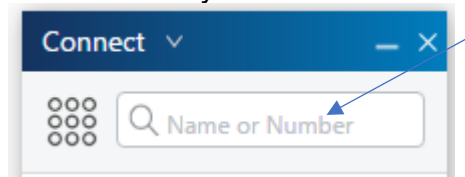


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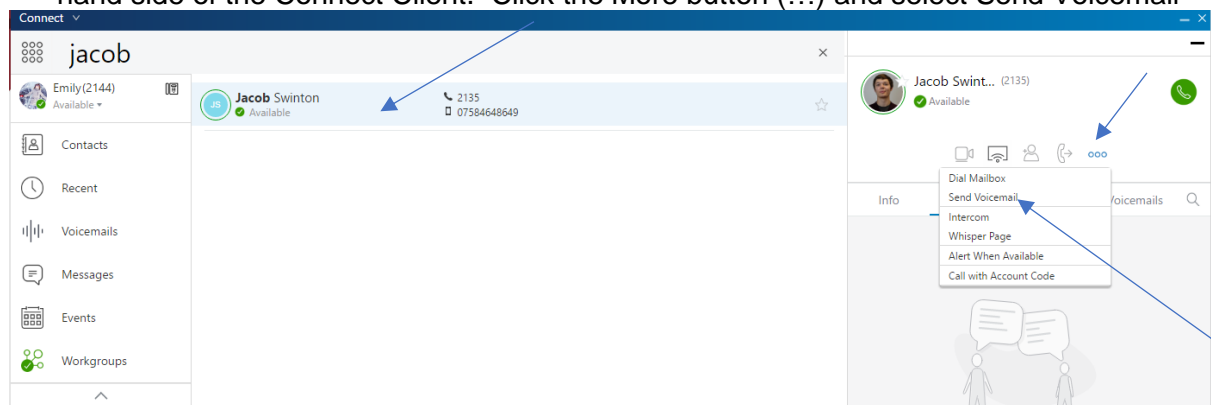
Recording a Music on Hold Greeting

From Connect Client

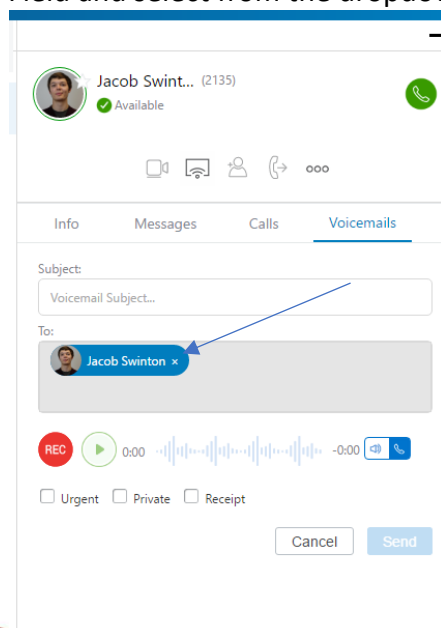
1. Search for anyone in the Name or Number field at the top of the Connect Client



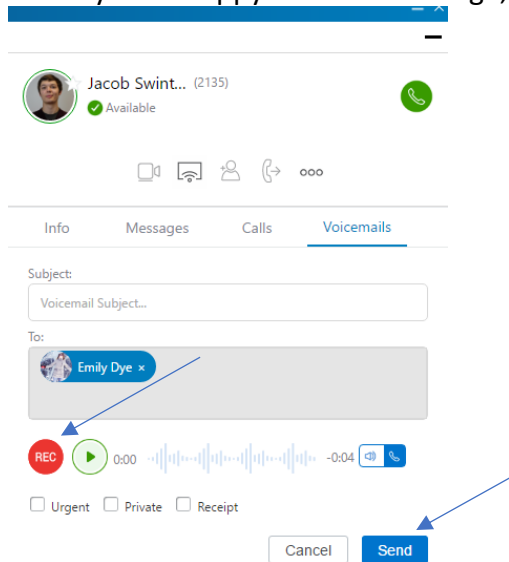
2. Click their name in the dropdown – this will open up a contact card for them on the right-hand side of the Connect Client. Click the More button (...) and select Send Voicemail



3. Click on the x next to the person's name in the To: Field. Type your own name in the To: Field and select from the dropdown.



- Lift the hand piece on your phone and click the REC button. Wait for the tone and record your message into the hand piece. When you're finished, press the stop button (the REC button turns into the stop button so you don't have to move your mouse). When you're happy with the message, press Send.



- The message has now been delivered to your voicemail box. To access it, click Voicemails in the dashboard of your Connect client. Find the message (it will probably be at the top of the list), right click and choose Download Voicemail as WAV. You can save this file wherever you like and attach it to an email to support@blackstarsolutions.co.uk. Once we have the recording, we can upload it as a music on hold or voicemail greeting.

