

Using OnlyOne Custom Greetings and Custom Statuses

iTEL-Connect's "Initial" greeting is actually two parts – the first part is called the "MAIN GREETING" – this identifies to the caller who you are. The second part is either the "AVAILABLE MAIN GREETING" or the "UNAVAILABLE MAIN GREETING" – the "Available" can be customized by you, but the "Unavailable" cannot as it varies with the "Unavailable" status that you have chosen. The AVAILABLE MAIN only plays when you are stasured in either the 'Home', 'Work', or 'Mobile' statuses.

Main Greeting

This greeting will ALWAYS play as soon as your system answers REGARDLESS of what your status is set to. It gives the caller a consistent experience every time they call and quickly identifies you. I recommend that you make this MAIN greeting VERY short.

Main Greeting Example:

*"Hello, this is Susan White. You've reached my OnlyOne number" OR
"You've reached the office of Susan White."*

To record this main greeting:

1. Ask your OnlyOne/iTEL representative to set your account for custom greetings
2. Log into your account by dialing your iTEL/OnlyOne number and enter your passcode
3. Press 5 for options,
4. Press 6 for greetings,
5. Press 3 for **main** greeting,
6. Record after the tone and press 1 when finished
7. Press 1 to save, 2 to review the recording, 3 to re-record
8. Press * to return to previous menu, OR hang up when finished

Available Main Greeting

This is a separate recording which plays in quick succession right after the main greeting IF you are stasured available (work, mobile or home) so that your calls are ringing to a phone somewhere. To the caller, it just sounds like a continuation of the main greeting.

Available Greeting Example:

"Please stand by while your call is connected to me, or press 2 if you want to leave a voice mail. In the future, you can skip this greeting by pressing 1 as soon as the system answers. Thanks for calling!"

To record this available greeting:

1. Log into your account by dialing your iTEL/OnlyOne number and enter your passcode
2. Press 5 for options,
3. Press 6 for greetings,
4. Press 5 for **available** greeting,
5. Record after the tone and press 1 when finished
6. Press 1 to save, 2 to review the recording, 3 to re-record
7. Press * to return to previous menu, OR hang up if finished



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Using OnlyOne Custom Greetings and Custom Statuses

The “Custom Greetings” from Page 1 are played in one of the 7 *standard* statuses. The other 3 *Custom statuses* have separate greetings that are each individually recorded regardless of whether you use iTEL-Connect’s Main Greeting or a Custom Main Greeting. Custom statuses allow you to change the message your caller hears **and/or** have iTEL reach you at some phone number other than your regular work, home or cell number.

Custom Status Greeting

This greeting REPLACES the *available main* greeting and plays in quick succession right after the main greeting IF you have set your status to either custom status 1,2, or 3. To the caller, it just sounds like a continuation of the main greeting.

Custom Status - Example 1 (does not ring anyone, sends caller to voicemail with special message) :

“I am attending an all day seminar and will not be able to return calls quickly. Please leave a message, or contact Jim Smith at 555-1212 if you have an urgent need.”

To set up example 1 as custom status 1:

1. Log into your account by dialing your iTEL/OnlyOne number and enter your passcode
2. Press 5 for options,
3. Press 1 for statuses,
4. Press 5 for custom statuses,
5. Press 2 to configure custom status 1,
6. If this status is NOT already set to do not disturb, press 3 to set it
7. Press 1 to record the status greeting
8. Record after the tone and press 1 when finished
9. Press 1 to save, 2 to review the recording, 3 to re-record
10. Press * to return to previous menu and press 1 to activate the status, OR just hang up if you want to activate it later

Custom Status - Example 2 (forwards to an alternate number with a special greeting):

“I am attending an all day seminar and will not be able to return calls quickly. You can press 2 to leave a non-urgent voicemail, or stay on the line and your call will be transferred to Jim Smith who will be happy to help you. Thank you.”

To set up example 2 as custom status 2:

1. Log into your account by dialing your iTEL/OnlyOne number and enter your passcode
2. Press 5 for options,
3. Press 1 for statuses,
4. Press 5 for custom statuses,
5. Press 4 to configure custom status 2,
6. If this status is NOT already set to follow me, press 3 to set it
7. Press 1 to record the status greeting
8. Record after the tone and press 1 when finished.
9. Press 1 to save, 2 to review the recording, 3 to re-record.
10. Press 5 to enter Jim Smith’s 10 digit cell phone number as the “follow me” number
11. Enter the number and press 1 to accept or 2 to re-enter
12. Press * to return to previous menu and press 3 to activate the status, OR just hang up if you want to activate it later



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You can also create your own custom status greeting to use in place of the standard “he/she is currently unavailable” do not disturb greeting.

Custom Status - Example 3 (replaces the standard unavailable greeting) :

“I’m sorry I couldn’t take your call personally. Please leave your message after the tone and I’ll respond as soon as possible. Thank you.”

To set up example 3 as custom status 3:

1. Log into your account by dialing your iTEL/OnlyOne number and enter your passcode
2. Press 5 for options,
3. Press 1 for statuses,
4. Press 5 for custom statuses,
5. Press 6 to configure custom status 3,
6. If this status is NOT already set to do not disturb, press 3 to set it
7. Press 1 to record the status greeting
8. Record after the tone and press 1 when finished
9. Press 1 to save, 2 to review the recording, 3 to re-record
10. Press * to return to previous menu and press 5 to activate the status, OR just hang up if you want to activate it later
11. ***Note: If you use the 3 key (or scroll your phonebook) on your cell phone to set status to Do Not Disturb (DND), you will need to edit the memory for that phonebook entry. The standard entry contains #43 to activate the standard DND. You would change that to #52, #53, or #54 depending on which custom status you use for DND.

Custom Status - Example 4 (forwards callers to an alternate number with no special greeting)

If you activate a custom status WITHOUT recording a custom greeting for that status, iTEL-Connect will play the standard available or unavailable greeting depending on whether you set the status to Follow Me or Do Not Disturb. Therefore, you can enter an alternative number at which to be reached by setting a custom status to follow me and entering the number. You don’t have to record a status greeting unless you want it to be different.

Therefore, to set up example 4:

1. Log into your account by dialing your iTEL/OnlyOne number and enter your passcode
2. Press 5 for options,
3. Press 1 for statuses,
4. Press 5 for custom statuses,
5. To set custom status 1, press 2, for custom 2, press 4, for custom 3, press 6,
6. If this status is NOT already set to follow me, press 3 to set it
7. Press 5 to enter alternate 10 digit phone number as the “follow me” number
8. Enter the number and press 1 to accept or 2 to re-enter
9. Press * to return to previous menu and press 3 to activate the status, OR just hang up if you want to activate it later



Using OnlyOne Custom Greetings and Custom Statuses

Once they have been set up, you can activate custom statuses at any time with a shortcut similar to the other standard system statuses by doing the following (or storing it in a speed dial memory):

Activating "Other" Statuses (Custom 1,2,3)

From any touchtone phone, dial your iTEL/OnlyOne number: _____.

For custom 1: When the system answers, press **#51** _ _ _ _ # and hang up.

For custom 2: When the system answers, press **#52** _ _ _ _ # and hang up.

For custom 3: When the system answers, press **#53** _ _ _ _ # and hang up.

Four blanks (_ _ _ _) represents your 4-digit password.

The custom status will remain in effect until you activate some other status in the usual way.

Need more help? Call (205) 871-8686. We'll be happy to help out.
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