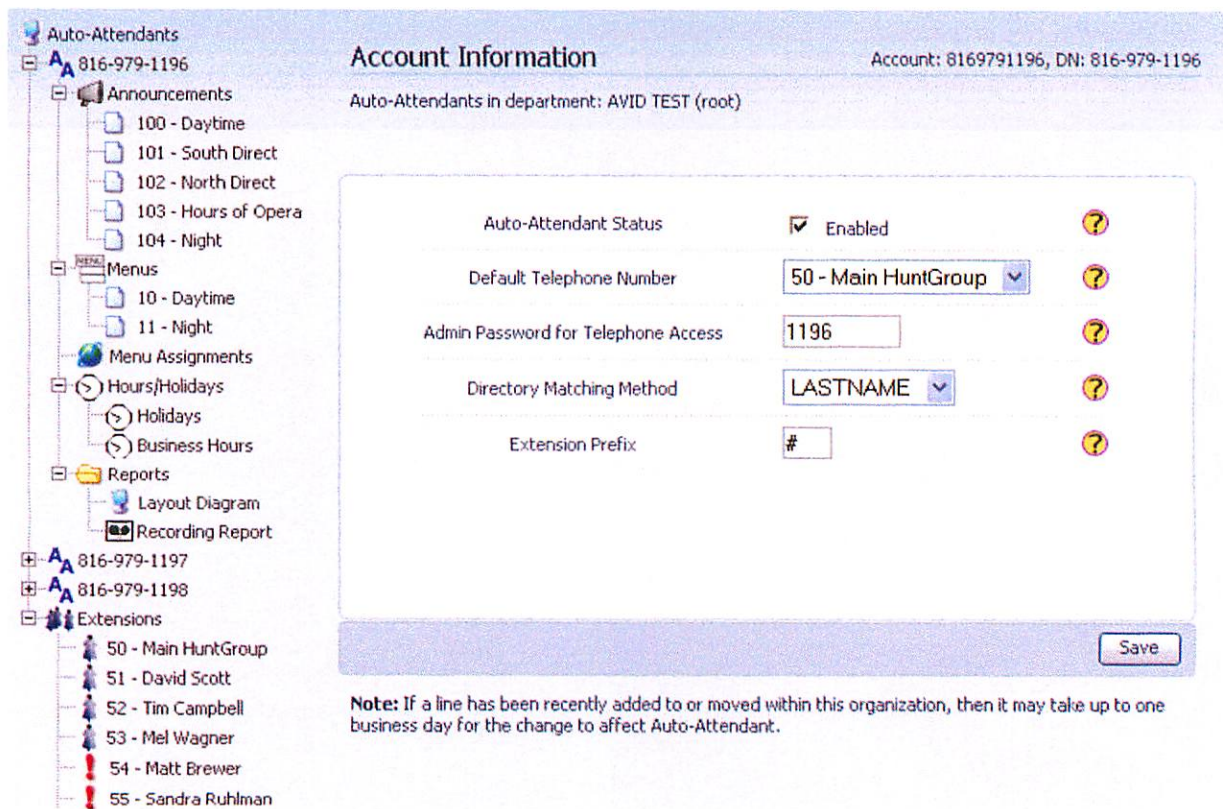


This user guide will explain how to setup and manage the Avid Auto Attendant service. Log into your account by clicking on the Admin Commportal link at [www.avidphone.com](http://www.avidphone.com) (link at top of the webpage).

After logging in, click on Auto Attendant on the left side of the page. The Auto Attendant page will list the configured Auto Attendants on the left side of the page. Click on the + to expand each item to show the sub-menus.

Each Auto Attendant includes the following sections: Announcements, Menus, Menu Assignments, Hours/Holidays and Reports (see screen below).



