

Logging on to a Standard Auto Attendant

To configure your Standard Auto Attendant, you will first need to log into the Standard Auto Attendant, following these steps:

From the [BG Administrator](#) portal, select Lines and then click the Individual Line icon on the far right side of the page. As an alternative, you can access the [CommPortal](#) user login screen and enter the Standard Auto Attendant Number and Password.

If this is the first time you have logged in, or if no Standard Auto Attendant configuration has yet been set up, you will see a Welcome screen.

Welcome to Easy Attendant

Easy Attendant answers your calls and plays an automated menu with options that you define. To start using the service please select from the following two options:

- ☐ **Use a Schedule**
Different options during business hours and non-business hours.
- ☐ **Use a Simple Menu**
Same options at all times.

Note: you can switch between these options later if your requirements change.

Continue...

Use the radio buttons to select either a scheduled menu for business hours and non-business hours or a simple menu that will be played whenever Standard Auto Attendant is turned on, and press **Continue**. (You can change this later if you need to.)

The screen then displays the Standard Auto Attendant

This screen enables you to:

- turn your Standard Auto Attendant on and off (Standard Auto Attendant must be turned off while you are configuring it)
- configure your Standard Auto Attendant menus
- set the Schedule, if you are using different menus for business hours and non-business hours.

If you selected to use a single menu, this screen will have a single Standard Auto Attendant Menu tab.

Line Status

Main

Schedule

Business Hours Menu

Non-Business Hours Menu


Extensions

Turn ON

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


Schedule

Configure your business hours




Business Hours Menu


Configure the menu your callers will hear during business hours.



Non-Business Hours Menu

Configure the menu your callers will hear during non-business hours.





Switch to using a single menu

Stop using your schedule - callers will always hear the same menu.

🕒 Revision #3

★ Created Wed, Mar 18, 2020 7:46 AM by [Admin](#)

✎ Updated Wed, Feb 2, 2022 11:58 AM by [Admin](#)