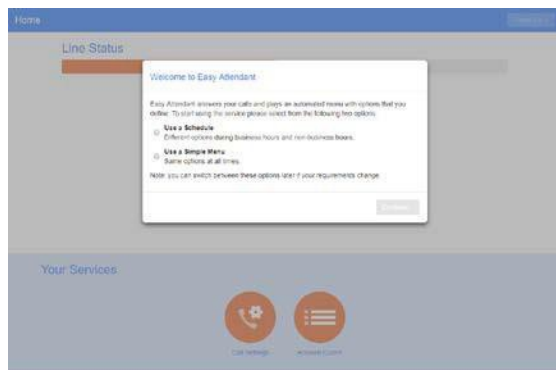


Easy Attendant Quick Reference Guide

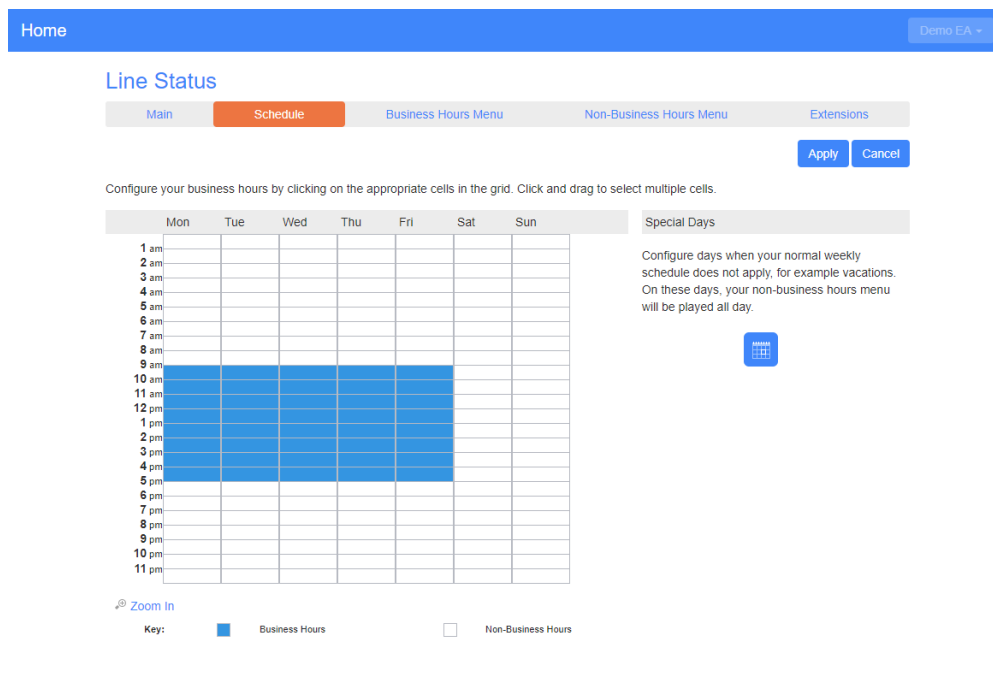
Accessing the System

- Go to <https://ctiuccloud.uccommportal.com/>
- Enter Login: XXXXXXXXXX# (the 10 digit phone number assigned as the auto attendant).
- Enter Commportal Password: (This would be your default Commportal Password)
- You will see the screen below. Choose whether you want your auto attendant to play the same greeting/menu options at all times or have a different greeting/menu play for business and non-business hours.

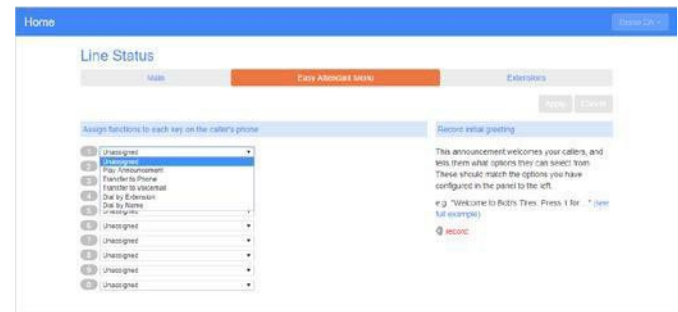


Screen showing Schedule option for Business/Non-Business hours menu

1. If you choose 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 to choose from for each numbered button.



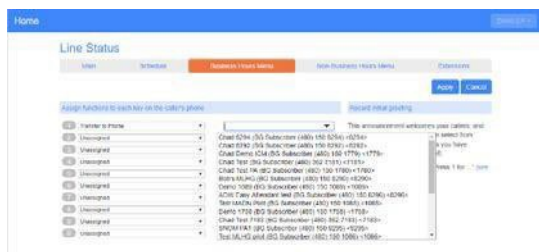
Play Announcement – For announcements only (i.e. directions to office, website info, office info, hours of operation, etc).

