



Forwarding and removing forwarding a Premium Auto Attendant Number



Log into the Auto Attendant portal (or access the settings from the Admin portal)

The screenshot shows the Granite Auto Attendant portal interface. At the top, there is a 'Home' link and a 'Premium Attendant' dropdown menu. The main content area is titled 'Line Status' and has a navigation bar with tabs: 'Main', 'Schedule', 'Menu', 'Announcements', 'Extensions', and 'Advanced'. The 'Main' tab is active. Under 'Activation Status', it says 'Your Premium Attendant is currently on.' and has a 'Turn OFF' button. Under 'Service Status', it says 'Your current period is Closed, and callers are being played your Closed menu.' and has a green checkmark icon. A note at the bottom says 'The configuration contains no errors.' To the right, there are four configuration options with icons: 'Configure your weekly schedule and holidays, so that different menus can be played based on time and day.', 'Define the menus that your callers will be offered, and the actions they can choose from.', 'Record the announcements your caller will hear.', and 'Manage the extensions your caller can transfer to.' Below this is a 'Your Services' section with two icons: 'Call Settings' and 'Account Codes'. At the bottom, there is a 'Personal Details' section with 'Premium Attendant store 1234', a 'Security' section with links for 'Change Password', 'Change Call Services PIN', and 'Change Voicemail PIN', and a 'Support' section with links for 'Help' and 'Send Feedback'.

Turn the Auto Attendant off by clicking “Turn OFF” under the “Activation Status” header.

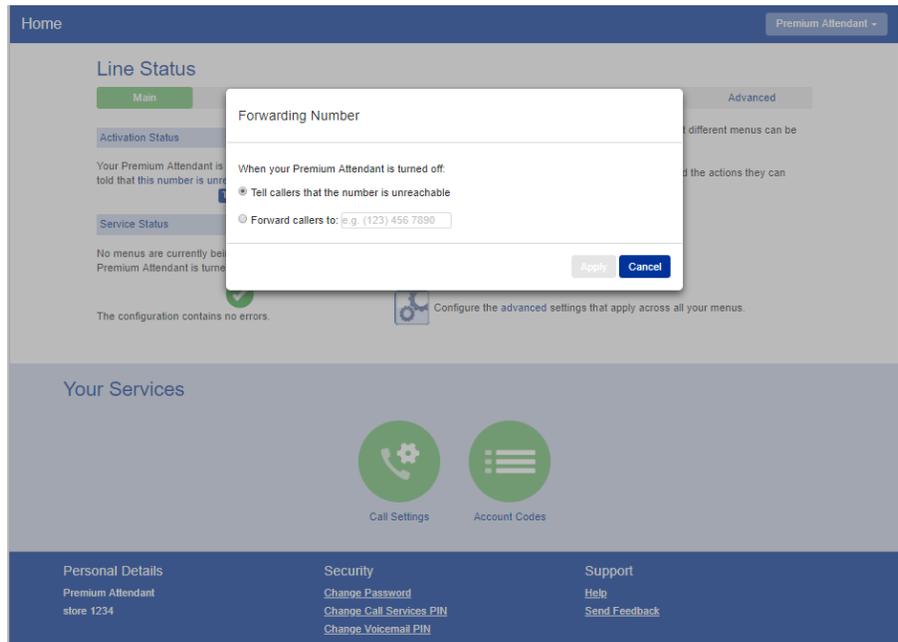


The screenshot shows the Granite Auto Attendant portal interface, similar to the previous one. The 'Line Status' page is shown with the 'Turn ON' button under the 'Activation Status' section. The text under 'Service Status' now says 'No menus are currently being played to callers, as your Premium Attendant is turned off.' and has a green checkmark icon. The rest of the interface, including the navigation tabs, configuration options, 'Your Services' section, and footer, remains the same as in the previous screenshot.



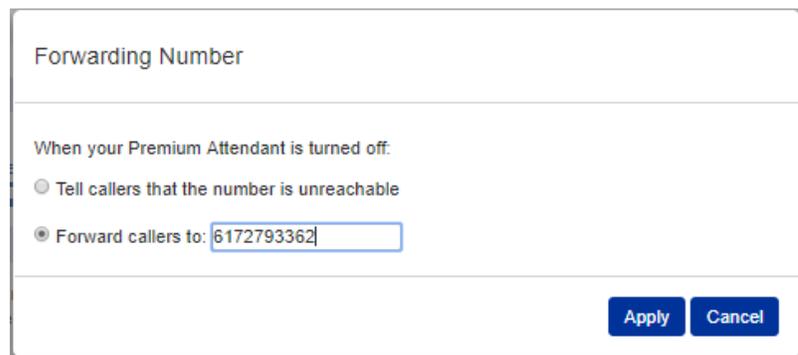
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Click on the hyper-linked words “**this number is unreachable**”



Check the option “**Forward callers to:**”

Input the number that you would like to forward the calls to. The click “**Apply**”





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To turn the forwarding off, you will click **“Turn ON”** and your Auto Attendant will now play when a caller calls in.



The screenshot shows the Granite Premium Attendant control panel. At the top, there is a navigation bar with 'Home' on the left and 'Premium Attendant -' on the right. Below this is a 'Line Status' section with tabs for 'Main', 'Schedule', 'Menus', 'Announcements', 'Extensions', and 'Advanced'. The 'Main' tab is selected. Under 'Activation Status', it states 'Your Premium Attendant is currently off and callers are being forwarded to (617) 279 3392.' and includes a 'Turn ON' button. Under 'Service Status', it states 'No menus are currently being played to callers, as your Premium Attendant is turned off.' and shows a green checkmark icon with the text 'The configuration contains no errors.' To the right of these sections are several icons with descriptions: a clock for 'Configure your weekly schedule and holidays, so that different menus can be played based on time and day.', a document for 'Define the menus that your callers will be offered, and the actions they can choose from.', a speaker for 'Record the announcements your caller will hear.', a phone for 'Manage the extensions your caller can transfer to.', and a gear for 'Configure the advanced settings that apply across all your menus.'

Below the 'Line Status' section is a 'Your Services' section with two icons: 'Call Settings' (a phone with a gear) and 'Account Codes' (a list icon).

At the bottom, there are three columns of links: 'Personal Details' (Premium Attendant store 1234), 'Security' (Change Password, Change Call Services PIN, Change Voicemail PIN), and 'Support' (Help, Send Feedback).