**Auto-Attendants**

- 816-979-1196
  - Announcements
    - 100 - Daytime
    - 101 - South Direct
    - 102 - North Direct
    - 103 - Hours of Opera
    - 104 - Night
  - Menus
    - 10 - Daytime
    - 11 - Night
  - Menu Assignments
  - Hours/Holidays
    - Holidays
    - Business Hours
  - Reports
    - Layout Diagram
    - Recording Report
- 816-979-1197
- 816-979-1198
- Extensions
  - 50 - Main HuntGroup
  - 51 - David Scott
  - 52 - Tim Campbell
  - 53 - Mel Wagner
  - 54 - Matt Brewer
  - 55 - Sandra Ruhlman

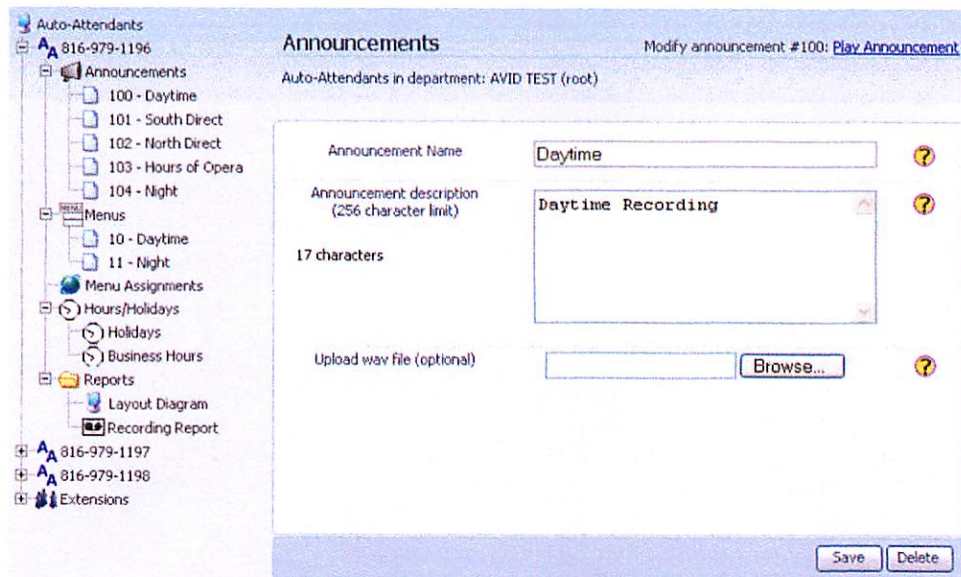
**Account Information** Account: 8169791196, DN: 816-979-1196  
Auto-Attendants in department: AVID TEST (root)

Auto-Attendant Status	<input checked="" type="checkbox"/> Enabled	?
Default Telephone Number	50 - Main HuntGroup	?
Admin Password for Telephone Access	1196	?
Directory Matching Method	LASTNAME	?
Extension Prefix	#	?

**Save**

**Note:** If a line has been recently added to or moved within this organization, then it may take up to one business day for the change to affect Auto-Attendant.

**Announcements:** Each announcement is listed on the left. From this page, you can listen to the recorded announcement by clicking on the link in the top right corner. You can also upload prerecorded .wav or .mp3 files directly onto the system.



To record announcements via the telephone interface, dial into the local access number (816.979.7997), enter the 10 digit number for the Auto Attendant and Admin Password (each can be found on the main Auto Attendant webpage - see screenshot on first page of this guide).

Once logged into the telephone interface, Option 1 is used to enable and disable the Auto Attendant. Option 2 is used to record the Announcements. After pressing Option 2, enter the 3 digit value assigned to the Announcement to be recorded. The system will guide the end user on the recording options.

See Extension recording from the telephone interface in a later section.



**Menus:** The Menu entries define which Announcements play and the press off options available during the Announcement. The Menu Options can be assigned to numbers 1 through 9, \* and #. The types of Menu Options include:

- **Transfer** - Transfers call to an Extension or external phone number
- **Menu** - Moves caller to a different Menu (for example a sub-menu)
- **Menu Back** - Moves caller to a previous Menu (usually used with Time Out filter)
- **Announce-Return** - Play announcement and return to start of current menu.
- **Announce-Release** - Play an announcement then release the call.
- **Release** - Terminates the call (can be used with Time Out filter).
- **Directory** - Goes to an internal directory lookup menu.

The screenshot shows the 'Auto-Attendants' configuration window. On the left is a tree view with 'Auto-Attendants' expanded, showing a list of extensions (816-979-1196, 816-979-1197, 816-979-1198) and a 'Menus' folder. The 'Menus' folder is expanded, showing '100 - Daytime' selected. The main area is titled 'Menus' and 'Auto-Attendants in department: AVID TEST (root)'. It contains the following sections:

- Menu Name:** A text field containing 'Daytime'.
- Menu Description (256 character limit):** A text area containing 'Options if main line not answered after 5 rings.' with a character count of 48.
- Announcement:** A dropdown menu showing '100 - Daytime'.
- Timeout Period:** A text field containing '5' with the label 'Wait up to 5 seconds for key press.'
- Menu Options:** A section with instructions 'To add an option to the menu, choose a filter and an action to perform for the filter.' and buttons for 'Choose a filter', 'Choose an action', and 'Add'.
- Current Menu Options:** A table listing the configured options.

