

# smartnumbers Announcement — Getting Started Guide

The smartnumbers Announcement service is a business-class announcement service designed to meet the needs of large and small organisations. The service can be accessed from any telephone handset.

The service information you need to perform the steps in this guide is provided in your Welcome Emails or by your administrator.

## The Announcement Number

Callers hear the recorded announcement when they contact this number.

Make a note of it here:

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## The Management Number

Dial this number to access and manage the service from any telephone.

Make a note of it here:

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## The Password

This number gives you secure access to the service. To change the password, contact the Service desk.

If the service is associated with your personal smartnumbers service, please refer to the documentation for your personal service.

## 1. Logging in to the service

To access and manage the service you need to log in.

STEP 1 - Dial the management number.

STEP 2 - Enter the password. You will hear the main menu items.

## 2. Recording an announcement

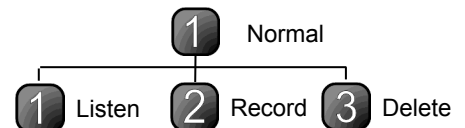
If no announcement is available, a system announcement is played when the service is contacted.

STEP 1 - Press **1** to access the Normal Announcement menu.

STEP 2 - Press **2** to record the announcement, and the \* key when finished. Wait until the system confirms the recording was successful.

STEP 3 - Press **1** to listen to the recorded announcement, otherwise hang up.

NOTE: Announcements can be up to 5 minutes long.



## Pre-recorded announcement (optional)

If you already have a recorded announcement that you wish to use, please contact the Service desk.

For further assistance or information, please contact your support representative or email the Service Desk at [servicedesk@smartnumbers.com](mailto:servicedesk@smartnumbers.com)