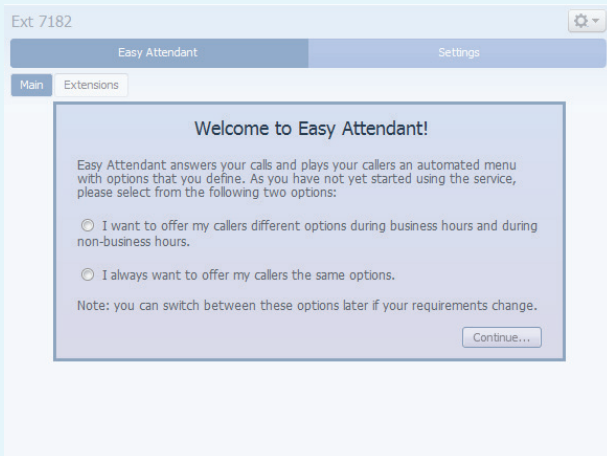


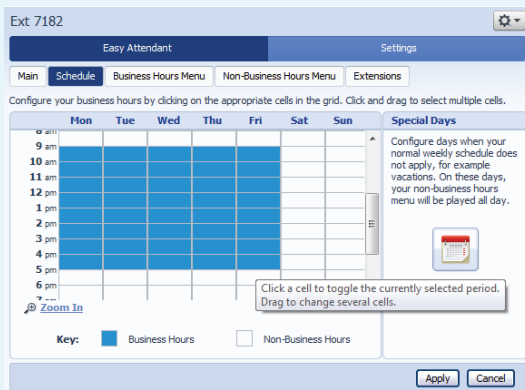
## Easy Attendant

- 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

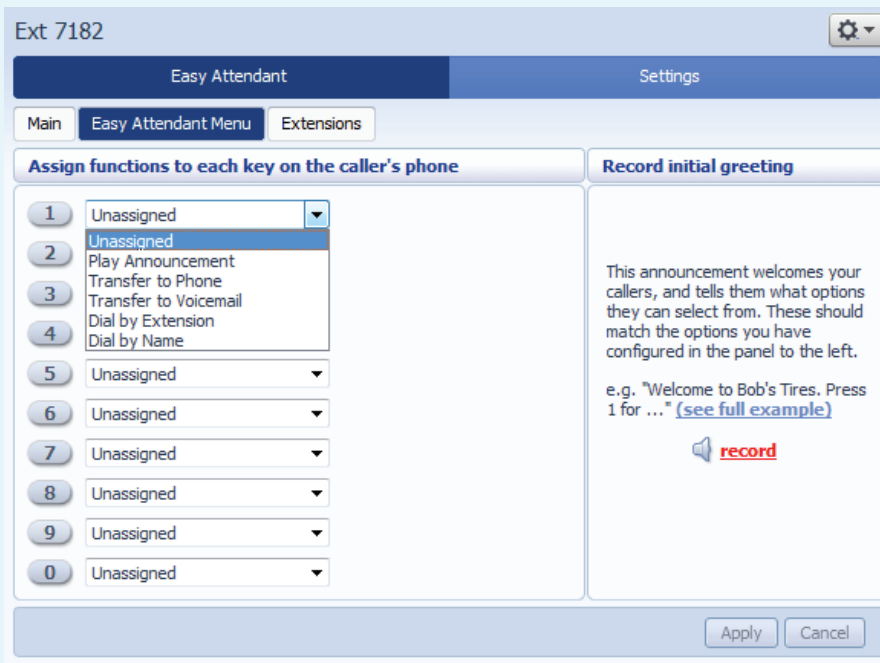


Screen showing Schedule option for Business/  
Non-Business hours menu

- 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.