Key	Action	Parameter	Delete
1	Transfer	Extension "50"	Delete
2	Transfer	Extension "51"	Delete
3	Announce-Return	Play "South Direct"	Delete
4	Announce-Return	Play "North Direct"	Delete
5	Announce-Release	Play "Hours of Operations"	Delete
	Menu-Back		Delete

**Menu Assignments:** Different Menus can be used for Business Hours, Off Business Hours and for Holidays. This section defines which Menu will be assigned for each. Helpful Hint: Make sure a Menu is selected for each of the three options. If set to None, the Auto Attendant may not operate properly.

**Account Information - Menu Assignments**  
Auto-Attendants in department: AVID TEST (root)

Select the menu that will be used on holidays: 11 - Night

Select the menu that will be used for calls made during business hours: 10 - Daytime

Select the menu that will be used for calls off business hours: 11 - Night

Save

**Hours/Holidays:** Business Hours and Holidays are defined in this section.

**Business/Weekend Menu Assignment**  
Auto-Attendants in department: AVID TEST (root)

**Time Zone**  
Please choose the time zone of this schedule.  
US/Central

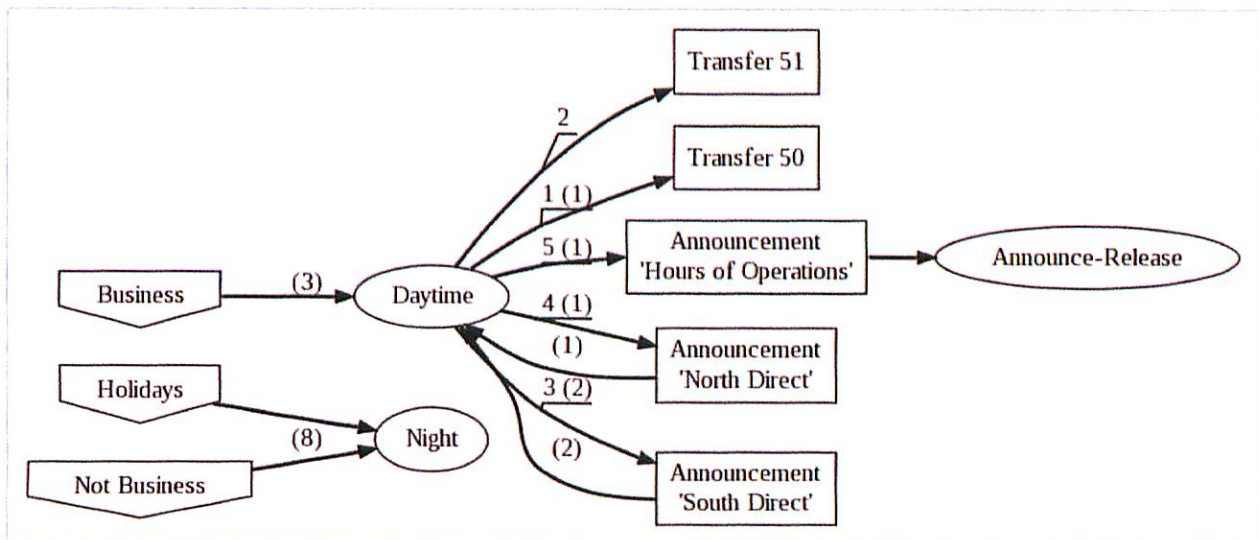
**Business Hour Definition**  
Enter the start and end time (24 hour HH:MM) of each business day in the appropriate week day. If the week day is not a business day, leave both the start and end time fields blank.

