

Auto Attendant



Step 1: Use the following link to log in to your MyPhone account.

<https://myphone.norvado.net/bg>



MyPhone Portal Web

Please log in below.

Number:

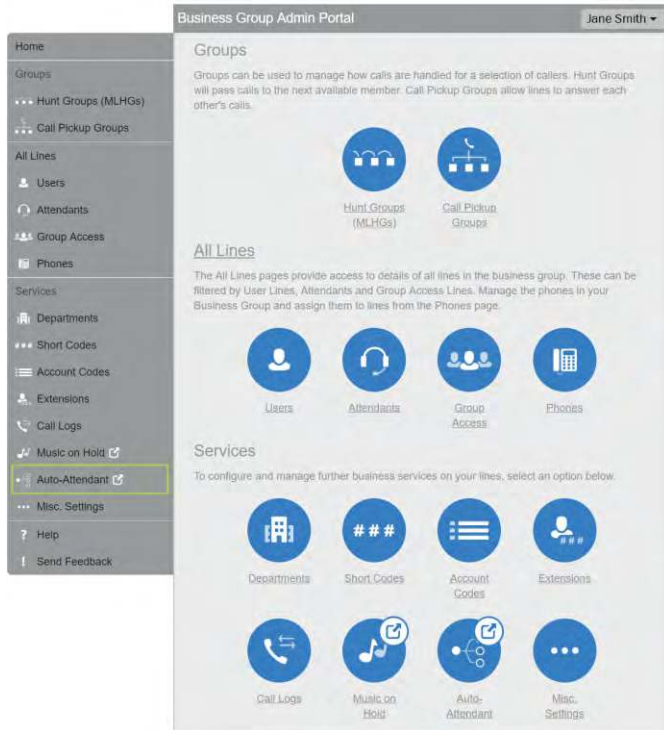
Password:

Remember me on this computer.

Login

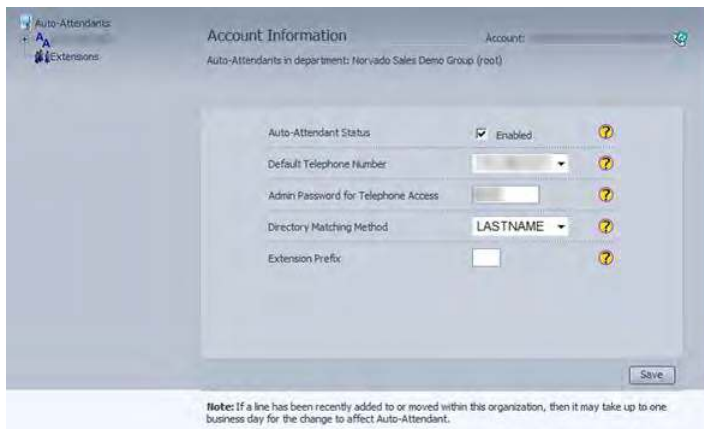
If you have forgotten your password, please contact customer support at 800-250-8927.

Step 2: From the menu click on **Auto-Attendant**.

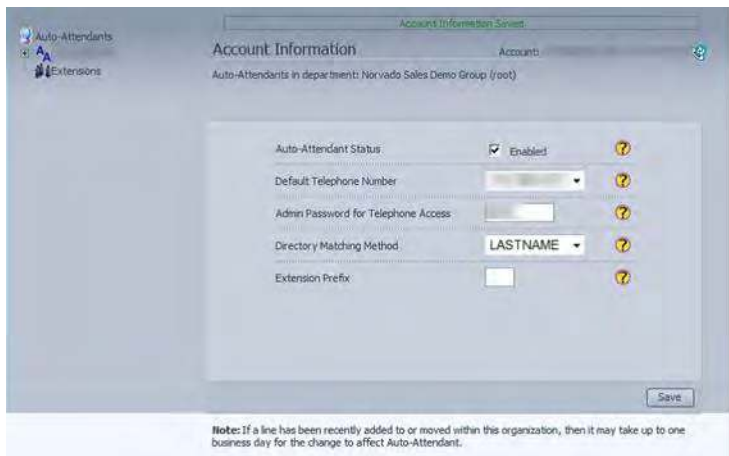


Step 3:

- Check the box for **Enabled**. Confirm **Default Telephone Number** is correct.
- Confirm **Admin Password for Telephone Access** is correct.
- Confirm **Directory Matching Method**.
- Keep the field for **Extension Prefix** blank and click **Save** once completed.



