

Avaya IPO Office Partner Edition Remote Access to Auto Attendant Greetings Telquest Tech Support

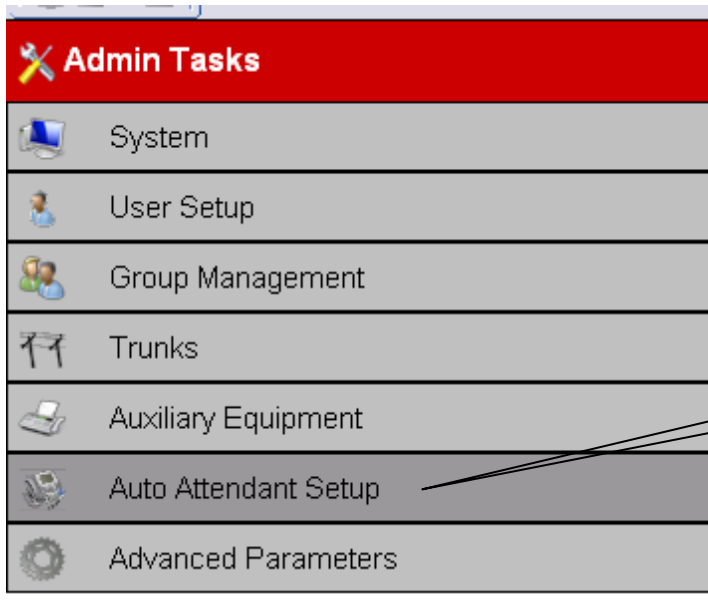
Note:

The IPO Partner Edition does not have any built in remote method to change Auto Attendant Greetings.

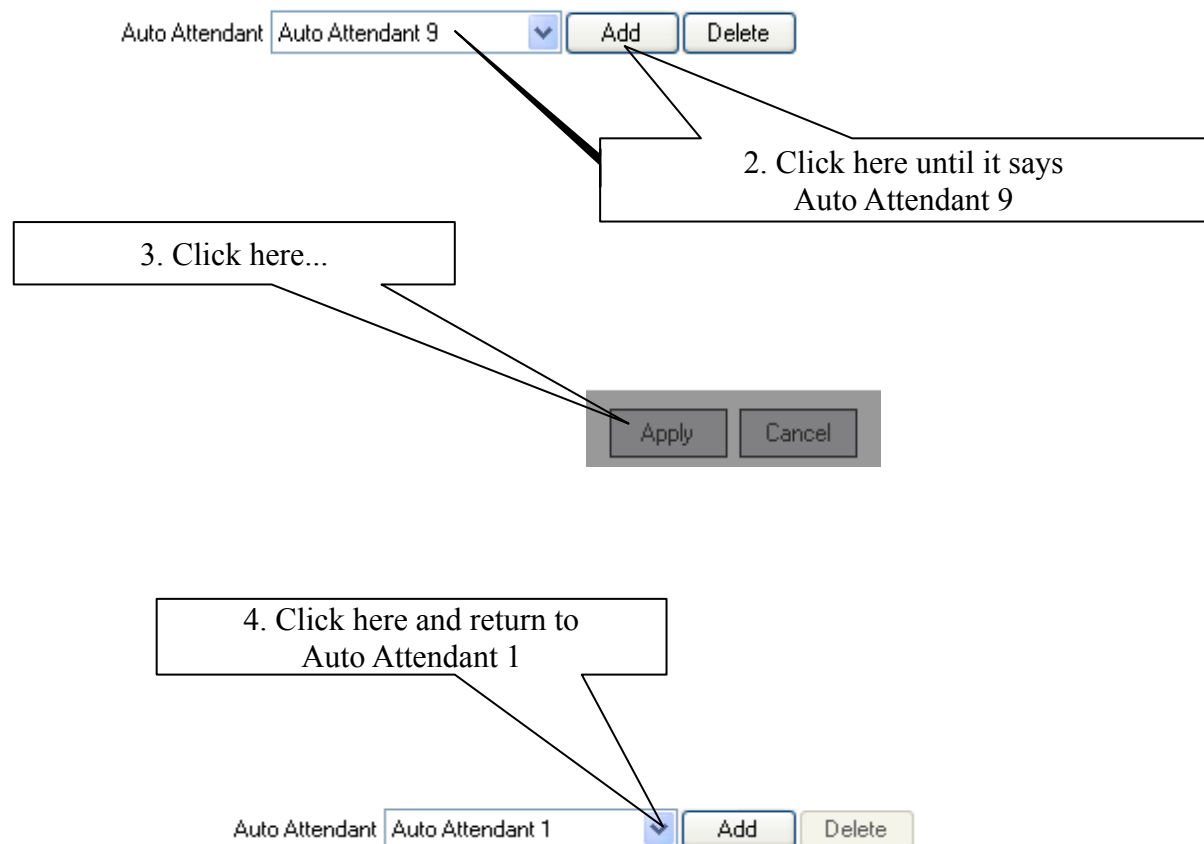
This “Work Around” will allow you to call in and change the greetings.
It is not 100% secure, but it will work.

