



# Hosted PBX Auto Attendant Tutorial

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This article provides an overview of the Auto Attendant number.

- [Introduction](#)
- [Login](#)
- [Menu](#)
- [Bulletin](#)
- [Hunt Group](#)
- [Call Queue](#)
- [Dial By Extension](#)
- [Dial By Name](#)
- [Weekly Schedule](#)
- [Recording Greetings](#)
- [Call Recording](#)
- [Setting up Notifications](#)
- [Faxes](#)

## Introduction

Your new Hosted PBX Automated Attendant gives you the capability to help your callers reach the people or information they require quickly and easily, 24 hours per day. Hosted PBX Automated Attendant greets your callers with a set of options that correspond to keys on the telephone keypad. Based on the options you present to your callers, Hosted PBX Automated Attendant can route calls to specific people, groups of people in order or at the same time, provide outgoing information and much more. Your Hosted PBX Automated Attendant number can even become your fax number.

This tutorial will guide you through the process of setting up your new Hosted PBX Automated Attendant to meet your specific business needs.

As you use this tutorial to learn about the various features of your Hosted PBX Automated Attendant and how to configure them, you will need to develop an idea of how you want the system to answer your calls and which options you want to provide to callers.

Here are a few things to keep in mind when setting up your Hosted PBX Automated Attendant:

- How will your Hosted PBX Automated Attendant route calls?
- Which people within your company do you want to be reachable through this Hosted PBX Automated Attendant?
- What outgoing information do you want to provide to callers?
- Do you want callers to be able to Dial by Name or Dial by Extension to reach employees?
- Will you want different options played to callers after hours?
- Will it be necessary to create a Weekly Schedule that automatically activates different Menus based on time of day and day of week?

## Login

In order to setup and manage your Hosted PBX Automated Attendant, you must login. Once logged in, you will be able to setup and modify your Hosted PBX Automated Attendant, listen to voicemail, view faxes, and manage other aspects of your service such as changing your PIN, and viewing your billing and call history. Additionally, you may access several features of your Hosted PBX Automated Attendant such as voicemail and faxes through any touch tone phone.

*Web Interface*

Go to [HostPilot](#) > [Services](#) > [Voice Services](#) > [Numbers&Extensions](#) > [Auto Attendant](#)

*Phone Interface*

1. Dial your Hosted PBX Automated Attendant Phone number
2. Enter your PIN over the initial ring or the greeting (either the temporary, system- generated greeting or a greeting you have previously recorded).
3. Once you have entered your PIN, you are in command mode where you may listen to voicemail, access Faxes and record greetings.

**Menu**

Your Hosted PBX Automated Attendant can direct your callers to any phone number, outgoing message, additional Menu, or group of phone numbers.

Active	Menu	Name	Script
<input checked="" type="radio"/>	2	Main	Script
<input type="radio"/>	1	[no name]	Script

You set up a Menu of choices, and the caller selects the appropriate choice, for example:

Option	Menu Action	Destination	Action
0	-select one-		Delete
1	Extension	Ext. 106, Conf Room	Delete
2	Phone Number	8778800055	Delete
3	Hunt Group	Hunt Group, Susan	Delete
4	Call Queue	- select a Call Queue -	Delete
5	Dial by Extension		Delete
6	Dial by Last Name		Delete
7	Bulletin	Bulletin 1, General VM	Delete
8	Replay Menu		Delete
9	Hang Up		Delete

**Timeout Settings**

Select a value for the Timeout Action and Destination fields that will cause the system to take the appropriate action if the caller does not make a choice from this Menu.

Replay Menu

Voicemail: Auto Attendant Voicemail

**Greeting**

Click the Browse button to upload a greeting for this menu that you have previously recorded and stored on your computer. As an alternative, you may record a greeting for this menu with your telephone.

Choose File No file chosen

Save Changes Cancel

**Bulletin**

Your Hosted PBX Automated Attendant has the capability to provide your callers with outgoing information (Bulletins). You create and record these Bulletins, which are then played to callers in association with specific Menu choices that voice the recordings.

Menus Bulletins Weekly Schedule Help

Bulletin Name:  Bulletin Number: New Bulletin

**Bulletin Options Setup**

Use the Keypad dropdown list to select the key that the caller is to press in order to choose this option. Then, use the Bulletin Action dropdown list to select the call routing action the system is to take for that key. Based on the Bulletin Action you selected, the system will populate the Destination dropdown list with appropriate destinations for the routing action. Select one of the destinations from the list to finish the configuration.

