

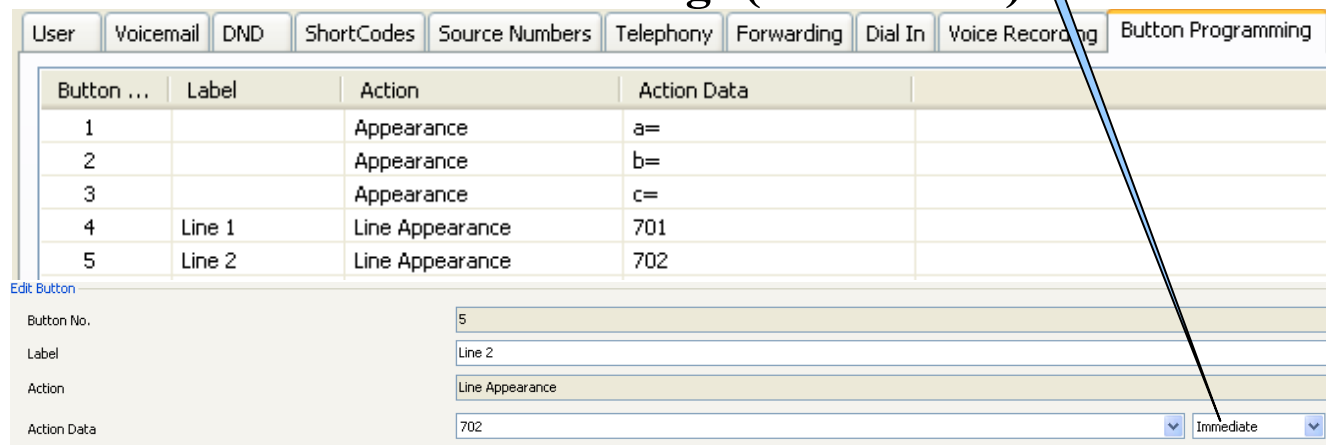
# Overflow Incoming Call to the Auto Attendant

## IP Office Essential Edition

Special Note:

If you have used Button Programming and assigned CO lines for Direct Line Appearance on ANY phones, you must set them to **“No Ring”**.

### Incorrect Setting: (Immediate)



The screenshot shows the 'Button Programming' tab in the IP Office software. A table lists buttons 1 through 5. Buttons 1, 2, and 3 are set to 'Appearance' with action data 'a=', 'b=', and 'c=' respectively. Buttons 4 and 5 are set to 'Line Appearance' with action data '701' and '702' respectively. Below the table, the 'Edit Button' form for button 5 is shown. The 'Action Data' field is set to '702', and the 'Immediate' checkbox is checked.

Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4	Line 1	Line Appearance	701
5	Line 2	Line Appearance	702

Edit Button

Button No. 5

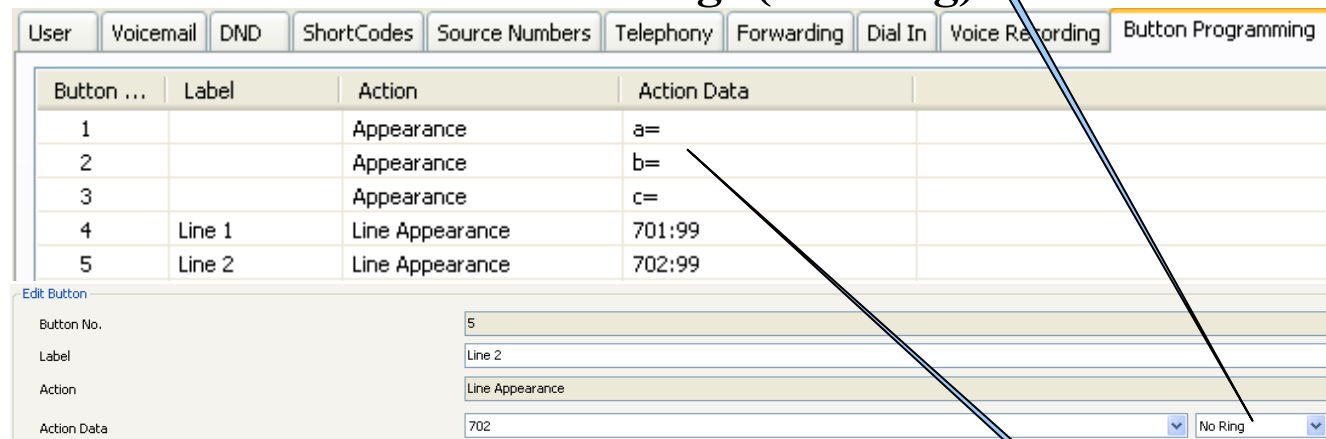
Label Line 2

Action Line Appearance

Action Data 702 Immediate

The phones that you want to ring are selected on Page 6 in the Hunt Group Users List.

