

CommPortal Login Screen

The Auto Attendant is accessed through the CommPortal application. When you go to the AspenUC Commportal link the first screen that appears is your login screen.

NOTE - Your initial password is provided by your System Administrator

URL: commportal.aspenuc.com

Username: _____

Password: _____

Auto Attendant Main Page

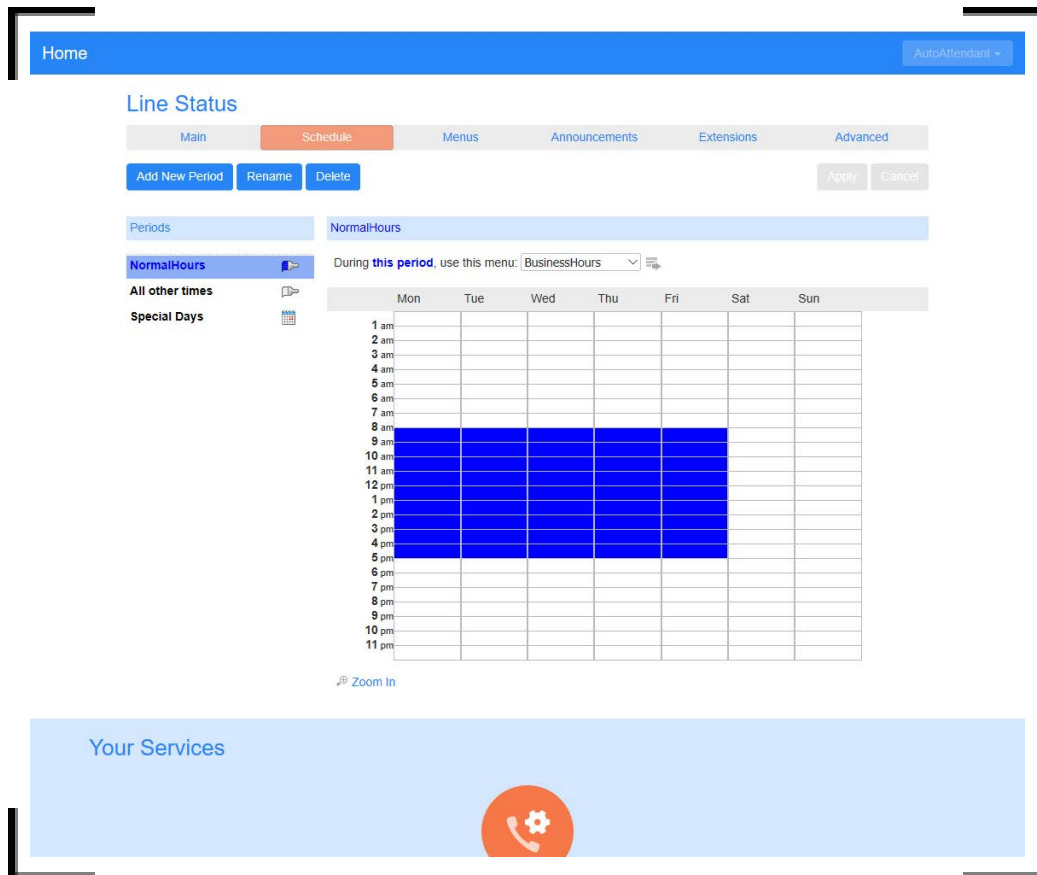
This page allows you to see the following:

- Activation Status** – Turn Premium Attendant on/off
- Service Status** – Shows active menus and any configuration errors

This page also allows you to access the configuration of schedules, menus, announcements, extensions, and advanced functions.

Schedule

You can configure up to eight Premium Attendant schedule periods, for example you might create one schedule for your normal business hours, a second schedule to cover the lunch period and an out of hours schedule for when your business is closed. You can create a separate menu for each of the schedules that you define.



To create a new schedule:

- If this is the first time you have opened the Schedule tab, you can click on the links to either use a blank schedule or an example schedule as the basis for your new schedule. At all other times, use the 'Add new period' button to create a new schedule. You will see a warning pop-up if you attempt to add a new period once you have configured the maximum number of schedule periods.
- You will be prompted to give the new schedule a unique name, and a description.
- For each schedule that you create, you should configure the hours, for each day from Monday to Sunday, when this schedule should apply. You do this by "coloring in" the grid by clicking on the appropriate cells. You can change several cells at once by clicking and dragging. Each schedule period is shown in a different color.
- Each schedule must have an associated opening menu before you can turn your Premium Attendant on. You can either choose an existing menu from the dropdown list or use the 'create new menu' option to add a new one.
- If you select 'create new menu' you will then be prompted to enter a unique name and a description for the menu. You can only use this option if your Premium Attendant is turned off. You will configure this menu and its announcements later in the set-up process.