

For IP Address and Log In User Name and Password Please see your Telrad PhoneBook or Contact Telrad Support for this information

The Telrad Vision System requires that in order to record your greetings for the System Recordings, you must do it in 2 Parts. Part 1- do the recording. Part 2- Go into the Vision Server VISIONware and assign the recording the mailbox.

AUTO ATTENDANT/IVR

Day Greeting

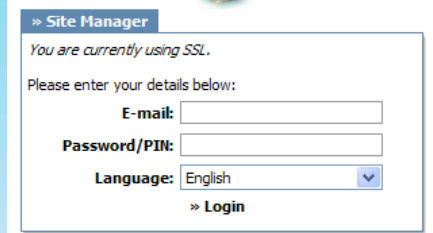
DAY

Part 1- Record the Greeting
Day Greeting Mailbox Number: 551

Dial *301# (to enter recording mode) **This can be completed from any phone on the system**
-Record your greeting right after the beep then press # immediately after you have finished speaking to stop recording-

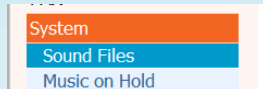
Part 2- Assign the Recording to the Mailbox in VISIONware. You must have Quick Time loaded on your PC to listen to downloaded recorded greetings.
*Note Time of recording as this will be the file name. (ie: May 12 2014 @ 9:36am)

1. Open Internet Explorer
2. Login to System by entering assigned IP _____ into address bar



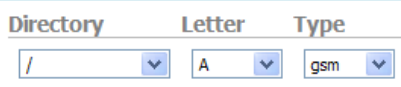
» Site Manager
You are currently using SSL.
Please enter your details below:
E-mail: _____
Password/PII: _____
Language: English (v)
» Login

3. Enter Email _____
4. Enter Password _____
5. Select Login
6. Click System on the left of screen
7. Select Sound Files



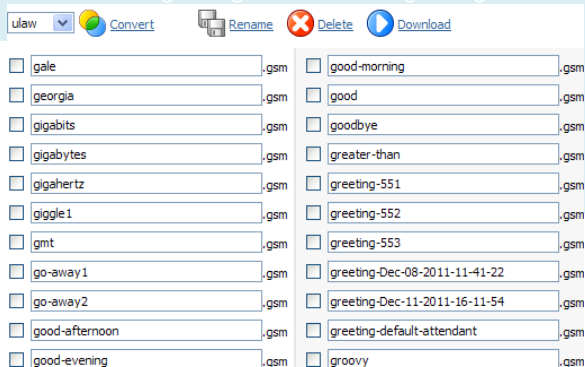
System
Sound Files
Music on Hold

8. Under the Letter Heading at the top of the screen Select G field drop down menu



Directory	Letter	Type
/	A	gsm

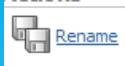
9. Recorded greeting will be labeled "greeting-month-day-year-time" (ie: greeting-May-14-2014-09-36-22)



ulaw Convert Rename Delete Download

<input type="checkbox"/> gale.gsm	<input type="checkbox"/> good-morning.gsm
<input type="checkbox"/> georgia.gsm	<input type="checkbox"/> good.gsm
<input type="checkbox"/> gigabits.gsm	<input type="checkbox"/> goodbye.gsm
<input type="checkbox"/> gigabytes.gsm	<input type="checkbox"/> greater-than.gsm
<input type="checkbox"/> gigahertz.gsm	<input type="checkbox"/> greeting-551.gsm
<input type="checkbox"/> giggle1.gsm	<input type="checkbox"/> greeting-552.gsm
<input type="checkbox"/> gmt.gsm	<input type="checkbox"/> greeting-553.gsm
<input type="checkbox"/> go-away1.gsm	<input type="checkbox"/> greeting-Dec-08-2011-11-41-22.gsm
<input type="checkbox"/> go-away2.gsm	<input type="checkbox"/> greeting-Dec-11-2011-16-11-54.gsm
<input type="checkbox"/> good-afternoon.gsm	<input type="checkbox"/> greeting-default-attendant.gsm
<input type="checkbox"/> good-evening.gsm	<input type="checkbox"/> groovy.gsm