### Correct Setting: (No Ring)



The screenshot shows the 'Button Programming' tab in the IP Office software. A table lists buttons 1 through 5. Buttons 1, 2, and 3 are set to 'Appearance' with action data 'a=', 'b=', and 'c=' respectively. Buttons 4 and 5 are set to 'Line Appearance' with action data '701:99' and '702:99' respectively. Below the table, the 'Edit Button' form for button 5 is shown. The 'Action Data' field is set to '702', and the 'No Ring' checkbox is checked.

Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4	Line 1	Line Appearance	701:99
5	Line 2	Line Appearance	702:99

Edit Button

Button No. 5

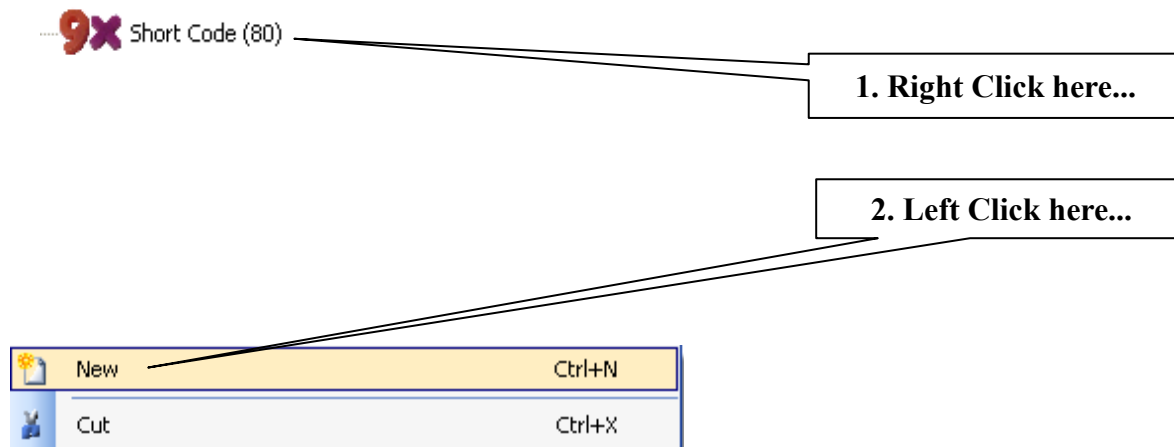
Label Line 2

Action Line Appearance

Action Data 702 No Ring

**Note: You MUST have at least 2 Appearance Buttons...**

To create a New Short Code:



Create a new Short Code with these settings:

Example: \*111

Short Code	
Code	*111
Feature	Auto Attendant
Telephone Number	AA:AA1
Line Group Id	0
Locale	

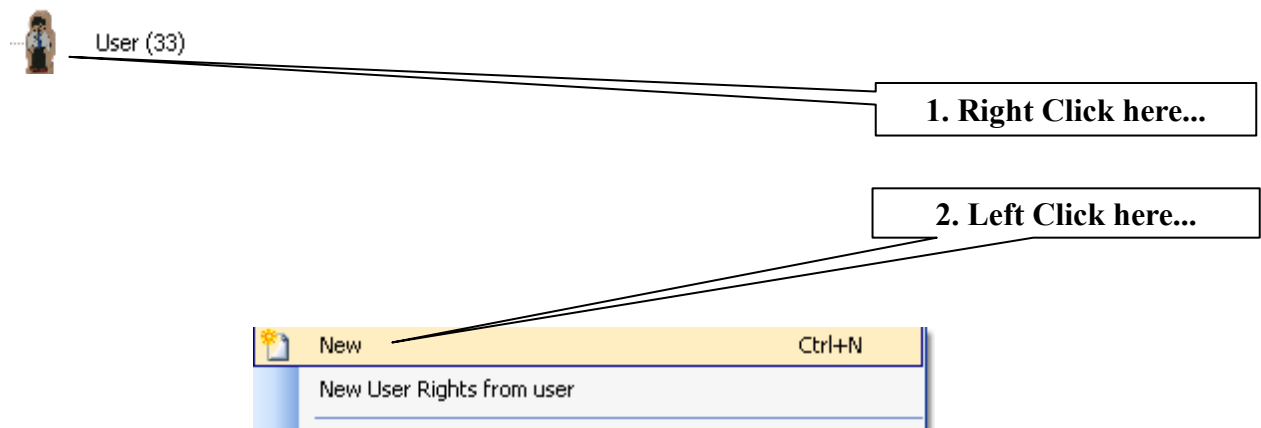
Type AA:  
and **YOUR Auto Attendant** here  
exactly as it appears in  
**YOUR Auto Attendant Configuration**

Caution: This is Case Sensitive!

