Premium Attendant

Self-Managed Automated Attendant

PROGRAMMING MANUAL

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GETTING STARTED

Premium Attendant is a self-managed, automated attendant receptionist service that allows you to configure a flexible set of TUI (Telephone Users Interface) menus for callers to your business. When enabled, it answers your calls automatically and offers your callers a list of options through a menu you define. You can also allow callers to listen to messages (such as your business hours), leave a message, or be transferred to a person. You can define different menus for different times of the day, days of the week, or holidays.

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 tht are included in Premium Attendant.

Intercept Mailbox: The intercept mailbox is used when callers fail to make a choice, make an invalid choice or are given the option to leave a message.

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

Periods: Define when specific announcements will play (Business/Out of Hours/Holiday), etc.

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

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.

FIRST TIME SETUP

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

+ Configure weekly schedule + holidays so different menus can be played based on the time of day or day of the week.
+ Configuration of menus callers are offered and the actions they can choose from.
+ Record announcements your callers will hear.
+ Manage the extensions your callers can be transferred to.
+ Configure the advanced settings that apply across your menus.
+ Configure the intercept mailbox.

Your Premium 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 announcements once you have your system. You will be able to make basic changes, such as adding holiday schedules and announcements, yourself. We recommend documenting your Premium Attendant announcements for ease of recording (see page 20 for sample announcements).

COMMPORTAL PREMIUM ATTENDANT

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

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

Enter your 10-digit Premium 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 Premium Attendant. Your Premium Attendant will be "off" until you have completed recording the announcements.

CommPortal Web

Please log in below.

Number: 3156242021

Password: ••••••••••

☐ Remember me on this computer.

Login

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

Home   Steve Test AA ▾

Line Status

| Main | Schedule | Menus | Announcements | Extensions | Advanced |

Activation Status

Your Premium Attendant is currently off and callers will be told that this number is unreachable.

Turn ON

Service Status

No menus are currently being played to callers, as your Premium Attendant is turned off.

✅

The configuration contains no errors.

🕐 Configure your weekly schedule and holidays, so that different menus can be played based on time and day.

📇 Define the menus that your callers will be offered, and the actions they can choose from.

🔊 Record the announcements your caller will hear.

📞 Manage the extensions your caller can transfer to.

⚙️ Configure the advanced settings that apply across all your menus.

NOTES: CommPortal can be accessed from any device, including a PC, Mac, tablet, iPod, or mobile device. You can also access the Attendants page through the Business Group Administration CommPortal at https://bucommportal.northland.net/bg.

CONFIGURING YOUR PREMIUM ATTENDANT SCHEDULE

You can configure up to eight Premium Attendant schedule periods. For example, you can create a schedule for business hours, a second to cover lunch, and an out of office hours schedule for when your business is closed. You can also create a holiday schedule or a schedule for "one off" days, like a day you are closed for inclement weather. Separate menus can be created for each of the schedules you define.

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

OPEN: CLOSED:

VIEWING YOUR PRE-DEFINED SCHEDULE

Click Schedule. The first time the Schedule page is opened, the schedule you provided to Northland's System Administrator will already be defined.

In this sample schedule, business hours are represented as Monday through Friday from 9am to 5pm and are designated in blue. Weekday out of business hours and weekend hours are green. You can also schedule special days, such as holidays, by clicking Special Days.

CHANGING PRE-DEFINED SCHEDULES

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

+ On the left, highlight the period you would like to use for the new time period.
+ Confirm the correct menu is selected.

NOTE: Each schedule must have an associated menu before you can turn on Premium Attendant. Choose an existing menu from the dropdown list or use the 'create new menu' option to add a new one (see page 8).

+ Click and drag across the appropriate time.
+ Click Apply.

FOR EXAMPLE: To change the open hours to 8am to 5pm:
+ On the left, highlight open.
+ Verify that open is selected from the "during this period, use this menu" dropdown.
+ Click and drag across the 8am to 5pm Monday through Friday blocks and they will turn blue.
+ Click Apply.

ADDING A NEW SCHEDULE

Add additional schedules, such as a lunch schedule, so a different announcement and menu can be used during times when your office is closed.

