



# Hosted VoIP

## Premium Attendant

### Quick Start Guide

Review these helpful instructions to understand and set up your Midco® Hosted VoIP Premium Attendant.

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## Make the Right Impression

Thanks for choosing Midco for your Hosted VoIP service! Your experience with this service matters to us. We hope you find this quick start guide is a helpful tool to get you going with the Premium Attendant feature of this service.

We have even more tips and tools at **[Midco.com/Business/Support](https://midco.com/Business/Support)**, where you can learn more about different features, read common questions and answers, and get tips about your services. We also have quick start guides available online for all of our Hosted VoIP tools, including the online CommPortal, your desktop phone equipment and the Softphone.

Please note that some features must be enabled on your account so you can use them. Contact our business support team for questions and assistance at 1.800.888.1300.

## Premium Attendant Overview

Premium Attendant is an automatic call answering service that delivers an interactive menu to callers. It can act as an immediate answering service for your business, as an out-of-hours receptionist, or can simply answer whenever a human operator is unavailable.

### Pre-Setup

Before you build or modify your Premium Attendant settings, it's important to map out the following to make setup more efficient:

- How you want calls to flow – specifically, what menu options you want callers to have
- What announcements you want callers to hear at various stages of the call menu
- Which extensions callers can be transferred to
- What your weekly schedule, holidays and special days are for your business

We strongly encourage you to put together this information before setting up your Premium Attendant.

## CommPortal Login

Access to Easy Attendant settings and feature is available to CommPortal business group administrators.

To access your Premium Attendant settings:

1. Go to the Midco CommPortal for business group administrators, which is available online at:
  - <https://comportal.midco.com/bg/#bg/login.html>
2. On the login screen, enter your **number** and **password**. Your initial password is provided by Midco.
3. Click **Login**.
4. When prompted, change your password to one that's unique to you. For your security, password requirements include the following:
  - Be between 10 and 15 characters long.
  - Not have a single digit repeated more than 3 times in a row.
  - Have at least 1 digit.
  - Have at least 1 letter.
  - Have at least 1 special character.
  - Not be a numeric sequence, e.g. 12345 or 54321.
  - Not contain, or match part of, the calling number associated with this account.

## Manage Your Premium Attendant

Premium Attendant allows multiple menus with a finer scheduling control. It also includes call handling options such as voicemail by extension, as well as greater control over the key settings.

You must add or update your attendant settings before activating Premium Attendant. Follow the various steps throughout this guide to manage those settings.

To activate your attendant after you've created all of your settings:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.
3. On the Premium AA window, click **Open Attendant Settings** and then the **Main** tab.
4. Under Activation Status, click **Turn ON**. A green checkmark under Service Status will verify that it has been setup correctly.
  - Note: A message may appear if you still have settings to complete – such as if you need a recorded menu greeting for every schedule.
5. Click **Close** to return to your CommPortal menu.

## Announcements

Announcements are custom greetings that play before your menu when someone calls your business.

To set up a new announcement:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.
3. On the Premium AA window, click **Open Attendant Settings** and then the **Announcements** tab.
4. Click **Add New Announcement**.
5. On the Add Announcement window, enter a **Name** and optional **Description** for your announcement.
  - For example, you may need to create a custom announcement for holidays when your business will be closed. Your announcement name might be “Holiday” with a description of “Business closed for general holiday.”
6. Use the **dropdown menu** to select how you will add your announcement. You can add an audio announcement in one of three ways. (For additional details on recording options, see the Recording Controls section on page 11.)
  - **Record/Play Announcement:** Use your computer speakers and microphone to create a message.
    1. Press the **record button** to start recording your announcement, and press the **stop recording button** to end recording.
      - Use the **microphone control button** to adjust your mic volume.
    2. Press the **play button** to replay to your announcement.
      - Use the **playback volume** to adjust your speaker volume.
  - **Upload announcement:** Upload a prerecorded file from your computer. Valid audio file formats display on the window.
    1. Click **Choose File**, and select the **file** you want to use.
    2. Click **Upload** and then **Save** to save your changes.

- **Record by Phone:** Use your desktop equipment to record an announcement.
  1. Using your desktop device, dial your premium access number: **800.793.5050**.
  2. Dial the **announcement number** when prompted.
  3. Enter your voicemail **PIN**.
  4. Press **1** to change your premium attendant configuration.
  5. Press **2** to edit announcements.
  6. Enter the **number of the announcement**.
  7. Press **1** to record, and then speak into the **handset**.
  8. When you have finished recording, press **1** to save.

#### To delete an announcement:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.
3. On the Premium AA window, click **Open Attendant Settings** and then the **Announcements** tab.
4. Check the **box next to the announcement** that you'd like to remove.
5. Click **Delete** and then **OK** to confirm. Your announcement will be permanently deleted.

## Menus

Configure your menus associated with your schedule periods.