Transfer to Phone – transfers a caller to a selected phone number chosen from the drop down list.

Transfer to Voicemail – transfers a caller to the voicemail box of a selected phone number chosen from the drop down list.

Dial by Extension – allows a caller to enter an extension number to be connected to.

Dial by Name – allows a caller to enter the first three letters of first or last name. System recommends the closest matches for the caller to select from and be connected to.



Screen showing Transfer to Phone and drop down list



Screen showing all options

- 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 has to be done in order to be used in the Dial by Name feature.

Line Status						
Extensions						
SEARCH FOR EXTENSION NAME OR EXTENSION NUMBER						
Extension	Name	Phone Number	Recorded	Recorded	Recorded	Recorded
1000	1000 1000 1000	(408) 150 1000	None	✓	1000	1000
1001	1001 1001 1001	(408) 150 1001	None	✓	1001	1001
1002	1002 1002 1002	(408) 150 1002	None	✓	1002	1002
1003	1003 1003 1003	(408) 150 1003	None	✓	1003	1003
1004	1004 1004 1004	(408) 150 1004	None	✓	1004	1004
1005	1005 1005 1005	(408) 150 1005	None	✓	1005	1005
1006	1006 1006 1006	(408) 150 1006	None	✓	1006	1006
1007	1007 1007 1007	(408) 150 1007	None	✓	1007	1007
1008	1008 1008 1008	(408) 150 1008	None	✓	1008	1008
1009	1009 1009 1009	(408) 150 1009	None	✓	1009	1009
1010	1010 1010 1010	(408) 150 1010	None	✓	1010	1010
1011	1011 1011 1011	(408) 150 1011	None	✓	1011	1011
1012	1012 1012 1012	(408) 150 1012	None	✓	1012	1012
1013	1013 1013 1013	(408) 150 1013	None	✓	1013	1013
1014	1014 1014 1014	(408) 150 1014	None	✓	1014	1014
1015	1015 1015 1015	(408) 150 1015	None	✓	1015	1015
1016	1016 1016 1016	(408) 150 1016	None	✓	1016	1016
1017	1017 1017 1017	(408) 150 1017	None	✓	1017	1017
1018	1018 1018 1018	(408) 150 1018	None	✓	1018	1018
1019	1019 1019 1019	(408) 150 1019	None	✓	1019	1019
1020	1020 1020 1020	(408) 150 1020	None	✓	1020	1020
1021	1021 1021 1021	(408) 150 1021	None	✓	1021	1021
1022	1022 1022 1022	(408) 150 1022	None	✓	1022	1022
1023	1023 1023 1023	(408) 150 1023	None	✓	1023	1023
1024	1024 1024 1024	(408) 150 1024	None	✓	1024	1024
1025	1025 1025 1025	(408) 150 1025	None	✓	1025	1025
1026	1026 1026 1026	(408) 150 1026	None	✓	1026	1026
1027	1027 1027 1027	(408) 150 1027	None	✓	1027	1027

4. 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.
5. 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.

The screenshot shows a web interface titled 'Line Status' with a blue header bar containing 'Home' and a 'Demo PA' button. Below the header, there are three tabs: 'Main', 'Easy Attendant Menu', and 'Extensions'. The 'Extensions' tab is active and highlighted in orange. Under this tab, there are two sub-tabs: 'Business Group Extensions' and 'Additional Extensions'. A 'Delete Selected' button is on the left, and an 'Add Extension' button is on the right. Below the tabs, there is instructional text: 'If you have configured your menu to offer callers the option to Dial by Extension or Dial by Name, you may define additional names and extensions they can dial on this page. For each entry, you must choose an extension number between 1 and 7 digits, and the phone number that a connected call should be transferred to. If you have configured Dial by Name, you must also record a name for each person you wish to be contactable. These extensions are different to any "internal" extension numbers you may use for dialing colleagues within your business group. To configure the extensions within your Business Group, click on the "Business Group Extensions" tab. To configure additional extensions, click on the "Add extension" button above. Callers are allowed to dial by extension at any time.' Below this text is a modal form titled 'Edit Extension'. The form has a section 'Name and Number' with fields for 'Extension' (with a note '(between 1 and 7 digits)'), 'First Name', 'Last Name', and 'Telephone Number' (with an example 'e.g. (123) 456 7890'). There are also checkboxes for 'Record Spoken Name' and 'Upload Spoken Name'. At the bottom of the modal are buttons for 'Update Spoken Name', 'Save', and 'Cancel'.

6. You can now record your initial greeting, any announcements, and any extensions that have not been recorded.
 - a. From your desk phone, dial your Voicemail button or *98. Alternatively, you can dial (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 a 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. 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.
7. You can turn now turn on your Easy Attendant from the website or through the phone system.
8. To log out of the website, click on the wheel icon at the top right and choose Logout.