Main	Schedule	Menus	Announcements	Extensions	Advanced

Add New Period   **Rename**   **Delete**   Apply   Cancel

Periods	closed

During **this period**, use this menu: closed ▾

closed ⚑

open ⚑

All other times ⚑

Special Days 📅

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							

TO CREATE A NEW SCHEDULE:

+ From the Schedule page, select Add New Period.

Choose a name for this new period.

For example, you might choose "Lunch" or "Working Hours".

Name: Lunch

OK   Cancel

+ Give a name to the new schedule and click OK.

+ Choose which pre-defined menu to use during this period. (See page 8 for how to create new menus).

+ Highlight the new period on the left and click and drag on the schedule to indicate the period this schedule applies to.

+ Click **Apply** when finished.

Periods	Lunch

During **this period**, use this menu: closed ▾

closed ⚑

Lunch ⚑

open ⚑

All other times ⚑

Special Days 📅

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

Click a cell to toggle the currently selected period. Drag to change several cells.

12 pm							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							
7 pm							

CREATING HOLIDAY/SPECIAL DAYS SCHEDULE

The "Special Days" schedule covers public holidays and other special "one off" days when your business is closed. This schedule is always the last schedule in the list, and is black. 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.

TO CREATE A SPECIAL DAYS SCHEDULE:

+ From the Schedule page, select **Special Days** on the left. 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 (see).

+ Click **Apply** when finished.

DEFINING + CREATING MENUS

Your Premium Attendant menu configuration determines the options your callers are offered and what announcements they hear. The schedules and menus you provided to Northland's System Administrator through the System Programming form will already be pre-defined in Premium Attendant.

When you create a new schedule, you can either choose to use a pre-defined menu or create a new menu.

USING A PRE-DEFINED MENU FOR A NEW SCHEDULE

TO CHOOSE A PRE-DEFINED MENU FOR A NEW SCHEDULE:

+ Go to the Schedule page.

+ Click the dropdown next to "Select menu" and choose a menu to use.

FOR EXAMPLE: Using a closed menu for holidays.

Line Status

Main	Schedule	Menus	Announcements	Extensions	Advanced

| Add New Period | Rename | Delete | | | Apply | Cancel |

Periods

Special Days

Select menu...
Create New Menu...

closed
open

During **this period**, use this menu

Click a date on the calendar to make it a special day, or click an existing special day to make it normal again

closed 🚩
open 🚩
All other times 🏳
Special Days 📅

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

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

| Go To Today | Clear All | Add Public Holidays |

Be sure to click **Apply** when finished.

CREATING A NEW MENU

Create your own menus to work with announcements and schedules you have set up from the Menu page.
The list of existing menus will always be visible in the left-hand panel of the screen. Ensure you have the correct menu selected before making changes.

There are several tabs on the main menu page:

+ **General Tab:** Use this tab to add a new menu, edit, or delete a menu once you've selected it in the list on the lefthand side of the page.

+ **Keys Tab:** Use this tab to assign the actions a caller can press to navigate a menu.

+ **Timeout Tab:** Use this tab to override the default timeout behavior of the menu.

+ **Reference Tab:** Use this tab when editing or deleting an existing menu to see if it is referenced by any other menus or periods.