The concept is:

- Call in to the system.
- Be answered by the main Auto Attendant.
- Switch to a “Secret” Auto Attendant.
- Dial an unused Phantom Extension.
- Use the DTMF Breakout Codes of the Phantom Extension to access the Auto Attendant Greetings.



Auto Attendant Setup



In this example, we will use “Destination” AA 9 to allow us to gain access to a Phantom Extension.

(You can use a different AA if you want to.)

Remember, we are now working in Auto Attendant 1

1. Click here...

2. Select a “Secret” digit that will take you to AA9
Then set like this

3. Click here...

4. Click here...

The screenshot shows the 'Setup Auto Attendant Actions' dialog box. At the top, there are four radio buttons: 'Morning' (selected), 'Afternoon', 'Evening', and 'Out of Hours'. Below this is a table with columns 'Key', 'Action', and 'Destination'. The table contains five rows: '8' with 'No Action', '9' with 'Transfer to Auto Attendant', '*' with 'No Action', '#' with 'No Action', and 'Fax' with 'No Action'. The 'Destination' column for row '9' is set to 'Auto Attendant 9'. A button at the bottom of the dialog says 'Copy Morning selector codes to all menus'. At the bottom of the page, there are 'Apply' and 'Cancel' buttons.

Key	Action	Destination
8	No Action	
9	Transfer to Auto Attendant	Auto Attendant 9
*	No Action	
#	No Action	
Fax	No Action	

Copy Morning selector codes to all menus

Apply Cancel

Setup Auto Attendant 9

1. Click here and Select AA 9

Auto Attendant Auto Attendant 9 ▼ Add Delete

Remember, we are now working in Auto Attendant 9

2. Click here...

3. Set Key 5 like this...

4. Set ALL OTHER KEYS like this...

5. Click here...

6. Set like this...

Setup Auto Attendant Actions

Type

☒ Morning ☐ Afternoon ☐ Evening ☐ Out of Hours

Key	Action	Destination
3	Transfer to Auto Attendant	Auto Attendant 1
4	Transfer to Auto Attendant	Auto Attendant 1
5	Dial by Number	
6	Transfer to Auto Attendant	Auto Attendant 1
7	Transfer to Auto Attendant	Auto Attendant 1

