SmartRing Easy Attendant is an automated receptionist service. When turned on, it answers your calls automatically, and offers your callers a list of options (a "menu") that you define. You can allow your callers to listen to messages or to be transferred to a real person. For example:

Hi! You've reached the Smiths' residence. For John, press 1. For Jane, press 2. For Billy, press 3.

Setting up SmartRing Easy Attendant for the First Time

- Step 1. Choose whether to offer your callers different menus during business hours and outside of business hours. The first time you configure Easy Attendant, you will be asked to make this choice. If you have already been asked, and now wish to change your mind, see switching between schedule/single menu modes before you follow the rest of these instructions.

- Step 2. Optionally, configure a number to forward callers to while your Easy Attendant is turned off. If you skip this step, then until you have finished setting up the service, callers to your Easy Attendant will be played a message saying that the number is unreachable.

- Step 3. Configure the menu (or menus) that you wish to offer your callers.

- Step 4. If (in Step 1) you chose to use different menus during business hours and outside of business hours, configure your business hours.

- Step 5. Turn on Easy Attendant.

Configuring Your SmartRing Easy Attendant Menu(s)

Your Easy Attendant menu configuration determines what options your callers are offered, and what announcements they hear.

If you have chosen to offer different options during business hours and outside of business hours, you will need to configure two separate menus: your "Business Hours Menu" and your "Non-Business Hours Menu". If you have chosen to offer the same options at all times, you will need to configure a single "Easy Attendant Menu". In each case, you can select the menu or menus you need to configure using the corresponding tabs at the top of your Easy Attendant page.

The configuration for an Easy Attendant menu consists of the following.

- An initial greeting that you must record. This is the first thing that callers hear when your Easy Attendant answers the call. This initial greeting welcomes your callers, and tells them what options are available -- for example:

"Hi! You've reached the Smiths' residence. For John, press 1. For Jane, press 2. For Billy, press 3.

The following instructions describe how to set up your Easy Attendant menu. If you have separate business and non-business hours menus, you will need to repeat these steps for each of them.

- Step 1. Navigate to the menu configuration screen by clicking on the appropriate tab (as described above).

- Step 2. Configure the options that you want to offer to your callers.

The menu configuration screen lists the keys 1-9. Alongside each key, you will see a dropdown box, which you can use to select what will happen when a caller presses that number on their phone.

For each option that you wish to offer your callers, decide which key they will press to access it, and select the appropriate option from the corresponding dropdown. For example, if you want the call to forward to Jane's cell phone when a caller presses 2, you would assign key 2 to "Transfer to phone".

For each key, you can choose from the following options.

- o "Unassigned". If a caller presses this key, they will be told that the option is not recognized.

- o "Play announcement". If a caller presses this key, they will be played a message that you have recorded. If you assign a key to "Play announcement" you must also record the announcement you want to play, either by clicking on the 🔊 icon that appears to the right of the dropdown, or by dialing the appropriate service access number from your telephone. See: Recording announcements.

- o "Transfer to phone". If a caller presses this key, they are transferred to a phone number of your choice. For example, you might want to allow callers to "press 1 to speak to John". You must also enter the phone number you wish to transfer to in the box that will appear to the right of the dropdown. Enter the phone number *exactly* as you would dial it from a phone.

- Step 3. Record your initial greeting either by clicking on the 🔊 icon in the "Record initial greeting" panel, or by dialing the appropriate service access number from your telephone. **See: Recording Announcements**. Your initial greeting should describe all of the options that your callers can select - so it should mention each key that you have set to something other than "unassigned" in step 2.

- Step 4. Apply the changes you have made to your menu configuration by pressing the Apply button at the bottom of the screen.

After you have set up your configuration, you can change it at any time by reassigning keys or updating announcements. If you change the options that you offer to your callers, remember to re-record your initial greeting as well!

Configuring Your Business Hours

If you have chosen to offer your callers different options during business hours and outside of business hours, you must configure a business hours schedule. This tells Easy Attendant what your business hours are, so that it can

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automatically offer callers the correct menu based on when they are calling. To configure your schedule, navigate to the Schedule tab at the top of the Easy Attendant page.

There are two parts to configuring your schedule.

1. Configure your normal business hours, for each day from Monday to Sunday. To do this, simply "color in" the grid with the hours that you work by clicking on the appropriate cells. Clicking on a cell in the grid toggles it between business hours and non-business hours. You can change several cells at once by clicking and dragging.

2. Configure any special one-off dates when your business will be closed. To do this, click on the button to bring up the calendar control, and select dates when you will be closed by clicking on them. If you always close on public holidays, you can easily select all of these by clicking on the "Add public holidays" button.

