Revised 6/2016

**FAU 800# Announcement Service Details – 1-888-8FAU-OWL (8328-695)**

**User Access Code/PIN Information:**
Lisa Metcalf: access code: **744204**; PIN: **90033873**

**Creating an Announcement:**

Dial 800-658-7828. You will be prompted for the following information:

1. Enter your User Access Code (6 digits) followed by the pound sign - #

2. Enter your PIN (8 digits) followed by the pound sign - #

• Pause while entries are validated.

3. Enter the FAU Announcement ID number 3-20921 followed by the pound sign - #.

(Note: all ID numbers begin with either D (3) or S (7). When the announcement ID is repeated back to you to confirm it may repeat back as a 3 or a D)

4. If the playback is correct Press 1.

• Entry combination is validated; the status is confirmed as Updateable, and whether the Announcement is shared.

5. Record at the tone and press # if ok. If not ok, press any digit to cancel. Maximum recording length is 4 minutes

6. To listen to the new recording, press 0.

• To approve, press 1.

• To re-record, press 2.

• To cancel, press 6.

\* To exit, press 7 or hang up.

To double check recording, dial: 1-888-8FAU-OWL (8328-695).

**Hints on Wording Your Announcement:**

Keep wording clear and concise

• Minimum recording length is 6 seconds, about 15 words

• Maximum length is 4 minutes, or about 600 words

Use the company’s name

• Lets callers know they have reached the right number.

Limit use of the words “now” and “please”

• Example: “Please press 1 now. Please press 2 now. Please . . .”

Avoid lengthy explanations about

• What to do or expect

Use the word “press” rather than “dial.”