Setup Your Auto Attendant Menu Tree Service

You can configure Auto Attendant to play a message, forward the call to a specific number or allow callers to dial a party by name or by extension.

IMPORTANT: Your menu tree will not work until you set it up.

1. Find a quiet place to make your recordings and a person to record your auto attendant greetings. Have your greeting scripts at hand.

2. Dial XXX-5100 to access the Auto-Attendant login. (XXX is your local exchange prefix)

3. Enter your main access number as a 7-digit telephone number, (number assigned to Auto Attendant).

4. Your default password is your 7-digit telephone number (same number as instruction #3) until you change it.

5. Follow voice prompts for Auto Attendant set-up.

    a. Prepare your script in advance. Reference the Auto Attendant Flow Chart for guidance to creating your recordings and time intervals for those greetings. For new service, Ponderosa will also provide a diagram of extension phone number assignments.

    b. If you wish to return to the previous menu to or review instructions, press the *key.

Setup for Individual Voice Mail Boxes

Users on individual voice mailboxes (the extensions for Jane or Tom) will need to complete their own mailbox setup using the Voice Mail User Guide, which you can download by clicking the link or typing into your Web browser: www.goponderosa.com/voicemail_userguide.pdf

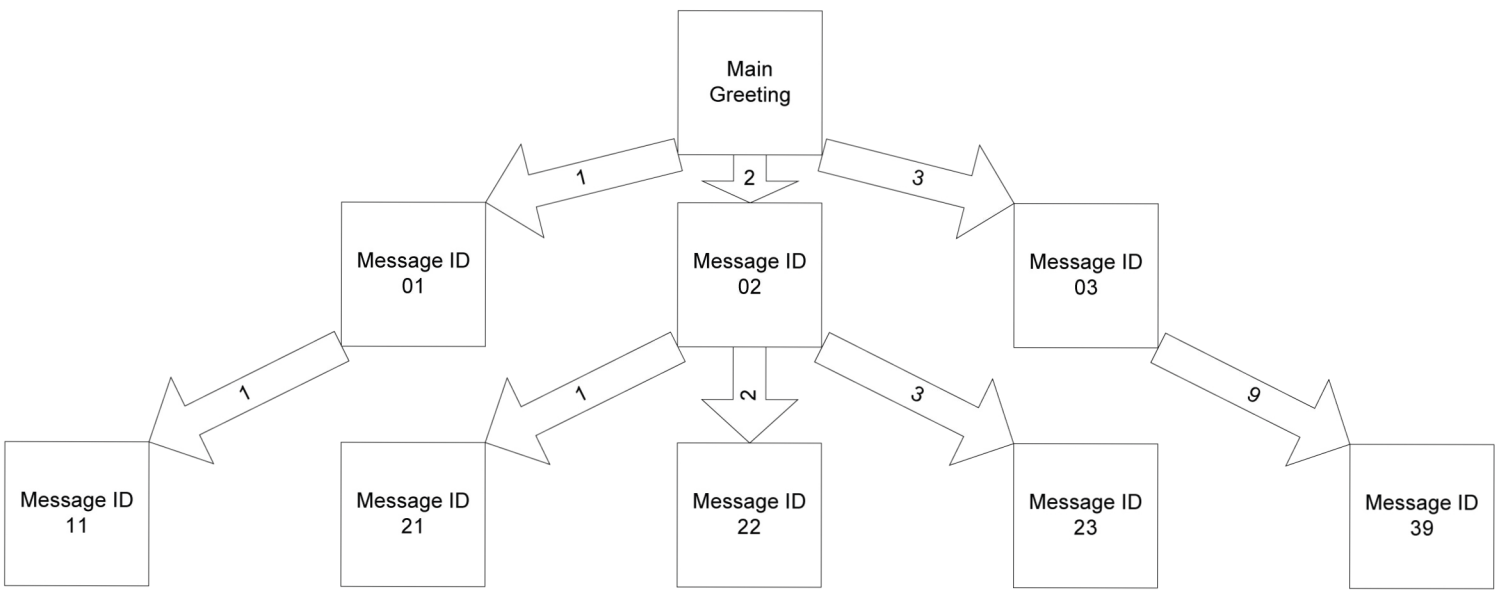
Quick Guide to Re-recording Greetings for the Multiple Levels

