

Advanced Networking, Inc.

Telephone 302-792-9200 Facsimile 302-792-9294
www.advnetwork.com

Recording Menu Greetings

IPitomy and Hosted Systems

Description	Menu Number	Password	Phone Number

Recording Greetings from an System Telephone On-Site

Initial Recording of the Menu Greeting

1. From a system phone inside the office, dial the **three digit number** of the menu from the table above you wish to record using the table above.
2. While the prompt is playing, enter the **Password** from the above table.
3. It will then say "Menu Administration. Your current menu prompt is set to announcement one."
4. Enter the announcement number to manage. Press **1** for announcement one.
5. Press **2** to record the greeting (announcement).
6. After the tone, **record** the greeting. Press **#** when finished.
7. If you want to re-record the greeting, repeat steps 5-6.
8. You can press **1** to listen to the newly recorded greeting.
9. *Press **3** to enable this greeting.*
10. Press **#** and hang up.

Member: DE State Chamber of Commerce

-- 2017 Our 31st Year --

Telephone and Voice Mail Systems • Fax to Email Forwarding • Network Wiring
Dial Tone, Long Distance, & Internet Services • Voice Mail Rental Boxes

1316 Philadelphia Pike Wilmington, DE 19809

Recording Additional Greetings

The IPitomy system allows you to record multiple prompts for the same menu. This can be useful for recording a holiday or emergency greeting. When that even is over, you can switch the greeting back to the normal closed message without having to re-record this.

To Record Other Greetings in the Same Menu

1. Dial the **three digit number** of the menu you wish to record using the table above.
2. While the prompt is playing, enter the **Password** of the menu.
3. It will then say "Menu Administration. Your current menu prompt is set to announcement ____."
4. You can press * to hear the current greeting that is currently playing at this point.
5. Select another announcement by pressing the **announcement number** (1-5).
6. It will then confirm by saying "Announcement ____ management."
7. Press **2** to record the greeting (announcement).
8. After the tone, **record** the greeting. Press **#** when finished.
9. If you want to re-record the greeting, repeat steps 7-8.
10. You can press **1** to listen to the newly recorded greeting.
11. *Press 3 to enable this greeting.*
12. Press **#** and hang up.

To Switch Between Multiple Greetings

1. Dial the **three digit number** of the menu you wish to record using the table above. If off-site, dial the number which goes to the menu greeting you wish to switch.
2. While the prompt is playing, enter the **Password** of the menu.
3. It will then say "Menu Administration. Your current menu prompt is set to announcement ____."
4. You can press * to hear the current greeting that is currently playing at this point.
5. Select the announcement number of the greeting you want to switch to by pressing the announcement number (1-5).
6. It will then confirm by saying "Announcement ____ management."
7. Press **1** to listen to make sure the prompt is the correct one.
8. Press **3** to enable the prompt.
9. Press **#** and hang up.

Recording and Switch Greetings from Off-Site (Remotely)

Record a Menu Greeting

1. Dial the number which goes directly to the menu you wish to record. Usually, this is your main number.
2. While the prompt is playing, enter the **Password** from the above table.
3. It will then say "Menu Administration. Your current menu prompt is set to announcement one."
4. Enter the announcement number to manage. Press **1** for announcement one.
5. Press **2** to record the greeting (announcement).
6. After the tone, **record** the greeting. Press **#** when finished.
7. If you want to re-record the greeting, repeat steps 5-6.
8. You can press **1** to listen to the newly recorded greeting.
9. *Press 3 to enable this greeting.*
10. Press **#** and hang up.

To Switch Between Multiple Greetings

1. Dial the number which goes directly to the menu you wish to record. Usually, this is your main number.
2. While the prompt is playing, enter the **Password** of the menu.
3. It will then say "Menu Administration. Your current menu prompt is set to announcement ____."
4. You can press * to hear the current greeting that is currently playing at this point.
5. Select the announcement number of the greeting you want to switch to by pressing the announcement number (1-5).
6. It will then confirm by saying "Announcement ____ management."
7. Press **1** to listen to make sure the prompt is the correct one.
8. Press 3 to enable the prompt.
9. Press # and hang up.

If you are unsure of the menu number or have any other questions, please call the office at 302-792-9200 or email us at service@advnetwork.com

For more information, please visit our support page at <http://www.advnetwork.com/support.html>