

# Voicemail Auto Attendant



## Quick Start Guide

Allstream's Auto Attendant (Easy Attendant) is an automated receptionist service. When turned on, it answers your calls automatically, and offers your callers a list of options that you define. You can allow your callers to listen to messages (such as your opening times), to leave a message, or to be transferred to a real person, and you can configure the menu options for all hours or for both business and non-business hours.

## Setting Up the Auto Attendant Menu

1. Using a web browser, visit <https://myvoice.allstream.com>.
2. Enter your subscriber number, which is your 10-digit menu mailbox number.
3. Enter your password.
4. Configure your attendant menu settings.
5. From the **Main** tab on the **Home** page, click **Turn ON**.

**Note:** When Auto Attendant is turned off, your callers are told that your number is unreachable.

## Schedule Options

Auto Attendant has two schedule modes available. To switch between modes, click the **Switch to using a schedule** or **Switch to using a single menu** from the **Main** tab.

The screenshot shows the 'Line Status' page with a navigation bar containing 'Main', 'Schedule', 'Business Hours Menu', and 'Non-Business Hours Menu'. The 'Main' tab is active. A 'Turn ON' button is visible, with a message: 'Your Easy Attendant is currently off and callers will be told that this number is unreachable.' Below this, there are three main options: 1. 'Schedule' (with a calendar icon) and 'Configure your business hours', which branches into 'Business Hours Menu' (with a building icon) and 'Non-Business Hours Menu' (with a house icon). 2. 'Switch to using a single menu' (with a speaker icon) and 'Stop using your schedule - callers will always hear the same menu.'

- In **Schedule** mode, two separate menus are configured -- one for use during business hours and one for outside of business hours. The system then automatically plays the correct menu to a caller depending on when they call. For example, during business hours, you might offer your callers a choice of people to speak with, while outside of office hours, you might offer the option of leaving a message.
- In **Single** menu mode, all callers hear the same menu regardless of the time of day.

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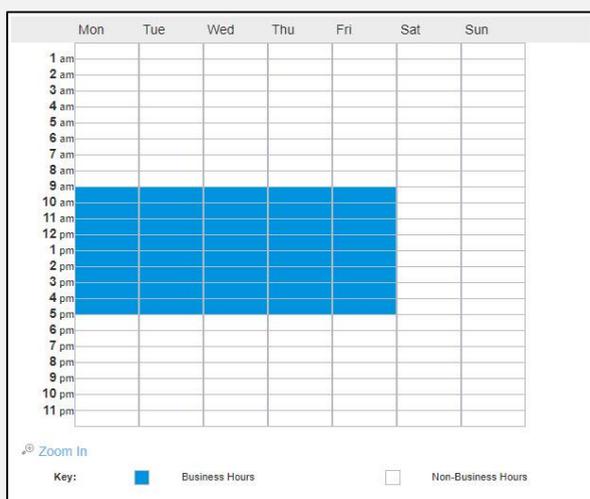
### Configuring Schedule Mode

To set up scheduled menus for use within business and non-business hours:

1. From the **Main** tab, click **Switch to using a schedule**.
2. Click **Business Hours Menu**.
3. Use the drop-down lists to assign functions to each key on the caller's phone during business hours.
4. Click **Apply**.
5. Click **Non-Business Hours Menu**.
6. Use the drop-down lists to assign functions to each key on the caller's phone during business hours.
7. Click **Apply**.

### Defining Schedule Mode Business Hours

When **Schedule** mode is in use, you can define business hours by clicking the **Schedule** tab. A sample schedule is available for customizing as needed, or you can start with a blank schedule.



Simply click the hours and days you want to define as business hours and click **Apply**. Selected business hours are in blue, while non-business hours are blank.

### Configuring Single Mode

To set up a single menu:

1. From the **Main** tab, click **Switch to using a single menu**.
2. Click **Easy Attendant Menu**.
3. Use the drop-down lists to assign functions to each key on the caller's phone.
4. Click **Apply**.

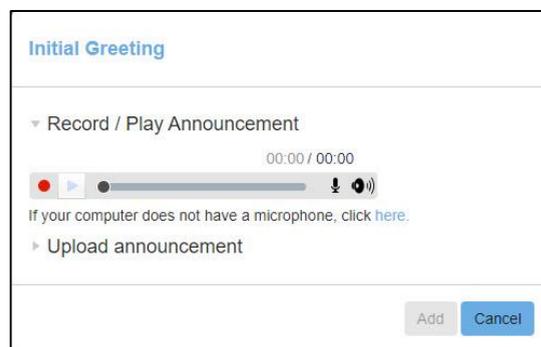
### Transfer To and Dial By Options

When a **Transfer To** option is selected, you are prompted to enter the phone or voicemail number that callers will reach when they select the option.

When a **Dial By** option is selected, you are prompted to select the extension number or name of the person that a caller will reach when they select the option. For more information about managing extensions, see the next page.

### Setting Up Initial Greetings

Welcome greetings may be recorded or uploaded when assigning functions to the keys on the **Easy Attendant Menu**, **Business Hours Menu**, or **Non-Business Hours Menu** tabs. To record or upload your initial greeting for each schedule type, click **record**.



- To record your greeting, click the **Record** icon .
- To stop recording, click the **Stop** icon .
- To listen to your greeting, click the **Play** icon .
- To upload your greeting, click **Upload announcement**, browse for and select your greeting file, and click **Add**.

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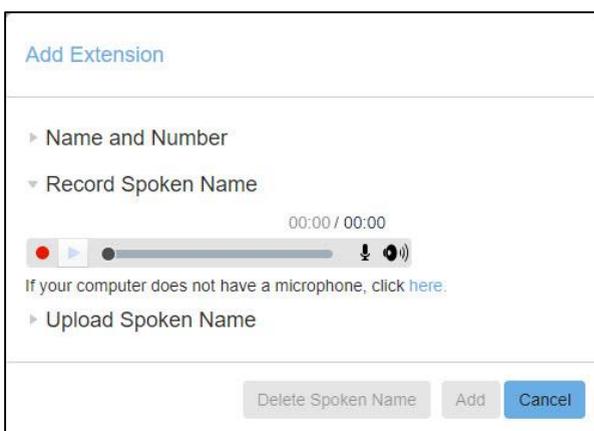
### Extensions

In order to offer your callers a "dial by..." option, you must define the set of extensions they can dial. For each extension you must specify the extension number (a short number of your choice, such as 107), the extension's name, and the phone number where your caller should be transferred to if they dial this extension. Extensions are defined on the **Extensions** tab.

- To add a new extension, click **Add Extension**.
- To modify an existing extension, click on the **Extension** number, **Name**, or **Telephone Number** in the list.
- To delete an extension, check the box next to each extension you want to remove and click **Delete Selected**. To select all extensions, check the box at the top of the list.

For each defined extension, you are prompted to record or upload a recording of a spoken name. This is played to callers if they enter a name that is not unique to allow them to refine their search. For example, if there are two extensions called "John" and the caller enters "John", they hear the full names of both the extensions and can choose between them. Extensions that do not have a spoken name recorded cannot be reached by "dial by name" options.

- To record, click the **Record** icon  .
- To stop recording, click the **Stop** icon  .
- To listen, click the **Play** icon  .
- To upload a spoken name, click **Upload Spoken Name**, browse for and select your file, and click **Add**.



If you have any questions, please contact  
Allstream Customer Care at 1-866-468-3472



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