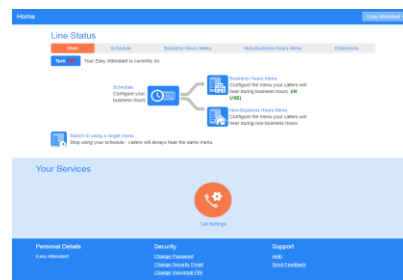
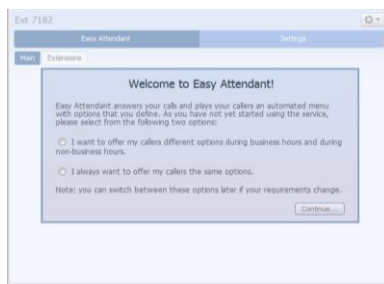


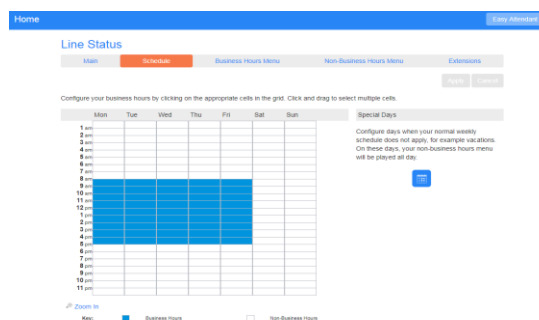
## Setting Business & Non-Business Schedules

1. Go to your CommPortal <https://hughesflex.uccommportal.com/bg>
2. Login in as the Administrator using the main line number: "**10-digit phone number (no dashes)**" Password - "**temporary password**"
3. Navigatate to and click on 'Attendants' in the left hand menu. Then Click 'View Attendant Settings'.
4. 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 by setting up a specific schedule.



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

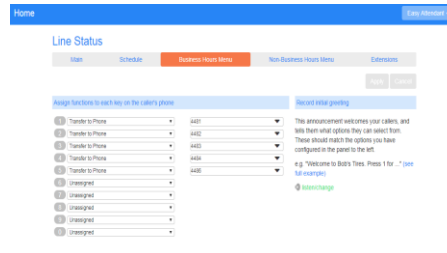
5. If you choose different schedules for your menu, under the Schedule tab highlight the timeframe you want your menus to play. Always click Apply after making your changes to save them.



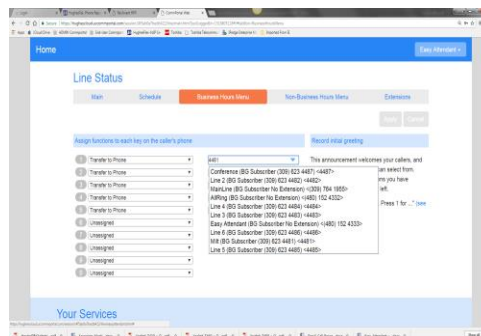
**\*\*Additionally, the Working and Closed hours will need to be changed to match the auto-attendant schedule as well. You will click on the 'Users' tab and then click on 'Main Line ICM'. You will then click on 'Go To Call Manager'. Once the window opens you will click on the header that reads 'Weekly Schedule'. On the left you will select Working Hours or Closed followed by clicking the time blocks according to the selection made. Please click 'Apply' before exiting.\*\***

### Setting Up Menu – Dial By Name, By Extension or Menu Branch Options

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



Screen showing Transfer to Phone and drop-down list

## EASY ATTENDANT USER GUIDE

- The Extensions tab shows the extensions callers can access when the caller presses the corresponding number option. It also shows whether a name has been recorded for that extension. The extension recordings **MUST** be done in advance of setting up the Dial by Name feature. Names are recorded on the voice mail box at the user's desk phone.

Line Status

Main Schedule Business Hours Menu Non-Business Hours Menu Extensions

Business Group Extensions Additional Extensions

Business Group Extensions Additional Extensions

Search for entry by extension, name or telephone number.

Extension	Name	Telephone Number	Department	Included?	Spoken Name
	MainLine	(309) 764 1955	None	✓	record
	AirRing	(480) 152 4332	None	✓	record
	Easy Attendant	(480) 152 4333	None	✓	record
4481	Mlt	(309) 623 4481	None	✓	listenchange
4482	Line 2	(309) 623 4482	None	✓	listenchange
4483	Line 3	(309) 623 4483	None	✓	listenchange
4484	Line 4	(309) 623 4484	None	✓	listenchange
4485	Line 5	(309) 623 4485	None	✓	override
4486	Line 6	(309) 623 4486	None	✓	listenchange
4487	Conference	(309) 623 4487	None	✓	record

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

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

Line Status

Main Schedule Business Hours Menu Non-Business Hours Menu Extensions

Business Group Extensions Additional Extensions

Business Group Extensions Additional Extensions

Click Selected Add Extension

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 only after selecting "Dial by Extension" menu option

Line Status

Main Schedule Business Hours Menu Non-Business Hours Menu Extensions

Business Group Extensions Additional Extensions

Business Group Extensions Additional Extensions

Click Selected Add Extension

Add Extension

- Name and Number
- Record Spoken Name
- Upload Spoken Name

Click Record Spoken Name Add Cancel

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 only after selecting "Dial by Extension" menu option