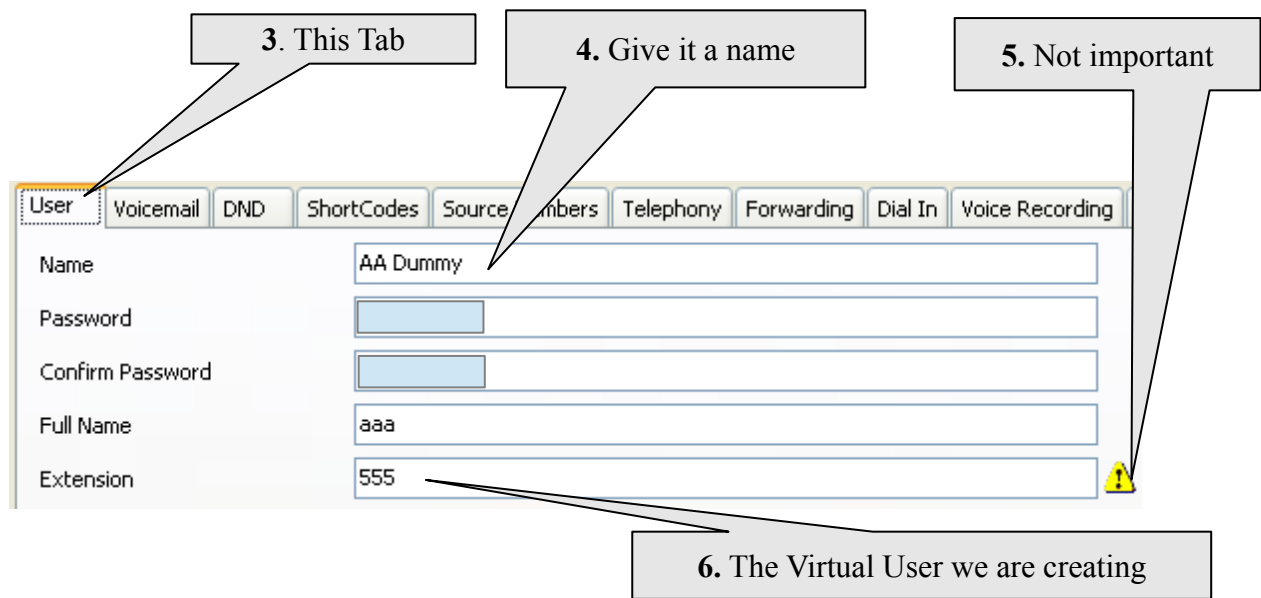
You can use a different Short Code other then \*111.

Just make sure you make the changes to the different Short Code elsewhere in the setup.

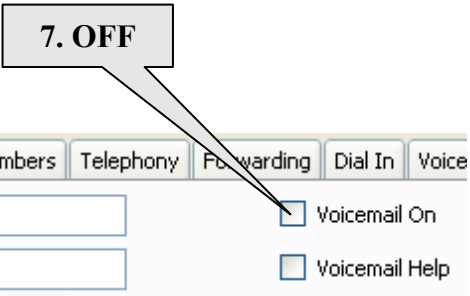
Creating a Virtual / Phantom User



Example Creating User 555



Make sure the Voicemail is OFF for the Virtual User



Create Virtual User continued...

Set Forwarding Unconditional to:

Enter the Short Code you created earlier

Check This Box

This Tab

UserVoicemailDNDShortCodesSourceTelephonyForwardingDial InVoice

Follow Me Number

Forward Unconditional☒

To Voicemail☐

Forward Number

\*111

Forward Hunt Group Calls☒

Forward Internal Calls☒

NO CHECK

Check BOTH

Create a New Hunt Group named

**Overflow To AA1**

Pick one or use 552

The screenshot shows the 'Hunt Group' configuration page. The 'Name' field is set to 'Overflow To AA1'. The 'Extension' field is set to '552'. The 'Ring Mode' is set to 'Sequential'. The 'Overflow Mode' is set to 'Group'. The 'Hold Music Source' is set to 'No Change'. The 'Agent's Status on No-Answer Applies To' is set to 'None'. On the right side, there are three dropdown menus: 'No Answer Time (secs)' set to 'System Default (15)', 'Overflow Time (secs)' set to 'Off', and 'Voicemail Answer Time (secs)' set to '45'. Annotations include a callout pointing to the 'Name' field with the text 'Overflow To AA1', a callout pointing to the 'Extension' field with the text 'Pick one or use 552', and a callout pointing to the three dropdown menus with the text 'Set these like this....'.

See Note Below...

Turn the Hunt Group

**Voicemail OFF**

The screenshot shows the 'Voicemail' configuration page. The 'Voicemail Code' field is empty. The 'Confirm Voicemail Code' field is empty. The 'Voicemail Email' field is empty. The 'Voicemail Email' section has four radio buttons: 'Off' (selected), 'Copy', 'Forward', and 'Alert'. On the right side, there are four checkboxes: 'Voicemail On' (checked), 'Voicemail Help' (unchecked), 'Broadcast' (unchecked), and 'UMS Web Services' (unchecked). An annotation points to the 'Voicemail On' checkbox with the text 'Voicemail OFF'.