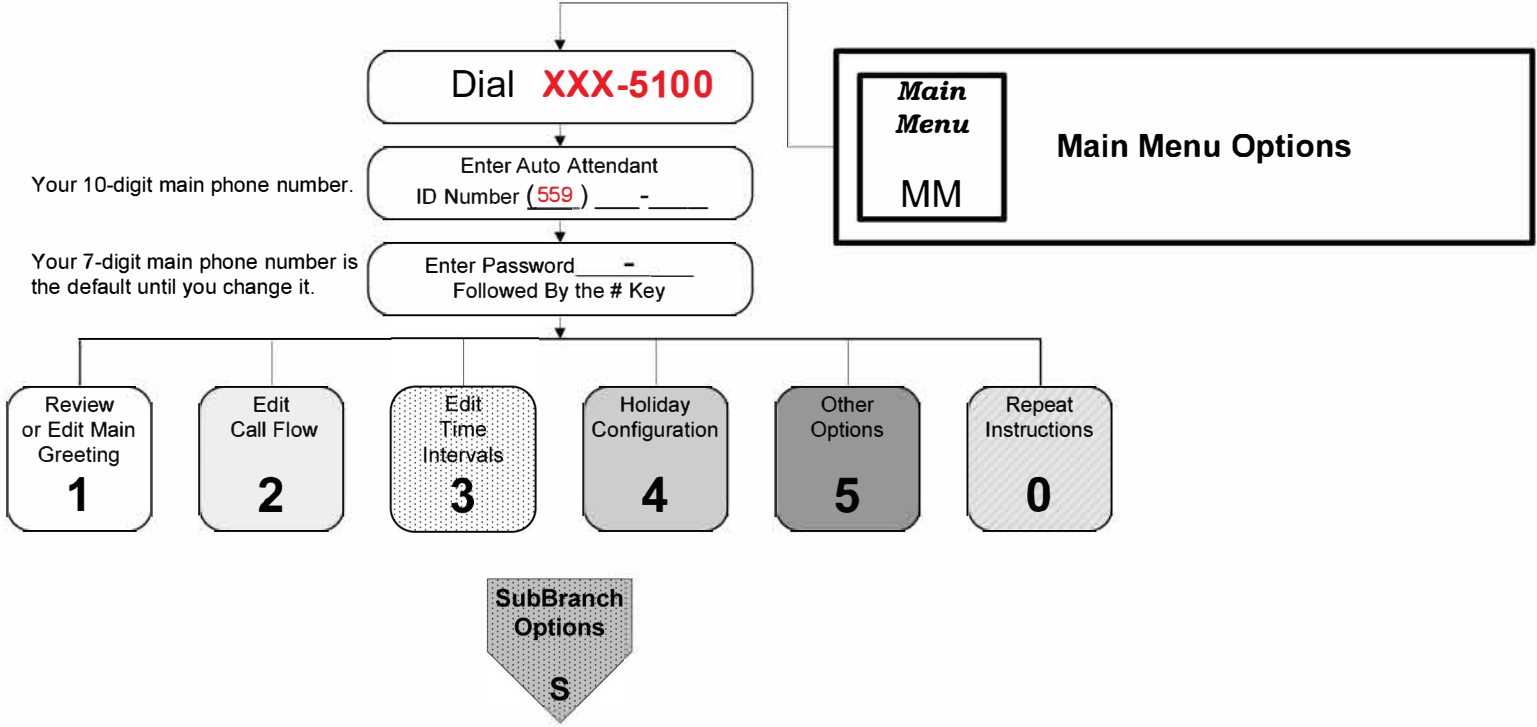
A telephone interface is available for subscribers to easily re-record custom messages of the Automated Attendant / Voice Bulletin Board.

Each greeting is given a two-digit message ID. This message ID is the sequence of digits used to access that particular message in the service. Messages at the first level will have a leading 0.

The diagram below shows an example Automated diagram with the message IDs for the custom messages that are used. The arrows indicate the numbers that are dialed to reach the message.

Step 1: Dial xxx-5100
Step 2: Enter the 2 digit message ID of the greeting you wish to edit. (see diagram below)
Step 3: Once a message has been re-recorded, the service will again prompt for another message ID to edit.





