Utility Telecom
Premium Attendant Instructions

This guide is intended to help you understand how to navigate your Premium Attendant both on your phone and on the web. If you have any questions, give us a call at 877-965-7800 or email service@uyt.co.

UtilityTelecom

Digital Business Communications

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Telephone Access

To log into your auto-attendant:

1. Dial **650-597-1000**
2. Press * to reach the login prompt.
3. Enter your auto attendant number when prompted followed by the # key.
4. Enter your PIN followed by the # key.

To edit your announcements:

1. Press 1 for configuration setting.
2. Press 2 to edit announcements.
3. Dial the number of the announcement you'd like to record followed by #.
4. Record your announcement.
    a. If there is already an announcement recorded:
        i. Press 1 to re-record.
        ii. Press * to exit to the previous menu.
5. Press # when done recording.
6. Press 1 to save your announcement or 2 to re-record.

To record names in a dial list:

1. Press 1 for configuration setting.
2. Press 4 to edit announcements.
3. Enter the extension of the name you'd like to record followed by #.
4. Record the name of the caller assigned to the dialed extension.
    a. If there is already a name recorded for the extension:
        i. Press 1 to listen to the name.
        ii. Press 2 to re-record the name.
        iii. Press 3 to cancel.
5. Press # when done recording the extension.
6. Press 1 to save your greeting or 2 to re-record.

To turn on your Premium Attendant:

1. After all greetings have been recorded.
2. Press 1 for configuration settings.
3. Press 1 to enable your Premium Attendant.

To change your PIN:

1. Press 2 for account settings.
2. Press 3 for security options.
3. Press 1 to change your PIN.
4. Enter your new PIN followed by #.
5. Re-enter your new PIN followed by #.

Online Access

Login

Browse to the following website: https://cp2.telcox.net.

On the login screen, enter the 10-digit telephone number of the auto-attendant that you're configuring in the number field. Enter the PIN code of the auto-attendant you're configuring in the password field.

Press the login button.

Utility Telecom Hosted Communications System
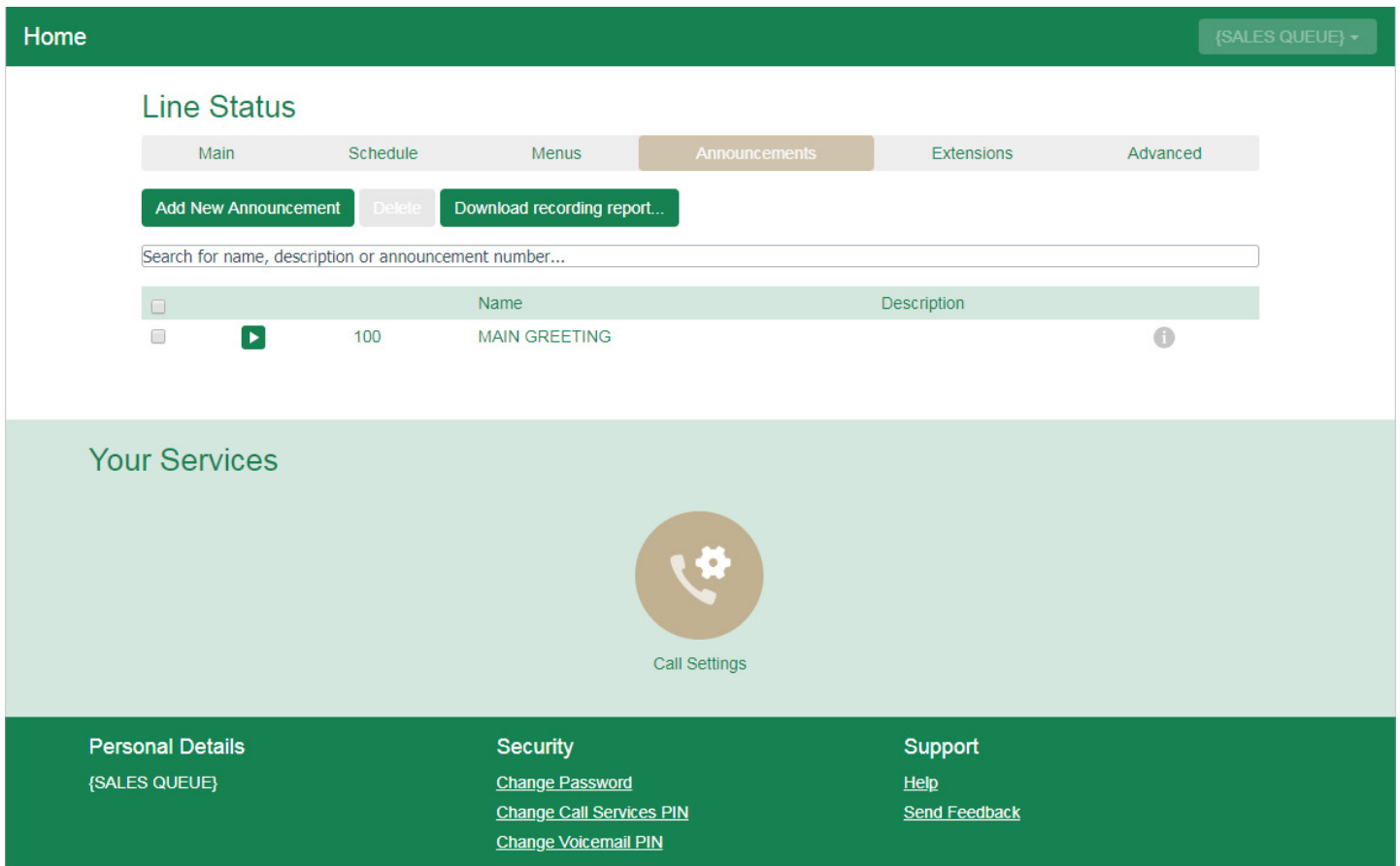
Configuring Your Auto-Attendant