GENERAL TAB

On the **Menu page,** select the **General Tab** and click **Add New Menu.**
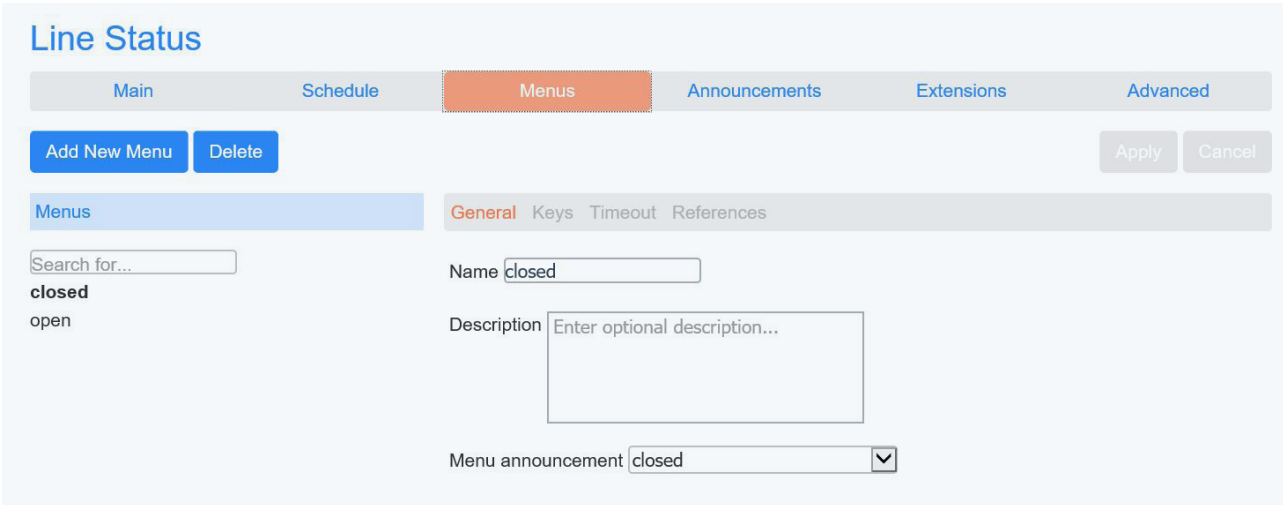
Complete the name and an optional description for each new menu you are creating.
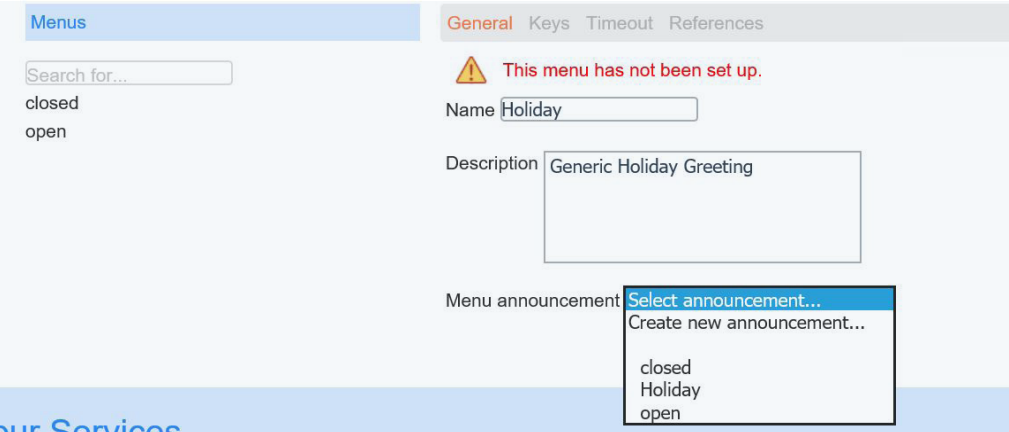
KEYS TAB

Use the Keys Tab to specify what should happen when a caller selects a particular option from the menu. Pre-defined default actions will appear to the right of the keys dropdown. Assign from the following for presses 1 – 0, #, and * from the dropdown:

General **Keys** Timeout References		
1	Use Default	Do Nothing
2	Use Default	Do Nothing
3	Use Default	Do Nothing
4	Use Default	Do Nothing
5	Use Default	Do Nothing
6	Use Default	Do Nothing
7	Use Default	Do Nothing
8	Use Default	Do Nothing
9	Use Default	Do Nothing
0	Use Default	Do Nothing
#	Use Default	Replay Menu
*	Use Default	Return to Previous Menu

Use Default: Does nothing on choices 1 – 0. # is the default to replay the menu and * is the default to return to the previous menu.

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

FOR EXAMPLE: If unanswered, call goes to voicemail. You will be asked to specify the extension + can choose an internal account phone or program an external number, such as an answering service.

Transfer to Voicemail: Sends caller to voicemail without ringing. You will be asked to specify the extension).

Dial By Extension: Callers will dial extension numbers they know. 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." Further define the extensions callers can dial in the Extensions Tab after (see page16).