Review or Edit Main Greeting **1**

To Review or Edit Your **Main Greetings**

Edit Call Flow **2**

To Review or Edit Your Configured **Call Flow**

Edit Time Intervals **3**

To Review or Edit **Time Intervals**

Holiday Configuration **4**

To Review or Edit Your **Holiday Configurations**

Other Options **5**

To Review or Edit **Other Options**

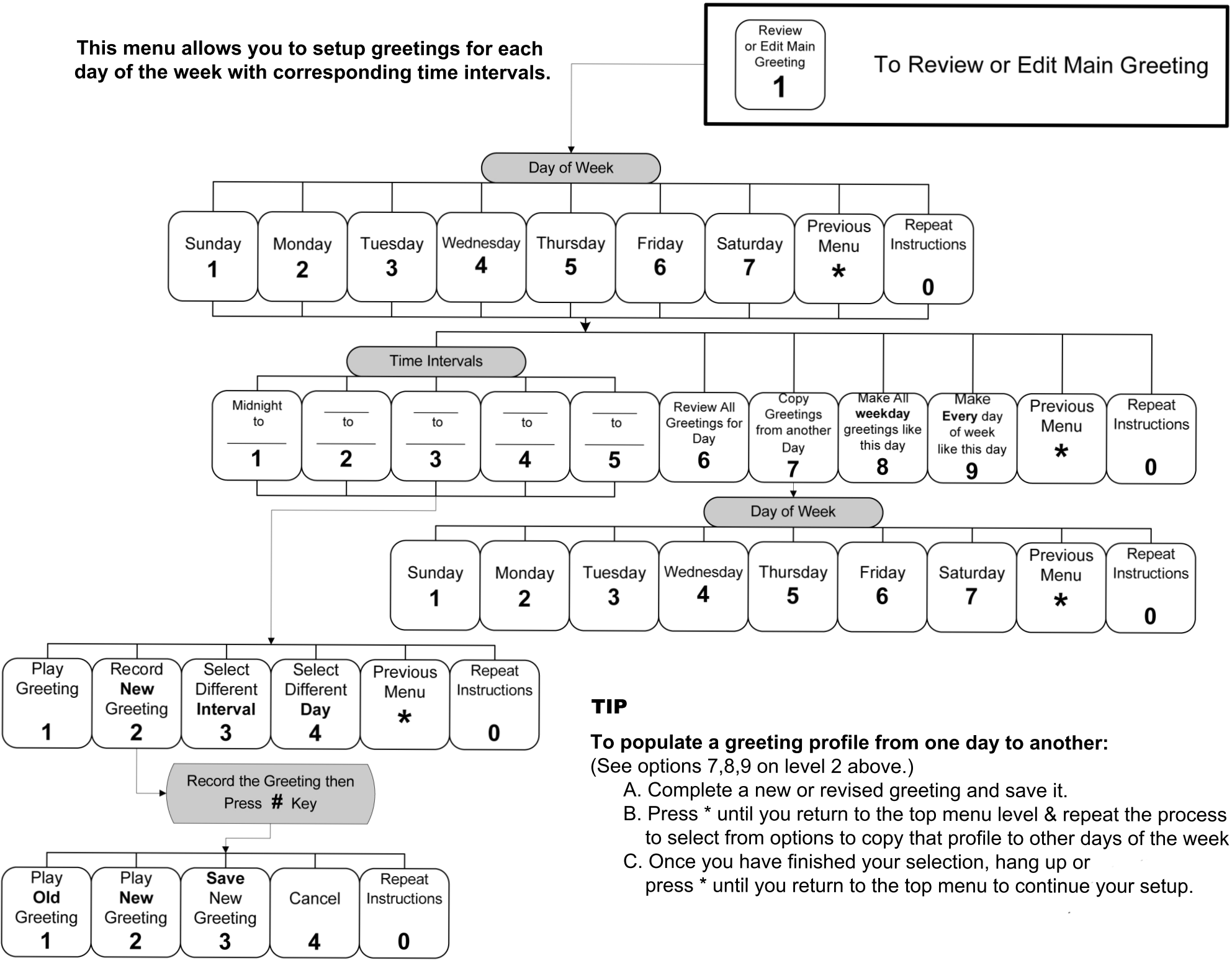
Repeat Instructions **0**

To **Repeat Instructions**

SubBranch Options **S**

To Review or Edit **SubBranch Options**

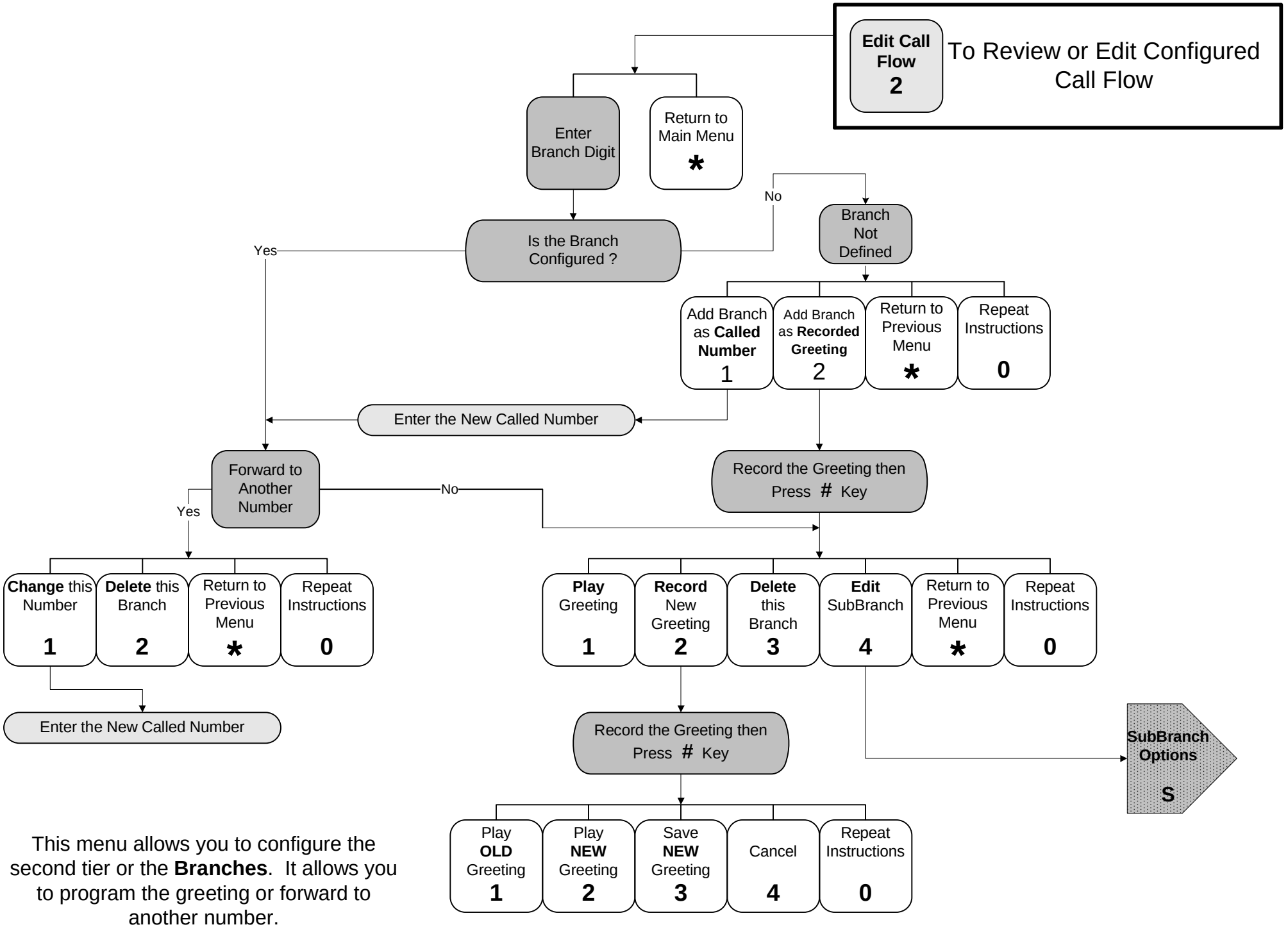
This menu allows you to setup greetings for each day of the week with corresponding time intervals.



