

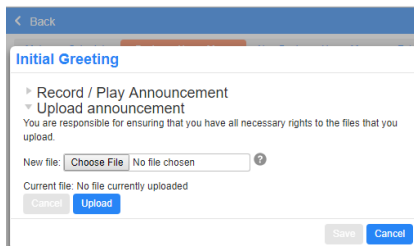
UCCLLOUD HOW TO:

HOW TO RECORD ATTENDANT GREETINGS

Your company has been set up with an auto attendant for greeting your customers. You can edit the recordings in several ways. If you have the greetings in .wav file format you can upload them from the CommPortal website.

<https://ctiuccloud.uccommportal.com>

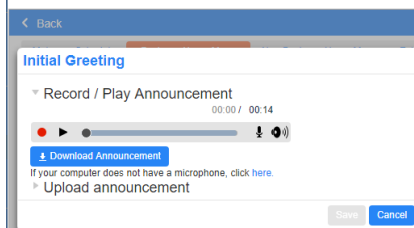
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The screenshot shows a web interface titled 'Initial Greeting'. It has a 'Back' button at the top left. Below the title, there are two options: 'Record / Play Announcement' and 'Upload announcement'. A message states: 'You are responsible for ensuring that you have all necessary rights to the files that you upload.' Below this, there is a 'New file:' section with a 'Choose File' button and the text 'No file chosen'. A 'Current file:' section shows 'No file currently uploaded'. At the bottom right, there are 'Save' and 'Cancel' buttons.

Select Choose file and navigate to the .wav file on your PC. Or you can record it in the same portal using the mic for your PC.

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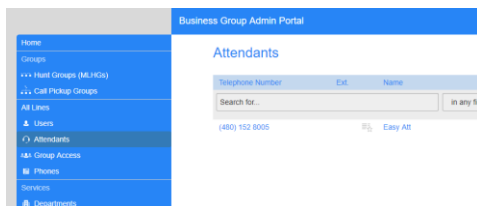
The screenshot shows the 'Initial Greeting' interface with the 'Record / Play Announcement' option selected. It displays a recording progress bar from 00:00 to 00:14. Below the progress bar is a 'Download Announcement' button. A message says: 'If your computer does not have a microphone, click [here](#).' Below this is the 'Upload announcement' option. At the bottom right, there are 'Save' and 'Cancel' buttons.

Or if you prefer you can dial into the backdoor number and record it from your phone.

The back-door access number is: **480-302-6991**

The Menu will ask you for the area code and number for your attendant.

This can be found in your portal by selecting attendants. It may be a real phone number or an internal routing number that starts with a 480 area code.



The screenshot shows the 'Business Group Admin Portal' with a sidebar menu on the left containing options like Home, Groups, All Lines, Users, Attendants, and Departments. The main content area is titled 'Attendants' and contains a table with columns 'Telephone Number', 'Ext.', and 'Name'. The table lists one entry: '(480) 552 8005' with extension '8005' and name 'Easy Att'. There is a search bar and an 'In any file' button at the top of the table.

Dial the number followed by #.

The menu will ask for your PIN.

The default PIN is “497272”. Enter the PIN followed by the #.

The next menu asks for you to select from the following.

- *To change easy attendant configuration, [press 1](#)*
- *To change account settings, [press 2](#)*
- *To leave the account and log on as another subscriber, [press 3](#)*

Attendant settings are behind option 1 so press 1 to continue.

The next menu asks for you to select from the following.

- *To turn the Attendant on or off, [press 1](#)*
- *To record your daytime announcement, [press 2](#)*
- *To record your nighttime announcement, [press 3](#)*
- *To change user name recordings, [press 4](#)*

Press either option 2 or 3. Follow the prompts to record, review and save your announcements.