

AUTO ATTENDANT

Each Auto Attendant is assigned its own extension or directory number. Where available, Administrators may have access to manage the basic settings for these automated receptionist line(s) that answer the phone with a personalized message and/or options for actions that may be taken by the caller (Press 1 to dial Marketing, Press 2 to dial Sales, etc.). Each Auto Attendant offers up to twelve (12) action options for connecting to various people, departments, or queues.

Set Up

1. Sign into the **Voice Services Portal** website. Example: <https://portal.momentumtelecom.com/>
2. Click on the [Locations](#) menu option to review current Group/Location information.
3. Click the [Edit](#) icon adjacent to the correct Group/Location to review its Settings.

Manage Auto Attendant Basic Settings

1. Click on the [Edit](#) link next to the Auto Attendant listing to review the current settings.
2. Make the following changes, *as needed*:
 - ❖ **Active:** Click within the check box to set to Active or to disable the feature.
 - ❖ **Name:** Type a name that displays in lists.
 - ❖ **Calling Line ID First Name / Last Name:** Type the name that will show when transferred from this line.
 - ❖ **Time Zone:** Select the appropriate time zone where the Auto Attendant (or Location/Group) resides.
 - ❖ **Business Hours:** Select the Appropriate option from the drop-down menu.
 - ❖ **Holiday Schedule:** Select the Appropriate option from the drop-down menu.
 - ❖ **Scope of extension dialing:** Select Enterprise or Group.
 - ❖ **Scope of name dialing:** Select Enterprise or Group.
3. Click [Save](#) to submit the changes.

Phone Number	Extension	Edit
4703770098	0098	Edit

Manage Auto Attendant Business or After Hours Prompts

While viewing the *Edit Auto Attendant* dialog:

1. Click on the [Set Business Hours Prompts](#) or [Set After Hours Prompts](#) button.
2. Select Standard Greeting or Custom Greeting, upload and choose a greeting from the drop-down menu.
3. **Enable first-level extension dialing:** Click within the check box to enable.
4. Add/Edit/Delete Auto Attendant Prompt Descriptions and Actions for each line (up to 12), as needed.
5. Click the [Save](#) button to submit these changes and return to the Edit Auto Attendant dialog.
6. Click the [Save](#) button to update the system with the new Auto Attendant settings and return to the Auto Attendant list.

Description	Action	Telephone Number
test	Transfer To Operator	8070
1	Extension Dialing	
2	Name Dialing	
3	Exit	

USE

Each Auto Attendant is automated once setup. Auto Attendant greetings, menu options/prompts, etc. may be reviewed or updated via the online portal (see page 1).

Some frequently changed Auto Attendant features may also be managed via an in-system telephone (where enabled/activated in the portal - see page 1).

Access the Auto Attendant Menu via System Phone

Complete the following steps when prompted to access the Auto Attendant menu options:

1. Dial ***98** from a system phone to access the menu.
2. Press the **Star *** key when prompted for a passcode
3. Enter **9999** at the mailbox prompt
4. Enter **<System Passcode>** and press **#** (the default passcode is **8642**)
5. Select option **1** - Change Auto Attendant Greetings.
6. If more than one Auto Attendant is in use, enter the appropriate Auto Attendant number when prompted.
7. Choose the Auto Attendant menu option you prefer to change greetings, change business or after hours prompts, record new greetings, etc.
8. Follow the system instructions to complete your tasks or return to the menu and select another option.

Note: An Auto Attendant must be defined and enabled for use in order to manage it via the phone system. Contact your Account Manager or Customer Support for additional assistance with Auto Attendants or to retrieve your system passcode.