

# Auto Attendant

## QUICK INSTALLATION GUIDE



### OVERVIEW

Your **optional** Automated Attendant gives you the capability to help your callers reach the people or information they require quickly and easily, 24 hours per day. Automated Attendant greets your callers with a set of options that correspond to keys on the telephone keypad. Based on the options you present to your callers, Automated Attendant can route calls to specific people, groups of people, provide outgoing information and much more. Your Automated Attendant number can even receive and store faxes.

**IMPORTANT:** Your Auto Attendant must be setup by you before it can start delivering calls. Until you setup your Auto Attendant, it can only take voicemail messages. This means that if your Auto Attendant is your main business number, you **MUST** set it up to be able to receive calls.

### GETTING STARTED

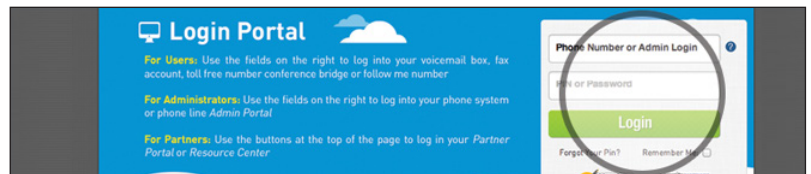
Here are a few things to keep in mind when setting up your Automated Attendant:

- How will your Automated Attendant route calls?
- Which people within your company do you want to be reachable through this Automated Attendant?
- What outgoing information do you want to provide to callers?
- Do you want callers to be able to Dial by Name or Dial by Extension to reach employees?
- Will you want different options played to callers after hours?
- Will it be necessary to create a Weekly Schedule that automatically activates different Menus based on time of day and day of week?

### LOGGING IN

To log into your Auto Attendant via the Web:

1. Go to [www.intermedia.net/accessline/login/index.asp](http://www.intermedia.net/accessline/login/index.asp)
2. Enter your Auto Attendant phone number sent to you in an email from Intermedia
3. Enter your PIN/password (or temporary PIN/password)
4. Click LOGIN



### SETTING UP YOUR AUTO ATTENDANT

When you first log in to your Auto Attendant, you will be presented with a tutorial to help guide you through the setup process. The Auto Attendant website is friendly and easy to use, but we know this can be a challenging task. We are here to help!

If you would like help setting up your Auto Attendant, Intermedia provides complementary setup assistance. Our Auto Attendant setup specialists are skilled at helping you get the most out of your new phone system. To make an appointment with an Auto Attendant Setup Specialist:

- **By email:** [setupmyaa@intermedia.net](mailto:setupmyaa@intermedia.net) (Make sure to include a time or times that works best for you.)
- **By Phone:** Call 1-877-357-0750 and select option 2.

**NEED HELP? Call 1-877-357-0750**