When you have finished, press "Apply" to save your changes.

Turning Easy Attendant on/off

To turn your Easy Attendant on or off, navigate to the Main tab at the top of the Easy Attendant page, and click on the button labeled Turn ON or Turn OFF.

When your Easy Attendant is turned off, callers will either be played an announcement telling them that the number is unreachable, or forwarded to a number of your choice. Many users will leave their Easy Attendant turned on all of the time, but (depending upon how Easy Attendant has been deployed) you may, for example, wish to turn Easy Attendant off during the day and forward your callers directly to a live receptionist instead.

Forwarding calls when Easy Attendant is turned off

When your Easy Attendant is turned off, you can choose either for callers to

- be played a message telling them that the number is unreachable

- be forwarded to an alternative number.

To change this setting, your Easy Attendant must first be turned off. The text at the top of the Main Easy Attendant tab will then read either "Your Easy Attendant is currently OFF and callers will be told that this number is unreachable", or "Your Easy Attendant is currently OFF and callers are being forwarded to <number>". To change the current setting, click on the link included in this message.

Switching Between Schedule/Single Menu Modes

Easy Attendant has two different modes.

- Schedule mode. In schedule mode you set up two separate menus -- one for use during business hours, and one for outside of business hours. The system then automatically plays the correct menu to a caller

depending on when they call. For example, during business hours you might want to offer your callers a choice of people to speak to. Outside of office hours, you might instead want to offer the option of leaving a message.

- Single menu mode. In single menu mode, you set up just one menu. All callers will hear the same menu regardless of the time of day.

You can switch between these modes at any time.

When your Easy Attendant is turned off, callers will either be played an announcement telling them that the number is unreachable, or forwarded to a number of your choice. Many users will leave their Easy Attendant turned on all of the time, but (depending upon how Easy Attendant has been deployed) you may, for example, wish to turn Easy Attendant off during the day and forward your callers directly to a live receptionist instead.

Switching from single menu mode to schedule mode

- Navigate to the Main tab at the top of the Easy Attendant page.

- If Easy Attendant is currently turned on, you must turn it off (by clicking on the "Turn OFF" button) before proceeding. The service will be turned off for a while as you set up your new configuration, so you may wish to **forward callers to an alternative number** while you carry out the rest of this procedure.

- Click on the "Switch to using a schedule" link.

- In schedule mode, you will have two separate menus - one for use during business hours and one for during non-business hours. If you have already defined a menu (when running in single menu mode) you can keep this and use it as the starting point for one of the two menus you will be using from now on. You can of course subsequently change it if required.

- You are now running in schedule mode. Before you can turn Easy Attendant on again, you must configure your business hours menu, your non-business hours menu and your schedule. This is very similar to **setting up Easy Attendant for the first time**, except that you may already have some configuration for one of your menus.

Switching from schedule mode to single menu mode

Warning: in schedule mode, you have two separate menus -- one for use during business hours and one for use during non-business hours. Switching to single menu mode will cause one of these menus to be permanently deleted (you can choose which one you wish to keep). Switching to single menu mode will also permanently delete any business hours schedule you have configured. If you subsequently wish to return to schedule mode, you will need to set these up again.

- Navigate to the Main tab at the top of the Easy Attendant page.

- You may wish to **turn Easy Attendant off**, and optionally **forward callers to an alternative number** while you carry out the rest of this procedure.

- Click on the "Switch to using a single menu" link.

- If you had previously set up both your business hours menu and your non-business hours menu, you will be asked which one you wish to keep. The other menu is permanently deleted.

Recording Announcements or Your Initial Greeting

When using Easy Attendant, all messages that are played to your callers must be recorded by you in advance. At the very least, this requires you to record an initial greeting, but you may also wish to record a number of other announcements giving your callers information such as that you are on vacation. See **configuring your Easy Attendant menus**.

Easy Attendant offers two ways to record your messages.

- If your computer has a sound card and microphone, you can use these to record your messages directly from the Easy Attendant configuration pages.

- Alternatively, if you do not have the necessary equipment (or if you simply prefer), you can record your messages using your telephone.

Recording messages directly from your computer

Anywhere you see the 🔊 record you can click on the link to bring up the announcement recording control. This allows you to record your message directly via your computer's microphone.

Once you have recorded a message, the 🔊 record will change to 🔊 listen/change. Clicking on this will again bring up the announcement recording control, which will enable you to play back, and if you wish, overwrite your recording.

Note: refer to the section "**Recording a message**" for more information.