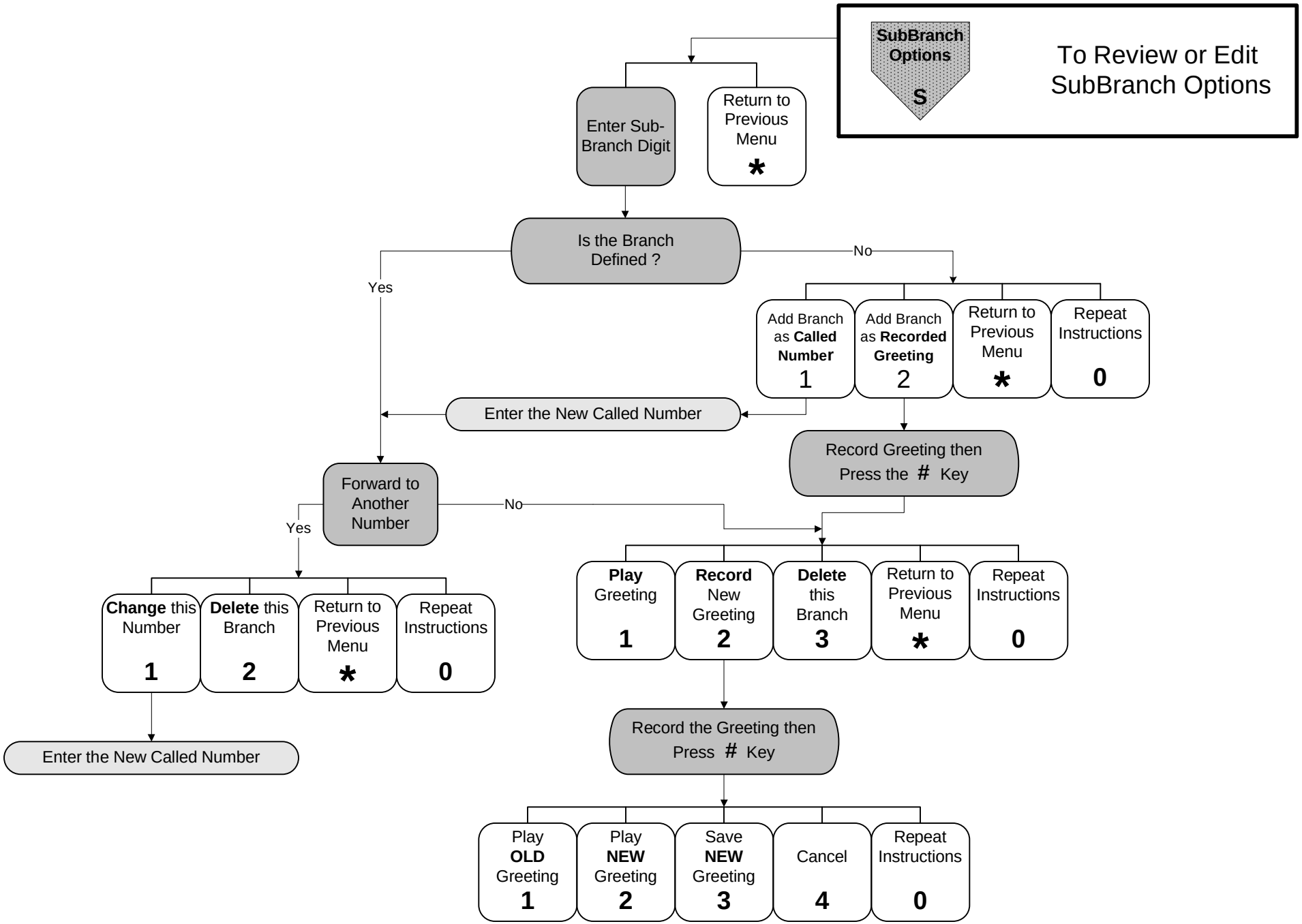
TIP

To populate a greeting profile from one day to another:
(See options 7,8,9 on level 2 above.)

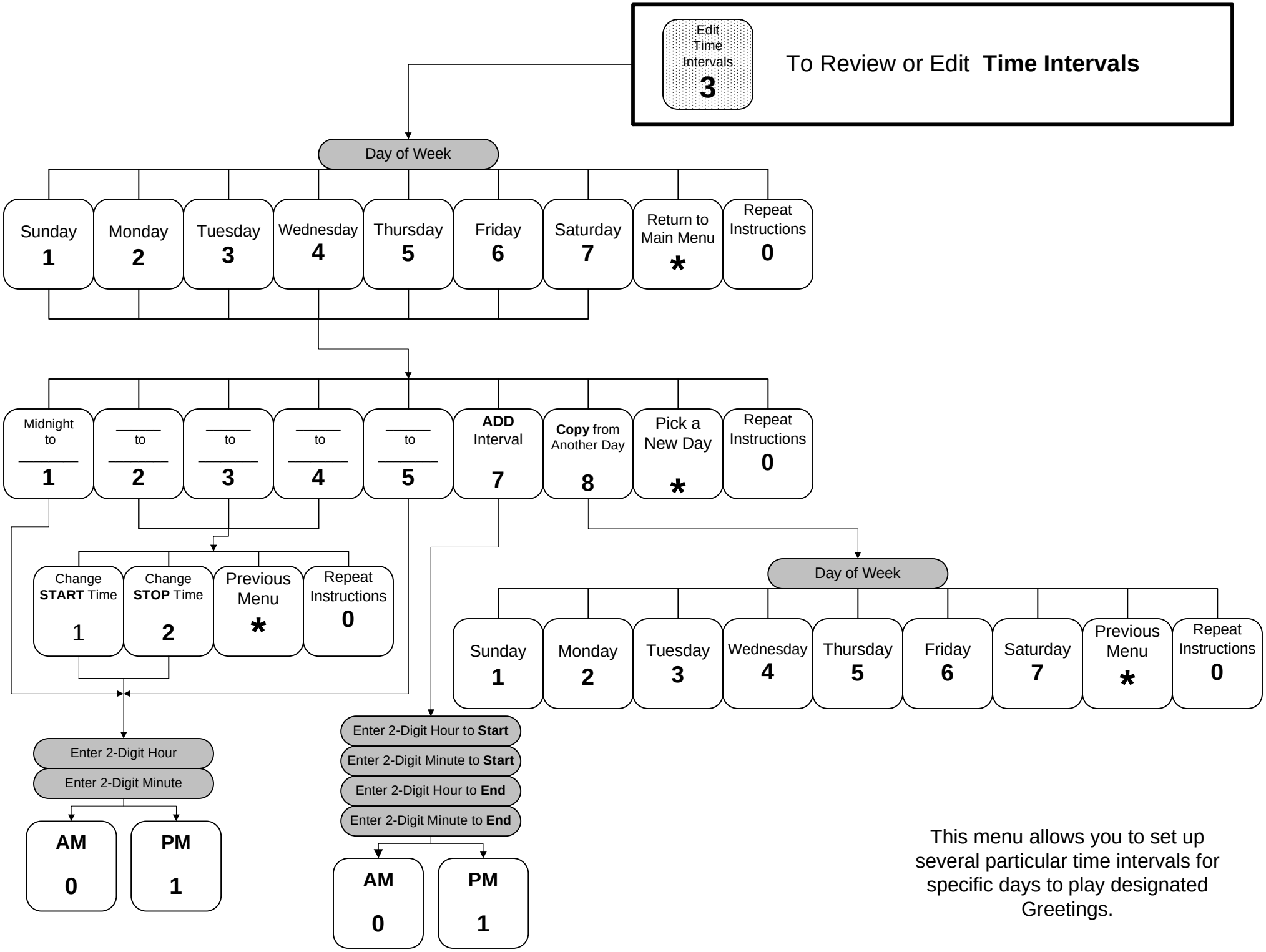
A. Complete a new or revised greeting and save it.
B. Press * until you return to the top menu level & repeat the process to select from options to copy that profile to other days of the week
C. Once you have finished your selection, hang up or press * until you return to the top menu to continue your setup.