Dial By Name: A caller can 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 enter, their names + phone numbers that each will transfer to. Do not attempt to do this until you have finished configuring your menu and have applied the changes.

+ Provide instructions as part of your menu announcement (see page 20 for sample announcements).

Intercept Mailbox: Sends callers to the "Intercept Mailbox," which is typically an operator, receptionist or general mailbox. This must be pre-configured in the Advanced Settings Tab (see page17).

Go to Menu: Directs callers to another menu. You will be asked to specify the menu.

Return to Previous Menu: Directs callers back to the previous menu.

Announcement Return: Plays announcement + returns caller to menu. You will be asked to specify announcement.

Announcement Hang up: Plays announcement + disconnects caller. You will be asked to specify announcement.

Hang up: Disconnects the caller.

Click **Apply** when finished.

NOTE: Change the default actions to apply to all menus (see page17). Repeat these steps for all menus.

CREATING ANNOUNCEMENTS

Choose to use a pre-recorded announcement or create a new one. If you are creating a new announcement, begin the process from the menu announcement dropdown.

The Announcements page will be configured with the names of the announcements you provided Northland's System Administrator on the System Programming form. Record these announcements via your PC or telephone, or upload them if they have been pre-recorded. The system automatically assigns each announcement a number.

Line Status

		Main		Schedule		Menus		Announcements		Extensions		Advanced

Add New Announcement   Delete   Download recording report...

Search for name, description or announcement number...

☐			Name	Description	
☐	▶	101	closed		ⓘ
☐	◉	103	Generic Holiday	Generic Holiday Announcement	⚠
☐	▶	100	open		ⓘ

▶   Indicates a recording exists for this announcement. Clicking the icon plays the recording.

◉   Indicates that a recording does not exist for this announcement.

The icons on the right hand side indicate the following states:

ⓘ   The announcement is referenced by one or more menus.

⚠   The announcement is not referenced by a menu.

⚠   The announcement is referenced by a menu but does not have a recording.

COMPUTER FOR A PRE-CONFIGURED MENU

From the Home page, select Announcements. Here, you will see the announcement (menu) names you chose to use when you completed the System Programming Form.

Select the Radio next to the announcement you will be recording.

Home						Steve Test AA ▾

Line Status

Main	Schedule	Menus	Announcements	Extensions	Advanced

[Add New Announcement] [Delete] [Download recording report...]

Search for name, description or announcement number...

☐			Name	Description	
☐	⏹	101	closed		⚠
☐	▶	100	open		ⓘ

This will bring up the Record Controls. Change the name and add an optional description, if desired. It is recommended to have your announcements scripted and ready. To begin recording the announcement, click **Radio**. It is recommended that you use a headset when recording announcements for better sound quality.

closed

Name: closed

Description: Enter optional description...

Record / Play Announcement ▾

00:00 / 00:00

● ▶ ▬▬▬▬▬▬▬ 🔊 🎤 ⚙

[Save] [Cancel]

closed

Name: closed

Description: Enter optional description...