There are three parts required to create and enable an auto-attendant: an announcement, a menu, and a schedule. You will need to create or update all three parts of the auto-attendant, so that it works properly.
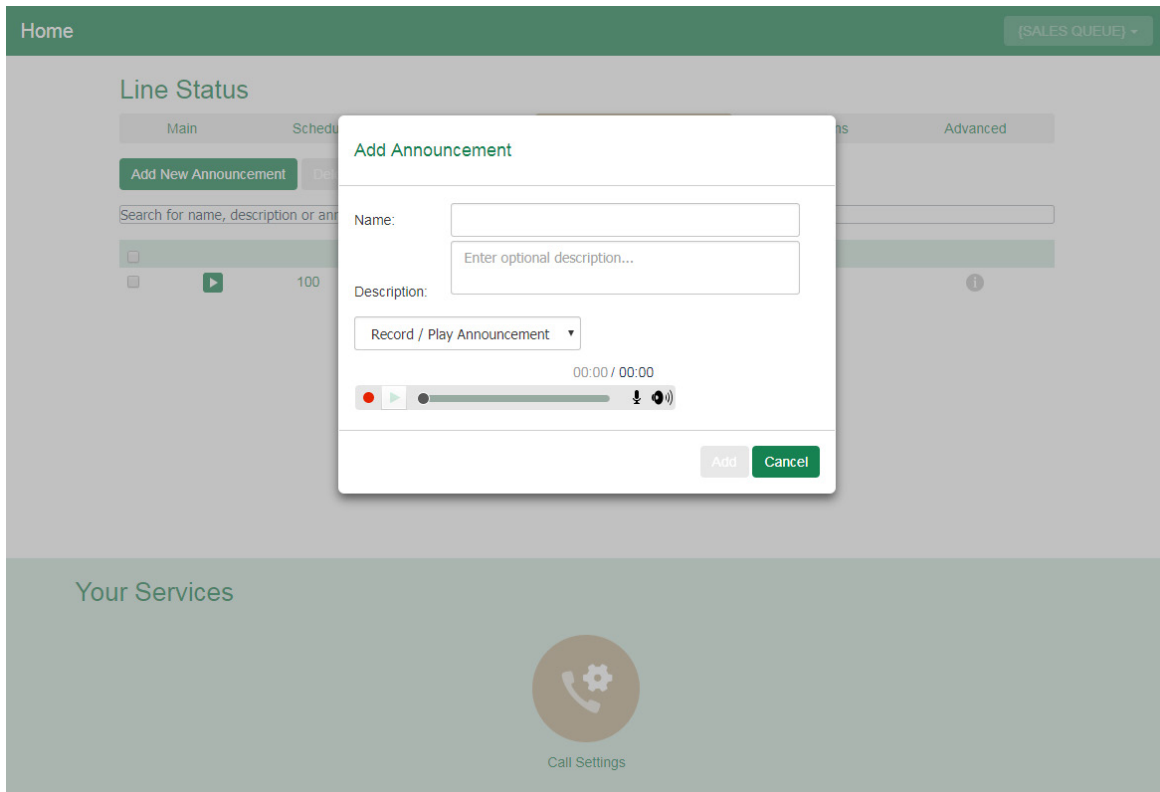
An announcement is what is played to a caller when they connect to the auto-attendant or one of its sub-menus. You can have multiple announcements recorded and then pick and choose which to use. This gives you the ability to pre-record frequently used announcements.

Announcements are given a unique, three digit, ID that is used when making your recording over the phone. Follow the steps at the beginning of these instructions to record your announcements over the phone.

