

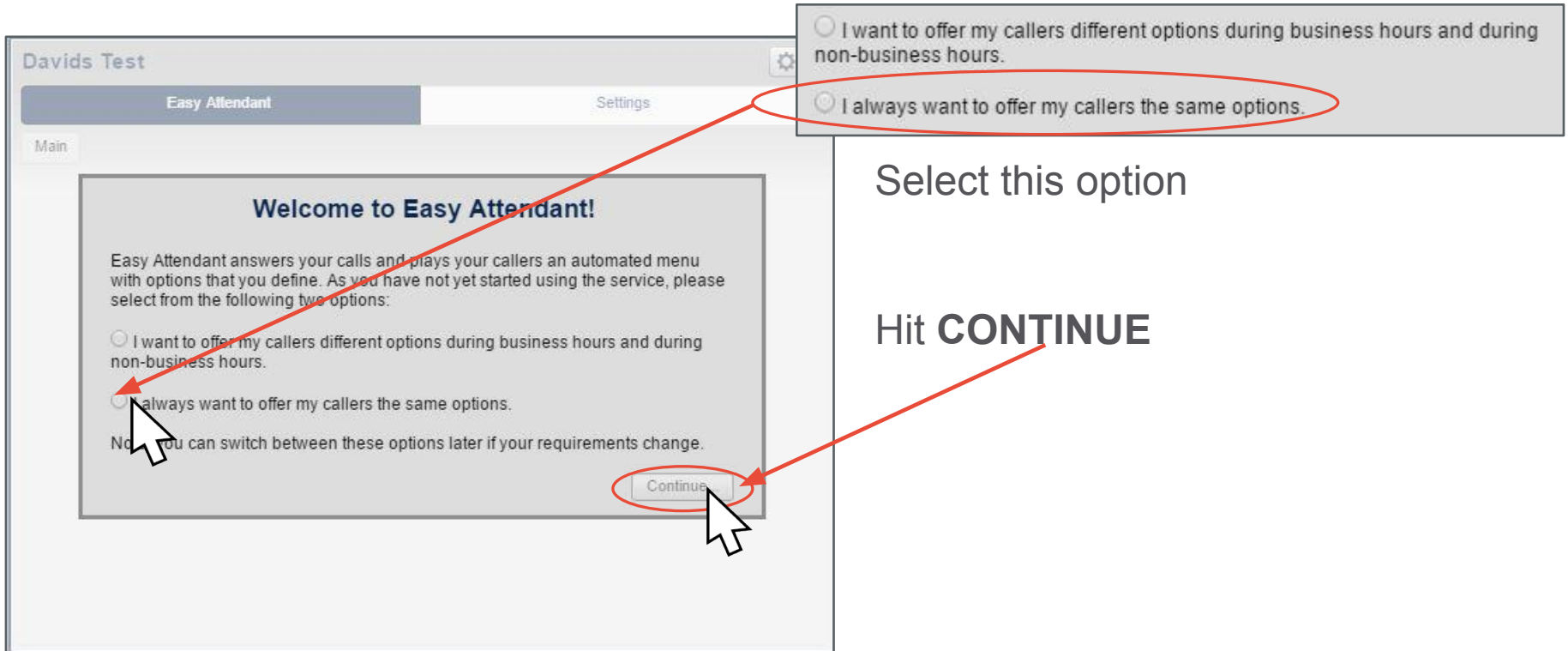


SmartRing

Easy Attendant
Quick Start
Guide



STEP 1



The screenshot shows the 'Easy Attendant' settings page. The main content area is titled 'Welcome to Easy Attendant!' and contains the following text: 'Easy Attendant answers your calls and plays your callers an automated menu with options that you define. As you have not yet started using the service, please select from the following two options:'. Below this text are two radio button options. The second option, 'I always want to offer my callers the same options.', is selected and circled in red. A mouse cursor is positioned over this option. Below the options is a 'Continue' button, also circled in red, with a mouse cursor over it. A red arrow points from the 'Continue' button to the text 'Hit CONTINUE'. Another red arrow points from the selected radio button to the text 'Select this option'. A third red arrow points from the selected radio button to a larger version of the same two radio button options shown in a separate box on the right side of the image.

Dauids Test Settings

Easy Attendant

Main

Welcome to Easy Attendant!

