



# Easy Attendant

Self-Managed Automated Attendant

PROGRAMMING MANUAL



MARCH 2023

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# WHAT IS EASY ATTENDANT?

Easy Attendant is an attendant receptionist service. When turned on, it answers your calls automatically, and offers your callers a list of options (a “menu”) that you define. You can allow callers to listen to messages, such as your hours of operation (see [page 21](#) for sample scripts).

## DEFINITIONS

**Actions:** Define the menu choices a caller can make when listening to an announcement.

FOR EXAMPLE: “Press 1 to reach the Sales Department.”

**Announcements:** The recorded announcement that will play to callers when they dial your telephone number.

**Business Group:** The account phones programmed for your business.

**Menu:** Determines what options your callers are offered. You can configure up to eight different menus for your Easy Attendant.

**Periods:** Define when specific announcements will play (business/out of hours/holiday), etc.

**Schedule:** Tells the system which announcement and menu to play during the specified time.

**Single Menu Mode:** One menu is configured to be used during both business and non-business hours.

**Special Days:** Days outside the normal periods such as holidays, inclement weather days, etc. These can be defined a day at a time, or you can add all public holidays.

**Easy Attendant Telephone Number:** The telephone number provided by Northland’s System Administrator to log into the Easy Attendant.

# GETTING STARTED WITH COMMPORTAL WEB

To set up and/or change your Easy Attendant, login to CommPortal Web.

Login here: <https://bucommportal.northland.net>.

Enter your 10-digit Easy Attendant telephone number and the password provided to you by Northland’s System Administrator. You will be able to change the password later.

This will bring you to the Home screen and Main page of CommPortal Easy Attendant. Your Easy Attendant will be “off” until you have completed recording the announcements.

What you see is determined by whether you are using a single menu or a schedule for business and non-business hours.

## CommPortal Web

Please log in below.

Email / Number:

Password:

Login


If you have forgotten your password, please contact customer support.


Home Steve Test AA ▾

### Line Status

Main Easy Attendant Menu Extensions

**Turn ON** Your Easy Attendant is currently off and callers will be told that [this number is unreachable](#).

 **Easy Attendant Menu**  
Configure the menu your callers will hear.

 **Switch to using a schedule**  
Configure separate menus to be played to callers during business hours and non-business hours.

**NOTES:** CommPortal can be accessed from any device, including a PC, Mac, tablet, iPod, or mobile device. You can also access the Easy Attendant from the “Attendants” section at <https://bucommportal.northland.net/bg>.

# FIRST TIME SETUP SINGLE MENU MODE

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The steps required to enable your Easy Attendant are as follows:

- + Configure the menu callers are offered and the actions they can choose from.
- + Record the announcements that your callers will hear.
- + Manage the extensions your callers can be transferred to.

Your Easy Attendant Single Menu will come pre-configured by Northland's System Administrator with the pre-defined menu you provided on the System Programming Form. You will need to record the actual announcements once you have your system (see [page 5](#) for creating announcements). You will be able to make basic changes in Single Menu Mode, such as changing announcements, the menu or changing to Schedule Mode.

You should have your Easy Attendant announcements documented for ease of recording. (see [page 21](#)).

**NOTE:** The Main page of your Easy Attendant single schedule contains tabs for turning the attendant on and off, configuring your Easy Attendant menu, and switching to Schedule Mode.

# CONFIGURING SINGLE MENU MODE

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Your Easy Attendant menu configuration determines the options your callers are offered, and what announcements they hear. The menu you provided to Northland Communications during the System Programming process will already be pre-defined in the Easy Attendant. If you have chosen to offer different options during business hours and outside business hours, see first time setup (see [page 8](#)).

The configuration of the Easy Attendant Single Menu Mode consists of the following:

- + Configure the details of what should happen when the caller selects a particular option.
- + Record an initial greeting.
- + Record any announcements that will play when an option is chosen off the menu.

FOR EXAMPLE: Directions.

**NOTE:** The configuration of details is pre-defined based on the information you provided when you completed the System Programming Form.

To begin, navigate to the Easy Attendant Menu page.

You will see the options you chose already configured.

You can edit or add additional options at any time.

Options 1 – 9 can be configured as follows: 0 is reserved for a receptionist or operator.

Key	Function	Record	Extension
1	Play Announcement	record	2084
2	Transfer to Phone		
3	Transfer to Voicemail		6287
4	Dial by Extension		
5	Dial by Name		
6	Unassigned		
7	Unassigned		
8	Unassigned		
9	Unassigned		
0	Transfer to Operator		

**Play Announcement:** Transfer the caller to an announcement.

FOR EXAMPLE: Your business hours or directions. When you choose this option, a record option appears next to it. Click **Record** to see record options.

**Transfer to Phone:** Transfers the call to an extension (individual or group) and follows the path of that extension.

FOR EXAMPLE: If unanswered, the call goes to voicemail. Enter the extension/telephone number in the box to the right. You can choose an internal account phone or you can program an external number such as an answering service.

