

Announcement Repository Quick Guide



The Announcement Repository allows you to upload and save multiple announcements or greetings that can then be selected and applied to the services and features that use them including Auto Attendants and Music on Hold. There is an Announcement Repository on both the group admin and end user level.

Note: For information regarding accessing and navigating the VoIP Portal, please refer to *Managing Your Hosted PBX Services*.

There are two primary methods for adding an audio file to the Announcement Repository:

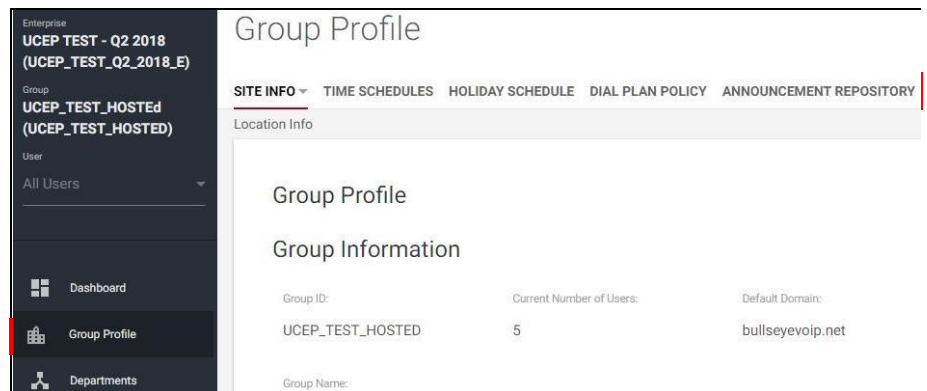
- Record the greeting directly into the Announcement Repository.
- Record the greeting outside of the VoIP Portal and then upload it to the Announcement Repository.

Record the Greeting Directly into the Announcement Repository

Note: You'll need to connect a microphone to the computer from which you are accessing the portal. Also, you may find it helpful to script out your custom greeting(s) prior to recording them. If recording an announcement for an Auto Attendant, make sure the options on the greeting exactly match what is programmed in the Auto Attendant menu.

1. From the Dashboard, select **Group Profile** from the menu options on the left.
2. Select **Announcement Repository** in the top right.

The Announcement Repository page is displayed.

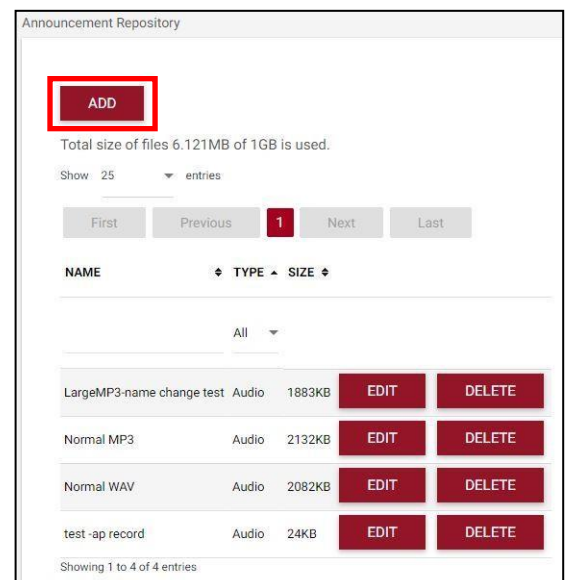


Note: If logged in on the end user level, the Announcement Repository will be one of the main menu options on the left. These announcements or greetings can then be selected and applied to end user features such as Music On Hold or Greetings.

The Announcement Repository holds 1GB of file space. Over time it will indicate the total size of files added to the Announcement Repository.

Any announcements added will be listed below. You can use the **Show** drop down field to select to view **25**, **50**, **100** or **All** entries on the page. You can also use the **First**, **Previous**, **Next** and **Last** buttons to page through the list of announcements.


3. To add an announcement, click **Add**.



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The Add New Announcement pop-up is displayed.

4. Enter a **Name** for the announcement. Make sure the name specifically identifies the announcement.
5. Click the microphone icon  to display the recording menu.
6. When ready, click the red **Record** button.
A timer will appear.
7. Read aloud your prepared script.
8. When finished, click the **Stop** button.
9. To play back the recording, click the **Play** button.
10. To upload the recorded greeting, click **Upload**.
11. Click **Save** to save the new recording to the Announcement Repository.

Note: If applicable, repeat this process for any additional greetings you would like to add.

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Record the Greeting outside the VoIP Portal and upload it to the Announcement Repository

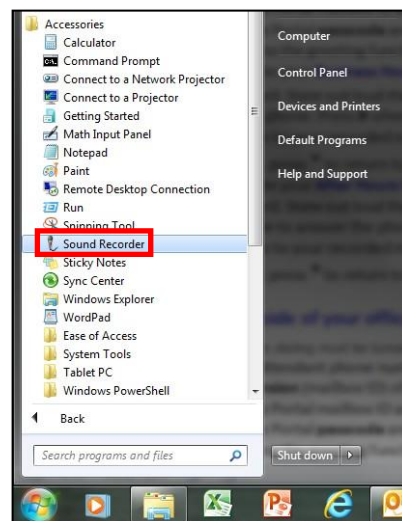
Note: You'll need to connect a microphone to the computer. Also, you may find it very helpful to script out your custom greeting(s) prior to recording them.