Easy Attendant answers your calls and plays your callers an automated menu with options that you define. As you have not yet started using the service, please select from the following two options:

- I want to offer my callers different options during business hours and during non-business hours.
- I always want to offer my callers the same options.

No, you can switch between these options later if your requirements change.

Continue

Select this option


Hit CONTINUE

I want to offer my callers different options during business hours and during non-business hours.

I always want to offer my callers the same options.

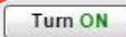



STEP 2


Davids Test 


Easy Attendant Settings

Main Easy Attendant Menu

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

 Easy Attendant Menu
Configure the menu your callers will hear.

 Switch to using a schedule
Configure separate menus to be played to callers during business hours and non-business hours.

 Easy Attendant Menu
Configure the menu your callers will hear.

Select Easy Attendant Menu



STEP 3

Record Your Initial Greeting

Dauids Test

Easy Attendant Settings

Main Easy Attendant Menu

Assign functions to each key on the caller's phone

1	Unassigned
2	Unassigned
3	Unassigned
4	Unassigned
5	Unassigned
6	Unassigned
7	Unassigned
8	Unassigned
9	Unassigned

Record initial greeting

This announcement welcomes your callers, and tells them what options they can select from. These should match the options you have configured in the panel to the left.

e.g. "Welcome to Bob's Tires. Press 1 for ..." (see full example)

record

Apply Cancel

Record initial greeting

This announcement welcomes your callers, and tells them what options they can select from. These should match the options you have configured in the panel to the left.

e.g. "Welcome to Bob's Tires. Press 1 for ..." (see full example)

record






Click to record your SmartRing greeting



STEP 4

Record SmartRing Greeting



- When you are ready to record your message click the  button.
- Say your message into your microphone, 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 the  button.
- If you are not happy with your message, you can record a new message by pressing the record  button again, This will overwrite your previous message.
- Click ADD when you are finished.


To record a message using your telephone, see the next page






STEP 4 (continued)

If you wish to record your greeting using a telephone:

- Follow the instructions in Step 5 for setting up your Easy Attendant, but don't click any of the  **record** buttons that you see.

- Once you have configured your menu options, press  to save your changes. You will be warned that you have not yet recorded an initial greeting or announcement. Ignore this!



- Dial your Easy Attendant service access number (513-845-6969), then follow the prompts to enter your home phone number and 6-digit PIN. Your PIN can be found on the SmartRing Activation e-mail you received, or by calling PowerNet Customer Support at 844-376-2780.

- You may be asked to change your 6-digit PIN the first time you dial into the Easy Attendant from your phone. If so, follow the prompts to change your PIN.
- Once the PIN has been changed, press 1 to “*change your Easy Attendant configuration.*”
- Next, press 2 to “*edit your announcement.*”
- Then, press # to “*edit your initial greeting.*”
- Follow the prompts to record your greeting.
- Congratulations! You have recording your greeting by phone!



STEP 5

Davids Test Settings

Easy Attendant

Main | Easy Attendant Menu

Assign functions to each key on the caller's phone | Record initial greeting

Assign functions to each key on the caller's phone	
1	Unassigned
2	Unassigned
3	Unassigned
4	Unassigned
5	Unassigned
6	Unassigned
7	Unassigned
8	Unassigned
9	Unassigned

Assign functions to each key on the caller's phone	
1	Unassigned
2	Unassigned
3	Unassigned
4	Unassigned
5	Unassigned
6	Unassigned
7	Unassigned
8	Unassigned
9	Unassigned

1	Transfer to Phone
2	Unassigned
3	Play Announcement
4	Transfer to Phone
5	Transfer to Voicemail

1	Transfer to Phone
---	-------------------

e.g. (123) 456 7890

Setting Up Your Caller Options

- For each option that you wish to offer your callers, decide which number they will press to access it, and select the appropriate option from the dropdown menu.
- 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".
 - Then enter the phone number exactly as you would dial it from a phone
 - Hit



STEP 6

Turn your SmartRing Easy Attendant ON


Dauids Test ⚙️


Easy Attendant Settings

Main Easy Attendant Menu

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

Turn ON

 Easy Attendant Menu
Configure the menu your callers will hear.

 Switch to using a schedule
Configure separate menus to be played to callers during business hours and non-business hours.

Return to the Main Menu

