



How do I record a new Auto Attendant message?

To Edit an existing Auto Attendant: In Services click **Auto Attendants**, then click the Attendant name you wish to change.

You can re-record your new greeting by any of the following methods.

Announcement

- **Record Via Phone:** Click the "Record" button to record the new Attendant greeting by phone. Click the "Play" button to listen to the current greeting. Your phone will ring and you will be guided through the recording process.
- **Upload A File:** You may upload a new file with your announcement in .mp3 or .wav format. The maximum file size is 10 MB.
- **Mailbox:** Older versions of the system used voice mailbox recordings for the auto attendant greetings. This method is no longer preferred, as there are now easier options available. It is recommended that you use the "Record via Phone" or "Upload a File" options.