**Transfer to Voicemail:** Sends the caller directly to a voicemail without any ringing. Enter the extension/telephone number in the box to the right.

# CONFIGURING SINGLE MENU MODE

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**Dial by Extension:** Callers will be able to dial extension numbers they know.

**Dial by Name:** If a caller presses this key, they can choose who they want to speak to within the organization by spelling their name using the dial pad. If you assign a key for dial by extension or dial by name, you must also do the following:

- + Define the set of extensions that your callers can be transferred to.
- + Do not attempt to do this until you have finished configuring your menu and have applied the changes.

**NOTE:** Include appropriate instructions in your menu announcement.

**FOR EXAMPLE:** "If you know your party's extension, please press 3 and the extension number followed by the pound key." You can further define the extensions callers can dial by going to the Extensions Tab after you have applied your changes to this page (see [page 18](#) for configuring extensions). When finished, click **Apply**.

## CREATING ANNOUNCEMENTS IN SINGLE MENU MODE + FROM ANY TELEPHONE

To record announcements from any telephone, you will log into the voicemail system using your Easy Attendant access number and EAS pin, which was provided by Northland's System Administrator.

### TO RECORD FROM ANY ACCOUNT PHONE:

- + Press the VM Key or dial \*99.
- + If the Mailbox information has been set to Fast Login and/or Skip Pin on the Account Phone you are using, press \* to enter the Easy Attendant access number and pin.
- + Enter your Easy Attendant access number and press #.
- + Enter the EAS Pin and press #.

**NOTE:** The first time you log on, you will be prompted to change your EAS Pin.

- + Press 1 to change your Easy Attendant Configuration (turn on/off).
- + Press 1 to edit announcements.
- + System advises which announcements are not recorded.
- + Follow the voice prompts to select which announcement to record.
- + Begin recording at the tone.
- + When finished recording, press # and the recording will play back.
- + Press 1 to save the recording.
- + Press 2 to re-record.
- + Press 3 to exit without saving changes.
- + Press 4 to continue recording where you left off.

**NOTE:** If the Mailbox information has been set to Fast Login and/or Skip Pin on the Account Phone you are using, press \* to enter the Easy Attendant access number and pin.

# CREATING ANNOUNCEMENTS IN SINGLE MENU MODE

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## + FROM ANY TELEPHONE

When finished with all recordings, turn on your Easy Attendant:

- + Press \* to return to the Main menu.
- + Press 1 to turn on the Easy Attendant.

**NOTE:** If you hang up before turning on Easy Attendant, return to the Main page of CommPortal Easy Attendant to turn it on (see [page 19](#)).

## TO RECORD FROM ANY EXTERNAL TELEPHONE:

- + Dial (315) 671-0031.
- + Enter the Easy Attendant access number and press #.
- + Enter the EAS Pin and press #.

**NOTE:** The first time you log on, you will be prompted to change your EAS Pin.

- + Press 1 to change your Easy Attendant Configuration (turn on/off).
- + Press 1 to edit announcements.
- + System will advise which announcements are not recorded.
- + Follow the voice prompts to select which announcement to record.
- + Begin recording at the tone.
- + When finished recording, press # and the recording will play back.
- + Press 1 to save the recording.
- + Press 2 to re-record.
- + Press 3 to exit without saving changes.
- + Press 4 to continue recording where you left off.

**NOTE:** If the Mailbox information has been set to Fast Login and/or Skip Pin on the Account Phone you are using, press \* to enter the Easy Attendant access number and pin.



# CREATING ANNOUNCEMENTS FOR SINGLE MENU

## + FROM ANY DEVICE USING COMMPORTAL



Your initial greeting is the first thing callers will hear when the Easy Attendant answers.

You can choose to use a pre-recorded announcement or create a new one. From the Home page, select the Easy Attendant Tab. This will bring you to the Menu/Announcements page.

To the left, you will see the menu you chose when you completed the System Programming Form. If you have chosen for callers to go to an announcement, you will need to record the announcement and will see a Record link next to that choice.

On the right, you will see a sample announcement and a **Record** link to record the new announcement.

Be sure to have your announcements scripted and ready. To begin the recording, click **Record** on the right. We recommend that you use a headset when creating recordings for better sound quality.

When you are ready to record, click **Record**.

When finished, click **Stop**.

To review your recording, click **Play**. Remember to save your recording. If a key has been assigned to play an announcement without recording the announcement first, you will receive an error warning.

When finished with all recordings, return to the Main page to turn your Easy Attendant on (see [page 19](#)). Optionally, you can record announcements from any telephone (see [page 5](#)). You can also upload pre-recorded announcements (see [page 17](#)). Select the dropdown next to the Record / Play Announcement option to change the method.