Record / Play Announcement ▾

●●●●●●●●● 00:00 / 00:03

■ ▶ ▬▬▬▬▬▬▬ 🔊 🎤 ⚙

[Save] [Cancel]
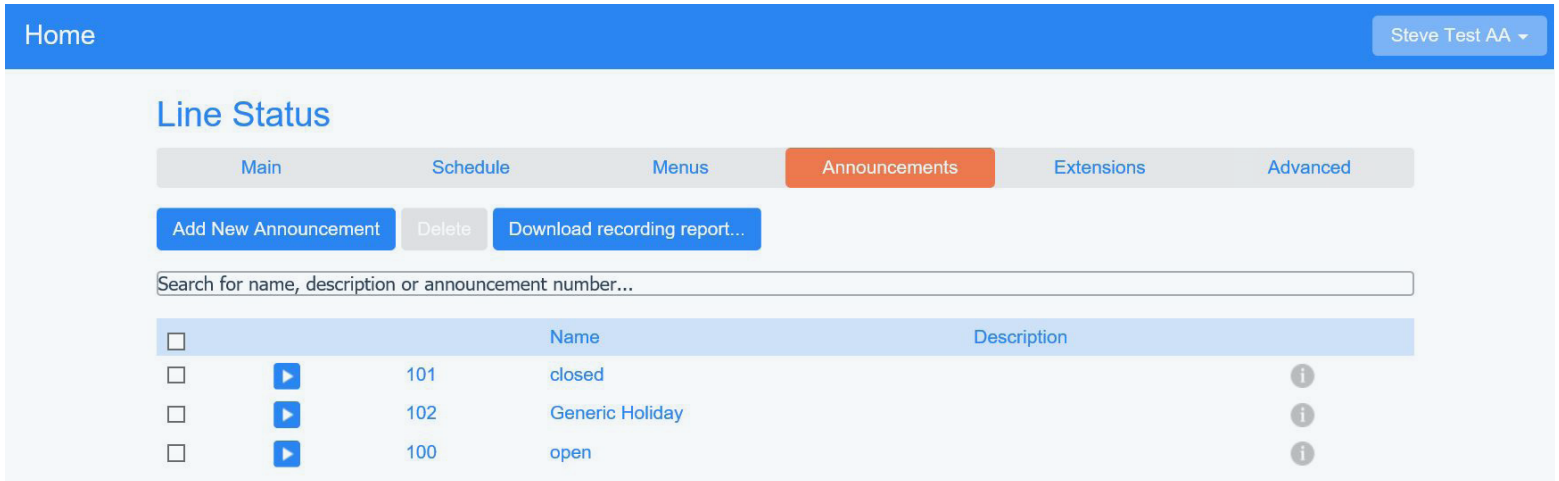
When you are ready, click Record.

When finished, click Stop.

To play back your recording, select the arrow (play) key. Remember to SAVE your recording.
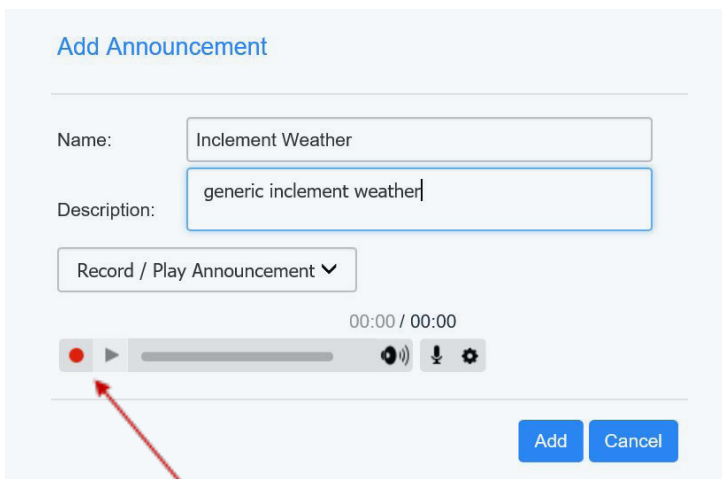
When finished with all recordings return to the main page to turn your Premium Attendant on (see page 15).
You have the option to you upload recordings or record them by telephone. Select the dropdown next to the Record/Play Announcement option to change the recording method (see page 13).
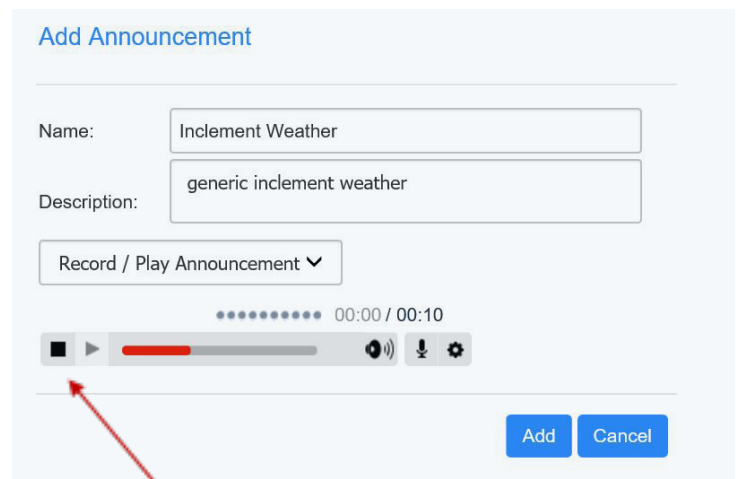
RECORDING NEW ANNOUNCEMENTS
FROM YOUR COMPUTER

On the Announcement page, click **Add New Announcement**. This will bring up the Record controls.

| Home | | | | | | Steve Test AA ▾ |

Line Status

| Main | Schedule | Menus | Announcements | Extensions | Advanced |

[Add New Announcement] [Delete] [Download recording report...]