- Rename Greeting for reference but note name must start with greeting (ie: greeting – Day-May 12 2014)
- Click the checkbox beside the name and hit **Rename** to save



- Select IVR on the left side of the screen



- Click on the computer disk and pencil icon on IVR 551 to edit



- Select your desired greeting from the drop down menu next to Greeting

General		
Name:	<input type="text" value="routing att"/>	✓
Number:	<input type="text" value="550"/>	✓
Greeting:	<input type="text" value="greeting-default-attendant"/>	✓

- Select Save



Main Greeting: *"THANK YOU FOR CALLING OUR COMPANY. OUR OFFICE IS OPEN HOWEVER OUR RECEPTIONIST IS CURRENTLY UNAVAILABLE. IF YOU KNOW THE EXTENSION OF THE PERSON YOU ARE TRYING TO REACH PLEASE DIAL IT NOW, OR YOU MAY PRESS 0 TO LEAVE A MESSAGE IN OUR GENERAL MAILBOX. FOR OUR DIAL BY NAME DIRECTORY PLEASE PRESS 3. TO REPEAT THIS MESSAGE PLEASE PRESS *. THANK YOU."*

Night Greeting

NIGHT

Part 1- Record the Greeting
Day Greeting Mailbox Number: 553

Dial *301# (to enter recording mode) ****This can be completed from any phone on the system****
-Record your greeting right after the beep then press # immediately after you have finished speaking to stop recording-

Part 2- Assign the Recording to the Mailbox in VISIONware. You must have Quick Time loaded on your PC to listen to downloaded recorded greetings.
*Note Time of recording as this will be the file name. (ie: May 12 2014 @ 9:36am)

- Open Internet Explorer
- Login to System by entering assigned IP _____ into address bar

Site Manager

You are currently using SSL.

Please enter your details below:

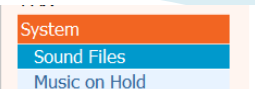
E-mail:

Password/PIN:

Language: English

» Login

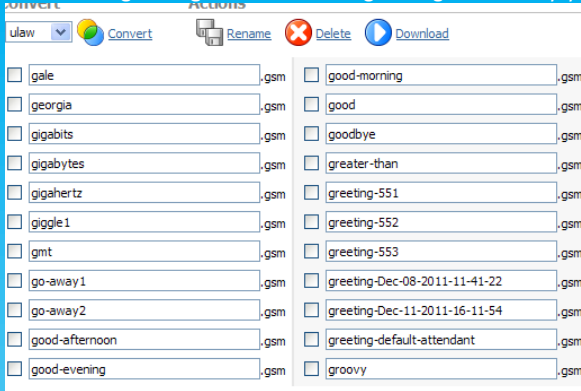
- Enter Email _____
- Enter Password _____
- Select Login
- Click System on the left of screen
- Select Sound Files



- Under the Letter Heading at the top of the screen Select **G** field drop down menu

Directory	Letter	Type
/	A	gsm

9. Recorded greeting will be labeled "greeting-month-day-year-time" (ie: greeting-May-14-2014-09-36-22)



10. Rename Greeting for reference but note name must start with greeting (ie: greeting – Day-May 12 2014)

11. Click the checkbox beside the name and hit **Rename** to save



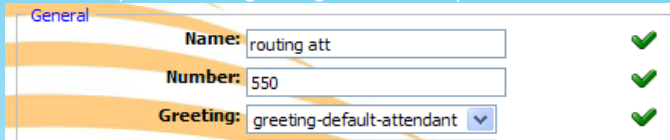
12. Select IVR on the left side of the screen



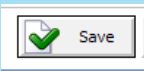
13. Click on the computer disk and pencil icon on IVR 553 to edit



14. Select your desired greeting from the drop down menu next to Greeting



15. Select Save



Night Greeting: "THANK YOU FOR CALLING OUR COMPANY. OUR RECEPTION DESK IS NOW CLOSED. OUR REGULAR HOURS ARE MONDAY TO FRIDAY 9:00AM TO 5:00PM. IF YOU KNOW THE EXTENSION OF THE PERSON YOU ARE TRYING TO REACH PLEASE DIAL IT NOW, OR YOU MAY PRESS 0 TO LEAVE A MESSAGE IN OUR GENERAL MAILBOX. FOR OUR DIAL BY NAME DIRECTORY PLEASE PRESS 3. TO REPEAT THIS MESSAGE PLEASE PRESS *. THANK YOU."