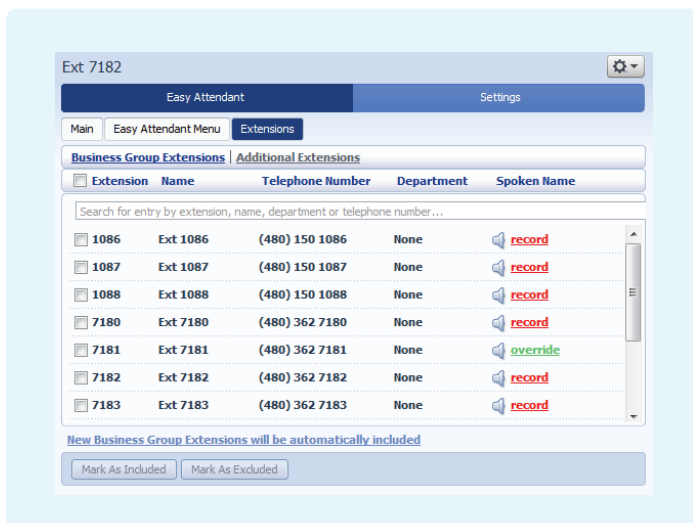


- You can now build your **Menu** options. There are 5 options for each numbered button as follows:



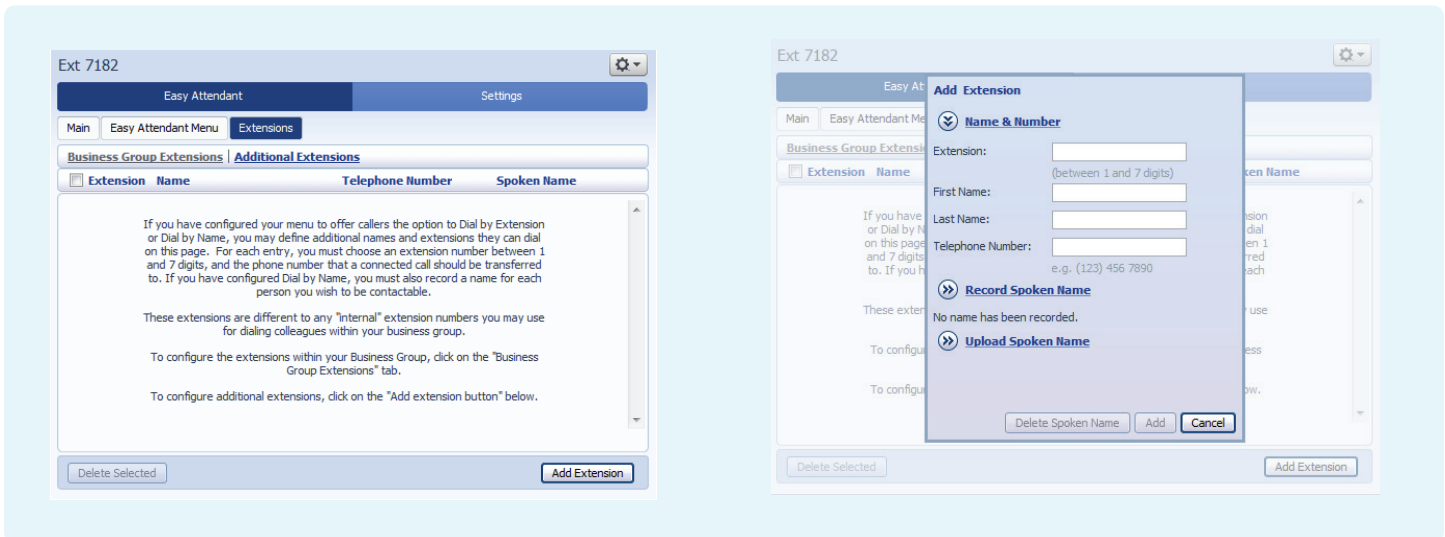
- Play Announcement** – For announcements only (e.g., directions to office, website info, office info, hours of operation, etc.)
- Transfer to Phone** – Transfers a caller to a selected phone number chosen from a dropdown list
- Transfer to Voicemail** – Transfers a caller to the voicemail box of a selected 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.



*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.

- A. 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.
- B. Press **\*** to bypass your personal voicemail greeting if calling from your desk phone.
- C. Enter the **Easy Attendant** number plus the **#** key (XXXXXXXXXX#).
- D. Enter your **PIN** plus the **#** key. You will need to create a **PIN** if you don't have one already created.
- E. Press **1** to change the Easy Attendant configuration.
- F. 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.
- G. Press **#** to edit the **Initial Greeting** (if already recorded, the current greeting will play first).
- H. Press **1** to record.
- I. **Save** the recording.
- J. 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**.