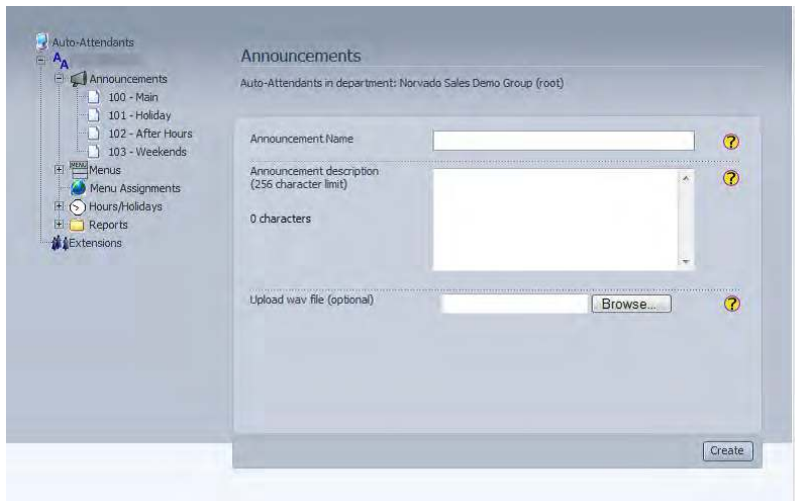
Step 4: Confirm Account Information Saved



Step 5: Press the + next to the account number in the menu on the left side of the screen. This action opens up the listing for further details and expands the menu options.

This will open options for **Announcements**.

- Click on **Announcements**.
- Select a specific announcement to modify.
- Play a specific announcement for review.
- Upload computer saved recorded announcements.

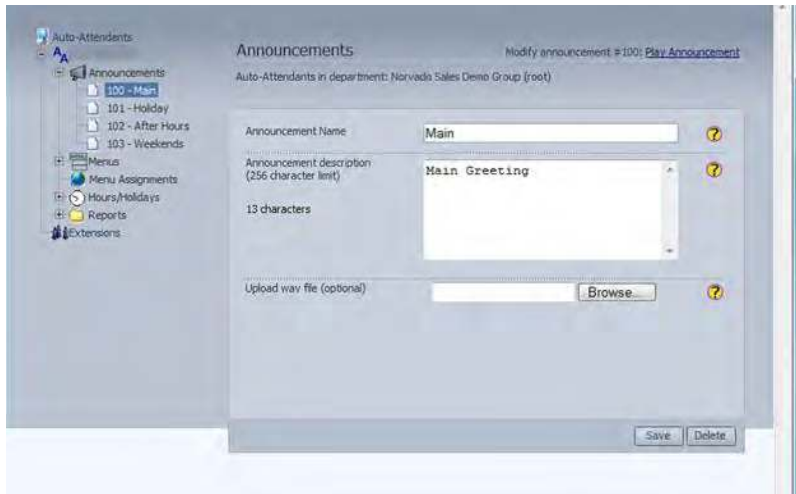


RECORD ANNOUNCEMENTS:

- During Telephone User Interface Session
- Please notice, the system auto-assigns ID numbers for each system announcement.
- These are always three-digit numbers
- This is important information for announcement recording purposes.