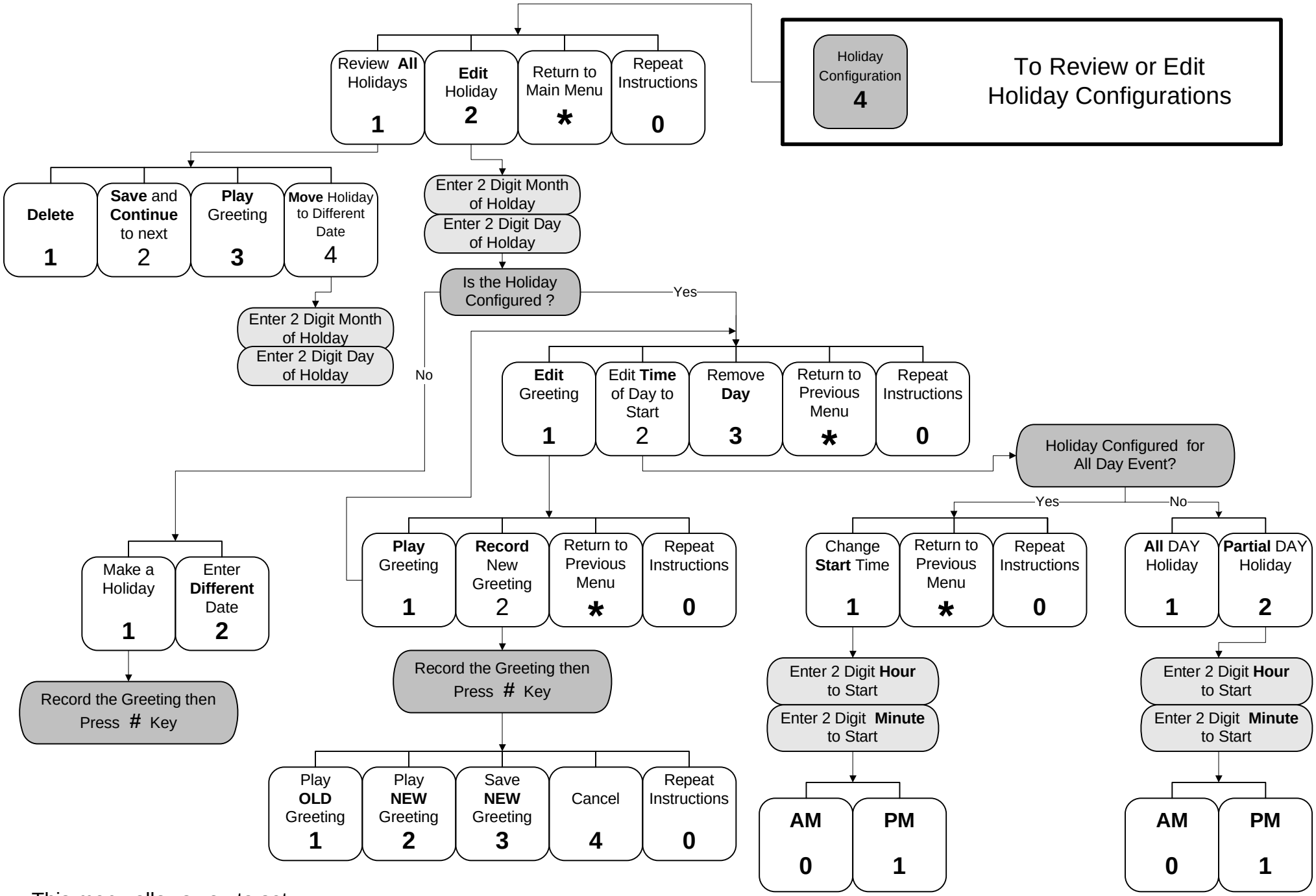
This menu allows you to configure the second tier or the **Branches**. It allows you to program the greeting or forward to another number.



