

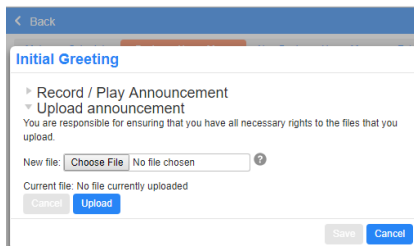
UCCLLOUD HOW TO:

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>

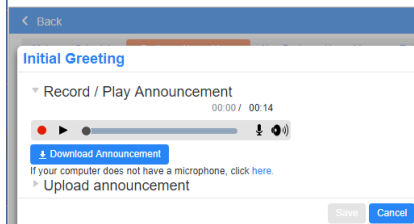
Easy Att



The screenshot shows a web interface titled 'Initial Greeting'. It has a 'Back' button at the top left. Below the title, there are two expandable sections: 'Record / Play Announcement' and 'Upload announcement'. The 'Upload announcement' section is active, showing a message: 'You are responsible for ensuring that you have all necessary rights to the files that you upload.' Below this, there is a 'New file:' label followed by a 'Choose File' button and the text 'No file chosen'. There is also a 'Current file:' label with the text 'No file currently uploaded'. At the bottom of the upload section are 'Cancel' and 'Upload' buttons. At the bottom right of the entire interface 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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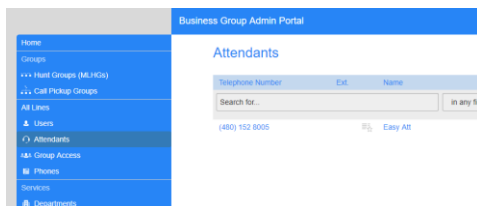
The screenshot shows the 'Initial Greeting' interface with the 'Record / Play Announcement' section expanded. It displays a recording progress bar from 00:00 to 00:14. Below the progress bar is a 'Download Announcement' button. A note states: 'If your computer does not have a microphone, click [here](#).' Below this note is the 'Upload announcement' section, which is currently collapsed. The 'Save' and 'Cancel' buttons are at the bottom right.

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, Users, Attendants, and Departments. The main content area is titled 'Attendants' and contains a table with columns for 'Telephone Number', 'Ext.', and 'Name'. A search bar is located above the table. The table lists one attendant with the telephone number '(480) 552 8005', extension '8005', and name 'Easy Att'.

Dial the number followed by #.

The menu will ask for your PIN.

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.