# SWITCHING FROM SINGLE MODE + TO SCHEDULE MODE

You can easily switch between Single Menu Mode and Schedule Mode from the Main page.

Home Steve Test AA ▾

### Line Status

Main Easy Attendant Menu Extensions

**Turn ON** Your Easy Attendant is currently off and callers will be told that [this number is unreachable](#).

**Easy Attendant Menu**  
Configure the menu your callers will hear.

**Switch to using a schedule**  
Configure separate menus to be played to callers during business hours and non-business hours.

**TO BEGIN:** Select **Switch to using a schedule**.

You receive information regarding the switch and you are asked to confirm if you will be using your current Single Menu for business hours or non-business hours.

Click **OK** and you have now switched to using Schedule Mode. The Main page for Schedule Mode is displayed. (see [page 8](#) for more on Schedule Mode).

Switch to single menu mode

If you switch to using a single menu, then all callers will hear the same menu irrespective of time or day. You can use one of your existing menus as the basis for this single menu.

Use my Business Hours Menu.

Use my Non-Business Hours Menu.

The menu you choose not to use will be deleted, and you will lose all of its configuration and announcements. You will also lose your schedule configuration.

OK Cancel

Home Steve Test AA ▾

### Line Status

Main Easy Attendant Menu Extensions

**Turn ON** Your Easy Attendant is currently off and callers will be told that [this number is unreachable](#).

**Easy Attendant Menu**  
Configure the menu your callers will hear.

**Switch to using a schedule**  
Configure separate menus to be played to callers during business hours and non-business hours.

# GETTING STARTED IN SCHEDULE MODE

## + FIRST TIME SETUP

The steps required to use your Easy Attendant are as follows:

- + Configure a weekly and holidays schedule, so that different menus can be played based for business and non-business hours.
- + Configure menus that callers are offered and the actions they can choose from.
- + Record the announcements that your callers will hear.
- + Manage the extensions that your callers can transfer to.

Your Easy Attendant will come pre-configured by Northland's System Administrator with the schedules and pre-defined menus you provided on the System Programming Form. You will need to record the actual announcements once you have your system (see [page 14](#) for creating announcements in schedule mode).

You will be able to make basic changes, such as adding holiday schedules and announcements yourself. You should have your Easy Attendant announcements documented for ease of recording (see [page 21](#) for sample scripts).

## EASY ATTENDANT SCHEDULES

You can configure two Easy Attendant schedule periods.

**FOR EXAMPLE:** You can create a schedule for business hours and non-business hours schedule for when your business is closed. You can also create a holiday schedule or a schedule for "one off" days, such as inclement weather days or a company-wide retreat. The non-business hours announcement would play for holidays and one off days unless you re-record it.

For each schedule you create, configure the hours for each day from Monday to Sunday, when this schedule should apply. You do this by "coloring in" the grid by clicking on the appropriate cells. You can change several cells at once by clicking and dragging. Each schedule period is shown in a different color.

Home Steve Test AA ▾

### Line Status

Main | Schedule | Business Hours Menu | Non-Business Hours Menu | Extensions

**Turn ON** Your Easy Attendant is currently off and callers will be told that this number is unreachable.

**Schedule**  
Configure your business hours

**Business Hours Menu**  
Configure the menu your callers will hear during business hours.

**Non-Business Hours Menu**  
Configure the menu your callers will hear during non-business hours.

**Switch to using a single menu**  
Stop using your schedule - callers will always hear the same menu.

# VIEWING YOUR PRE-DEFINED SCHEDULES

Click on the Schedule page. The first time you open the Schedule page, the schedule you provided to Northland's System Administrator will already have been defined.


Home Steve Test AA ▾

## Line Status

Main **Schedule** Business Hours Menu Non-Business Hours Menu Extensions

Apply Cancel

Configure your business hours by clicking on the appropriate cells in the grid. Click and drag to select multiple cells.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Special Days
1 am								<p>Configure days when your normal weekly schedule does not apply, for example vacations. On these days, your non-business hours menu will be played all day.</p> 
2 am								
3 am								
4 am								
5 am								
6 am								
7 am								
8 am								
9 am	■	■	■	■	■	■		
10 am	■	■	■	■	■	■		
11 am	■	■	■	■	■	■		
12 pm	■	■	■	■	■	■		
1 pm	■	■	■	■	■	■		
2 pm	■	■	■	■	■	■		
3 pm	■	■	■	■	■	■		
4 pm	■	■	■	■	■	■		
5 pm	■	■	■	■	■	■		
6 pm								
7 pm								
8 pm								
9 pm								
10 pm								
11 pm								

Zoom In

Key:  Business Hours  Non-Business Hours

In this sample schedule, business hours are represented as Monday through Friday from 9am to 5pm and are designated in blue. Weekday non-business hours and weekend hours are white. You can also schedule special days, such as holidays by clicking on the Special Days calendar on the right.