Recording overlay

You can use the recording overlay to record, upload, listen or download an announcement.

The recording overlay has two tabs that can be opened using the XX icon - opening one automatically closes the other tab. These tabs allow to you

- record the audio for an announcement or, if a recording has already been made or file has been uploaded, listen to the announcement.

- download an announcement, if a recording has already been made or file has been uploaded.

- upload a recording - this will show the current filename and duration if audio already exists for this announcement. You should use the 'Browse' button to find required file, select it and then click on 'upload' to upload it. You will see an error message if the file is not in a supported codec or if it is invalid. Supported codecs are G711 WAV (8-bit, ulaw / alaw, mono, 8kHz), 16-bit PCM WAV (16-bit, PCM, mono, 16kHz).

Recording messages using your telephone

If you wish to record your initial greeting and announcements using a telephone:

- Follow the instructions above for <u>**setting up your Easy Attendant menu**</u>, but don't click on any of the 🔈 <u>record</u> links that appear.

- Once you have configured your menu options, press "Apply" as usual to save your changes. You will be warned that you have not yet recorded an initial greeting, and if you have assigned any keys to "Play announcement", you will also be warned that you have not recorded the announcements to play. <u>Ignore this warning</u>.

- Dial your Easy Attendant service access number from your telephone, and select the appropriate options from the menu you will hear. You will be given the opportunity to record your initial greeting, as well as the announcements for any "Play announcement" keys you have set up.

Note: if you wish to offer your callers the option to listen to announcements in your Easy Attendant menu, you must use the Web portal to assign the appropriate keys to "Play announcement" **before** you can use your telephone to record the announcements you wish to play.

Recording a message

A number of controls are provided for recording your message.

- Starts recording. This will overwrite any message you have previously recorded.

- Stops recording the message.

- Plays back your recorded message. This action will be unavailable if you have not yet recorded a message.

- Stops playing the message.

- This control allows you to adjust the gain of your microphone. Click and then adjust the slider to set the required volume level. While recording, the lights above this control will show how loud

the signal is from your microphone. If the gain is set correctly then several green lights should appear while you are recording. If only one or two appear, then the gain is set too low and your message will be too quiet. If red lights appear then the gain is set too high and your message will be distorted.

- This control allows you to adjust the playback volume. Click and then adjust the slider to set the required volume level.

- This control allows you to view and change your Adobe Flash Player Settings, for example to adjust the settings for your microphone.

When you first attempt to record a message, an "Adobe Flash Player Settings" overlay will appear. Ensure that the "Allow" radio button is selected, and if you do not wish to be shown these settings in future tick the "Remember" checkbox.

To record a message you need to carry out the following steps.

- When you are ready to record your message, press the button.

- Say your message into your microphone, and when you have finished, press the button.

- Playback your message to check that it has recorded correctly by pressing the button. If you want to stop the playback, press . If there is a problem with the recording, e.g. you cannot hear it, or it is very quiet, see the section on **troubleshooting** below.

- If you are not happy with your message content, then record a new message by pressing the record button again. This will overwrite your previous message.

Troubleshooting

I have recorded my message, but when I try to play it back I cannot hear anything

- Check you have actually recorded something. The length of the current recording is shown as e.g. 0:01:35 (1 minute and 35 seconds). If the current recording length is 0 or much lower than expected then try recording your message again.

- Check that playback volume is turned up high enough. Volume can be adjusted using the volume slider described above.

- Try re-recording the message, and as you are recording, watch the ●●●●●●●●●● lights on the player.

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      o   If no lights appear, or only one or two appear, then check the following.

             ▪   Increase the gain of your microphone by clicking and moving the gain control nearer to the top end.

             ▪   Click the icon to bring up the "Adobe Flash Player Settings" and make sure that the Allow option is selected. Click on the microphone icon at the bottom of this settings box and check that the correct microphone is selected in the dropdown, and that the record volume is turned up.

             ▪   If you are using an external microphone, check that this is plugged in correctly.

If this still doesn't solve the problem, then it may be that your microphone has been muted by the operating system (e.g. Windows) - refer to your operating system help for further information.

- If several green lights appear consistently while recording your message, then it is likely that your message has recorded correctly and the problem is occurring when playing it back. If you are using external speakers, check that these are plugged in correctly and turned on. If this does not resolve the problem, then it may be that your speaker has been muted by the operating system (e.g. Windows) - refer to your operating system help for further information.

I have recorded my message, but when I try to play it back it is distorted

This may be because your microphone gain is set too high. Reduce the gain by clicking and moving the gain control nearer to the bottom.