

Avaya IP Office Partner/Quick/Basic Mode How To Record Auto Attendant Greeting Prompts Remotely Telquest Tech Support

There is no built in function to do this.

You can use one (or more) of the Phantom Extensions/Mailboxes to access the AA Prompts.

Here is an example of the AA1 Greeting Prompts and their numbers:

	Profile	Record greeting	Alarm Extension
Morning	<input checked="" type="checkbox"/>	7811	
Afternoon	<input checked="" type="checkbox"/>	7821	
Evening	<input checked="" type="checkbox"/>	7831	
Out of office hours		7851	
Menu options		7841	
Emergency Greeting	<input type="checkbox"/>	7861	

You can use a Phantom Extension to access the Greetings...

This what a Phantom Extension looks like in the system....

Admin Tasks

System

User Setup

Button Programming

Advanced Settings

DND Exception List

Group Management

Trunks

User Setup

Configure User List

	Extension	Name	Language
	22		English (US)
	23		English (US)
	#24		English (US)
	#25		English (US)
	#26		English (US)
	#27		English (US)

1. Click here...

2. Click here...

3. Click here and select a Phantom Ext.

4. Click here and enter a Greeting Prompt Number

5. Make sure you have a Password or you cannot access it...

User Setup - Advanced Settings

Admin Tasks

System

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Button Programming

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DND Exception List

Group Management

Trunks

Auxiliary Equipment

Auto Attendant Setup

Advanced

System Details

User Selection

Select User

#24::

Advanced Parameters

Ring Pattern

1*

VMS Cover Ring

0

Abbreviated Ringing

Active*

Intercom Dial Tone

Regular*

Call Coverage Ring

2

Distinctive Ring

Active*

Call Waiting Extension

Not Assigned*

Hotline Alert Number

Automatic VMS Cover

Assigned*

Privacy Enabled

Transfer Return Extension

None

Override Line Ringing

Voicemail Settings

Voicemail Code

Confirm Voicemail Code

Small Email

DTMF Breakout

Reception / Breakout (DTMF *0)

Breakout (DTMF *2)

Breakout (DTMF *3)

7841

Operation:

Call into the system, when answered go to the Phantom Extension.

You will hear “Dead Air” for a few seconds unless you recorded a greeting in the Phantom Mailbox.

During this time, dial *3 (STAR 3) and you will be able to record the greeting number that is set in the Breakout (DTMF *3) area above.

If you want to be able to record an additional greeting, then use Breakout (DTMF *2) in this mailbox.

If you need more than that, you can use the Breakout (DTMF *2) and Breakout (DTMF *3) in additional Phantom Mailboxes.