

Recording Automated Attendant prompts on Alcatel Omni PCX Office.

Note: Prompts can only be recorded on the operator console !

**Left Scroll** button to the Menu tab.

**Operator**

**Password** (Enter your Operator Password)

**OK**

**Expert**

**Voicemail**

**Auto attend**

**Day**

**Greeting.**

**Record**

**Record** (again, the prompt will move to the opposite side of the screen)

**Stop** (When finished recording)

**Listen**

**OK** (to save, if you don't OK the message won't be saved.)

If you wish you can re record.

Note: the greeting should be kept short as no keys can be pressed by the caller during the greeting.

e.g. Welcome to Acme Chicken Farm.

Once you're happy with the greeting you can record the main menu. Note that the main menu message **MUST** accurately follow what has been programmed in the Automated attendant, e.g. press one for accounts, 2 for orders 3 for complaints, please press 9 or hold for the operator.

After recording the Greeting scroll right from Greeting to

**Main Menu**

**Record**

**Record**

**Stop**

**Listen**

**OK**

Once you have finished hangup the handset and test with an incoming call.

For Night messages simply repeat the procedure above, selecting Night after the Auto attend screen prompt.