Search for name, description or announcement number...

☐			Name	Description	
☐	▶	101	closed		ⓘ
☐	▶	102	Generic Holiday		ⓘ
☐	▶	100	open		ⓘ

Give the announcement a name and add an optional description if desired. Be sure to have your announcements scripted and ready. To begin recording the announcement, click **Radio**. It is recommended that you use a headset when recording announcements for better sound quality.

Add Announcement

Name: [Inclement Weather]

Description: [generic inclement weather]

[Record / Play Announcement ▾]

00:00 / 00:00

● ▶ ━━━━━━━━ 🔊 🎤 ⚙

[Add] [Cancel]

Add Announcement

Name: [Inclement Weather]

Description: [generic inclement weather]

[Record / Play Announcement ▾]

●●●●●●●●● 00:00 / 00:10

■ ▶ ━━━━━━━━ 🔊 🎤 ⚙

[Add] [Cancel]

When you are ready to record, click Record.

When finished, click Stop.

To play back your recording, select the arrow (play) key. Remember to SAVE your recording. Your announcement will be assigned an announcement number by the system.

When finished with all recordings return to the main page to turn your Premium Attendant on (see).

You have the option to upload recordings or record them by telephone. Select the dropdown next to the Record/ Play Announcement option to change the recording method (see).

RECORDING ANNOUNCEMENTS
FROM YOUR TELEPHONE

To record announcements from any telephone, log into the voice-mail system using the Premium Attendant access number and EAS pin provided by Northland's System Administrator, as well as the announcement number.

The announcement number can be found next to the name on the Announcement page.

Each time you create a new announcement, the system will auto-matically assign an announcement number.

Add Announcement

Name: Inclement Weather

Description: generic inclement weather

Record by Phone ▼

To record this announcement, dial your Premium Attendant access number, and follow the prompts to edit announcements. Enter the announcement number 103 when prompted.

Add   Cancel

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 Premium Attendant access number + press #.
+ Enter the EAS Pin and press #.
+ Press 1 to change your Premium Attendant configurations.
+ You will be told how many menus need recordings.
+ Press 2 to edit recordings.
+ Enter the Announcement Number and press #.
+ Follow the voice prompts.
+ Begin recording at the tone.
+ When finished recording, press #. The recording will play back.
+ Press 1 to save the recording.
+ Press 2 to rerecord.
+ Press 3 to exit without saving changes.
+ Press 4 to continue recording where you left off.

TO RECORD FROM ANY PHONE REMOTELY:

+ Dial: 315-671-0031.
+ Enter the Premium Attendant access number + press #.
+ Enter the EAS Pin and press #.
+ Press 1 to change your Premium Attendant configurations.
+ You will be told how many menus need recordings.
+ Press 2 to edit recordings.
+ Enter the Announcement Number and press #.
+ Follow the voice prompts.
+ Begin recording at the tone.
+ When finished recording, press #. The recording will play back.
+ Press 1 to save the recording.
+ Press 2 to rerecord.
+ Press 3 to exit without saving changes.
+ Press 4 to continue recording where you left off.

WHEN FINISHED WITH ALL RECORDINGS, TURN ON YOUR PREMIUM ATTENDANT:

+ Press * to return to the Main menu.
+ Press 1 to turn on the Premim Attendant.

UPLOADING A PRE-RECORDED ANNOUNCEMENT

From the Home page, select Announcements. Here, you will see the announcement (menu) names you chose to use when you completed the System Programming Form.

Click the name of the Announcement you want to upload a recording for in the "Name" column and click **Add New Announcement**.