**Note: Avaya has changed the screen for the Overflow area in Release 9 and higher.**

The screenshot shows the 'Collective Group Main: 200' page. The 'Overflow' tab is selected and highlighted with a red box. The 'Overflow Time (secs)' dropdown menu is set to 'Off' and is also highlighted with a red box. The 'Overflow Mode' dropdown menu is set to 'Group'. The 'Immediate Overflow' dropdown menu is set to 'Off'. Below these, there is a section for 'Overflow Group List' with a 'Group Name' field. An annotation at the bottom states 'It is now on a Tab in the Group.'

## Set the Incoming Call Route

**2. Click Here...**

**3. Click Here...**

**4. Looks like this...**

**1. Click Here...**

**5. Click here...**

The screenshot shows the 'Incoming Call Route' configuration window. The left pane displays a tree view of 'IP Offices' with 'Incoming Call Route (1)' selected. The right pane shows the 'Standard' tab with various configuration fields. Callouts indicate the steps: 1. Click Here... points to the 'Incoming Call Route (1)' in the tree; 2. Click Here... points to the 'Incoming Call Route' icon in the tree; 3. Click Here... points to the 'Standard' tab; 4. Looks like this... points to the configuration fields; 5. Click here... points to the 'Destinations' tab.

**6. Set like this...**

The screenshot shows the 'Incoming Call Route' configuration window, 'Destinations' tab. The table below shows the configuration for the 'Default Value'.

TimeProfile	Destination	Fallback Extension
Default Value	200 Main Hunt	

## In Hunt Group Main 200

**Select Overflow Groups**

Overflow Groups

Available Groups

Overflow To AA1

Selected Overflow Groups

Overflow To AA1

>>

<<

OK Cancel

Add "Overflow To AA1" to the Selected Overflow Groups

## Hunt Group 200 – User List

**User List**

Extension	Name
<input checked="" type="checkbox"/> 201	Extn201
<input checked="" type="checkbox"/> 203	Extn203
<input checked="" type="checkbox"/> 8111	SIP 8111

Edit... Remove

These are the Extensions that will ring on an Incoming Call

Do Not put the Dummy Extension in this list.....

## Also in Hunt Group Main 200

This sets the amount of time until call is sent to the Auto Attendant  
Not the Overflow Time

**Hunt Group**

Voicemail Fallback Queuing Voice Recording Announcements

Name Main

Extension 200

Ring Mode Collective

Overflow Mode Group

Hold Music Source No Change

Agent's Status on No-Answer Applies To None

☐ CCR Agent Group

No Answer Time (secs) System Default (15)

Overflow Time (secs) 1

Voicemail Answer Time (secs) 45

Must be LESS than No Answer Time

Overflow Time has been moved.  
See Note on Page 4

**User List**

Extension	Name
<input checked="" type="checkbox"/> 201	Operator 1
<input checked="" type="checkbox"/> 202	Extn202
<input checked="" type="checkbox"/> 203	Extn203
<input checked="" type="checkbox"/> 204	Extn204
<input checked="" type="checkbox"/> 205	Extn205
<input checked="" type="checkbox"/> 206	Extn206
<input checked="" type="checkbox"/> 207	Extn207
<input checked="" type="checkbox"/> 208	Extn208
<input type="checkbox"/> 209	Extn209
<input type="checkbox"/> 210	Ext210
<input type="checkbox"/> 8003	Extn8003

Check the Extensions that you want to ring on Incoming calls...

## In Hunt Group **Overflow To AA1**

Hunt Group Voicemail Fallback Queuing Voice Recording Announcements

Name

Extension

Ring Mode

Overflow Mode

Hold Music Source

Agent's Status on No-Answer Applies To

User List

Extension	Name
<input checked="" type="checkbox"/> 555	AA Dummy

**Add your Virtual User to the list**



## Testing Notes

You must have at least 2 phones that are members of Hunt Group 200 plugged in to the KSU to perform these tests.

Or, connect a CO Line to the KSU and call into it from your cell phone.

**Otherwise you will be answered by the Auto Attendant immediately.**

Once you have completed the setup, you can dial the Virtual User number that you created and you should be connected to the Auto Attendant immediately.

You can also dial the Extension Number of the Main Hunt Group 200 and be answered by the Auto Attendant with the Delay you set in the No Answer Time (sec) area.

You can also dial the Extension Number of the Overflow To AA 552 and be answered by the Auto Attendant immediately.

You can dial the Short Code that you created and you should be connected to the Auto Attendant immediately.