0

**Timeout Settings**

Select a value for the Timeout Action and Destination fields that will cause the system to take the appropriate action if the caller does not make a choice from this Bulletin.

Replay Bulletin

Voicemail  Auto Attendant Voicemail

**Greeting**

Click the Browse button to upload a greeting for this bulletin that you have previously recorded and stored on your computer. As an alternative, you may record a greeting for this bulletin with your telephone.  No file chosen

**Hunt Group**

Hunt Groups are ideal for delivering calls to a group of phone number either at the same time, or in a specific order.

Menus Extensions Hunt Groups Voicemails(5) Faxes(0) Personal Info Tools Help

Use these Hunt Groups to dial a list of phone numbers or Extensions in sequential order (Ordered Hunt Groups) or all at the same time (Simultaneous Hunt Groups). In both cases, the first person to answer a ringing phone will receive the call. Incomplete or temporary Hunt Groups have a red exclamation to the right of their name, and should not be used until the proper call routing information has been added.

Name	Type
Ring All	Simultaneous

In an Ordered Hunt Group, a caller is placed on hold with music while the system rings the numbers for phones that are in a list one at a time, in a specified order. The first person to answer a ringing phone is connected with the caller.

**Ordered Hunt Group**

Hunt Group Name:

**Hunt Group Configuration**

Create a list of phone numbers and/or Extensions to be dialed for this Hunt Group. Numbers will be dialed from the top of the list to the bottom of the list. To change the order of any member in the list, simply use you mouse to drag and drop the member to the new position.

↑	Extension	Ext. 101, <input type="text" value=""/>	for 3 times	<input type="button" value="Delete"/>
↑	Extension	Ext. 103, <input type="text" value=""/>	for 3 times	<input type="button" value="Delete"/>
↑	Extension	Ext. 104, <input type="text" value=""/>	for 3 times	<input type="button" value="Delete"/>

**Hunt Group Settings**

Hunt Group Settings allow you to customize your Hunt Group listed above. You can determine what the caller hears while the phones are ringing and how you want to receive your calls.

**When the phones are ringing:**

Play "please hold" followed by hold music  
 Play ringing to the caller

**When the phone is answered:**

Require a key to be pressed to accept the call  
 Automatically connect the call

**Timeout Settings**

Select a value for the Timeout Action and Destination fields that will cause the system to take the appropriate action if no one answers any of the phones.

Voicemail  Auto Attendant Voicemail

A simultaneous Hunt Group places the caller on hold with music and rings all the phones in a specified list of numbers at the same time. The first person to answer any of the phones is connected with the caller.

**Simultaneous Group**

Hunt Group Name:

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**Hunt Group Configuration**

Create a list of phone numbers and/or Extensions to be dialed for this Hunt Group. All the numbers in the list will be dialed at the same time. The maximum number of Phone System Phones you may include in this Hunt Group is 100. The maximum number of non-Phone System Phones is 11.

Ring All Flex Phones Allows you to ring all system phones

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**Hunt Group Settings**

You can determine what the caller hears while the phones are ringing and how you want to receive your calls.

<p><b>When the phones are ringing:</b></p> <p><input type="radio"/> Play "please hold" followed by hold music</p> <p><input checked="" type="radio"/> Play ringing to the caller</p>	<p><b>When the phone is answered:</b></p> <p><input type="radio"/> Require a key to be pressed to accept the call</p> <p><input checked="" type="radio"/> Automatically connect the call</p>
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**Timeout Settings**

Select a value for the Timeout Action and Destination fields that will cause the system to take the appropriate action if no one answers any of the phones after  rings.

### Call Queue

Call Queues can be accessed at *Hunting/Queing Tab > Call Queue*

A Call Queue has the following parameters that can be edited in the Auto Attendant:

1.Name

2.Members

Members are the DPS phones that are assigned to a Call Queue.

3.Hunt Type

- Simultaneous Ring
- Ascending
- Least Recently Used
- Round Robin

4.Wrap-Up Time

- When hanging up a call, this member will stay unavailable until this timer expires.
- The minimum is 1, maximum 300, default 30 seconds.

5.Unanswered Member Idle Time

- If a call rings to an available member and is unanswered, that member will be made unavailable until this timer expires.
- Minimum 0, maximum 600, default is 120 seconds.

6.Max No-Answer Ring Time

- The minimum is 1, maximum 60, default 24 seconds.
- The length of time that members will ring according to their hunt type, before sending the caller to the queue holding pattern

7.Repeating Queue Interval

- The minimum is 0, maximum 120, default 60 seconds.
- The length of time the system waits before playing the Repeating Queue Interval recording again.

