## 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

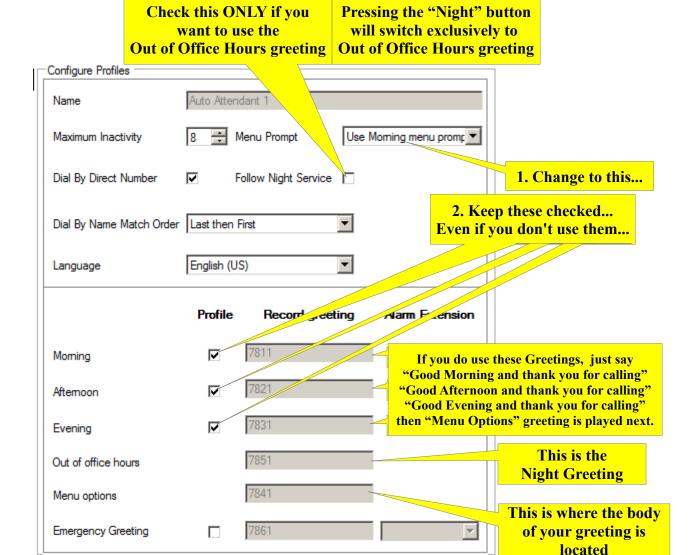
	Auto Attendant Auto Attendant 1 Add Delete Greeting Times
1. Change to this	Morning  12:00 AM ▼ to 11:59 AM ▼
	Afternoon  12:00 PM   to 5:59 PM
	Evening 6:00 PM to 11:59 PM 2. Change to this

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.

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**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**

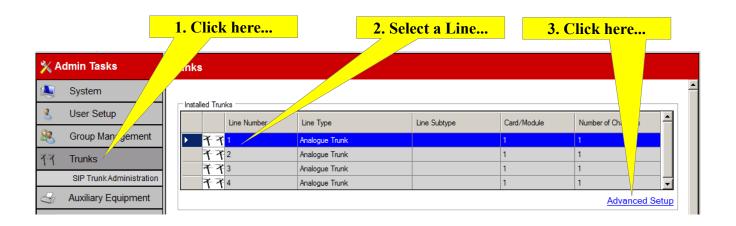
	1	1. Click here		2. Set up Key/Selector Codes		
е	ant Actions					
Moming	C Afternoon	Evening	0	Out of Hours		
Key		Action		Destination	_	
0		Transfer to Number	▼	100::Operator	▼	
1		Dial by Number	▼		<b>-</b>	
2		Dial by Number	$\blacksquare$		▼	
3		Dial by Number	<b>~</b>		<b>-</b>	
4		Transfer to Number	<b>~</b>	Voicemail Collect		
Copy Momi	ng selector codes t	o all menus				
						ows Rem
	3. When done Click here					
					Dire	allows ect Dial tensions

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

This is just an example.

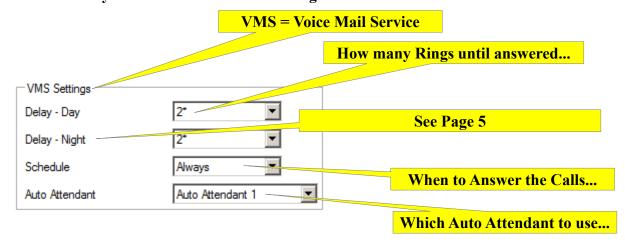
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## How to Assign the Auto Attendant to Answer Incoming Calls



Note: Delay-Night / See page 5

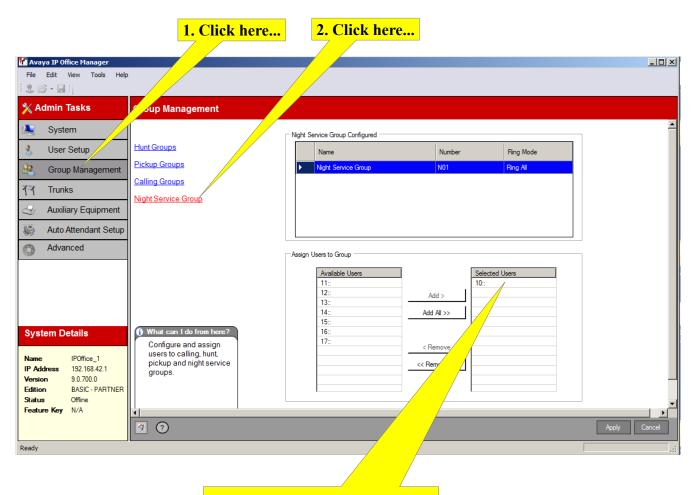
On the next screen you will see this in the lower right hand area of the screen:



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.



3. Add at least 1 extension here...