' with a green checkmark icon. A message at the bottom of this section states 'The configuration contains no errors.' To the right, there are four icons with corresponding descriptions: a clock for 'Configure your weekly schedule and holidays, so that different menus can be played based on time and day.', a document for 'Define the menus that your callers will be offered, and the actions they can choose from.', a microphone for 'Record the announcements your caller will hear.', and a phone for 'Manage the extensions your caller can transfer to.' Below this is a 'Your Services' section with two icons: 'Call Settings' and 'Account Codes'. At the bottom, there are three columns of links: 'Personal Details' (Premium Attendant store 1234), 'Security' (Change Password, Change Call Services PIN, Change Voicemail PIN), and 'Support' (Help, Send Feedback).

Please note that your Auto Attendant needs to be turned off to make any changes. This can be done on the Main screen by clicking “**Turn OFF**”

This screenshot is identical to the one above, but the 'Turn ON' button is visible under the 'Activation Status' section, indicating that the Premium Attendant has been turned off. The rest of the interface, including the 'Service Status' section with the green checkmark and the 'Your Services' and footer sections, remains the same.



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Go to the “**Menus**” sub tab

Home Premium Attendant -

### Line Status

Main Schedule **Menus** Announcements Extensions Advanced

Add New Menu Delete Apply Cancel

Search for...  
Closed  
Open  
Sub Menu 1  
Sub Menu 2

Name Closed

Description Enter optional description...

Menu announcement Non- Business Hours

### 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

Select which menu you would like to make the change to.



Home Premium Attendant -

### Line Status

Main Schedule **Menus** Announcements Extensions Advanced

Add New Menu Delete Apply Cancel

Search for...  
Closed  
Open  
Sub Menu 1  
Sub Menu 2

Name Open

Description Enter optional description...

Menu announcement Business Hours

### Your Services

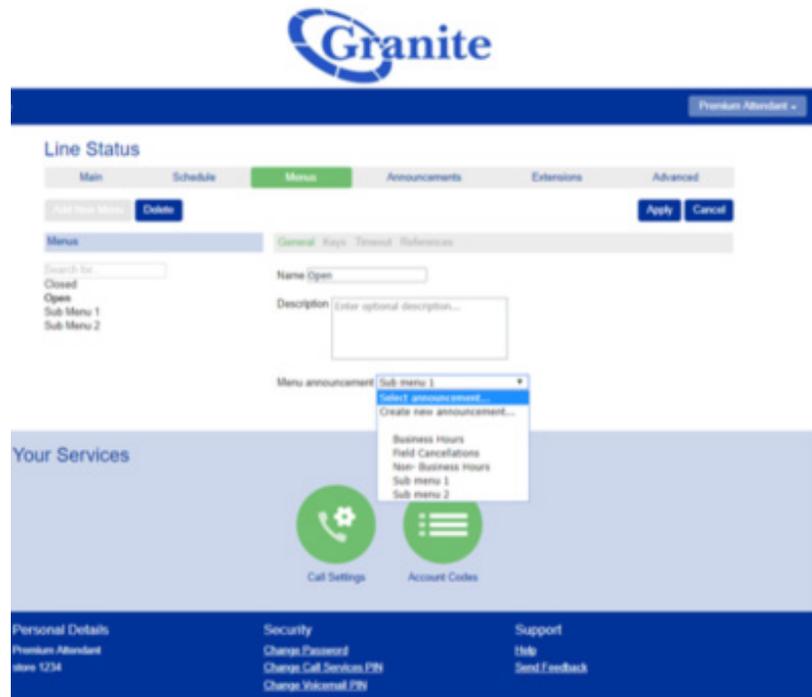
Call Settings Account Codes

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



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From here you are able to change which announcement places in the “**Menu announcement**” field.



Once you are satisfied with your announcement selection. Click “**Apply**”. Please ensure if you upload a new recording that the “**Keys**” are set to match what you are saying in your new recording.

Once you complete all of the changes you need to make, please remember to turn your Auto Attendant back on.