## Line Status

Main

Schedule

Business Hours Menu

Non-Business Hours Menu

Extensions

Apply

Cancel

Configure your business hours by clicking on the appropriate cells in the grid. Click and drag to select multiple cells.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							
5 am							
8 am							
9 am							
10 am							
11 am							
12 pm							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							
7 pm							
8 pm							
9 pm							
10 pm							
11 pm							

Special Days

Configure days when your normal weekly schedule does not apply, for example vacations. On these days, your non-business hours menu will be played all day.

Zoom In

Key:  Business Hours  Non-Business Hours

Use the following steps to change the hours of operation for any of the pre-defined schedules:

- + On the Schedule page, from the key at the bottom, choose which hours (business or non-business) you will be changing to.
- + Click and drag to highlight the appropriate times.
- + When finished, click **Apply**.

To change the open hours to 8am to 5pm:

- + Select **Business Hours Menu**.
- + Click and drag the 8am to 9am, Monday through Friday blocks and they will turn blue.
- + When finished, click **Apply**.

# HOLIDAY/SPECIAL DAYS SCHEDULES

The “Special Days” schedule covers public holidays and other special “one off” days when your business is closed. When you create a Special Days schedule, your non-Business hours announcement will play. Special days could include days that you are closed that are not public holidays for everyone, such as the day after Thanksgiving. They could also be days you are closed due to inclement weather or a company-wide meeting.

Configure days that will be your special days.

During special days, your Non-Business Hours menu will be active.

Click a date on the calendar to make it a special day, or click an existing special day to make it normal again. You can also click and drag to change several days at once.

November 2018							December 2018							January 2019						
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4					1	2			1	2	3	4	5	6
5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13
12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16	17	18	19	20
19	20	21	22	23	24	25	17	18	19	20	21	22	23	21	22	23	24	25	26	27
26	27	28	29	30			24	25	26	27	28	29	30	28	29	30	31			
							31													

Go To Today

Clear All

Add Public Holidays

OK

Cancel

## TO ADD PUBLIC HOLIDAYS:

When you choose public holidays, the options to the right will be available.

- + Make your selections and click **OK**.
- + When finished, click **Apply**.

## TO CREATE A SPECIAL DAYS SCHEDULE:

- + From the Schedule page, select **Special Days** calendar on the right. This opens up a “calendar view.”
- + Click a date on the calendar to make it a special day or add all public holidays by choosing **Add Public Holidays**.

**NOTE:** When adding public holidays, select which country’s holidays to use and click **OK**.

- + Choose which menu you want to play for Special Days. You can use an existing menu or create a new menu.

- + When finished, click **Apply**.

Select which public holidays to add to your Special Days.

01. US Public Holidays 2018
02. US Public Holidays 2019
03. English and Welsh Public Holidays 2018
04. English and Welsh Public Holidays 2019
05. Northern Irish Public Holidays 2018
06. Northern Irish Public Holidays 2019
07. Scottish Public Holidays 2018
08. Scottish Public Holidays 2019
09. Canadian Public Holidays 2018
10. Canadian Public Holidays 2019

OK

Cancel



# CONFIGURING MENUS IN SCHEDULE MODE

Your Easy Attendant menu configuration determines the options your callers are offered, and what announcements they hear. The schedules and menus you provided to Northland Communications during the System Programming process will already be pre-defined in the Easy Attendant.

If you have chosen to offer different options during business hours and non-business hours, two separate menus will be configured: the "Business Hours Menu" and the "Non-Business Hours Menu." You can configure these menus using the corresponding tabs at the top of the Easy Attendant page.

The configuration of the Easy Attendant menu consists of the following:

- + First, configure the details of what should happen when a caller selects a particular option.
- + Then, record an initial greeting.

**NOTE:** The configuration of details is pre-defined based on the information you provided when you completed the System Programming Form.

To begin, navigate to the appropriate menu. You will see the options you chose already configured. You can edit or add additional options at any time.

Home
Steve Test AA ▾

## Line Status

Main
Schedule
Business Hours Menu
Non-Business Hours Menu
Extensions

Apply
Cancel

Assign functions to each key on the caller's phone

1	Play Announcement	▾	🔊	record
2	Play Announcement	▾	🔊	record
3	Transfer to Phone	▾		e.g. (123) 456 7890 ▾
4	Transfer to Voicemail	▾		e.g. (123) 456 7890 ▾
5	Dial by Extension	▾		
6	Dial by Name	▾		
7	Unassigned	▾		
8	Unassigned	▾		
9	Unassigned	▾		
0	Transfer to Phone	▾		e.g. (123) 456 7890 ▾

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](#))

🔊 listen/change

# CONFIGURING MENUS IN SCHEDULE MODE

Options 1 – 9 can be configured as follows: 0 is reserved for a receptionist or operator.