SELECTING A SPECIFIC ANNOUNCEMENT:

- Rename announcement
- Change Announcement description
- Play Announcement
- Delete Announcement



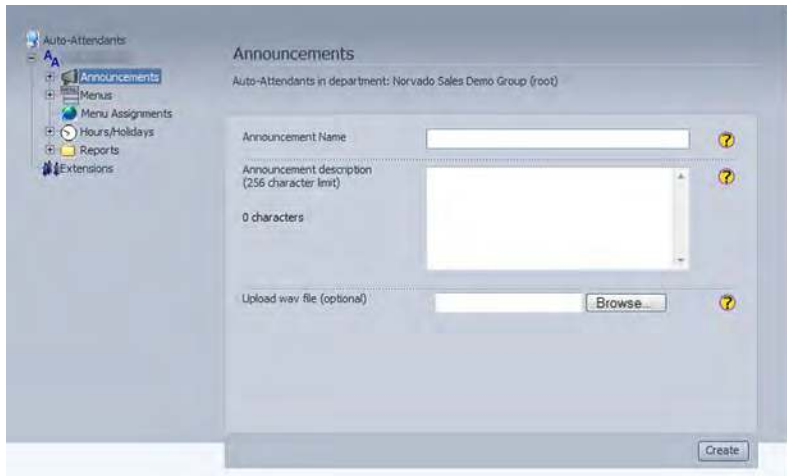
CONSIDERING ANNOUNCEMENTS FOR PLANNING PURPOSES

1. Normal Business Operation Times
2. After Business Hours Times / Early AM or Late PM
3. Weekend Business Times
4. Holidays and / or Seasonal Times

Tip: Planned scripts and message timing are helpful during Recording Sessions.

BUSINESS HOURS AND HOLIDAY SELECTIONS SETUP

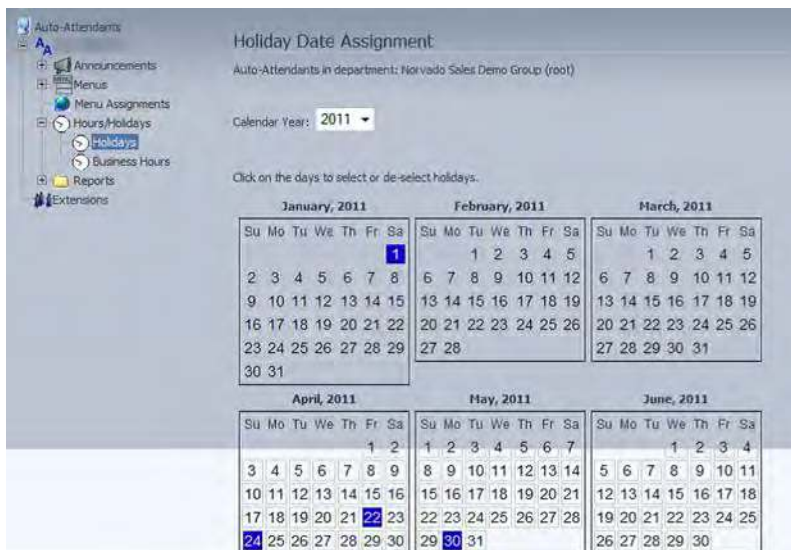
From the **Announcements** screen, press the + next to **Hours/Holidays**. This will open up the Holiday and Business Hours options.



- Select **Current Calendar Year**.
- Select **Specific Holiday Days**.

As the days are chosen, they are highlighted in blue and a message is displayed as to the selection being added or removed from the Holiday Calendar.

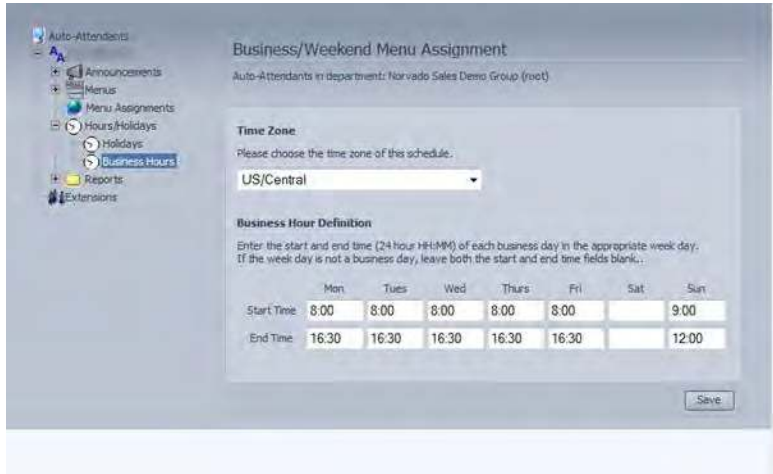
Once you have finished, leave the calendar area.