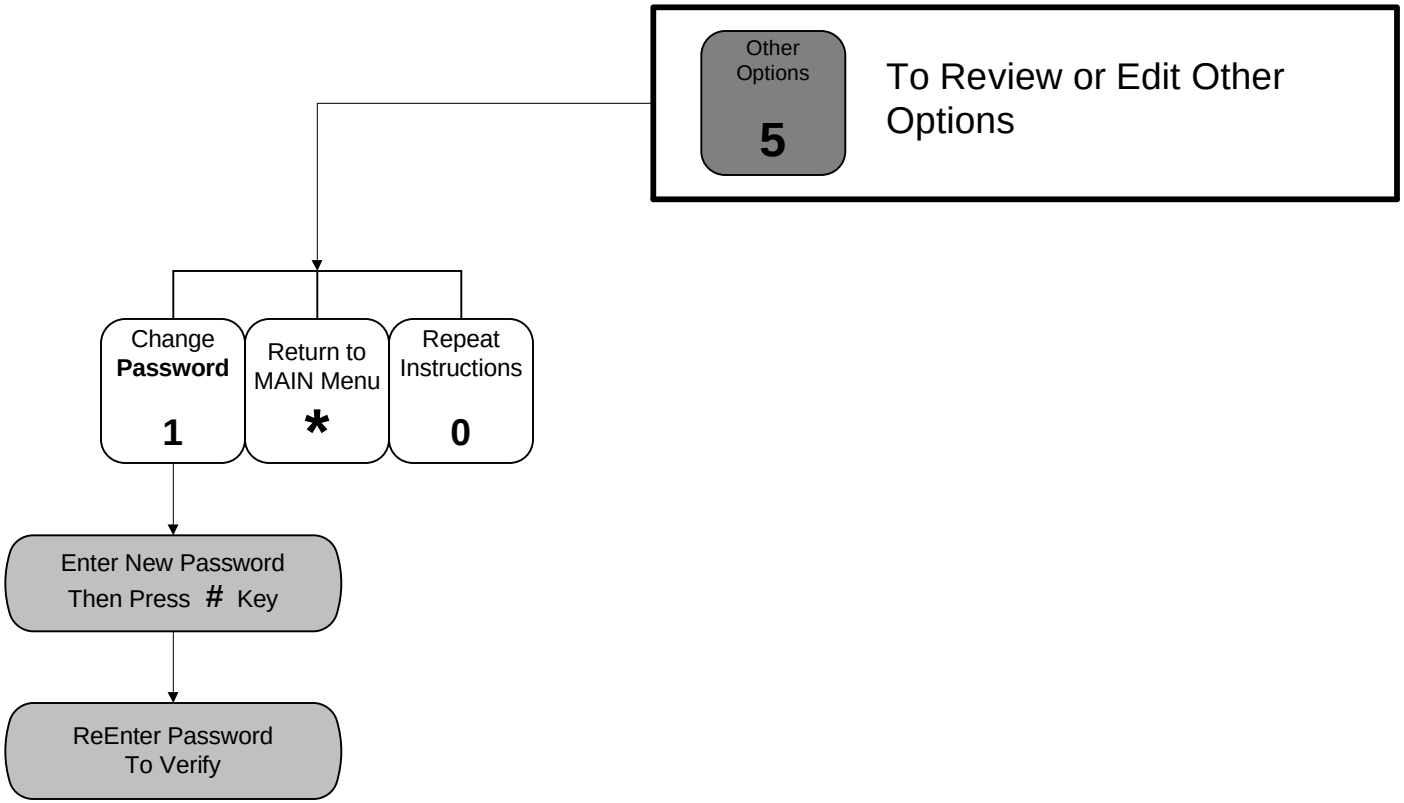
This menu sets up the third or bottom tier of Automated Attendant.
It allows you to forward the call to another number or to play a greeting.