**Play Announcement:** Transfer the caller to an announcement.

**FOR EXAMPLE:** Your Business Hours or Directions. When you choose this option, a record option appears next to it. Click **Record** to see record options.

**Transfer to Phone:** Transfers the call to an extension (individual or group) and follows the path of that extension.

**FOR EXAMPLE:** If unanswered, the call will go to voicemail. Enter the extension/telephone number in the box to the right. You can choose an internal account phone or you can program an external number, such as an answering service.

**Transfer to Voicemail:** Sends the caller directly to a voicemail without any ringing. Enter the extension/telephone number in the box to the right.

**Dial by Extension:** Callers will be able to dial extension numbers they know.

**Dial by Name:** If a caller presses this key, they can choose who they want to speak to within the organization by spelling their name using the dial pad. If you assign a key for dial by extension or dial by name, you must also do the following:

- + Define the set of extensions that your callers can be transferred to.
- + Do not attempt to do this until you have finished configuring your menu and have applied the changes.

**NOTE:** Include appropriate instructions in your menu announcement.

**FOR EXAMPLE:** “If you know your party’s extension, please press 3 and the extension number followed by the pound key. You can further define the extensions callers can dial by going to the Extensions tab after you have applied your changes to this page (see [page 18](#) for configuring extensions).

Be sure to click **Apply** if you make changes.



# CREATING ANNOUNCEMENTS IN SCHEDULE MODE

## + FROM ANY TELEPHONE

To record announcements from any telephone, you will log into the voicemail system using the Easy Attendant access number and EAS pin provided by Northland's System Administrator.

### TO RECORD FROM ANY ACCOUNT PHONE:

- + Press the VM Key or dial \*99.
- + If the Mailbox information has been set to Fast Login and/or Skip Pin on the Account Phone you are using, press \* to enter the Easy Attendant access number and pin.
- + Enter the Easy Attendant access number and press #.
- + Enter the EAS Pin and press #.

**NOTE:** The first time you log on, you will be prompted to change your EAS Pin.

- + Press 1 to change your Easy Attendant Configuration (turn on/off).
- + Press 1 to edit announcements.
- + The system will advise which announcements are not recorded.
- + Follow the voice prompts to select which announcement to record.
- + Begin recording at the tone.
- + When finished recording, press # and the recording will play back.
- + Press 1 to save the recording.
- + Press 2 to re-record.
- + Press 3 to exit without saving changes.
- + Press 4 to continue recording where you left off.

When finished with all recordings, turn on your Easy Attendant:

- + Press \* to return to the Main menu.
- + Press 1 to turn on the Easy Attendant.

**NOTE:** If you hung up before turning the Easy Attendant on, return to the Main page of CommPortal Easy Attendant to turn it on (see [page 19](#)).

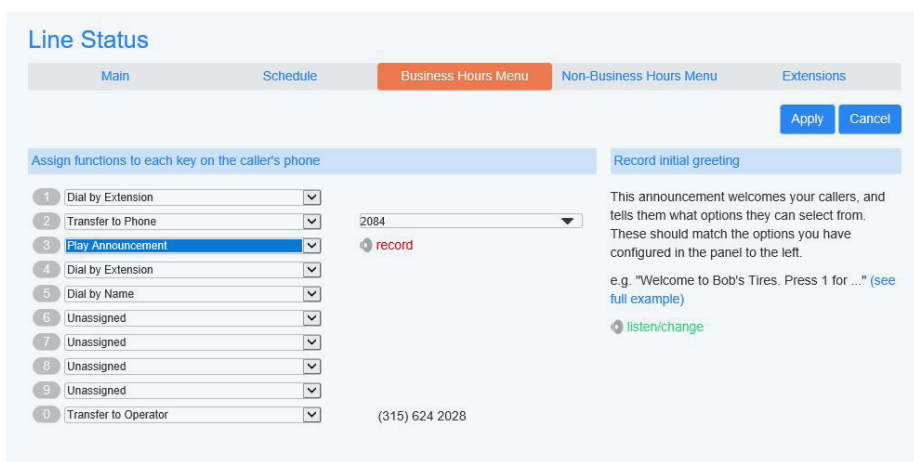
# CREATING ANNOUNCEMENTS IN SCHEDULE MODE

## + FROM ANY PC

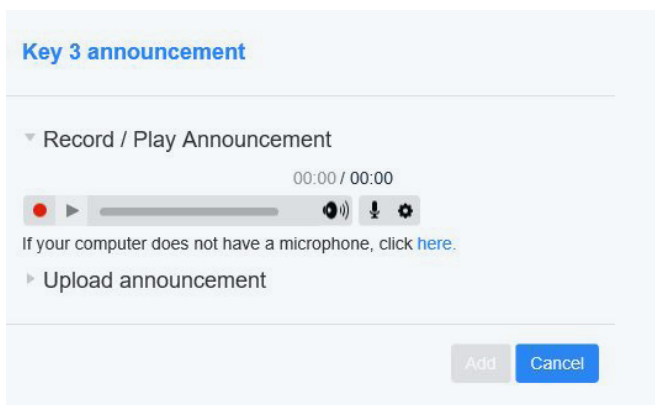
Your initial greeting is the first thing callers will hear when the Easy Attendant answers. You can choose to use a pre-recorded announcement or create a new one. From the Home page, select the Business Hours Menu Tab. This will bring you to the Menu/Announcements page.

