# Avaya IP Office Essential Edition

# Button to Switch Hunt Group To Fallback AA

# Telquest Tech Support

This **example** uses Hunt Group 200 Main.
It also assumes that you have already created an **AA2** Auto Attendant.
Set up the Incoming Call Route

Incoming Call Route

Click here...

**Incoming Call Route**

| Line Group Id | Incoming Number | Destination |
|---|---|---|
| 0 | | 200 Main |

Select the correct
Incoming Call Route

Add the Auto Attendant (created previously)
that you want to use for Fallback Service
( if you don't see it in the drop down list – type it in manually )

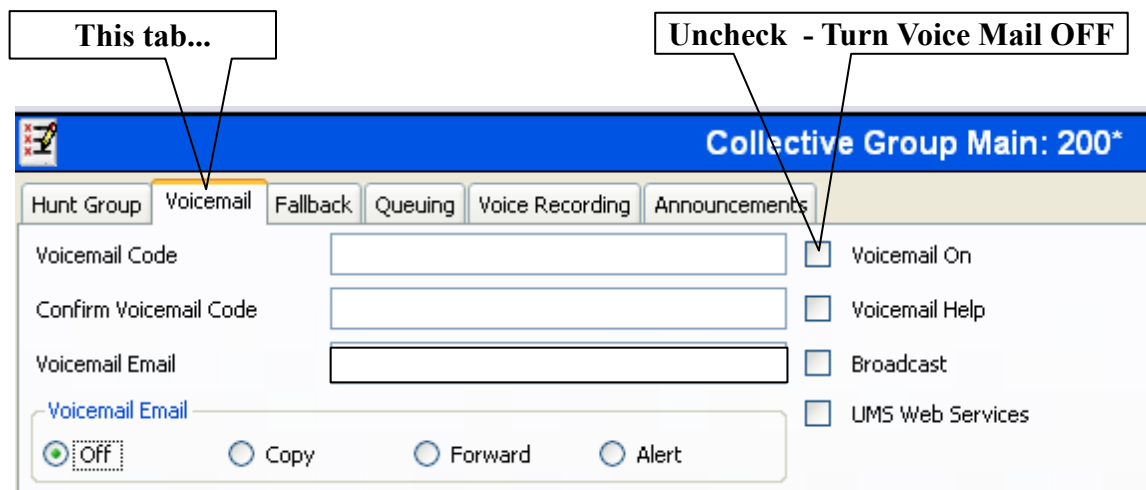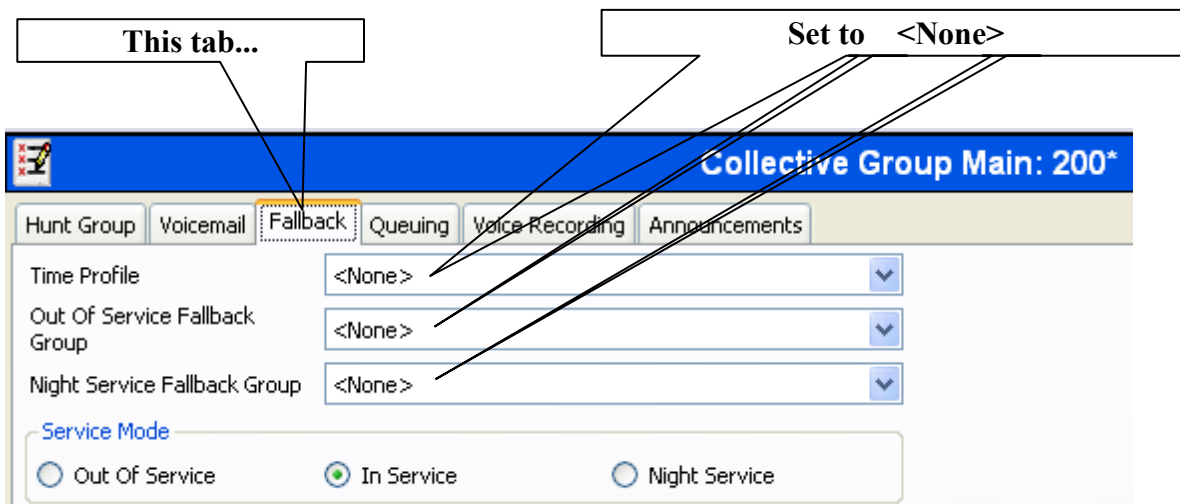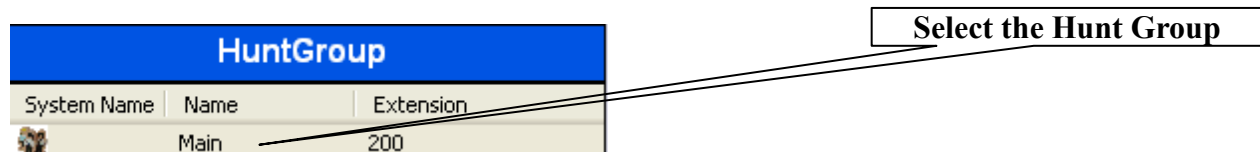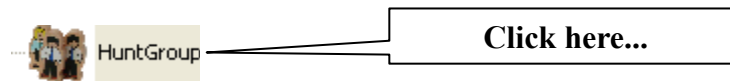Don't forget to add **AA:** before the auto attendant name

This tab...