Holiday Greeting

HOLIDAY

Part 1- Record the Greeting

Holiday Greeting Mailbox Number: 554

Dial *301# (to enter recording mode) **This can be completed from any phone on the system**

-Record your greeting right after the beep then press # immediately after you have finished speaking to stop recording-

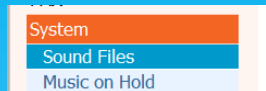
Part 2- Assign the Recording to the Mailbox in VISIONware. You must have Quick Time loaded on your PC to listen to downloaded recorded greetings.

*Note Time of recording as this will be the file name. (ie: May 12 2014 @ 9:36am)

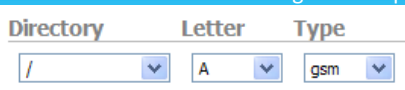
1. Open Internet Explorer
2. Login to System by entering assigned IP _____ into address bar

A screenshot of a 'Site Manager' login form. It says 'You are currently using SSL.' and 'Please enter your details below:'. There are input fields for 'E-mail:', 'Password/PIN:', and a dropdown menu for 'Language:' set to 'English'. A 'Login' button is at the bottom.

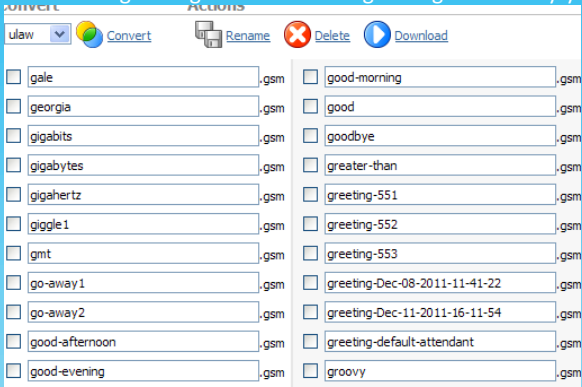
3. Enter Email _____
4. Enter Password _____
5. Select Login
6. Click **System** on the left of screen
7. Select Sound Files



8. Under the Letter Heading at the top of the screen Select **G** field drop down menu



9. Recorded greeting will be labeled "greeting-month-day-year-time" (ie: greeting-May-14-2014-09-36-22)



10. Rename Greeting for reference but note name must start with greeting (ie: greeting – Day-May 12 2014)

11. Click the checkbox beside the name and hit **Rename** to save



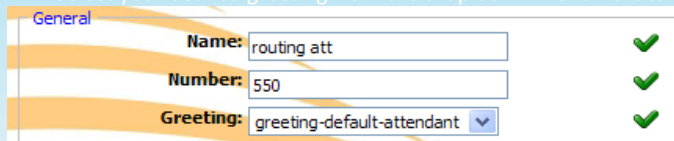
12. Select IVR on the left side of the screen



13. Click on the computer disk and pencil icon on IVR 554 to edit



14. Select your desired greeting from the drop down menu next to Greeting



15. Select Save



Holiday Greeting: *"THANK YOU FOR CALLING OUR COMPANY. OUR RECEPTION DESK IS CLOSED FOR THE HOLIDAY. OUR REGULAR HOURS ARE MONDAY TO FRIDAY 9:00AM TO 5:00PM. IF YOU KNOW THE EXTENSION OF THE PERSON YOU ARE TRYING TO REACH PLEASE DIAL IT NOW, OR YOU MAY PRESS 0 TO LEAVE A MESSAGE IN OUR GENERAL MAILBOX. FOR OUR DIAL BY NAME DIRECTORY PLEASE PRESS 3. TO REPEAT THIS MESSAGE PLEASE PRESS *. THANK YOU."*