To the left you will see the menu you chose when you completed the System Programming Form. If you have chosen for callers to go to an announcement, you will need to record the announcement and will see a Record link next to that choice.

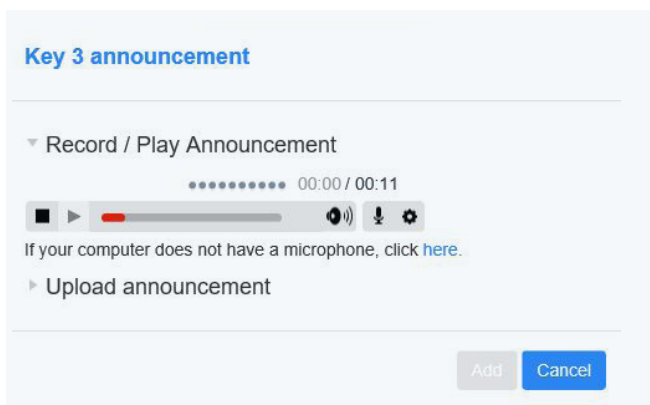
On the right you will see a sample attendant announcement and a red record link to record the announcement.



Be sure to have your announcements scripted and ready. To begin the recording, click **Record** on the right. We recommend that you use a headset when creating recordings for better quality.



When you are ready to record, click **Record**.



When finished, click **Stop**.

To play back your recording, click **Play**. Remember to save your recording. If a key has been assigned to play an announcement without recording the announcement first, you will receive an error warning.

When finished with all recordings, return to the main page to turn your Easy Attendant on (see [page 19](#)).

Optionally, you can record announcements from any telephone. You can also upload pre-recorded announcements. Select the dropdown next to the Record / Play Announcement option to change the method.

# SWITCHING FROM SCHEDULE MODE TO SINGLE MODE

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You can easily switch between Schedule Mode and Single Menu Mode from the Main page.

To begin, select **Switch to using a single menu**. You receive information regarding the switch and you are asked to confirm if you will be using the business or non-business hours menu.


**NOTE:** The menu you choose not to use will be deleted.

Make sure you select the applicable greeting and click **OK**. You have now switched to using Single Menu Mode.

## Switch to single menu mode

If you switch to using a single menu, then all callers will hear the same menu irrespective of time or day. You can use one of your existing menus as the basis for this single menu.

- Use my Business Hours Menu.
- Use my Non-Business Hours Menu.

 The menu you choose not to use will be deleted, and you will lose all of its configuration and announcements. You will also lose your schedule configuration.

OK Cancel

# UPLOADING ANNOUNCEMENTS

To upload a pre-recorded announcement, from the Home page, choose the menu you will be recording an announcement for.

This will bring you to the Menu/Announcements page.

Click **Record** and choose Upload Announcement. Choose the recorded announcement, click **Upload** and then click **Add**.

When finished with all announcements return to the main page to turn your Easy Attendant on (see [page 19](#)).

## Initial Greeting

▸ Record / Play Announcement

▾ Upload announcement

You are responsible for ensuring that you have all necessary rights to the files that you upload.

New file: \\Ncg.local\company\Depart Browse... ?

Current file: Holiday Greeting.wav (15 seconds)

Cancel

Upload

Add

Cancel

## RECORDING REQUIREMENTS AND RESTRICTIONS

### Auto Attendant/Out of Hours/Business Voicemail Productions

G711 WAV (8-bit, ulaw, mono, 8kHz), 16-bit PCM WAV(16-bit, PCM, mono, 18kHz) Greeting must be less than 120 seconds long

### Audio File Format for On Hold Marketing

#### Microsoft PCM

- 16-bit, signed, channel: 1, sample rate: 44100, endian: little
- 16-bit, signed, channel: 2, sample rate: 44100, endian: little
- 16-bit, signed, channel: 1, sample rate: 22050, endian: little
- 16-bit, signed, channel: 2, sample rate: 22050, endian: little
- 16-bit, signed, channel: 1, sample rate: 16000, endian: little
- 16-bit, signed, channel: 2, sample rate: 16000, endian: little
- 8-bit, unsigned, channel: 1, sample rate: 8000, endian: n/a
- 8-bit, unsigned, channel: 1, sample rate: 11025, endian: n/a
- 8-bit, unsigned, channel: 1, sample rate: 22050, endian: n/a

#### Microsoft U-Law

- 8-bit, u-law, channel: 1, sample rate: 8000, endian: n/a
- 10MB max desk usage(total of all recordings), 10 recordings total

# CONFIGURING EXTENSIONS

If you have chosen to offer your callers a “dial by” option, configure the set of extensions they can dial in two ways:

## BUSINESS GROUP EXTENSIONS

Business Group Extensions are the list of lines within your Business Group. Configure which extensions are able to be dialed by callers as follows:

- + For each extension, you can select whether or not to include it in the list available to callers.