This menu allows you to set up several particular time intervals for specific days to play designated Greetings.



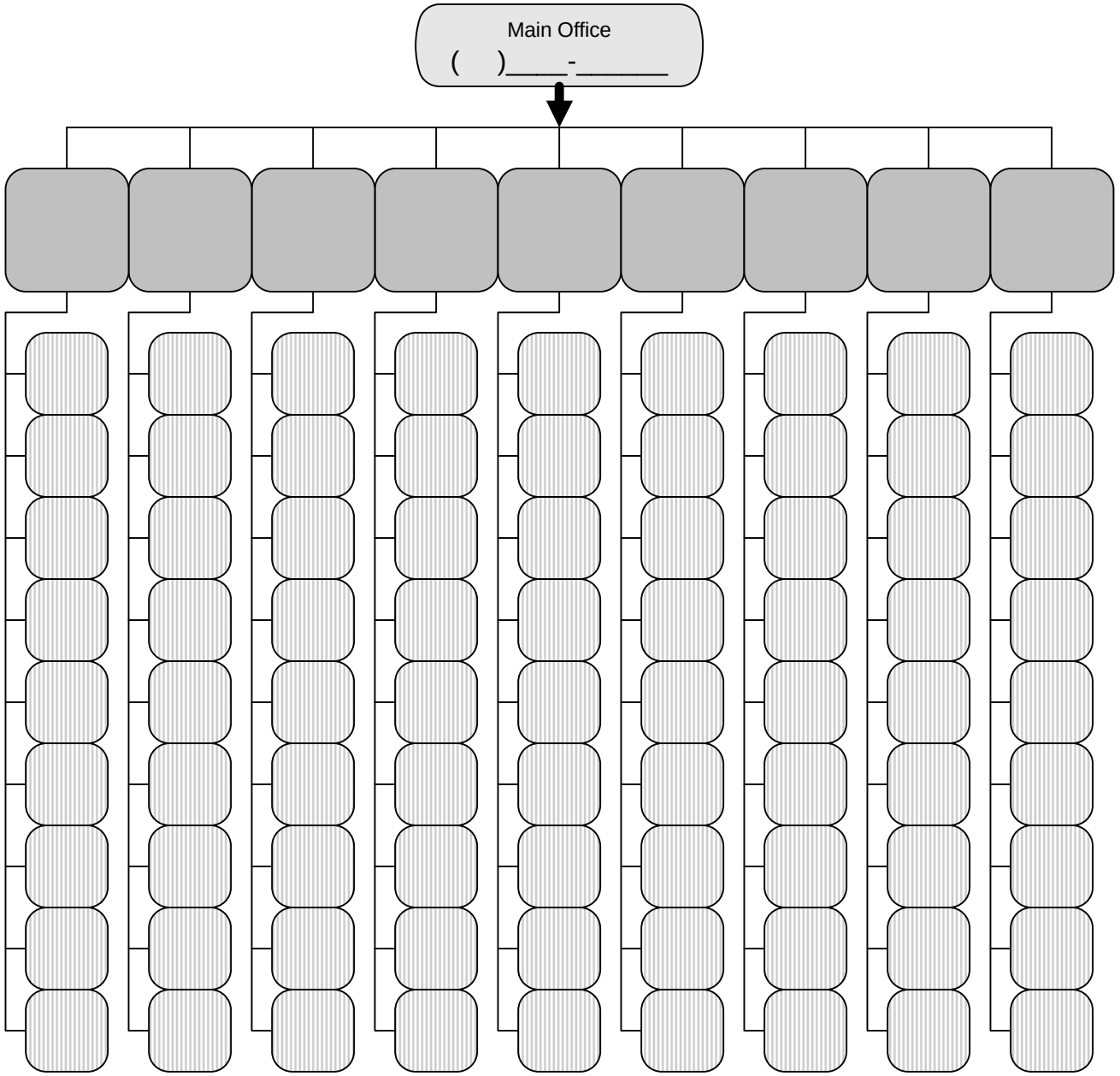
This menu allows you to set up a schedule for a particular greeting to play for each holiday that you specify.



This menu allows you to change your **Password**. Remember to re-enter it at the prompt or it will not finish the password change process.

Company Flow Chart

Main
(1st)

Branches
(2nd)

Sub
Branches
(3rd)