Copy Morning selector codes to all menus

Configure Profiles

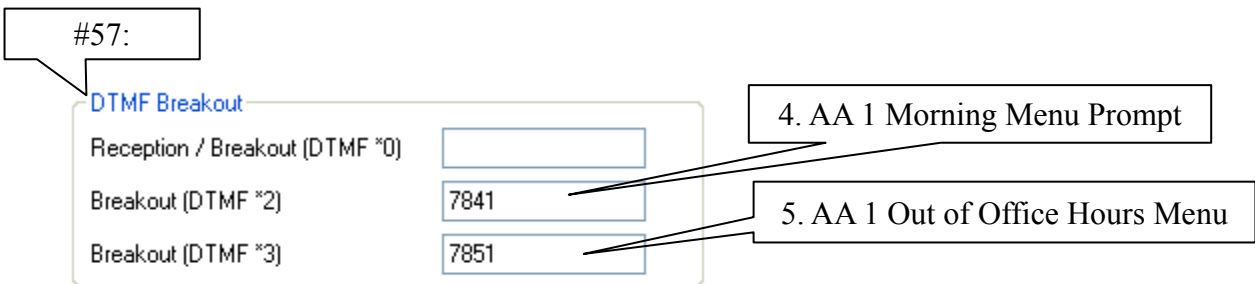
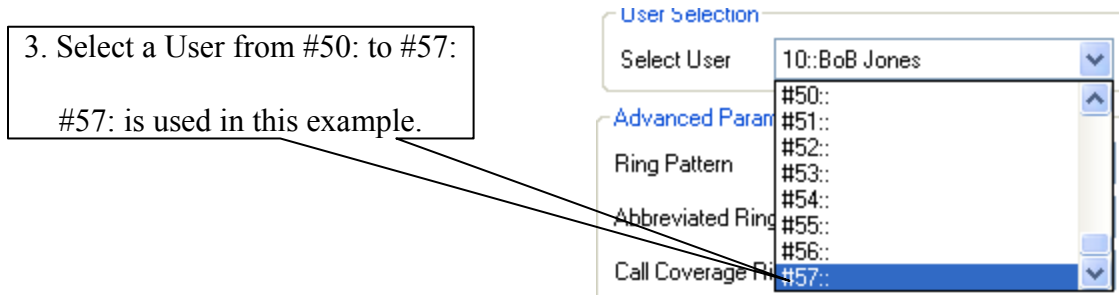
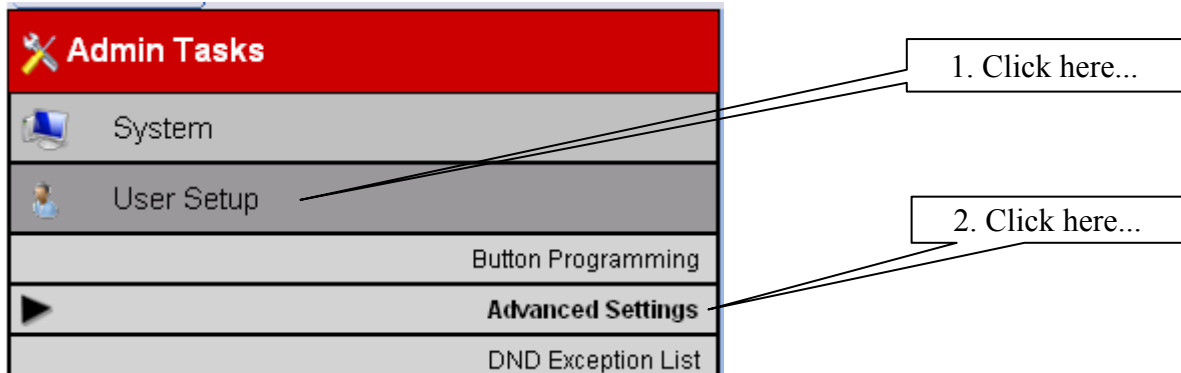
Name Auto Attendant 9

Maximum Inactivity 3 Menu Prompt

Do not record any Greetings for AA 9. Remember, it is a secret.....

7. Click here...

Apply Cancel

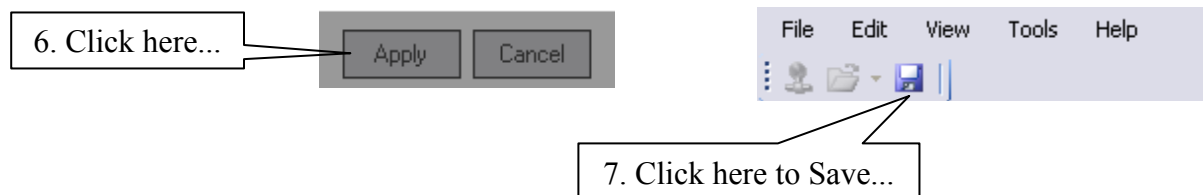


Note:

7841 is usually used for “Menu Options” in AA 1.

7851 is usually used for “Out of Office Hours / Night” in AA 1.

If you use something different then enter your Greeting Number.



Operation

Call into the telephone system from any telephone.

When you hear the greeting (AA 1) press 9 on your dial.
(Remember, we used 9 for this example yours may have been setup differently.)

You now have 3 seconds to dial 57 or you will be sent to the Operator.
(Remember, we used 57 for this example yours may have been setup differently.)

When you hear the announcement “There is no one available to take your call.....”
Dial *2 (STAR TWO) to access the Morning Menu Prompt for AA 1.

Or

Dial *3 (STAR THREE) to access the Out of Office Hours / Night Prompt for AA 1.

Follow the prompts and you can Listen, Record and Save a greeting.

You must hang up and call in again if you want to change more than 1 Greeting.

If a caller “Stumbles” upon your “Secret” Key/Selector Code (9 in this example) they will hear 3 seconds of silence and then be transferred to the Operator at Extension 10.

If they press any digit (other then 5) during the silence they will be returned to the Main Auto Attendant (AA 1).

You can change the amount of time allowed to enter 57 here