- + Any new lines added to the Business Group will automatically be included in or excluded from the set available to callers, based on the “Automatically include new extensions as they are added to the Business Group” setting.

Lines within the Business Group, which are available to callers, appear with a check in the “Included” column. These lines will automatically be available for caller actions.

To include selected lines in Dial by Name actions, you need to make sure that a name recording is available for that line. The name recording can come from one of two places:

- + You may record or upload a name recording by clicking on the record link for the line.
- + If a line already has a name recorded for voicemail, it can be used as the name recording for callers.

Lines using the voicemail spoken name have a green override link displayed. If you wish to record a Business Group name to be used in preference to the voicemail name, click the override link.

Lines with a Business Group spoken name recorded have a green listen/change link.

Lines that do not have a recording will have a red record link.

### Line Status

Main	Schedule	Menus	Announcements	Extensions	Advanced	
Business Group Extensions Additional Extensions						
<input type="button" value="Include Selected"/> <input type="button" value="Exclude Selected"/> <input type="button" value="Include All Lines"/> <input type="button" value="Exclude All Lines"/>						
Search for entry by extension, name or telephone number...						
<input type="checkbox"/>	Extension	Name	Telephone Number	Department	Included?	Spoken Name
<input type="checkbox"/>		Russ XLite	(112) 999 9002	None	✓	record
<input type="checkbox"/>		HP Switch	(112) 999 9010	None		record
<input type="checkbox"/>		Steve Noc Hotline	(112) 999 9015	None		record
<input type="checkbox"/>		Russ Utica HotLine	(112) 999 9016	None		record

<input type="checkbox"/>	2236	Peggy McConkey	(315) 624 2236	None	✓	override
<input type="checkbox"/>	2238	Stacey Maier	(315) 624 2238	None	✓	listen/change
<input type="checkbox"/>	2241	Shannon Aylesworth	(315) 624 2241	Noc	✓	record

# TURNING YOUR EASY ATTENDANT ON/OFF + FROM ANY TELEPHONE

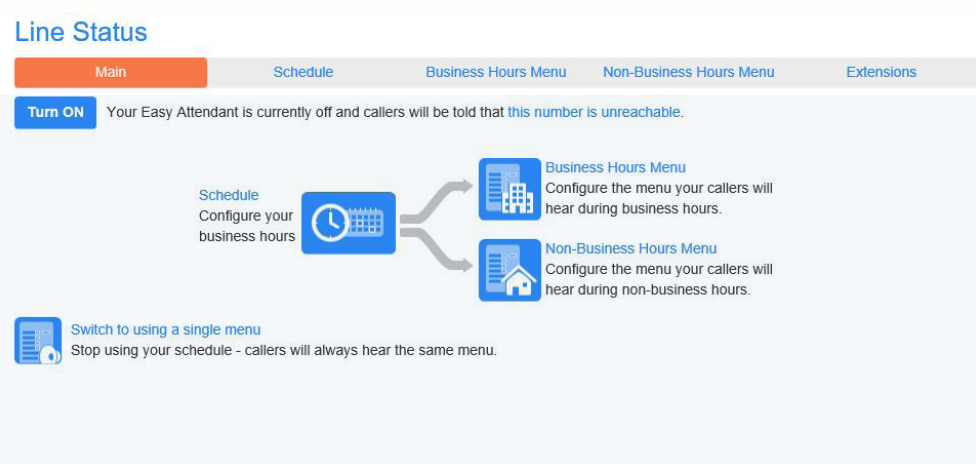
## TURN ON/OFF FROM ANY ACCOUNT PHONE:

- + Press the VM Key, or dial \*99.
- + If the Mailbox information has been set to Fast Login and/or Skip Pin on the Account Phone you are using press \* to enter the Easy Attendant access number and pin.
- + Enter the Easy Attendant access number and press #.
- + Enter the EAS pin and press #.
- + Press 1 to change your configurations.
- + The system will advise you if it's on or off.

## TURN ON/OFF FROM ANY ACCOUNT REMOTELY:

- + Dial: (315) 671-0031.
- + Enter the Easy Attendant access number and press #.
- + Enter the EAS pin and press #.
- + Press 1 to change your configurations.
- + The system will advise you if it's on or off.
- + Press 1 to turn on/off

## + FROM ANY PC



Select **Turn On**.