After you have completed your Holiday Selections use the following steps to set Business Hours.

1. Select **Business Hours**.
2. Select proper **Time Zone**.
3. Fill out the associated daily hours of business. Use the 24 hour (HH:MM) method.

Tip: If the day of the week is not a business day, leave the start and date blank.



The screenshot shows the 'Business/Weekend Menu Assignment' interface. The left sidebar contains a navigation menu with items: Auto-Attendants, Announcements, Menus, Menu Assignments, Hours/Holidays, Holidays, **Business Hours**, Reports, and Extensions. The main content area is titled 'Business/Weekend Menu Assignment' and includes the following sections:

- Time Zone:** A dropdown menu set to 'US/Central' with the instruction 'Please choose the time zone of this schedule.'
- Business Hour Definition:** A table for defining business hours for each day of the week. The instruction reads: 'Enter the start and end time (24 hour HH:MM) of each business day in the appropriate week day. If the week day is not a business day, leave both the start and end time fields blank.'

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Start Time	8:00	8:00	8:00	8:00	8:00		9:00
End Time	16:30	16:30	16:30	16:30	16:30		12:00

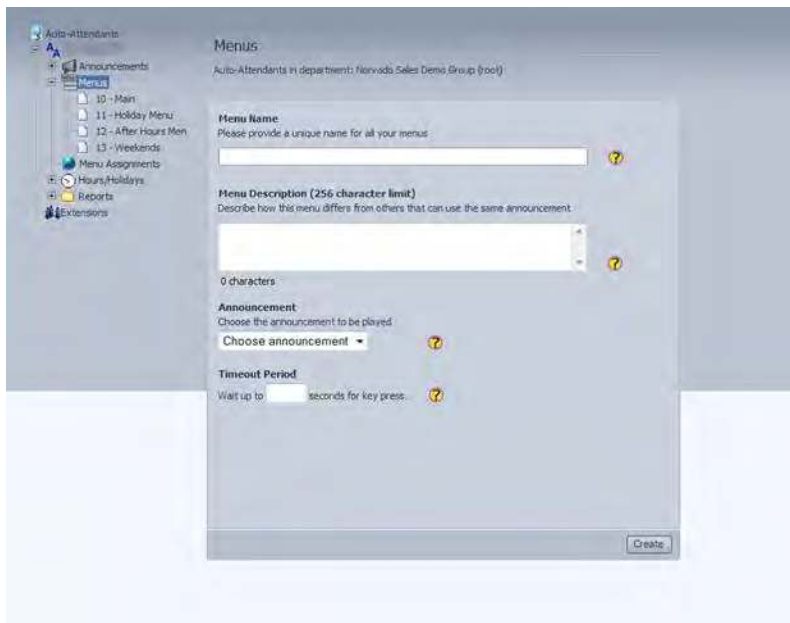
A 'Save' button is located at the bottom right of the form.

CREATE, CONTROL AND MODIFY AUTO-ATTENDANT SYSTEM CALLING MENUS

Create Menu:

- Click on the + next to **Menus**
- Give the Menu a name
- Complete a short description
- Select Announcement to be played
- Give Keying timeout period

Once completed, select **Create Menu**.



Auto-Attendants in department: Norvado Sales Demo Group (100)

Menu Name
Please provide a unique name for all your menus.

Menu Description (256 character limit)
Describe how this menu differs from others that can use the same announcement.

0 characters

Announcement
Choose the announcement to be played.

Choose announcement

Timeout Period
Wait up to seconds for key press.