Home						Steve Test AA ▾

Line Status

Main	Schedule	Menus	Announcements	Extensions	Advanced

Add New Announcement   Delete   Download recording report...

Search for name, description or announcement number...

☐			Name	Description	
☐	◉	101	closed		⚠
☐	▶	100	open		ⓘ

This will open the Record Control page. From the dropdown, choose "Upload Announcement."
Click **Browse** to find the recording in your files and choose **Upload**. (See Recording Requirements And Restrictions) for more information on formats for uploaded recordings.

Press **Save** when you are finished.

closed

Name:	closed
Description:	Enter optional description...

Upload announcement   ▾

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

New file: \\Ncg.local\company\D   Browse... ⓘ

Current file: No file currently uploaded

Cancel   Upload

Save   Cancel

When finished with all announcements, return to the main page to turn your Premium Attendant on (see page 15).

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

TURNING YOUR PREMIUM ATTENDANT ON

FROM COMMPORTAL:

On the Home screen, click Main.

Under Activation Status, click Turn On. The button will then change to Turn Off, indicating you have successfully enabled Premium Attendant.

In the Service Status section, you will see which menu is currently playing.

If there are any configuration errors, they will appear in this section as well and you will need to repair them before the Attendant will save.

FROM ANY TELEPHONE:

TO 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 Premium Attendant access number and press #.
+ Enter the EAS Pin and press #.
+ Press 1 to change your Premium Attendant configurations.
+ System advises you whether Premium AA is on or off.
+ Press 1 to turn on or off.

TO TURN ON/OFF FROM ANY PHONE REMOTELY:

+ Dial: 315-671-0031.
+ Enter the Premium Attendant access number and press #.
+ Enter the EAS Pin and press #.
+ Press 1 to change your Premium Attendant configurations.
+ Press 1 to change your Premium Attendant configurations.
+ System advises you whether Premium AA is on or off.
+ Press 1 to turn on or off.

CONFIGURING EXTENSIONS FOR "DIAL BY" OPTIONS

If you have chosen to offer your callers a "dial by..." option, you can 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. You can 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.

ADVANCED SETTINGS

The Advanced page contains tabs that allow you to configure the default keys, error handling, dial by name options and the Intercept mailbox for your Premium Attendant that will apply whenever you select a default value. These actions will be available in all menus unless you assign an alternative action to the key in the per menu configuration.

DEFAULT KEYS

This page allows you to configure default actions for each key that a caller can press.

These actions will be available to callers in all menus unless you assign an alternative action to the key in the per menu configuration.

Key	Action
1	Do Nothing
	Transfer to Phone
2	Transfer to Voicemail
3	Dial by Extension
	Intercept Mailbox
4	Return to Previous Menu
	Replay Menu
5	Do Nothing
6	Do Nothing
7	Do Nothing
8	Do Nothing
9	Do Nothing
0	Do Nothing
#	Replay Menu
*	Return to Previous Menu

You can use the default keys tab to configure the default action for the keys on the telephone. This determines what each key will do if it is set to 'Use default' in any of your Premium Attendant menus.

Select the default action for each key press. This will become the new default for all menus.

Click **Apply** when finished.

ERROR HANDLING

Default keys Error handling Other settings

Apply Cancel

Timeout

Menus time out if a caller doesn't press a key within 3 ▼ seconds.

After 3 ▼ menu timeouts:

System announcement then hang up ▼

Call Transfer

Ring: for 125 seconds ▼

If a call transfer fails: Hang up the call ▼

Invalid Extension

If the caller dials an invalid extension 3 ▼ times:

Hang up ▼

Unknown Input

If the caller selects an unassigned key 3 ▼ times:

System announcement then hang up ▼

You can change the following global settings that determine what happens when there is an error when your callers are using Premium Attendant.

- + Timeout duration (in seconds): This defines the behavior of Premium Attendant if a caller fails to press a key within the specified time.
- + Unknown input: This defines the behavior of Premium Attendant if a caller presses a key that has not been assigned an action.
- + Failed attended call transfers: This defines the behavior of Premium Attendant if a call transfer fails to be connected.
- + Invalid extensions: This determines the behavior of Premium Attendant if a caller presses an extension number that it does not recognize.

