How to change
Premium Attendant

1. 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"
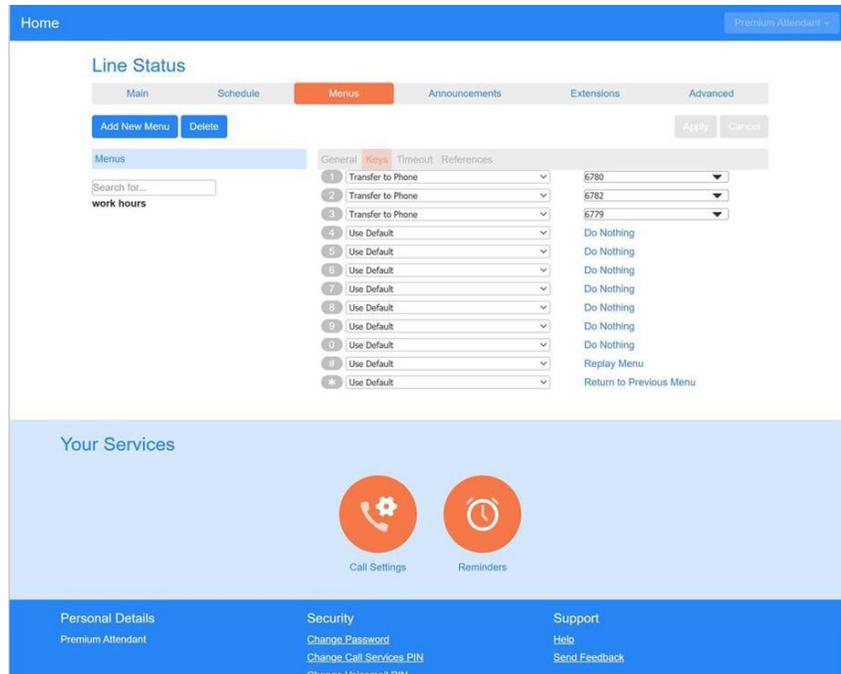Example: Our test training line is 520.766.1615.
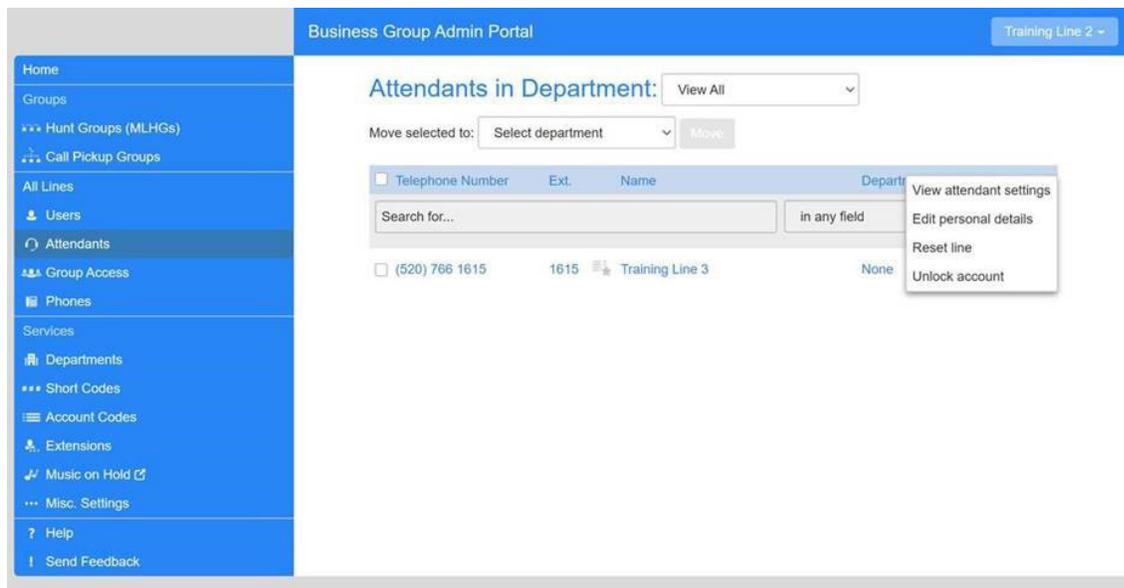
2. Once that 2nd page opens it will look like this:
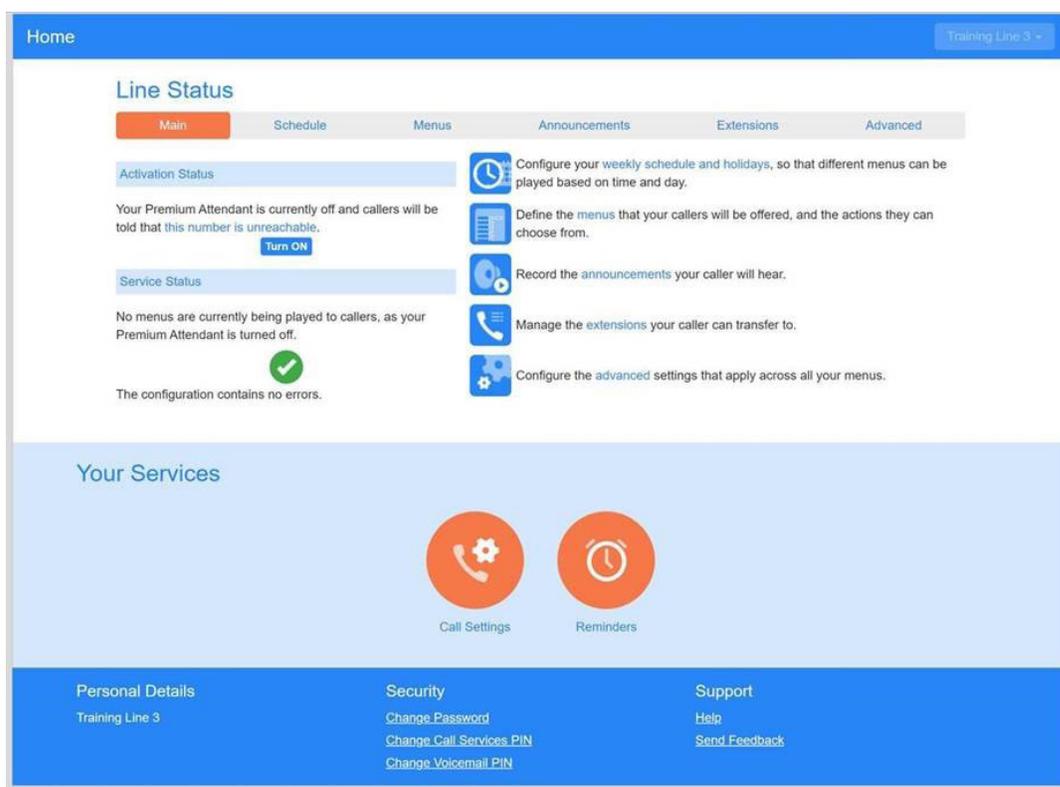
3. From here, please click on the menu's tab and the appropriate menu you are trying to change , then change any button options that are needed. Do this for each menu, if needed.

