# JT Cloud PBX Greetings and Announcements

## Setup Guide

Welcome to the JT Auto-Attendant greeting and announcements recording user guide. This document will guide you through the process of recording and setting up new auto-attendant greetings and announcements. You will use a JT Cloud PBX enabled service and require access to the JT Cloud PBX customer management portal.

### About JT Cloud PBX Auto-Attendant greetings and announcements

An auto-attendant (or automated attendant) is a term commonly used in telephony to describe a voice menu system that allows callers to be transferred to an extension or group of extensions without going through a telephone operator or receptionist. The auto-attendant is also known as a digital receptionist.

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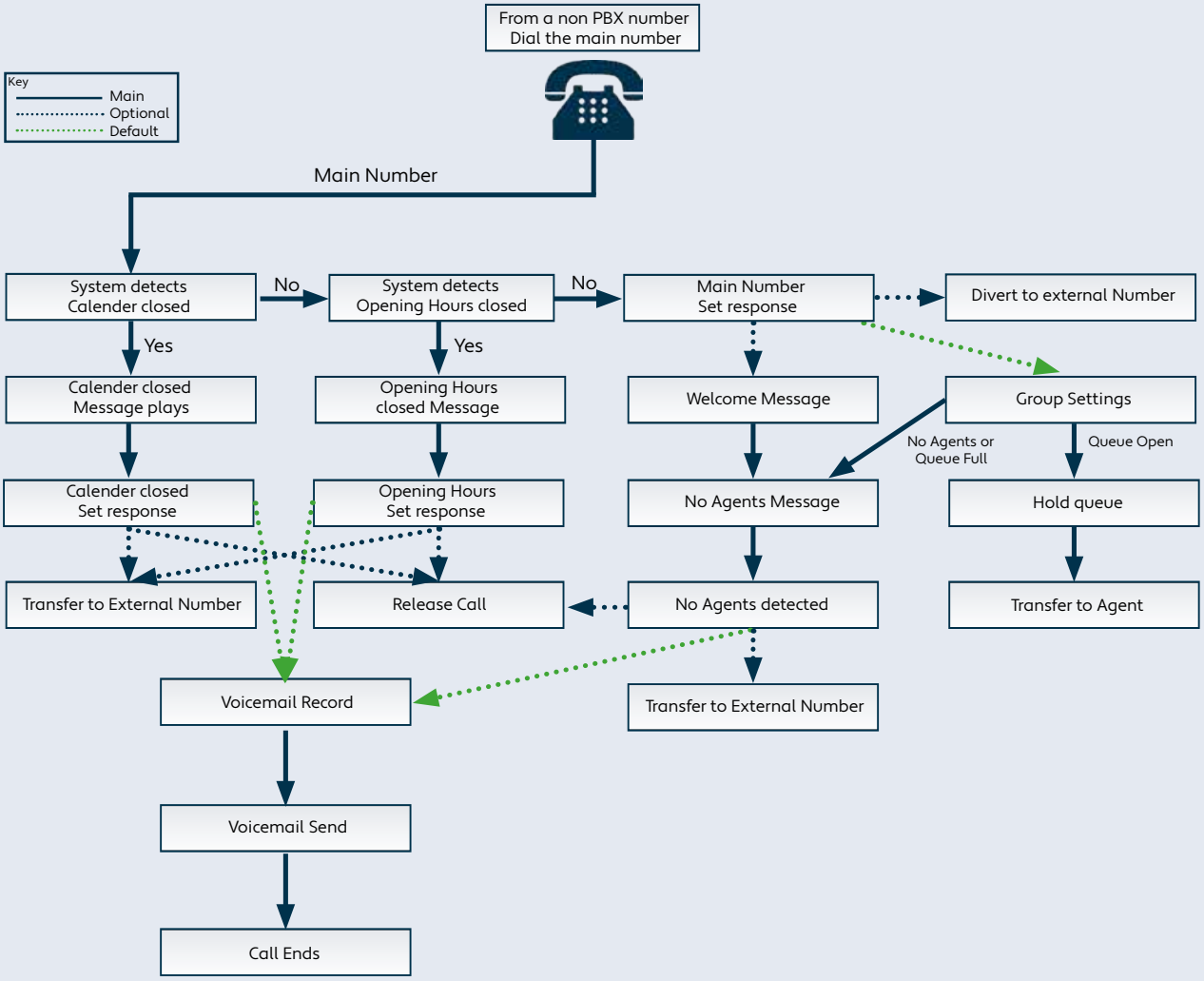
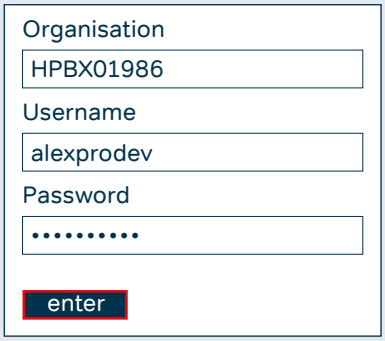
## Incoming Customer Diagram



## User Configuration

- Go to: **www.jtglobal.com/CloudPBX-Portal** and log in

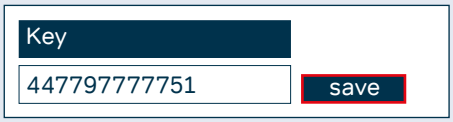



- Once logged in, your PBX users will be listed
- Click the '**Service Numbers**' button at the top

- Next, click the '**Customer Modules**' button near the top

- On the left, click '**Dial in Record Numbers**'

- Enter the number for the user who will record the announcement, (DON'T include a "+" in-front of the number, this will be added by the system) then click **save**
- You can now close the customer portal, or repeat these steps to add additional users.



## How to record new announcements

To listen to or create new voice recordings, you need to use a phone that you have added in the last step. Simply dial the main number from the phone (in this example case we dial 01534 486200).

After dialling the number, you will be greeted by a pre-recorded message providing the following instructions:

- **Press 1** to listen to a previously recorded announcement, or the default announcement.
  - Press * or # to bypass the announcement menu and call the main number
    - **Press 1 for Main Announcements**
    - **Press 1 for Calendar Closed**
    - **Press 2 for Opening Hours Closed**
    - **Press 3 for Welcome**
    - **Press 4 for No Agents**

If you do not make a selection you will be disconnected

- **Press 2** to record new announcement.
  - **Press 1** for **Main Announcements**
    - **Press 1 for Calendar Closed**
      Record your announcement after the tone, then press # to end
    - **Press 2 for Opening Hours Closed**
      Record your announcement after the tone, then press # to end
    - **Press 3 for Welcome**
      Record your announcement after the tone, then press # to end
    - **Press 4 for No Agents**
      Record your announcement after the tone, then press # to end

After you record your announcement you will be taken back to the “record a new announcement” menu.

Once you are happy with your recordings you can hang up. You can call the number again at any time to change or review the announcements.

## How to remove a user

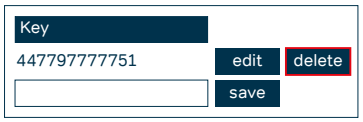
To remove a user's ability to change the announcements follow the below steps. If you do not do this you will need to press * or # each time you wish to call the main number from this service.

- From the end user list click 'Service Numbers'

- Next, click the 'Customer Modules' button near the top

- On the left, click 'Dial in Record Numbers'

- Click delete next to each number you wish to remove




- You can then click 'Users to return to the list or close the customer portal

**To find out more contact us at:**

T **Jersey:** +44 (0) 1534 882 345
E business.solutions@jtglobal.com
W www.jtglobal.com/cloudpbx