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Start Time	8:00	8:00	8:00	8:00	8:00		
End Time	17:00	17:00	17:00	17:00	17:00		

Save



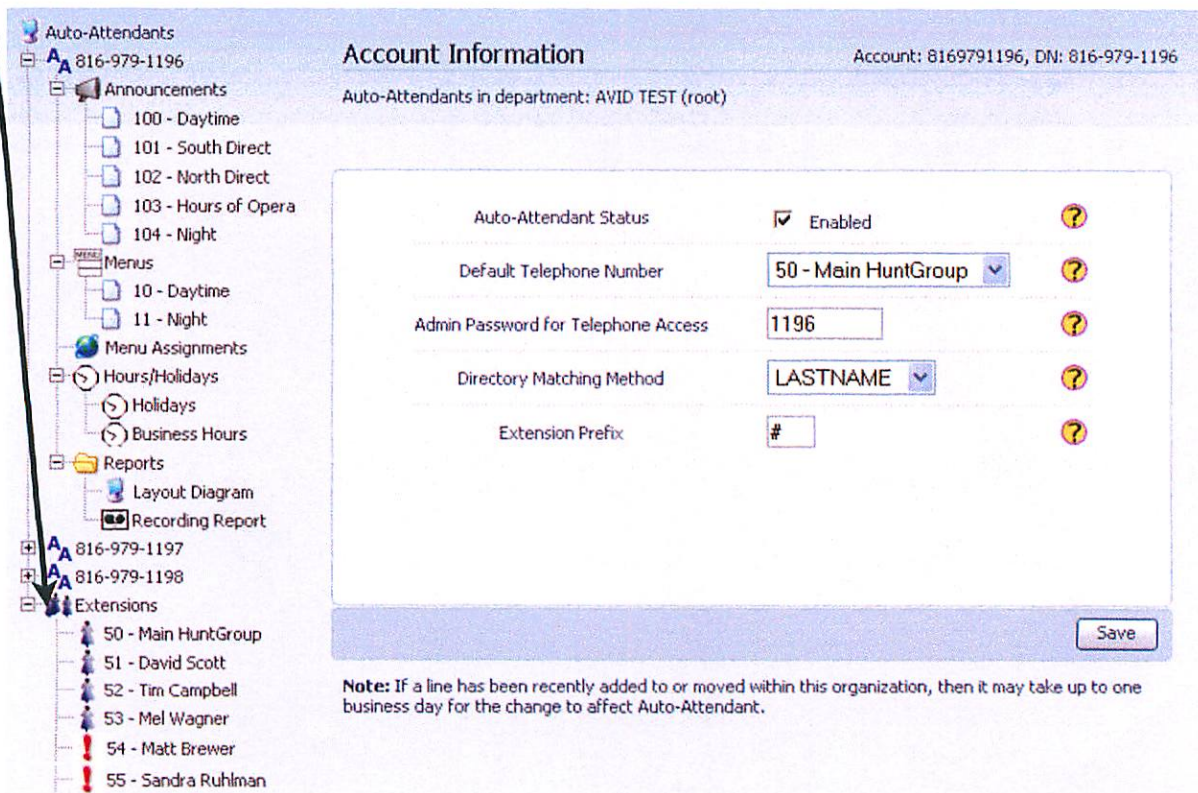
**Reports:** The Reports section shows in layout form how the Auto Attendant is configured. The first number listed represents the press off menu assignment (for example, Transfer 51 is option 2). The number in parentheses represents the number of calls that have moved down that path (for example 2 calls pressed option 3 and heard the 'South Direct' Announcement).



**Extensions:** If the Directory Menu item is used to allow callers to find Extensions by name, the Extension names must be listed and a recording of the name for that Extension must be recorded. If either are missing, the Directory lookup will not occur for the missing Extensions.

The Extension option on the bottom left of the main Auto Attendant screen shows the defined names and whether a recording has been made (for example Extension 51 has a name defined and a recording completed vs. Extension 54 has a named defined but shows an !, indicating a recording has not been completed).

Use the telephone interface to record Extension names (see Announcement section for login details). From the main menu of the telephone interface, Option 3 is used to record each Extension.



**Auto-Attendants**  
Account: 8169791196, DN: 816-979-1196

Auto-Attendants in department: AVID TEST (root)

Auto-Attendant Status: ☒ Enabled

Default Telephone Number: 50 - Main HuntGroup

Admin Password for Telephone Access: 1196

Directory Matching Method: LASTNAME

Extension Prefix: #

**Extensions**

- 50 - Main HuntGroup
- 51 - David Scott
- 52 - Tim Campbell
- 53 - Mel Wagner
- 54 - Matt Brewer
- 55 - Sandra Ruhlman

**Note:** If a line has been recently added to or moved within this organization, then it may take up to one business day for the change to affect Auto-Attendant.