

Avaya IP Office Partner/Quick/Basic Modes

Quick Set Up for Auto Attendant

Telquest Tech Support

Use these settings to get the Auto Attendant working

The screenshot shows the 'Auto Attendant' configuration page for 'Auto Attendant 1'. It features 'Add' and 'Delete' buttons. Below is the 'Greeting Times' section with three time slots:

- Morning:** 12:00 AM to 11:59 AM. A yellow callout box labeled '1. Change to this...' points to the 12:00 AM start time.
- Afternoon:** 12:00 PM to 5:59 PM.
- Evening:** 6:00 PM to 11:59 PM. A yellow callout box labeled '2. Change to this...' points to the 11:59 PM end time.

This will give you 24 hour coverage with no gaps.

You can adjust these time settings, just be sure they are continuous.

If there are any gaps, the Out of Office Hours Greeting (or dead air) will be played.

Check this ONLY if you want to use the Out of Office Hours greeting

Pressing the “Night” button will switch exclusively to Out of Office Hours greeting

1. Change to this...

2. Keep these checked... Even if you don't use them...

If you do use these Greetings, just say “Good Morning and thank you for calling” “Good Afternoon and thank you for calling” “Good Evening and thank you for calling” then “Menu Options” greeting is played next.

This is the Night Greeting

This is where the body of your greeting is located

Profile	Record	Greeting	Alarm Extension
Morning	<input checked="" type="checkbox"/>	7811	
Afternoon	<input checked="" type="checkbox"/>	7821	
Evening	<input checked="" type="checkbox"/>	7831	
Out of office hours		7851	
Menu options		7841	
Emergency Greeting	<input type="checkbox"/>	7861	

Example: Press an Intercom Button and then:

Dial 7811 and record “Good morning and thank you for calling our company”

Dial 7821 and record “Good afternoon and thank you for calling our company”

Dial 7831 and record “Good evening and thank you for calling our company”

Next:

Dial 7841 and record “If you know your party’s extension, please dial it now” yada, yada, yada

Between 12:00 AM and 11:59 AM the caller will hear this:

Good morning and thank you for calling our company.

If you know your party’s extension, please dial it now yada, yada, yada

Between 12:00 PM and 5:59 PM the caller will hear this:

Good afternoon and thank you for calling our company.

If you know your party’s extension, please dial it now yada, yada, yada

Between 6:00 PM and 11:59 PM the caller will hear this:

Good evening and thank you for calling our company.

At this time our office is closed yada, yada, yada

Key/Selector Code Set Up

1. Click here...

2. Set up Key/Selector Codes

Setup Auto Attendant Actions

Type

☒ Morning ☐ Afternoon ☐ Evening ☐ Out of Hours

Key	Action	Destination
0	Transfer to Number	100::Operator
1	Dial by Number	
2	Dial by Number	
3	Dial by Number	
4	Transfer to Number	Voicemail Collect

Copy Morning selector codes to all menus

3. When done Click here...

This allows Remote Access to mailboxes.

This allows Direct Dial to extensions

You can use different Key/Selector Codes other than what I show here.

This is just an example.

How to Assign the Auto Attendant to Answer Incoming Calls

1. Click here...

2. Select a Line...

3. Click here...

Admin Tasks

- System
- User Setup
- Group Management
- Trunks**
- SIP Trunk Administration
- Auxiliary Equipment

Installed Trunks

	Line Number	Line Type	Line Subtype	Card/Module	Number of Channels
▶	1	Analogue Trunk		1	1
	2	Analogue Trunk		1	1
	3	Analogue Trunk		1	1
	4	Analogue Trunk		1	1

[Advanced Setup](#)

Note: Delay-Night / See page 5

On the next screen you will see this in the lower right hand area of the screen:

VMS = Voice Mail Service

How many Rings until answered...

See Page 5

When to Answer the Calls...

Which Auto Attendant to use...

VMS Settings

- Delay - Day: 2*
- Delay - Night: 2*
- Schedule: Always
- Auto Attendant: Auto Attendant 1

Don't forget to set EACH Line that you want the Auto Attendant to answer.

Delayed Ringing for Night Service

You must have at least 1 extension in the Selected Users column for it to work.

The screenshot shows the Avaya IP Office Manager interface. On the left is a navigation pane with 'Admin Tasks' and 'System Details'. The main area is titled 'Group Management' and contains links for 'Hunt Groups', 'Pickup Groups', 'Calling Groups', and 'Night Service Group'. A yellow callout '1. Click here...' points to the 'Night Service Group' link. Below these links is a 'Night Service Group Configured' table with one row: 'Night Service Group' with number 'N01' and 'Ring All' mode. Below this is an 'Assign Users to Group' section with two lists: 'Available Users' (11::, 12::, 13::, 14::, 15::, 16::, 17::) and 'Selected Users' (10::). A yellow callout '2. Click here...' points to the 'Add >' button between the lists. A third yellow callout '3. Add at least 1 extension here...' points to the 'Selected Users' list. At the bottom right are 'Apply' and 'Cancel' buttons. A status bar at the bottom left says 'Ready'.

1. Click here...

2. Click here...

3. Add at least 1 extension here...

Avaya IP Office Manager

File Edit View Tools Help

Admin Tasks

- System
- User Setup
- Group Management
- Trunks
- Auxiliary Equipment
- Auto Attendant Setup
- Advanced

System Details

Name: IPOffice_1
IP Address: 192.168.42.1
Version: 9.0.700.0
Edition: BASIC - PARTNER
Status: Offline
Feature Key: N/A

Group Management

- [Hunt Groups](#)
- [Pickup Groups](#)
- [Calling Groups](#)
- [Night Service Group](#)

What can I do from here?
Configure and assign users to calling, hunt, pickup and night service groups.

Night Service Group Configured

Name	Number	Ring Mode
Night Service Group	N01	Ring All

Assign Users to Group

Available Users		Selected Users
11::	Add > Add All >> < Remove << Remove	10::
12::		
13::		
14::		
15::		
16::		
17::		

Apply Cancel

Ready