## EASY ATTENDANT USER GUIDE

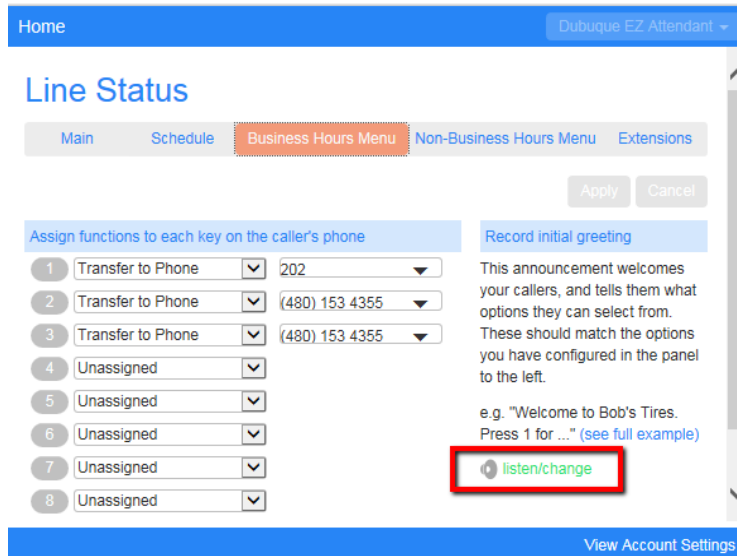
### RECORD GREETINGS

9. You can now record your initial greeting and any extensions that have not yet been recorded.
  - a. From your desk phone, Press your Voicemail  button. Alternatively, you may also dial (480) 302-6991 from ANY telephone to reach the messaging center as well.
  - b. As soon as you hear your name announced for your personal voice mail press \* to bypass your personal voice mail and you will be redirected to the messaging center where you will be prompted to enter your Easy-Attendant phone number to login to your Easy-Attendant settings in Commportal.
  - c. Enter the Easy Attendant number followed by the # key; **"10-digit phone number (no dashes)"**
  - d. Enter your temporary **PIN "4 to 8-digit number"** followed by the # key.
  - e. Press 1 to change the Easy Attendant configuration.
  - f. Press 2 to Edit Announcements for Business Hours. You will then be prompted to assign the greeting to a number key. Press the number 1 key to assign the normal business hours greeting there.
  - g. Press # to edit the Initial Greeting
  - h. Press 1 to begin recording. Be sure to listen to the system prompts to save your recorded greeting before moving on or exiting the system.
  - i. Press \* to back out of the Business Hours Announcements menu and then press 3 to Edit Announcements for Non-Business Hours. You will then be prompted to assign the non-business hours greeting to a number key. Press the number 1 key to assign the non- business hours greeting there. Press 1 to begin recording. Be sure to listen to the system prompts to save your recorded greeting before moving on or exiting the system.
  
10. Once finished recording your business and non-business hours greetings press \* to return to the main menu. The system will announce that your Easy-Attendant is currently on or off. Press 1 to toggle the Easy-Attendant On before exiting the system. You may also toggle your Easy Attendant On and Off while logged into your Easy Attendant menu via Commportal. (See Page 1 of this user guide for Commportal login instructions)

## Download and Manage Saved Greetings

First, login to your Easy-Attendant via Commportal (see page 1) Click on the Business or Non-Business Hours Menu then click on listen/ change.

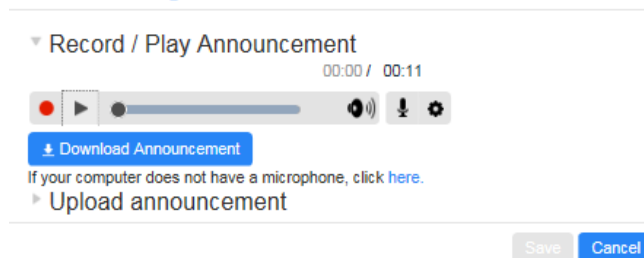
[Dubuque EZ Attendant](#)



The screenshot shows the 'Dubuque EZ Attendant' interface. At the top, there is a navigation bar with 'Home' and 'Dubuque EZ Attendant'. Below this is the 'Line Status' section with tabs for 'Main', 'Schedule', 'Business Hours Menu' (which is selected), 'Non-Business Hours Menu', and 'Extensions'. There are 'Apply' and 'Cancel' buttons. The main content area is divided into two columns. The left column is titled 'Assign functions to each key on the caller's phone' and contains a list of 8 keys. Keys 1-3 are assigned to 'Transfer to Phone' with phone numbers 202, (480) 153 4355, and (480) 153 4355 respectively. Keys 4-8 are 'Unassigned'. The right column is titled 'Record initial greeting' and contains a text area with the message: '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)'. Below the text area is a 'listen/change' button, which is highlighted with a red box. At the bottom right of the interface is a 'View Account Settings' link.

Once you click on listen/ change a pop-up media player appears and you can listen to your existing announcements. From here you will click on Download Announcement to download a copy of your current announcement to the PC.

### Initial Greeting



The screenshot shows the 'Initial Greeting' media player interface. It has a title 'Record / Play Announcement' and a duration of '00:00 / 00:11'. There is a play button, a progress bar, and a volume icon. Below the play button is a 'Download Announcement' button. Below the download button is a link: 'If your computer does not have a microphone, click here.' Below the link is an 'Upload announcement' button. At the bottom right are 'Save' and 'Cancel' buttons.

Once you click download you will select 'Save As' and save the announcement to a file folder on your PC. You will then be able to upload pre-recorded announcements for inclement weather, holiday greetings, business and non-business hours etc...

For support please call us at **309-277-4111** or email **HughesFLEX** support at

[info@hughestel.com](mailto:info@hughestel.com)