4. To re-record the message: Click on the announcements tab and find the number of the announcement you want to change.
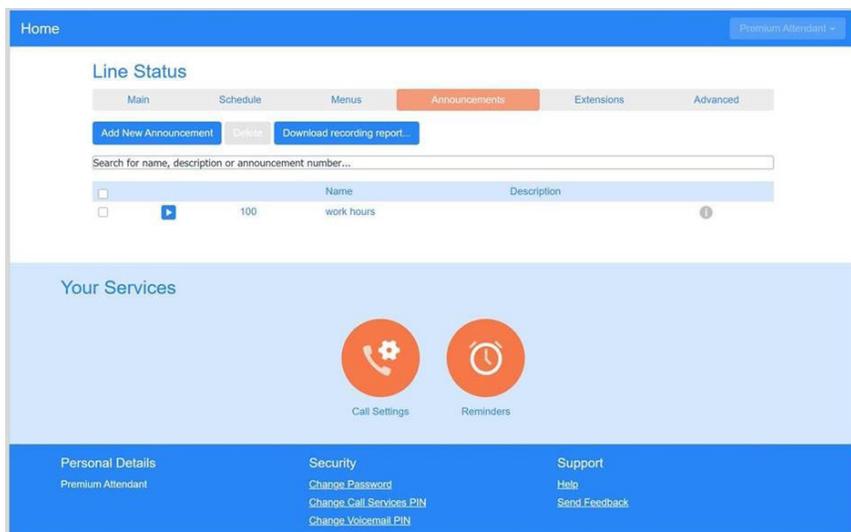
5. Once you have this number you will need to call in through the phone to re-record.

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.