#### To add a new menu:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.
3. On the Premium AA window, click **Open Attendant Settings** and then the **Menus** tab.
4. Click **Add New Menu**, or go under the General section and just start typing a **Name** and optional **Description**.
  - Example: You may need to create a custom menu for holidays when your business will be closed. Your menu name might be "Holiday" with a description of "Business closed for general holiday."
5. Use the menu announcement **dropdown** to select a **previously recorded announcement**.
6. Click **Apply** to save your changes. When your menu is successfully saved, it will appear in the left column.

#### To turn on dial by name:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.
3. On the Premium AA window, click **Open Attendant Settings** and then the **Menus** tab.
4. On the left side, select the **menu** that you want to update.
  - Note: If you only have one menu set up, it is selected by default.
5. On the right side, click the **Keys** tab.
6. Set one of your keys to **Dial by Name** and click **apply**.

- You will need to include appropriate instructions in your menu announcement. For example, “If you know the name of your party’s extension, press 4.”
- Your extensions will also need names and spoken names recorded.

#### To customize your key settings for a specific menu:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.
3. On the Premium AA window, click **Open Attendant Settings** and then the **Menus** tab.
4. On the left side, select the **menu** that you want to update.
  - Note: If you only have one menu set up, it is selected by default.
5. On the right side, click the **Keys** tab.
  - Note: All keys are automatically set to use your default settings. To change your default key settings, go to the **Advanced** tab.
6. Next to each number, use the **dropdown** to customize menu key settings, which include these options:
  - **Do Nothing:** Callers will not be prompted to do anything with this key.
  - **Transfer to Phone:** Callers can be transferred to another line.
  - **Transfer to Voicemail:** Callers can be transferred to a voicemail system.
  - **Intercept mailbox:** Callers will be transferred to the intercept voicemail mailbox.
  - **Dial by Extension:** Callers can press this key to dial a direct-party extension.
  - **Dial by Name:** Callers can press this key to dial a direct-party name.
  - **Voicemail by Extension:** Callers can press this key to dial a direct-party voicemail by extension.
  - **Voicemail by Name:** Callers can press this key to dial a direct-party voicemail by name.
  - **Return to Previous Menu:** Callers can return to a previous menu.
  - **Replay Menu:** Callers can hear menu options again.
  - **Announcement – Return:** Callers will hear your custom announcement asking them to return to the previous menu.
  - **Announcement – Hang Up:** Callers will hear your custom announcement telling them the call will be disconnected.
  - **Hang Up:** Callers can choose to disconnect.
7. Click **Apply** to save your changes.

#### To delete a menu:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.
3. On the Premium AA window, click **Open Attendant Settings** and then the **Menus** tab.
4. On the left side, select the **menu** that you want to remove.
5. Click **Delete** and then **OK** to confirm. Your menu will be permanently deleted.

## Schedule

Create a schedule to have different menus play during specific times. You have two options to start creating a schedule:

- **An example schedule that you can customize:** The example schedule has five periods set up (lunch, weekend, working hours, all other times and special days) that you can customize these periods to match your schedule.
- **A blank schedule:** Start your schedule from scratch.

### To add a new period:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.
3. On the Premium AA window, click **Open Attendant Settings** and then the **Schedule** tab.
4. Click **Add New Period**.
5. Type a **Name** for your period, and click **OK**.
  - For example, you may want to add a period called Lunch.
6. Use the dropdown to choose the **period menu** you'd like to schedule.
7. In the calendar, click and drag your cursor to highlight the **period timeframe**.
8. Click **Apply** to save your changes.

### To add a special day:

If you want a menu to play automatically for an entire day, you can schedule it as a special day.

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.
3. On the Premium AA window, click **Open Attendant Settings** and then the **Schedule** tab.
4. Under Periods on the left side, click **Special Days**.
5. On the calendar, use the dropdown to choose a **menu** for your special day(s).
6. On the calendar, select your **special days**.
  - To add all public holidays at once, click **Add Public Holidays**, and select a **public holiday list**. Click **OK**.
7. Click **Apply** to save your changes.

### To rename an existing period:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.
3. On the Premium AA window, click **Open Attendant Settings** and then the **Schedule** tab.
4. Under Periods on the left side, select the **period** you want to rename.
  - Note: You will only be able to rename periods that you have created. Pre-created periods such as Special Days cannot be renamed.
5. Click **Rename**, type a new **Name** and click **OK**.
6. Click **Apply** to save your changes.

### To delete an existing period:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.
3. On the Premium AA window, click **Open Attendant Settings** and then the **Schedule** tab.
4. Under Periods on the left side, select the **period** you want to remove.
  - Note: You will only be able to delete periods that you have created. Pre-created periods such as Special Days cannot be deleted.
5. Click **Delete** and then **OK** to confirm.
6. Click **Apply** to save your changes. Your period will be permanently deleted.

## Extensions

Easily manage and add business group extension settings.