8.Queue Timeout

- The minimum is 1, maximum 60, default 5 minutes.
- The maximum amount of time that a caller may hold in the queue. After the Queue Timeout expires, the caller will hear the Queue Timeout recording, and then will be directed to the queue's timeout action.

9.Max Callers.

The maximum number of callers that may be holding in the queue at once.

10.Call Connecting Recordings.

All recordings may be set to "No Recording", "System Recording", or "Custom Recording".

11.Call Queue Keypad Options.

Call queues can be programmed with options that the caller may press to perform different actions, essentially allowing them to "escape" from the queue and be routed somewhere else.

12.Timeout Settings.

This determines where a call will be directed if the caller has already held the line for the defined Queue Timeout time.

**Note:** call queue members must be logged in to the queue in order to receive calls. There are three ways to login or logout:

- From Auto Attendant control panel, navigate to **Queue Members** and select **Log In** or **Log Out** for the appropriate agent.

The table below shows the status of the members that have been a currently logged in or logged out of their Call Queues. You can log

Log In/Out	Name
Log Out	Test Lab Phone RTX
Log Out	Test Lab Phone IP 331
Log Out	Mike
Log Out	Jennifer Desk Phone
Log Out	Cloud Voice Support

- From a queue member's individual control panel, navigate to Queue Availability and select **Log In** or **Log Out**.

The table below shows the status of the members that have been a currently logged in or logged out of their Call Queues. You can log

Log In/Out	Name
Log Out	Test Lab Phone RTX
Log Out	Test Lab Phone IP 331
Log Out	Mike
Log Out	Jennifer Desk Phone
Log Out	Cloud Voice Support

- From a desk phone, dial **\*25** to log in or **\*26** to log out. Wait for the confirmation message to play.

**Dial by Extension**

Dial by Extension is ideal for helping callers reach specific people within your company, providing the callers know the Extension of the person they wish to reach.

There is another type of extension that can be created in your Auto Attendant - Virtual Extension.

Virtual Extensions can be utilized in the following ways:

Programming a menu option, bulletin option, hunt group option, or timeout in the AA to point to a Virtual Extension Through the use of the AA's built-in Dial By Extension feature.

Virtual Extensions cannot be utilized any other way, such as:

- Dialing a Virtual Extension directly from a DPS phone
- Entering a Virtual Extension as a forwarding destination on a DPS phone
- Any other context in which the call is not being processed through the Auto Attendant.

1. Specify a 3-digit number for the Virtual Extension. Valid options are 100-899, excluding 311, 411, 511, 611, 711, and 811.
2. Choose the destination: you can send calls for this extension to either a phone number, or to the Auto Attendant voicemail.
3. Provide a first and last name for this extension ( these fields are used for Dial By Name).

Menu Extensions Hunt Groups Voicemails(5) Faxes(0) Personal Info Tools Help

Extensions Group Manager Help

Enter a digit number into the Extension field. Then, enter the telephone number for the phone you wish to ring in association with this extension. Or, if you wish calls to this Extension to be transferred directly to voicemail, select 'Transfer to Auto Attendant Voicemail'.

Extension: 100

Ring to phone number: 8778800055  
 Transfer to Auto Attendant Voicemail

Save Changes Cancel

**Dial by Name**

Dial by Name is ideal for helping callers reach specific people within your company, providing the caller knows the last name of the person they wish to reach.

**Weekly Schedule**

The Weekly Schedule allows you to automatically activate specific Menus at predetermined times and days. You may want to present one Menu during business hours, and a different one after hours and on weekends. The Weekly Schedule will automatically activate the Menu you specify at the time and day of the week given for each Menu.

Menus Bulletins Weekly Schedule Help

The Weekly Schedule allows you to automatically activate Menu based on the day of the week and the time. You may create and modify Weekly Schedule events as well as turn the Weekly Schedule on and off.