You can also add and record an announcement, using the website. This requires a working microphone connected to and configured for your computer. To add an announcement, click the Add new Announcement button located in the lower left of the announcement window.
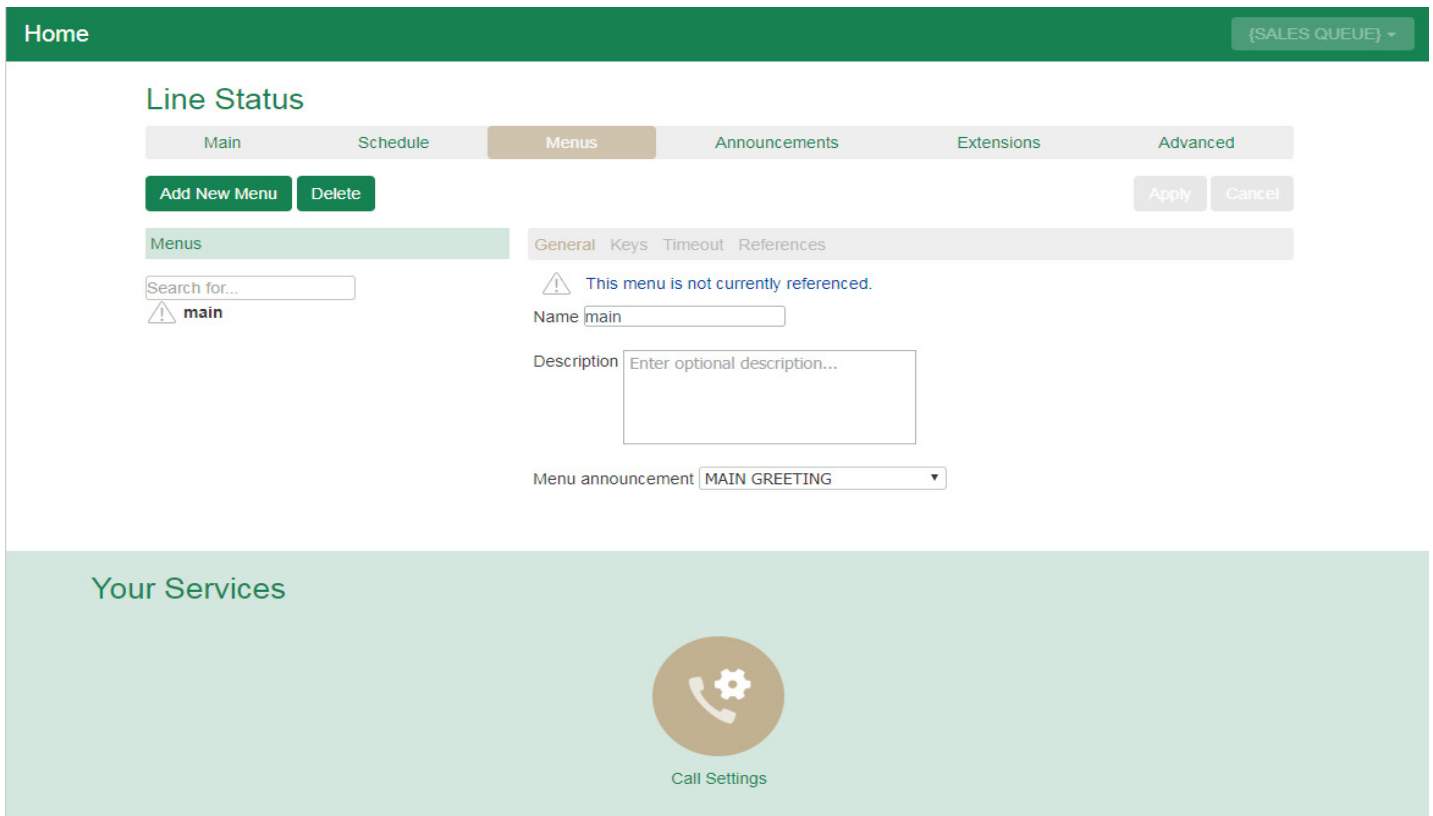

From this window, give your new announcement a name and an optional description. Then choose the action you'd like to take: Record/Play Announcement, Upload Announcement, or Record by Phone.

- To record an announcement using your computer's microphone, select the Record/Play Announcement option. Then press the red record button to begin your recording. When you are finished recording, press the stop button. You can then review your recording by pressing the play button. If you are satisfied with the recording, press the Add button in the lower right corner of the recordings window.
- To upload an announcement of a pre-recorded file, select the Upload Announcement option from the drop down menu. You can then select the file you'd like to upload, using the Browse option, followed by uploading the selection with the Upload button.