DIAL BY NAME OPTIONS

Here you will determine how callers will be allowed to "dial by name" if you will offer this to callers:

+ First and last names.

+ First names only.

+ Last names only.

Line Status

| Main | Schedule | Menus | Announcements | Extensions | Advanced |

Default keys Error handling Other settings

Apply Cancel

When a caller dials the name of an extension or mailbox they wish to transfer to, match against configured extensions based on:

First and last names ▼

The Intercept Mailbox action directs your callers to the following voicemail account:

e.g. (123) 456 7890

INTERCEPT MAILBOX

This is also where you configure the Intercept Mailbox. The Intercept Mailbox can be used when callers fail to make a choice, make an invalid choice or are given the option to leave a message. Enter the 10-digit telephone number for the Intercept Mailbox.

CALL SETTINGS

Call Transfer Number: Set by Northland's System Administrator. This is the number that callers will be transferred to if they are given an option out of voicemail.

FOR EXAMPLE: "Press 0 to reach our receptionist."

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 Withdold caller ID when making calls.

Provide Caller ID for incoming calls: Controls whether caller names are delivered to your phone when they are available.

Call Settings   **Reminders**

Call Settings

▼ General

The call transfer number is set to (315) 624 2028
☐ 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
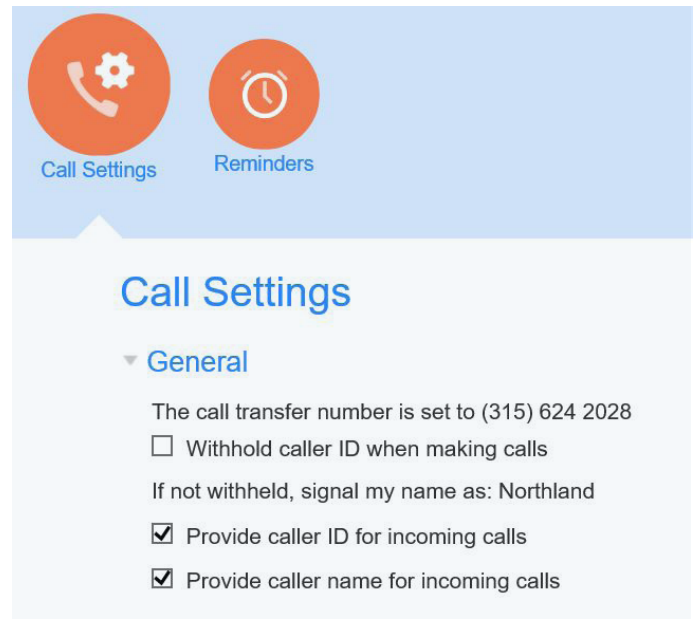
CALL FORWARDING

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 Forward 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 Northland's System Administrator for security purposes. For example, international calls may be blocked. Contact Northland if it must be unblocked for your system. Changes may be billable.

CALL BLOCKING

Call blocking will block outgoing calls. Check the box next to types of numbers you would like to block.

If the Northland System Administrator has blocked calls, you will not be able to unblock them. For example, international calls may be blocked. Contact Northland if it must be unblocked for your system. Changes may be billable.

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	Security	Support
Steve	Change Password	Help
	Change Call Services PIN	Send Feedback
	Change Voicemail PIN	

PERSONAL DETAILS

+ Shows the account you are logged in to

SECURITY

+ **CHANGE PASSWORD:** Changes the password used to log in to CommPortal.
+ **CHANGE CALL SERVICES PIN:** Changes the Call Services PIN (CFS) provided by the System Administrator.
+ **CHANGE VOICEMAIL PIN:** Changes your voicemail PIN.

SUPPORT

+ **HELP:** Provides an explanation of the tabs

SAMPLE ANNOUNCEMENTS

OPEN ANNOUNCEMENT

"Thank you for calling 'your company.' 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 6.
+ To repeat this menu, press #.

CLOSED ANNOUNCEMENT

"Thank you for calling 'your company.' Our office is currently closed. Our regular office hours are Monday through Friday from 8am to 5pm. 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."

+ 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.