Hosted VoIP
Easy Attendant
Quick Start Guide

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

Contents

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 Easy Attendant feature.

 We have even more tips and tools at **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.

Easy Attendant Overview

Easy Attendant is a very simple automated menu that callers receive when they dial your business. The automated menu provides key options the caller can select to:

- Transfer to specific departments or individuals in your business.
- Transfer to a voicemail account directly.
- Listen to a recorded announcement.

When Easy Attendant is turned on, you can choose to between a single menu – or two different menu options for business and non-business hours (used according to a pre-defined schedule).

CommPortal Login

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

To access your Easy 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 Easy Attendant

Easy Attendant answers your calls and plays automated menu(s) based on a schedule that you define. It also includes call handling options such as dial by extension, as well as control over the key settings.

You must add or update your attendant settings before activating Easy 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 **EasyAA** text link.
3. On the Easy AA window, click **Open Attendant Settings** and then the **Main** tab.

4. Under Activation Status, click **Turn ON**. A green checkmark under Service Status verifies that it has been set up 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.

First-Time Login

The first time you log in to your Easy Attendant, a welcome window will prompt you to choose to either:

- **Use a Schedule:** Callers will hear different menus during business and non-business hours.
- **Use a Simple Menu:** Callers will hear the same menu options all the time. **Jump to page 9 for instructions on using a simple menu.**

It is possible to switch between schedule and simple menu mode once Easy Attendant has been set up, should your requirements change.

Easy Attendant: Use a Schedule

The following instructions apply to those who chose to Use a Schedule the first time they logged into Easy Attendant.

To switch to Use a Simple Menu if you initially chose to Use a Schedule:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **EasyAA** text link.
3. On the Easy AA window, click **Open Attendant Settings** and then **switch to using a single menu**. The interface will automatically change to the single menu option.

Schedule

To create your schedule:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **EasyAA** text link.
3. On the Easy AA window, click **Open Attendant Settings** and then the **Main** tab.
4. Click the **schedule** link, or go to the **Schedule** tab.
5. Click and drag your cursor to highlight your **business hours in the calendar**.
6. Click **Apply** to save your changes.

To add 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 **EasyAA** text link.
3. On the Easy AA window, click **Open Attendant Settings** and then the **Main** tab.
4. Click the **schedule** link, or go to the **Schedule** tab.
5. Under the special days section, click the **calendar icon**.

6. Select your special day by clicking the **day** on the calendar. Your non-business hours menu will automatically play on this day.
   - To add all public holidays at once, click **add public holidays** and select a **public holiday list**. Press **OK**.
7. Click **OK**.

Menus

To create a business hours menu:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **EasyAA** text link.
3. On the Easy AA window, click **Open Attendant Settings** and then the **business hours menu** tab.
4. Click the red **record** button to create your initial greeting. 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 recorder to create a greeting.
     1. Press the **record button** to start recording 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 recording.
        - Use the **playback volume** to adjust your speaker volume.
     3. Click **Add** when you are satisfied with your recorded message.
   - **Upload Announcement:** Upload a prerecorded file from your computer.
     1. Click **Choose File**, and select the **file** you want to use.
     2. Click **Upload**, and press **Add** to exit.
   - **Record by Desktop Phone Equipment:**
     1. Using your desktop device, dial your premium access number: **800.793.5050**.
     2. Enter 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 announcement**.
     7. Press **1** to record. Record your announcement by speaking into the **handset**.
     8. When you have finished recording, press **1** to save.
5. Use the **dropdowns** to assign functions to each key on a caller's phone. Choose from the following options:
   - **Unassigned:** Callers will not be prompted to do anything with this key.
   - **Play Announcement:** Callers can replay the announcement message.
   - **Transfer to Phone:** Callers can be transferred to another phone line.
   - **Transfer to Voicemail:** Callers can be transferred to a voicemail system.
   - **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.
6. Click **Apply** to save your changes.

To create a non-business hours menu:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.

2. Next to a number, select the **EasyAA** text link.

3. On the Easy AA window, click **Open Attendant Settings** and then go to the **non-business hours menu** tab.

4. Click the red **record** to create your initial greeting. 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 recorder to create a greeting.
     1. Press the **record button** to start recording 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 recording.
        - Use the **playback volume** to adjust your speaker volume.
     3. Click **Add** when you are satisfied with your recorded message.
   - **Upload Announcement:** Upload a prerecorded file from your computer.
     1. Click **Choose File**, and select the **file** you want to use.
     2. Click **Upload**, and press **Add** to exit.
   - **Record by Phone:** Use your desktop phone 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.