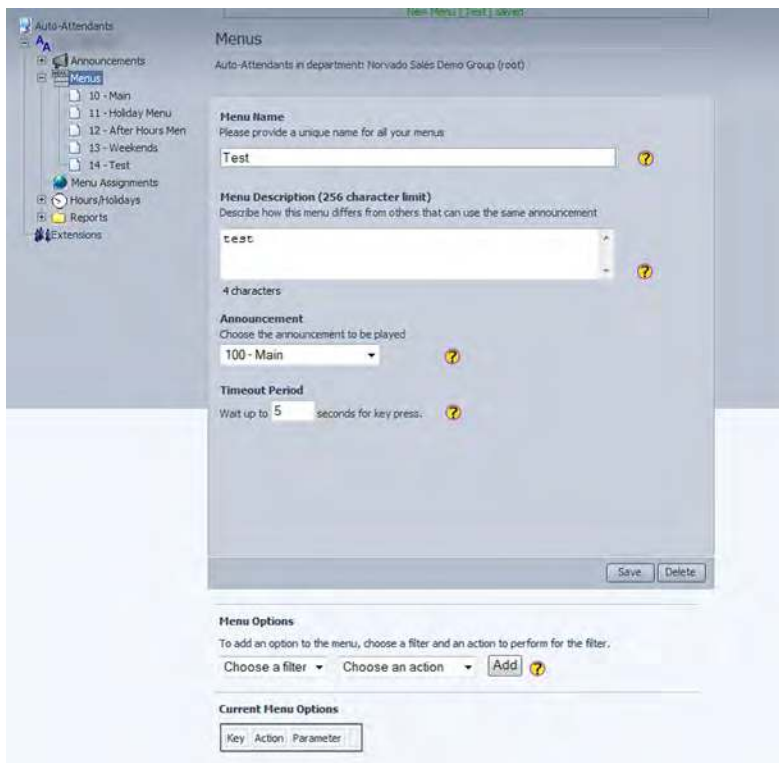
Create

You will need to complete the menu options for each menu created.

Tip: From **Menu Options**, filter menus and **Choose an Action** to apply to all selected menus.

As Menu options are added, the **Key Action Parameter** information is added below. As options are added, the list will refresh with each new option added. Also, as options are deleted, the list will refresh as well. This shows current menu set-up and key press schedule.

Once all your menu options are completed and are acceptable to your plan and call actions, select **Save**.



Menu
Auto-Attendants in department: Norvado Sales Demo Group (root)

Menu Name
Please provide a unique name for all your menus:
Test

Menu Description (256 character limit)
Describe how this menu differs from others that can use the same announcement:
test
4 characters

Announcement
Choose the announcement to be played:
100 - Main

Timeout Period
Wait up to 5 seconds for key press.

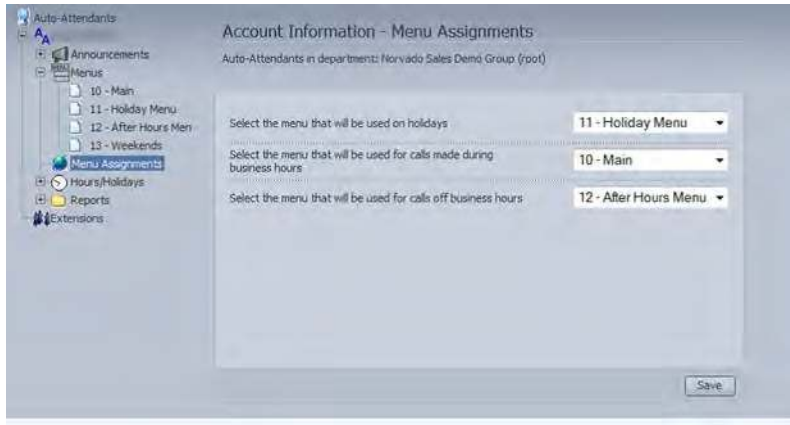
Menu Options
To add an option to the menu, choose a filter and an action to perform for the filter.
Choose a filter ▾ Choose an action ▾ Add

Current Menu Options
Key Action Parameter

Once all your menus are created and all menu options are saved you will need to complete **Menu Assignments**.