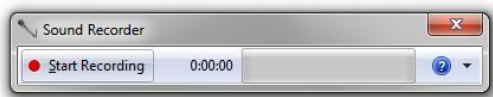
Some Things to Know!

- The following procedure uses Windows Sound Recorder. However, most any recording software application can be used.
- The audio file must be saved as .WAV or .WMV format.

1. In Windows, click on Start.
2. Based on your operating system, you may search for your sound recorder or click on All Programs.
3. Click on Accessories.
4. Click on Sound Recorder.



5. Begin recording by clicking **Start Recording**.

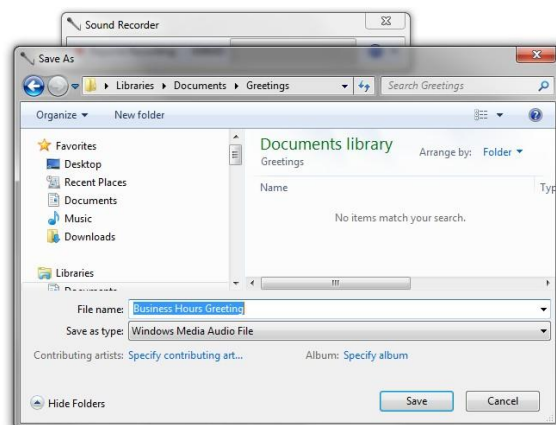


6. **Read aloud** your prepared script.

NOTE: The maximum audio length is 5 minutes for your Auto Attendant greeting.

7. When the recording is done, click **Stop Recording**.
8. Select the destination folder for the file.
9. Give the file a unique **File name** and click **Save**.

Note: If applicable, repeat steps 5-9 for any additional greetings you would like to record.

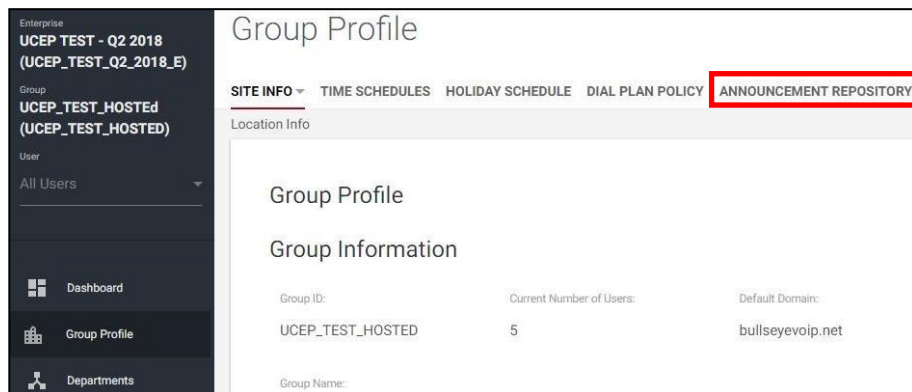


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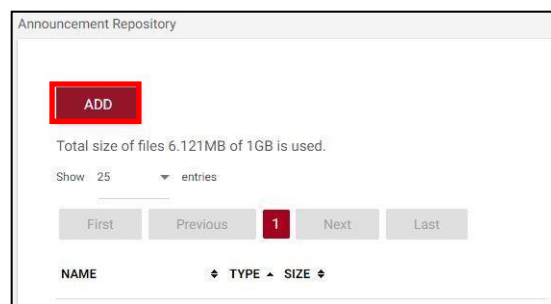
10. From the Dashboard, select **Group Profile** from the menu options on the left.

11. Select **Announcement Repository** in the top right.



12. To add an announcement, click **Add**.

The Add New Announcement pop-up is displayed.

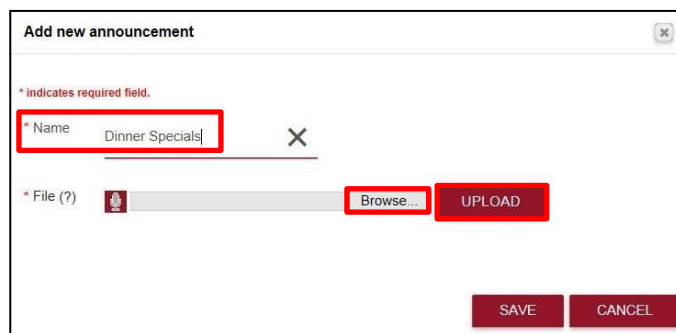


13. Enter a **Name** for the announcement. Make sure the name specifically identifies the announcement.

14. Click **Browse** and then browse for and select the audio file you want to upload to the Announcement Repository.

15. Click the **Upload**.

16. Click **Save** to save the new recording to the Announcement Repository.



Note: If applicable, repeat this process for any additional greetings you would like to add.