5. Use the **dropdowns** to assign functions to each key on a caller's phone. Choose from the following options:
   - **Unassigned:** Callers will not be prompted to do anything with this key.
   - **Play Announcement:** Callers can replay the announcement message.
   - **Transfer to Phone:** Callers can be transferred to another phone line.
   - **Transfer to Voicemail:** Callers can be transferred to a voicemail system.
   - **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.

6. Click **Apply** to save your changes.

Extensions

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 **EasyAA** text link.

3. On the Easy 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**. Choose one of the following options:
   - **At any time**: Select this if you'd like to allow users to dial by extension.
     - o Important: Enabling this feature will mean that callers will not be able to navigate through several menus at once by entering multiple keys.
   - **Only after selecting "Dial by Extension" menu option**: Choose this to allow users to dial an extension only after they're prompted.
5. Click **Apply** to save your changes.

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 Business Group Admin CommPortal, click **Attendants**.
2. Next to a number, select the **EasyAA** text link.
3. On the Easy AA window, click **Open Attendant Settings** and then the **Extensions** tab.
4. Check the **box next to an extension** you'd like to have custom settings. Once you've checked the box, the include selected or exclude selected buttons will turn blue and clickable.
5. Click **include selected** or **exclude selected** to complete your action.

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 **EasyAA** text link.
3. On the Easy 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:
   - **Record Spoken Name:** Use your computer speakers and recorder 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.
        - Select **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.
     1. Click **Choose File**, and select the **file** you want to use.
     2. Click **Upload** and then **Save** to save your changes.

Easy Attendant: Use a Simple Menu

The following instructions apply to those who chose to Use a Simple Menu the first time they logged into Easy Attendant.

To switch to Use a Schedule if you initially chose to Use a Simple Menu:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **EasyAA** text link.
3. On the Easy AA window, click **Open Attendant Settings** and then click **switch to using a schedule**. The interface will automatically switch over.

Initial Greeting

To record your initial greeting:

1. Under the All Lines section of your CommPortal for business group administrators, click **Attendants**.
2. Next to a number, select the **EasyAA** text link.
3. On the Easy AA window, click **Open Attendant Settings** and then the **business hours menu** tab.
4. Click the red **record** button to create your initial greeting. 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 recorder to create a greeting.
     1. Press the **record button** to start recording 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 recording.
        - Use the **playback volume** to adjust your speaker volume.
     3. Click **Add** when you are satisfied with your recorded message.
   - **Upload Announcement:** Upload a prerecorded file from your computer.
     1. Click **Choose File**, and select the **file** you want to use.
     2. Click **Upload**, and press **Add** to exit.
   - **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.

5. Use the **dropdowns** to assign functions to each key on a caller's phone. Choose from the following options:
   - **Unassigned:** Callers will not be prompted to do anything with this key.
   - **Play Announcement:** Callers will hear the announcement from the beginning.
   - **Transfer to Phone:** Callers can be transferred to another line.
   - **Transfer to Voicemail:** Callers can be transferred to a voicemail system.
   - **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.
6. Click **Apply** to save your changes.

Extensions

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 **EasyAA** text link.
3. On the Easy 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**. Choose one of the following options:
   - **At any time**: Select this if you'd like to allow users to dial by extension.
     - o Important: Enabling this feature will mean that callers will not be able to navigate through several menus at once by entering multiple keys.
   - **Only after selecting "Dial by Extension" menu option**: Choose this to allow users to dial an extension only after they're prompted.
5. Click **Apply** to save your changes.

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 Business Group Admin CommPortal, click **Attendants**.
2. Next to a number, select the **EasyAA** text link.
3. On the Easy AA window, click **Open Attendant Settings** and then the **Extensions** tab.
4. Check the **box next to an extension** you'd like to have custom settings. Once you've checked the box, the include selected or exclude selected buttons will turn blue and clickable.
5. Click **include selected** or **exclude selected** to complete your action.

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 **EasyAA** text link.
3. On the Easy 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:
   - **Record Spoken Name:** Use your computer speakers and recorder 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.
        - Select **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.
     1. Click **Choose File**, and select the **file** you want to use.
     2. Click **Upload** and then **Save** 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**.