

SingleIPBX
Hosted Enterprise Solution

Auto Attendant Recording Mailbox Customer Recorded Greeting Guide

To Record a new Auto-Attendant Greeting that Single Source and load onto your PBX System as desired, follow these simple instructions:

1. Make sure you have pre-written all Greetings, as you intend to record them. This is important as you may find you need to re-record several times before you get it right. Multiple Greeting must be recorded separately.
2. Using one of your Polycom IP Phones, dial 410-649-0049. Your call will be answered by our Single Source auto-attendant. At anytime, dial extension # 123 to be forwarded to our Auto Attendant Recording Mailbox.
3. Immediately following the tone (beep) at the end of our mailbox greeting message, you will need to begin recording your personal greeting. To end your greeting, you will need to press the '#' key on your keypad. An automated voice will provide instructions to allow you to listen to or re-record your personal greeting as many times as you need before accepting the recording.
4. Once accepted, our customer service department will receive a .wav file copy of your recording, which we will load onto your IPBX Auto-Attended as desired.

Single Source Customer Service Inquiries
Call: 888-649-0049
Email: solutions@singlesource.net