Your weekly schedule is currently On

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7:00 AM		Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	
7:30 AM		Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	
8:00 AM		Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	
8:30 AM		Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	
9:00 AM		Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	
9:30 AM		Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	
10:00 AM		Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	
10:30 AM		Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	
11:00 AM		Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	
11:30 AM		Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	
12:00 PM	Menu 2	Menu 1	Menu 1	Menu 1	Menu 1	Menu 1	Menu 2
12:30 PM	Menu 2	Menu 1	Menu 1	Menu 1	Menu 1	Menu 1	Menu 2
1:00 PM	Menu 2	Menu 1	Menu 1	Menu 1	Menu 1	Menu 1	Menu 2
1:30 PM	Menu 2	Menu 1	Menu 1	Menu 1	Menu 1	Menu 1	Menu 2
2:00 PM	Menu 2	Menu 1	Menu 1	Menu 1	Menu 1	Menu 1	Menu 2
2:30 PM	Menu 2	Menu 1	Menu 1	Menu 1	Menu 1	Menu 1	Menu 2
3:00 PM	Menu 2	Menu 1	Menu 1	Menu 1	Menu 1	Menu 1	Menu 2
3:30 PM	Menu 2	Menu 1	Menu 1	Menu 1	Menu 1	Menu 1	Menu 2
4:00 PM	Menu 2	Menu 1	Menu 1	Menu 1	Menu 1	Menu 1	Menu 2
4:30 PM	Menu 2	Menu 1	Menu 1	Menu 1	Menu 1	Menu 1	Menu 2
5:00 PM	Menu 2	Menu 1	Menu 1	Menu 1	Menu 1	Menu 1	Menu 2
5:30 PM	Menu 2	Menu 1	Menu 1	Menu 1	Menu 1	Menu 1	Menu 2
6:00 PM	Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	Menu 2
6:30 PM	Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	Menu 2
7:00 PM	Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	Menu 2

Create/Modify Weekly Schedule Events

To create an event in the Weekly Schedule, select the day, time, and Menu number with the buttons and dropdown lists below. When the Weekly Schedule activates a Menu, that Menu stays active until the next scheduled event.

Select the day(s) you wish to schedule:
   
 7 days a week
   
 weekdays only
   
 weekends only
   
 specific day: Sunday

Select the Menu to become active: Menu 1, Day

Select the time this Menu to become active: 1:00 am

Add this event to weekly schedule >

My Weekly Schedule

- Sunday 06:00 pm, Menu 2
- Monday 08:00 am, Menu 1
- Monday 06:00 pm, Menu 2
- Tuesday 08:00 am, Menu 1
- Tuesday 06:00 pm, Menu 2
- Wednesday 08:00 am, Menu 1
- Wednesday 06:00 pm, Menu 2
- Thursday 08:00 am, Menu 1
- Thursday 06:00 pm, Menu 2
- Friday 08:00 am, Menu 1

Remove Selected Remove All

Save Changes

**Recording Greetings**

Once you have configured your Auto Attendant, you must record greetings for the various Menus and Bulletins you have setup as well as record names for the various extensions (if you intend to use Dial by Name). The following instructions provide you with the steps to record your

greetings via the phone and the Web. If you need help with what to say in your greetings, click the Script button associated with each Menu or Bulletin.

You can find the instructions on how to record a greeting at *Menu Tab > Menus > Script*

Use these Menus to route callers to people or provide them with recorded information based on selections made from the phone keypad. To modify an existing associated with that Menu's name. The active Menu is the first Menu your callers will hear. Only one Menu may be active at a time, however Menus may be setu other Menus. A red exclamation point in the Active column indicates that a Menu has one or more missing values that need to be set before it may be activated

Active	Menu	Name	Script
<input type="radio"/>	1	Day	Script
<input checked="" type="radio"/>	2	Night	Script
<input type="radio"/>	3	Temporary	Script

**Greeting Instructions for Menu 1, Day**

To record a greeting for Menu 1, Day with your telephone, please follow the steps below:

**Step 1-** Dial your Auto Attendant number, **3239995090**.

**Step 2-** Enter your PIN over the first ring.

**Step 3-** Touch 8 for User Options.

**Step 4-** Touch 1 to record a Greeting.

**Step 5-** Touch 1 to record a Menu Greeting.

**Step 6-** Touch 1 (for Menu 1, Day) and follow the instructions.

You may use the script template below as a guide to help you record the greeting.

**Script template for Menu 1, Day**

The recording for this Menu greeting should contain the following:

to Dial By Extension , touch 1.  
 to reach Bulletin Address (Bulletin 2) , touch 2.  
 to reach Bulletin contact information (Bulletin 3) , touch 3.  
 to reach Bulletin after hours (Bulletin 4) , touch 4.  
 Or, hold the line to reach Voicemail

Script contains not only the instructions but also the information about the options which your greeting should contain.