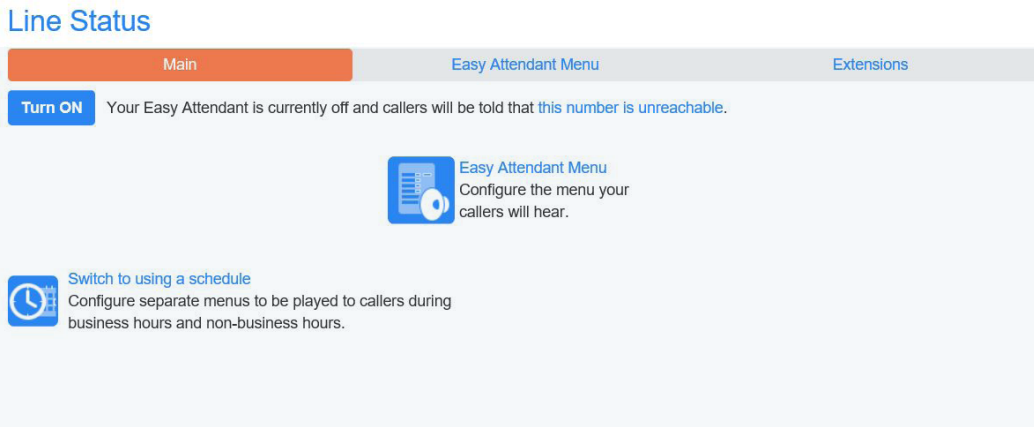
The button will then change to **Turn Off**, indicating you have been successful.

The screen indicates which menu is in use.

On the lower left you see an option to switch to a single menu.

If you switch to using a single menu, the same menu will play regardless of time of day or day of week.

You will use one of your existing menus. The menu you choose not to use will be deleted.



To return to Business Hours and non-business hours, choose the option on the lower left to switch to using a schedule.

## CALL SETTINGS

**Withhold Caller ID when making calls:** Your Caller ID is presented by default when you make calls. If you would like to block Caller ID, check **Withhold caller ID when making calls**.

**Provide Caller ID for Incoming Calls:** Controls whether caller ID is delivered to your phone when it is available.

**Provide Caller Name for Incoming Calls:** Controls whether caller names are delivered to your phone when they are available.

### Call Settings

#### General

- Withhold caller ID when making calls  
If not withheld, signal my name as: Northland
- Provide caller ID for incoming calls
- Provide caller name for incoming calls

## CALL FORWARDING

Ask me for a forwarding number each time I turn on forwarding from my phone using an access code:

- Immediate Forwarding
- Busy Forwarding
- No Answer Forwarding

The above forwarding options apply when configuring Call Forward via your telephone. By default, you will be prompted to enter a forward number each time you choose a forwarding option.

Remote forwarding is generally blocked by the System Administrator for security purposes and you cannot unblock it.

## CALL BLOCKING

Call blocking will block outgoing calls to the above options when checked.

If the Northland System Administrator has blocked calls, you will not be able to unblock them.

To request unblocking, contact Northland Communications.

Choose which types of phone numbers should be

- Local
- National and Mobile
- International
- Premium Rate
- Operator
- Directory
- Access Codes
- Access codes that change configuration



## Personal Details

Steve

## Security

[Change Password](#)

[Change Call Services PIN](#)

[Change Voicemail PIN](#)

## Support

[Help](#)

[Send Feedback](#)

## PERSONAL DETAILS

- + Shows the account you are logged into

## SECURITY

- + CHANGE PASSWORD: Changes the password used to login to CommPortal
- + CHANGE CALL SERVICES PIN: Changes the call services pin provided by the System Administrator
- + CHANGE VOICEMAIL PIN: Changes your voicemail pin

## SUPPORT

- + HELP: Provides an explanation of the tabs
- + FEEDBACK: Lets you send feedback directly to Meta. For assistance with your system, please contact Northland Communications.

# SAMPLE ANNOUNCEMENTS

## BUSINESS HOURS ANNOUNCEMENT

**FOR EXAMPLE:** "Thank you for calling Training Specialists, Inc. If you know your party's extension, press 1 and enter the extension number followed by the pound key. If you know the name of the person you are trying to reach, press 2 and enter the name on the dial pad followed by the pound key."

- + For Sales, press 3.
- + For Marketing, press 4.
- + For Accounting, press 5.
- + To reach our receptionist, press 0.
- + To repeat this menu, press #.

## NON-BUSINESS HOURS ANNOUNCEMENT

**FOR EXAMPLE:** "Thank you for calling Training Specialists. Our office hours are Monday through Friday from 8am to 5pm. If you know your party's extension, press 1 and enter the extension number. If you know the name of the person you are trying to reach, press 2 and enter the name on the dial pad followed by the pound key."

- + To reach our answering service, press 2.
- + If you would like to leave a message in our after-hours voicemail, press 3 or call back during our regular office hours.