- Select Menu to use on Holidays.
- Select Menu to use during Business Hours.
- Select Menu to use during off Business Hours.

Once completed, select **Save**. You are now ready to **Record Announcements**.



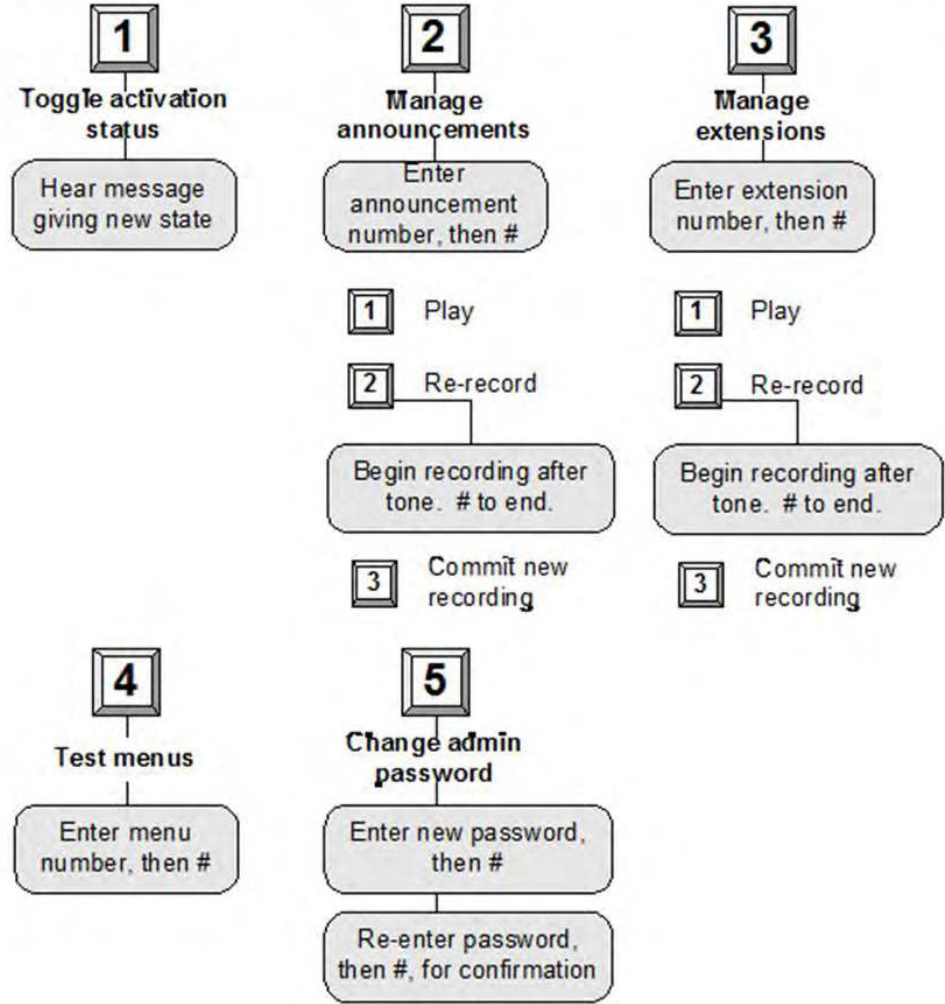
CALLING INTO THE AUTO ATTENDANT—TELEPHONE USER INTERFACE (TUI)

Dial 715-798-9850.

This is for:

- Enabling System, either on-off Auto Attendant Services
- Recording all Announcement Messages / Recordings
- Reviewing all Menu Assignments
- Reviewing all Transfer Numbers and Codes
- Access Code and Account Changes

Main Menu





LOCATION

Headquarters

43705 US Hwy 63
PO Box 67
Cable, WI 54821

BUSINESS HOURS

Monday-Friday

8am-4:30pm

Saturday Closed

Sunday Closed

PHONE

Headquarters 715-798-3303

Toll Free 800-250-8927

Technical Support 800-420-4384

Fax Number 715-798-3044

Diggers Hotline 800-242-8511

