



# AUTO ATTENDANT MENU

## INSTRUCTIONS

Get started with your new voice messaging service. Our online tool makes it easy to set up and manage your Auto Attendant Menu.

### SETTING UP THE NEW AUTO ATTENDANT MENU

1. Go to <https://webvm.integra.net>
2. Enter your subscriber number which is your 10-digit menu mailbox number
3. Enter your PIN, which is also your 10-digit menu mailbox number.  
*Note: To set a personalized PIN, click the Security link on the home page and follow the instructions.*
4. Next, click on the Phone Services link on the home page.
5. Select the Extensions tab
  - > Select an extension number in the left-hand column
  - > Name the extension by entering a label

The Action option allows you to designate what should occur when the extension number is selected.

You have two options:

#### Option 1: Go to Account

Choose this option if you want the caller to be transferred directly to a voicemail box or menu.

- > Enter the local 10-digit phone number of the voicemail box or menu mailbox.

#### Option 2: Dial Number

Choose this option if you want the caller to reach a person.

- > Enter the local 10-digit phone number of the person to which you want to transfer the call.

*Note: If the person doesn't answer, the default setting will disconnect, or release, the call after 6 rings.*

*If there is a voicemail box associated with the number, the call should forward to voicemail before the line disconnects.*

#### Advanced Settings:

Click on Advanced Set-up in the lower right-hand corner of your screen to:

- > Adjust the number of rings before the system releases the call
- > Transfer the caller to a different mailbox if the person does not answer
- > Replay the menu greeting to allow callers to select a different menu option





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## TO ESTABLISH TIMEOUT OPTIONS

1. Choose the Phone Services link on the home page
2. Click on the Options tab

Here you can determine what callers will experience if they do not choose one of the Extension options within a specified a period of time. The default setting is to replay the main menu greeting three times, then disconnect the caller.

## TO RECORD YOUR AUTO ATTENDANT MENU GREETING

1. Contact the Agency Helpdesk to receive your local access number.
2. Dial local access number and enter your 10-digit menu mailbox number followed by the # key.
3. Enter the default password which is your 10-digit menu mailbox number followed by the # key  
OR Enter your personalized password if you've already changed it followed by the # key.
4. Press 1 to Administer Greeting
5. Follow the voice prompts to record your greeting

Other options for recording greetings, including uploading a .wav file, are available through the [Phone Services](#) link under the [Greetings](#) tab.

If you have any questions, please contact the Agency Helpdesk