- Your uploaded announcement must meet the one of the file type standards listed below before it can be uploaded:
    - G711 WAV (8-bit, uLaw or aLaw, 8KHz)
    - 16-bit PCM WAV (16-bit, PCM, mono, 16KHz)
- Once uploaded, press the Add button in the lower right corner of the announcement window.
- To record by phone, follow the instructions given at the beginning of this document.

A menu allows you to configure what options are given to a caller when a specific announcement is played. To add a new, click the Add new Menu button in the lower left corner of the Menus tab.

You will need to configure the following options to complete a menu:

- Enter a unique name for your new menu. Use a name that describes the menu you're configuring.
- Enter an optional description for the menu, such as the script used in the recording.
- Select an announcement from the Menu announcement drop down menu.
- Press the Apply button in the lower right corner to save the new menu.

Once a new menu has been created and saved, select the Keys link at the top of the
Menus screen.

The keys screen lets you configure options that will be given to your callers. Each of
these options should be referenced in the associated announcement.

- Tranfer to Phone – This option allows you to send a caller to a new telephone
  number.
- Transfer to Voicemail – This option will transfer a caller directly into another
  users voicemail box. The line you are transferring to must be a member of your
  business group, and it must have a configured voicemail box.
- Dial by Extension – This option will transfer callers to a dial by extension
  directory.
- Dial by Name – This option will transfer callers to a dial by name directory.
- Voicemail by Extension – This option will transfer callers to a dial by extension
  directory which will then forward to the selected extension's voicemail box.

- Voicemail by Name – This option will transfer callers to a dial by name directory which will then forward to the selected user's voicemail box.
- Selfcare by Extension – This option allows callers to log into their personal voicemail, using their own extension.
- Intercept Mailbox – This option will send callers to a configured intercept mailbox. An intercept mailbox is typically a general voicemail box.
- Go to Menu – This option will take users to another menu within the same autoattendant.
- Return to Previous Menu – This option will take users to the previous menu. If a user is already at the root menu, the menu will be replayed.
- Announcement – Return – This option will play a selected announcement and then return the caller to the previous menu.
- Announcement – Hang-up – This option will play a selected announcement and then disconnect the call.
- Hang up – this option will immediately disconnect the call.

Once you have configured the options that will be presented to the caller, press the Apply button in the lower right corner to save the configuration.

Click the Timeout link at the top of the Menus tab. A timeout allows you to configure what will happen to a caller if no option has been selected within a predetermined amount of time. If you choose not to configure a timeout the default behavior from the auto-atttendant's settings will be applied.

After you've created an announcement and then associated that announcement with a menu, you will need to apply that menu to a time period. This allows you to play different menus at different times of the day and days of the week.

Time periods are each labeled with a unique name and unique color. The color that is given to a time period is displayed within the paint brush symbol to the right of time period name. The color associated with a time period is automatically assigned when the time period is created.

To create a time period:

1. Select the Add New Period button in the lower left corner.
2. Input a unique time period name in the new pop-up window.
3. Press the OK button.

To associate a menu with a time period:

1. Select the time period you'd like to configure by clicking its name under the Periods section
2. On the right side of the screen, under Business hours, select the menu you'd like to use from the drop down list at the top of the section.
3. Click the Apply button in the lower right corner of the screen.

To apply a time period to particular time of day or day of week:

1. Select the time period you'd like to schedule by clicking on its name.
2. Click the squares under the business hours section that apply to the time period you're configuring. When a square is selected it will turn the color of the time period you're configuring (Painting).
   a. Squares by default cover an hour interval. To schedule at the 15 minute interval, click the Zoom In link at the bottom of the business hours section.

To start you are given two default time periods: All other times, and Special Days. All other times is represented by the white paint brush next to its name.

Once you have completed the above steps, you will be able to Turn On your auto-attendant.

To enable your auto-attendant, click on the Main tab. This tab will give you a summary of your autoattendant's status along with links to the different sections of its configuration.

Once your auto-attendant is turned on its configuration is complete

Line Status

| Main | Schedule | Menus | Announcements | Extensions | Advanced |

Activation Status

Your Premium Attendant is currently off and callers will be told that this number is unreachable.

Turn ON

Service Status

No menus are currently being played to callers, as your Premium Attendant is turned off.

⚠️

There are no schedule periods configured.

🕐 Configure your weekly schedule and holidays, so that different menus can be played based on time and day.

📋 Define the menus that your callers will be offered, and the actions they can choose from.

💿 Record the announcements your caller will hear.

📞 Manage the extensions your caller can transfer to.

⚙️ Configure the advanced settings that apply across all your menus.

Your Services

⚙️📞

Call Settings

Personal Details

{SALES QUEUE}

Security

Change Password

Change Call Services PIN

Change Voicemail PIN

Support

Help

Send Feedback

We're Here To Help

If you don't find what you need, please contact our friendly Customer Care staff. They are ready to assist you, 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or info@uyt.co

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