### To allow callers to dial by extension:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.
3. On the Premium AA window, click **Open Attendant Settings** and then the **Extensions** tab.
4. Scroll down. Below your list of extensions, click the link for **Callers are allowed to dial by extension only after selecting “Dial by Extension” menu option**.
  - Select **at any time** to allow callers to dial by extension.
    - Important: Enabling this feature will mean that callers will not be able to navigate through several menus at once by entering multiple keys.
  - Select **only after selecting “Dial by Extension” menu option** to allow callers to dial extension only after prompted.

### To include or exclude extensions:

If you'd like, you can apply rules in which certain numbers can or cannot be dialed via extension. You may want to do this if you do not want callers to dial a conference room or any other extension directly.

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.
3. On the Premium AA window, click **Open Attendant Settings** and then the **Extensions** tab.
4. Check the **box next to an extension**.
5. Click **Include Selected** or **Exclude Selected**.

### To add a spoken name for an extension:

Callers will hear the name of person assigned to each extension. If someone has already set up their voicemail name, the spoken name will automatically pull this recording.

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.

3. On the Premium AA window, click **Open Attendant Settings** and then the **Extensions** tab.
4. Under the Spoken Name column, click **record** next to the extension.
5. You have two options to add a spoken name. (For additional details on recording options, see the Recording Controls section on page 11.)
  - **Record Spoken Name:** Use your computer speakers and microphone to create a spoken name.
    1. Press the **record button** to start recording your name and press the **stop recording button** to end recording.
      - Use the **microphone control button** to adjust your mic volume.
    2. Press the **play button** to replay to your recorded name.
      - Use the **playback volume** to adjust your speaker volume.
      - Press **Delete Spoken Name** to remove the recording.
    3. Click **Save** when you are satisfied with your recorded message.
  - **Upload Spoken Name:** Upload a prerecorded file from your computer. Valid audio file formats display on the window.
    1. Click **Choose File**, and select the **file** you want to use.
    2. Click **Upload** and then **Save** to save your changes.

## Advanced

Manage your default key settings, error handling and other settings in the Advanced tab.

To change your default key settings:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **Prem AA** text link.
3. On the Premium AA window, click **Open Attendant Settings** and then the **Advanced** tab.
4. Click the **Default keys** tab if it does not automatically show for you.
5. Use the **dropdown** to customize your default key settings, which include these options:
  - **Do Nothing:** Callers will not be prompted to do anything with this key.
  - **Transfer to Phone:** Callers can be transferred to another line.
  - **Transfer to Voicemail:** Callers can be transferred to a voicemail system.
  - **Intercept mailbox:** Callers will be transferred to the intercept voicemail mailbox.
  - **Dial by Extension:** Callers can press this key to dial a direct-party extension.
  - **Return to Previous Menu:** Callers can return to a previous menu.
  - **Replay Menu:** Callers can hear menu options again.
6. Click **Apply** to save your changes.

## Recording Controls

A number of controls are provided for recording your greetings, messages and announcements. Greetings with an asterisk (\*) symbol next to them are already recorded.

**Important:** When you first use the Greeting Recorder, you will be prompted to **allow** the CommPortal to use your computer microphone for recording.

Symbol	Definition
	Record button: Starts recording and will overwrite any message you have previously recorded.
	Stop recording button: Stops recording a message.
	Play button: Plays back your recorded message. This action will be unavailable if you have not yet recorded a message.
	Stop playing button: Stops playing a message.
	Microphone control button: Turns the microphone audio/gain up and down.
	Slider/gain control: Moves up and down to adjust the volume level or gain.
	Microphone audio indicator (during recording): Displays above the recording bar and shows how loud the signal is from your microphone. If the microphone gain is set correctly, then several green lights should appear while you are recording. If only one or two appear, then the gain is set too low, and your message will be too quiet. If red lights appear, the gain is set too high and your message will be distorted.

## Online Resources

### Helpful Tools and Tips

Your experience with Midco matters to us. We want to help you get the most out of your services. We offer many helpful tools and resources for you at **Midco.com/Business**. Check it out today!

**Midco.com/Business/Support** – Visit our online library of helpful tools and information for you, including the most commonly requested resources. Get help with your equipment, troubleshooting and more.

### My Account and Bill Pay

#### Midco.com/Business/MyAccount

- View your current and past bills online. Set up auto pay or make a one-time payment. Don't forget to go green by enrolling in e-statements!
- Sign up to receive emails and texts about service maintenance and your account.

### Policies

Midco provides Hosted VoIP service to our customers subject to policies established for the protection of our users, our company and our communities. Visit **Midco.com/Legal**, which include these and others:

- Acceptable Use Policy
- Phone Service Terms and Conditions
- Cable, Internet and Phone Subscriber Privacy Notice
- Online Privacy Policy

### 24/7 Support

Have a question? Let us know! Reach out to us around-the-clock at 1.800.888.1300. We also offer customer service by email, live online chat and social media, and at our local Customer Experience Centers during regular business hours. Just visit **Midco.com/Business/Contact**.