



Please login as an administrator using this site: https://commportal.vtc.net/bg/

Once you login please click on the "Attendants" Tab in the Left Toolbar. From here you will click on the "Actions" down arrow and "View Attendant Settings" for your premium attendant line, then "Open in New Window" Example: Our test training line is 520.766.1615.

	Business Group Admin Portal		Training Line 2
Home			
	Attendants in Department: View All	~	
*** Hunt Groups (MLHGs)	Move selected to: Select department		
Call Pickup Groups			
All Lines	Telephone Number Ext. Name	Depart	View attendant settings
Lusers	Search for	in any field	Edit personal details
Attendants			Reset line
A&A Group Access	🗌 (520) 766 1615 1615 📑 Training Line 3	None	Unlock account
Phones			
🖷 Departments			
*** Short Codes			
I Account Codes			
A. Extensions			
J. Music on Hold ℃			
··· Misc. Settings			
? Help			
I Send Feedback			

2. Once that 2nd page opens it will look like this:



 \mathscr{S} From here, please click on the menu's tab and the appropriate menu you are trying to change , then change any button options that are needed. Do this for each menu, if needed.

					Premiur
Line Status	8				
Main	Schedule	Menus	Announcements	Extensions	Advanced
Add New Menu	Delete				
Menus		General Keys Tim			
		Transfer to Phor	e N	6780	•
Search for		Transfer to Phor	e	6782	•
work nours		Transfer to Phor	e s	6779	•
		Use Default	,	- Do Nothing	
		Use Default		Do Nothing	
		Use Default		Do Nothing	
		Use Default		Do Nothing	
		Use Default	×	 Do Nothing 	
		Use Default	,	 Do Nothing 	
		Use Default		 Do Nothing 	
		Use Default		Replay Menu	
		Use Default		Return to Previo	ous Menu
four Services		Call Settings	Reminders		
Personal Details Premium Attendant		Security		Support	
		Change Call Services F		Sand Epadhack	
				ORTHORN BECOMPOINT	

4. To re-record the message: Click on the announcements tab and find the number of the announcement you want to change.

Home						Premium Attendant +
	Line Status					
	Main	Schedule	Menus	Announcements	Extensions	Advanced
	Add New Announcem	nent Delete De	ownload recording report			
	Search for name, descr	iption or announceme	ent number			
			Name	Descrip	otion	
		100	work hours			0
Y	our Services		(*	0		
			Call Settings	Reminders		
Pe	ersonal Details		Security		Support	
			Change Password Change Call Services PIN Change Voicemail PIN		Help Send Feedback	

5. Once you have this number you will need to call in through the phone to re-record.

Dial *98 from your phone and interrupt the message by pushing the * key. It will then ask for the number of the voicemail box you are trying to access. You will enter your premium attendant (main) number 520.766.6778 and then the password. The password is usually the last 4 digits backwards unless you have changed it.

Press option 1 to choose "Change your Premium Attendant Configuration" Press option 2 to "Edit your announcements"

Here is where you will enter the announcement you want to record. After you edit the recording go through the prompts to save.