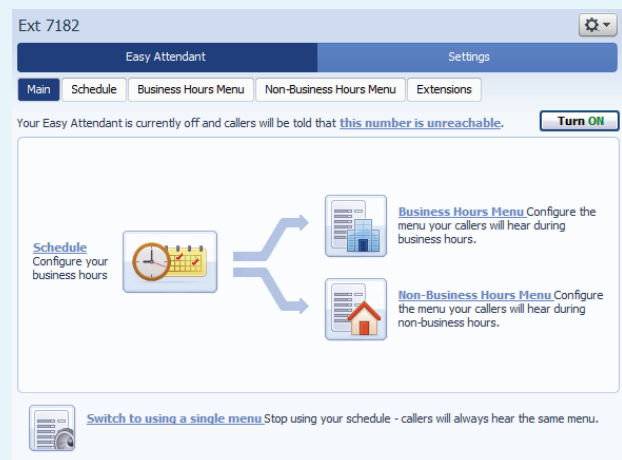
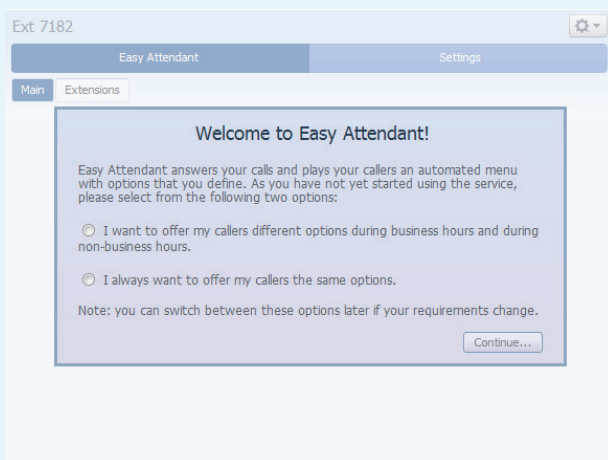


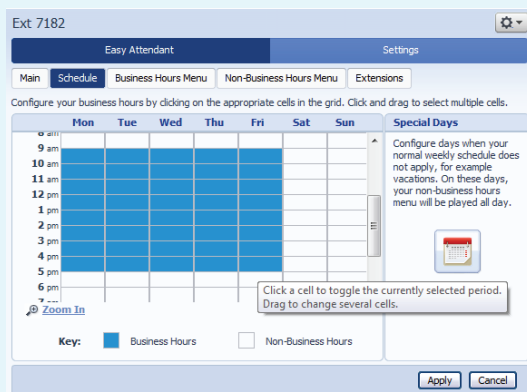
Easy Attendant

- Go to your **CommPortal**.
- Enter **Login Code**: XXXXXXXXXX# (the 10-digit phone number assigned as the Auto Attendant).
- Enter your **Password**.
- Once logged in, you'll see the **Welcome** screen below. Next, choose whether you want to play:
 - » the same greeting/menu options at all times
 - » different greeting/menu for business and non-business hours



Screen showing Schedule option for Business/
Non-Business hours menu

- If you choose to have different schedules for your menu, under the **Schedule** tab, highlight the timeframe you want your menus to play. Always click **Apply** after making your changes.



- You can now build your **Menu** options. There are 5 options for each numbered button as follows:

Ext 7182

Easy Attendant Settings

Main Easy Attendant Menu Extensions

Assign functions to each key on the caller's phone

Record initial greeting

This announcement welcomes your callers, and tells them what options they can select from. These should match the options you have configured in the panel to the left.

e.g. "Welcome to Bob's Tires. Press 1 for ..." ([see full example](#))

record

Apply Cancel

- Play Announcement** – For announcements only (e.g., directions to office, website info, office info, hours of operation, etc.)
 - Transfer to Phone** – Transfers a caller to a selected phone number chosen from a dropdown list
 - Transfer to Voicemail** – Transfers a caller to the voicemail box of a selected phone number chosen from a dropdown list
 - Dial by Extension** – Allows a caller to enter an extension number to which they want to be connected.
 - Dial by Name** – Allows a caller to enter the first three letters of the first or last name of a contact. The system recommends the closest matches from which the caller can select and be connected to.
- The **Extensions** tab shows the extensions callers can access when they press the corresponding number option. It also shows whether a name has been recorded for that extension. The extension recording is required to enable the **Dial by Name** feature.

