

Auto Attendant Recordings Telephone User Interface

Before you can setup your recordings, you'll need to know the 10 digit Auto Attendant number along with the password. You'll also need to know your Announcement ID's.

If you don't have this information, please contact our Business Support team at bss@wtccommunications.ca or toll free 1-844-507-9222.

When recording the Auto-Attendant announcements, please make sure to list the options presented to your callers, like:

"Thank you for calling ABC Corporation. Please listen carefully to the following options. Press 1 to speak with our Receptionist. Press 2 for our location information..."

Once you get your scripts prepared, you can call into our recording studio to setup the announcements. Follow these instructions:

1. Call one of these numbers:
613-507-0800 (Kingston & Area)
613-273-0800 (Westport)
613-201-0800 (Perth & Area)
2. When asked "Please enter the area code and phone number followed by #"
Enter your 10 digit Auto-attendant number followed by #
3. When asked "Please enter your PIN followed by #"
Enter the 6-digit PIN for this account
4. Press 1 to Change your Premium Attendant Configuration
5. Press 2 to Edit your Announcements
6. Please enter the number of the announcement ID to record, followed by #
7. Follow the prompts to record, re-record if you make a mistake
Please don't forget to save after each announcement
8. When you have completed all recordings, please hang up
9. Call your Auto-Attendant service to test the announcements



If you have any difficulties with your recordings, please contact the Business Solutions helpdesk – bss@wtccommunications.ca or 1-844-507-9222