



LINXOFFICE QUICK START GUIDE USING YOUR AUTO ATTENDANT

This Guide provides all the instructions you will need to administer your Automated Attendant Menu.

Linx Communications has programmed the menu choices in your Automated Attendant in accordance with your order. Only Customer Service can change your menu choices (i.e. 1 for Sales, 2 for Service, etc.) and the associated telephone number or mailbox account to which the caller will be transferred. Change orders will be processed within 48 business hours.

To order changes or discuss different menu options, please call the Linx Customer Support Team at 888-250-4800 or email us at support@linxcom.com.

As soon as you are notified that your Automated Attendant has been activated, you should log in and record your greetings, change the passcode (if desired), and set your hours of operation.

Automated Attendant Log In
Dial the Automated Attendant's number and press the * key to login.
When prompted, enter your passcode followed by the # key.
The choices offered to you are:

- 1 *Change the greetings*
- 2 *Change the passcode*
- 3 *Change the opening and closing times*
- 4 *Add play messages and fax*

Changing Greetings

Select option 1 from the Administrator Menu to Change greetings. Follow the prompts to select the appropriate greeting you wish to customize. (Welcome, Daytime, Nighttime and Special greeting are all described below.) Once you select the greeting type, if you already have greeting recorded, it will be played for you. You may press **1** to keep it, or **2** to change it. If you have no greeting recorded, it will simply ask you to record the greeting. After recording a new greeting, press any key to end the recording process, and follow the prompts to save or re-record the message.

Welcome Greeting: The Welcome Greeting is the first message a caller hears when dialing into the main menu. It is played only once per phone call; it is never repeated. A typical Welcome Greeting is *"Thank you for calling ABC Incorporated."*

You may change this greeting at any time. After logging into your account, press **1** to change your greetings and select the Welcome Greeting. After your previously recorded greeting has been played, you may press **1** to keep it, or **2** to change it. After recording a new greeting, press any key to end the recording process, and follow the prompts to save or re-record the message.

Daytime Greeting: The Daytime Greeting is the message which identifies the options available to the caller during your business hours. This greeting is played each time the caller reaches the top-level menu.

A typical daytime greeting is *"Please make your selection from the following choices: Press 1 for Sales. Press 2 for Service. Press 3 for Technical Support. Press 4 to receive a fax of directions to our corporate office. For a company directory press #."*

Nighttime Greeting: The Nighttime Greeting is similar to the Daytime Greeting, but it is played during nighttime hours. A typical nighttime greeting is "Our offices are now closed. Office hours are 9 am through 5 p.m., Monday through Friday. Thank you for calling."

Note: You must have opening and closing times defined to have a Nighttime Greeting. Otherwise, the Daytime greeting will play 24 hours

Special Greeting: The Special Greeting is typically only used to notify callers of a special situation, such as a change in the time of a scheduled conference call. If a Special Greeting is recorded, it will *always* be played immediately after your brief Welcome Greeting, overriding your Daytime or Nighttime Greeting, regardless of the time of day. In order to have callers hear your Daytime and Nighttime Greetings again, you must delete the Special Greeting.

Changing the Passcode

Select option 2 from the Administrator Menu to Change the Passcode. When prompted, enter the new passcode for accessing the Automated Attendant menus. The passcode must be at least four digits long, and it must not be a "trivial" sequence of digits (such as 1234, 7777, etc.) After entering your new passcode, press # to indicate that you are done entering the new passcode. Your new passcode will be played back to you. Press 1 to accept it (save the change), 2 to try again, or * to cancel the change and return to the previous menu.

Changing the Opening and Closing Times

Opening time: This is the time that defines the beginning of the daytime office hours. At this time, the greeting will automatically switch from the Nighttime Greeting to the Daytime Greeting. The current opening time will be played. Press 1 to keep it, or 2 to change it. Enter the time using Military Time, i.e. for 9:00 am, enter 0900, for 9:00 p.m., enter 2100. For midnight, enter 0000 or 2400. For noon, enter 1200.

Closing time: This is the time that defines the end of the daytime office hours, or the beginning of the "office closed" hours. At this time, the greeting will automatically switch from the Daytime Greeting to the Nighttime Greeting. The current closing time will be played. Press 1 to keep it, or 2 to change it.