Ext 7182

Easy Attendant Settings

Main Easy Attendant Menu Extensions

Business Group Extensions Additional Extensions

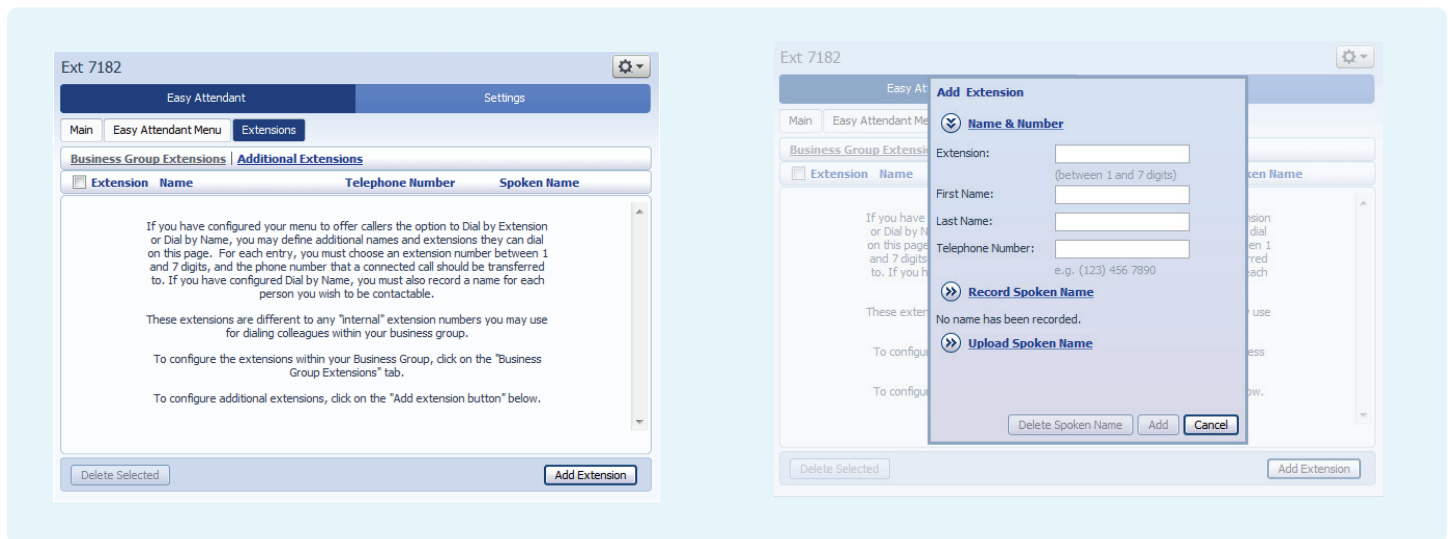
Extension	Name	Telephone Number	Department	Spoken Name
<input type="checkbox"/> 1086	Ext 1086	(480) 150 1086	None	record
<input type="checkbox"/> 1087	Ext 1087	(480) 150 1087	None	record
<input type="checkbox"/> 1088	Ext 1088	(480) 150 1088	None	record
<input type="checkbox"/> 7180	Ext 7180	(480) 362 7180	None	record
<input type="checkbox"/> 7181	Ext 7181	(480) 362 7181	None	override
<input type="checkbox"/> 7182	Ext 7182	(480) 362 7182	None	record
<input type="checkbox"/> 7183	Ext 7183	(480) 362 7183	None	record

New Business Group Extensions will be automatically included

Mark As Included Mark As Excluded

Each extension user records their name when setting up their personal voicemail greeting. If not recorded, you may record the extension name when recording the auto attendant initial greeting.

- You can also add additional extensions that are not already in your business group, such as a cell phone number or another outside number. Just click on **Add Extension** and enter the information.



- You now can record your **Initial Greeting**, **Announcements**, and any **Extensions** that have not been recorded.

- From your desk phone, press your **Voicemail** button or ***98**. Alternatively, you can call 480-302-6991 from any phone to reach the messaging center.
- Press ***** to bypass your personal voicemail greeting if calling from your desk phone.
- Enter the **Easy Attendant** number plus the **#** key (XXXXXXXXXX#).
- Enter your **PIN** plus the **#** key. You will need to create a **PIN** if you don't have one already created.
- Press **1** to change the Easy Attendant configuration.
- Press **2** to change the **Initial Greeting** (this is your main menu). If you have different greetings scheduled for Business Hours and Non-Business Hours, choose whichever option you want to record.
- Press **#** to edit the **Initial Greeting** (if already recorded, the current greeting will play first).
- Press **1** to record.
- Save** the recording.
- You can hang up to exit the system, or follow the directions to record any announcements or extensions that have been programmed into the menu options list.

- You can turn now **Turn On** your Easy Attendant from the website or through the phone system.
- To log out of the website, click on the **Wheel** icon at the top right and choose **Log Out**.