Standard | Voice Recording | Destinations

| TimeProfile | Destination | Fallback Extension |
|---|---|---|
| Default Value | 200 Main | AA:AA2 |
| * | | |

This is the Day Destination for Incoming Calls

You could send the call out on a CO Line or PRI Channel
By using a prefix code (like 9) and then the destination telephone number.
Example: 912122351234 sends the call to 1 212 235-1234

**Set up Hunt Group 200**

HuntGroup

Click here...

**HuntGroup**

| System Name | Name | Extension |
|---|---|---|
| | Main | 200 |

Select the Hunt Group

This tab...

Set to &lt;None&gt;

Collective Group Main: 200*

Hunt Group | Voicemail | Fallback | Queuing | Voice Recording | Announcements

| Time Profile | &lt;None&gt; |
| Out Of Service Fallback Group | &lt;None&gt; |
| Night Service Fallback Group | &lt;None&gt; |

Service Mode
- Out Of Service  ⦿ In Service  ○ Night Service

This tab...

Uncheck - Turn Voice Mail OFF

Collective Group Main: 200*

Hunt Group | Voicemail | Fallback | Queuing | Voice Recording | Announcements

| Voicemail Code | | ☐ Voicemail On |
| Confirm Voicemail Code | | ☐ Voicemail Help |
| Voicemail Email | | ☐ Broadcast |
| | | ☐ UMS Web Services |

Voicemail Email
⦿ Off   ○ Copy   ○ Forward   ○ Alert

**Setup Fallback Button on a phone**

User

Click here...

**User**

| Name | Extension |
|------|-----------|
| NoUser | |
| RemoteManager | |
| Operator | 0 |

Select a User that will have the Fallback Button

This tab...

**Operator: 0**

| Hunt Group Membership | Announcements | Personal Directory | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| User | Voicemail | DND | ShortCodes | Source Numbers | Telephony | Forwarding | Dial In | Voice Recording | Button Programming |

Set Action to    this

```
32
33
34
35
36
37
38
```

**Edit Button**

Button No.        4

Label        Fallback

Action

Action Data

| Dial | | Busy ▶ |
| Group | | Call ▶ |
| User | | Dial ▶ |
| Emulation ▶ | | Do Not Disturb ▶ | Set Absent Text |
| Advanced ▶ | | Extension ▶ | Set Account Code |
| Appearance ▶ | | Follow Me ▶ | |
| | | Forward ▶ | **Set HuntGroup Out of Service** |
| | | Hold ▶ | Set Inside Call Seq |
| | | HuntGroup ▶ | Set Night Service Group |
| | | Miscellaneous ▶ | Set No Answer Time |
| | | Relay ▶ | Set Out of Service Group |
| | | Set ▶ | Set Outside Call Seq |
| | | Suspend ▶ | Set Ringback Seq |
| | | Voicemail ▶ | Set Wrap Up Time |

**Label the button Fallback**

Action Data        200 Main

Set Action Data to the Hunt Group 200 Main

**When you are done, the Button Programming will look like this:**

| Button ... | Label | Action | Action Data |
|---|---|---|---|
| 1 | | Appearance | a= |
| 2 | | Appearance | b= |
| 3 | | Appearance | c= |
| 4 | 206 | User | "Extn206" |
| 5 | HFAI | Dial Speech | *85* |
| 6 | Fallback | Set HuntGroup Out of Service | 200 |

Operator: 0*

Hunt Group Membership | Announcements | Personal Directory

User | Voicemail | DND | ShortCodes | Source Numbers | Telephony | Forwarding | Dial In | Voice

**Operation:**

**The Set HuntGroup Out of Service button is a   Toggle On/Toggle Off   control.**

**If you are using it on a phone with LEDs, then the LED will light when Fallback Service is active.**

**If you are using a phone with an LCD, there will be a small triangle next to Fallback when active.**

**When the button is lit, Hunt Group 200 will be set to Out Of Service.**

**This will cause the Incoming Call Route to use its Fallback Extension, which is AA:AA2 in this example.**