#### Phone Interface

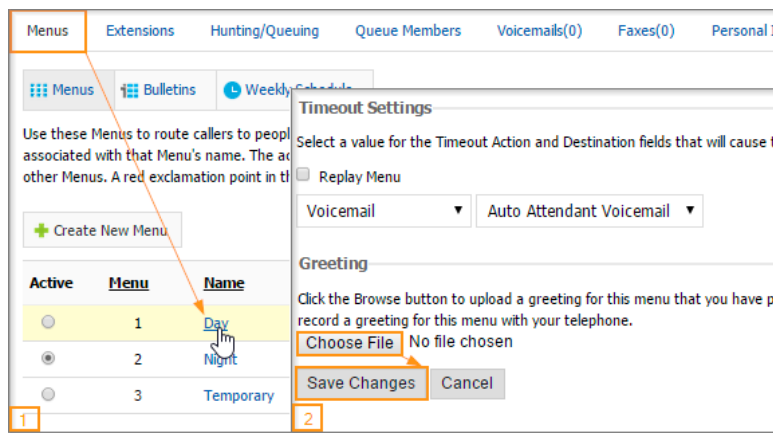
To record a greeting via the phone:

1. Dial your Auto Attendant phone number.
2. Enter your PIN over the initial ring or the greeting
3. Touch 8 for User Options.
4. Touch 1 to record Greetings.
5. Touch 1 to record a Menu Greeting or Touch 2 to record a Bulletin Greeting.
6. Enter the Menu or Bulletin number.
7. Follow the instructions to record the greeting.
8. Repeat these steps for each greeting you wish to record.

#### Web Interface

To upload Menu or Bulletin greetings from your computer:

1. Record a Menu or Bulletin greeting using the microphone on your computer. The optimal format is 16-bit, 11,025 Hz, Mono.
2. Save the file as a .wav or .au file.
3. Go to the Menu or Bulletin you wish to upload this greeting for.



4.Repeat these steps for each Menu or Bulletin.

Note:

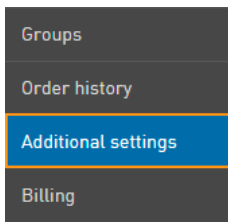
- The file name must not contain spaces!
- For the best results on 8-bit mono, the file must be SAVED with a Hz setting of 22,000
- For the best results on 16-bit mono, the file must be SAVED with a Hz setting of 11,000 or 8,000

### Call Recording

Two types of Call Recording are available:

- On Demand
- Automatic Call Recording

In order to enable/disable the Call recording login to [HostPilot](#)> *Services* > *Voice Services* > *Additional Settings*:



Once logged in you will be able to :

- Review and accept legal notices regarding the user of call recording
- Enable or disable On-Demand Call Recording globally for all phones
- Enable or disable Automatic call recording for all Attendant Hunt Groups and Call Queues
- Specify custom announcements for start/stop call recording
- Enable or disable Beep Tones for Automatic Call Recording
- Enable or disable to download and forward call recording



Default operator number

Statement settings

Call recording

Use this page to globally configure call recording settings on your account.

### General settings

Allow On Demand call recording for all extensions

Enable or disable on-demand call recording globally for all phones in your company. On-demand call recording will allow a user of any HPBX phone in your company to start or stop Call Recording at any time during a conversation on the phone.

Recording started announcement ⓘ

▶ test2.mp3

1 → Upload new or Use default

Recording tones ⓘ

Play recording tones

2 →

Recording stopped announcement ⓘ

▶ wantcheezyp.wav

→ Upload new or Use default

Specify custom announcement for start and stop recording

Allow Automatic call recording for all Auto Attendant Hunt Groups and Call Queues

Allow or disallow automatic call recording globally on all Auto Attendant Hunt Groups and Call Queues in your company. **Note:** Automatic call recording must be manually enabled on each Hunt Group or Call Queue within your Auto Attendants.

Recording started announcement ⓘ

▶ frigginidiot.wav

3 → Upload new or Use default

Recording tones ⓘ

Play recording tones

4 →

Recording stopped announcement ⓘ

▶ fever.wav

→ Upload new or Use default

Specify custom announcement for start and stop recording

### Additional settings

Additional settings determine how and when your recordings may be distributed.

Allow downloading of call recordings

Allow forwarding of call recordings

I have read and understood the terms and conditions as provided in the 'Call Recording Features' section of the [Product Schedule](#). Read and acknowledge notices

Save changes

Automatic Call Recordings are available under Call Recording tab in your Auto-Attendant. You can search for recordings using several criteria:

- Number
- Group Name
- Time

[Menus](#)

[Extensions](#)

[Hunt Groups](#)

[Queue Members](#)

[Faxes\(0\)](#)

[Call Recordings\(0\)](#)

[Personal Info](#)

[Tools](#)

If enabled, calls to your Hunt Groups and Call Queues may be automatically recorded. Your call recordings are available below. Recordings will be automatically deleted after 30 days.

Enter the number or Group Name

Search

Recorded Any Time ▼

Any Group Name ▼

	Number	Date and Time	Duration	Group Name
❑	You don't have any recordings.			

You can delete, forward, download the recordings.

Under the Hunting/Queuing Tab in your Auto Attendant you can check whether call recording is enabled for the Hunt Group/Call Queue:

Menus	Extensions	Hunting/Queuing	Queue Members	Voicemails(0)	Faxes(1)	Call Recordings(0)	Personal Info									
<p>Hunt Groups    Call Queue</p> <p>Use these Hunt Groups to dial a list of phone numbers or Extensions in sequential order (Ordered Hunt Groups) or all at the same time (Simultaneous Hunt Groups). In a Simultaneous Hunt Group, the first person to answer a ringing phone will receive the call. Incomplete or temporary Hunt Groups have a red exclamation to the right of their name until the proper call routing information has been added.</p> <p>+ Create New Ordered Hunt Group    + Create New Simultaneous Hunt Group</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Automatic Call Recording</th> </tr> </thead> <tbody> <tr> <td>Sales</td> <td>Ordered</td> <td>Disabled</td> </tr> <tr> <td>Support</td> <td>Simultaneous</td> <td>Disabled</td> </tr> </tbody> </table>								Name	Type	Automatic Call Recording	Sales	Ordered	Disabled	Support	Simultaneous	Disabled
Name	Type	Automatic Call Recording														
Sales	Ordered	Disabled														
Support	Simultaneous	Disabled														

and enable/disable it:

Menus	Extensions	Hunting/Queuing	Queue Members	Voicemails(0)	Faxes(1)	Call Recordings(0)	Personal Info	Tools						
<p>Hunt Groups    Call Queue</p> <p><b>Ordered Hunt Group</b></p> <p>Hunt Group Name: <input type="text" value="Sales"/></p> <p><b>Hunt Group Configuration</b></p> <p>Create a list of phone numbers and/or Extensions to be dialed for this Hunt Group. Numbers will be dialed from the top of the list to the bottom of the list. To change the order of any member in the list, simply use your mouse to drag and drop the member to the new position.</p> <p>+Add Option</p> <table border="1"> <tr> <td>↑</td> <td>Extension</td> <td>Ext. 100, Testy MrTest</td> <td>for</td> <td>3</td> <td>times</td> </tr> </table> <p><b>Hunt Group Settings</b></p> <p>Hunt Group Settings allow you to customize your Hunt Group listed above. You can determine what the caller hears while the phones are ringing and how calls are handled.</p> <p><b>When the phones are ringing:</b></p> <p><input checked="" type="radio"/> Play "please hold" followed by hold music    <input type="radio"/> Play ringing to the caller</p> <p><b>When the phone is answered:</b></p> <p><input type="radio"/> Require a key to be pressed to accept the call    <input checked="" type="radio"/> Automatically connect the call</p> <p><b>Timeout Settings</b></p> <p>Select a value for the Timeout Action and Destination fields that will cause the system to take the appropriate action if no one answers any of the phones.</p> <p>Voicemail    Auto Attendant Voicemail</p> <p><b>Automatic Call Recording Settings</b></p> <p>Select this option if you wish to automatically record all inbound calls to this Hunt Group. Recordings may be accessed via the Call Recordings tab above.</p> <p><input checked="" type="checkbox"/> Enable Automatic Inbound Call Recording on all calls to this Hunt Group</p> <p>Save Changes    Cancel</p>									↑	Extension	Ext. 100, Testy MrTest	for	3	times
↑	Extension	Ext. 100, Testy MrTest	for	3	times									

**Setting Up notifications**

To save you time and increase your efficiency, your Hosted PBX Automated Attendant has the ability to notify you of new voicemail and faxes. Notification is available via pager, email, or digital cell phone.

Once logged into the Auto Attendant, click the *Personal Info* tab > *Notification* > *Enter the email address you want notifications sent to* > *Choose the format of the notification* > *Use the test button to send a test notification.*

**Faxes**

Your Auto Attendant has a capability of receiving faxes. If you would like to disable this feature please contact Customer Support.