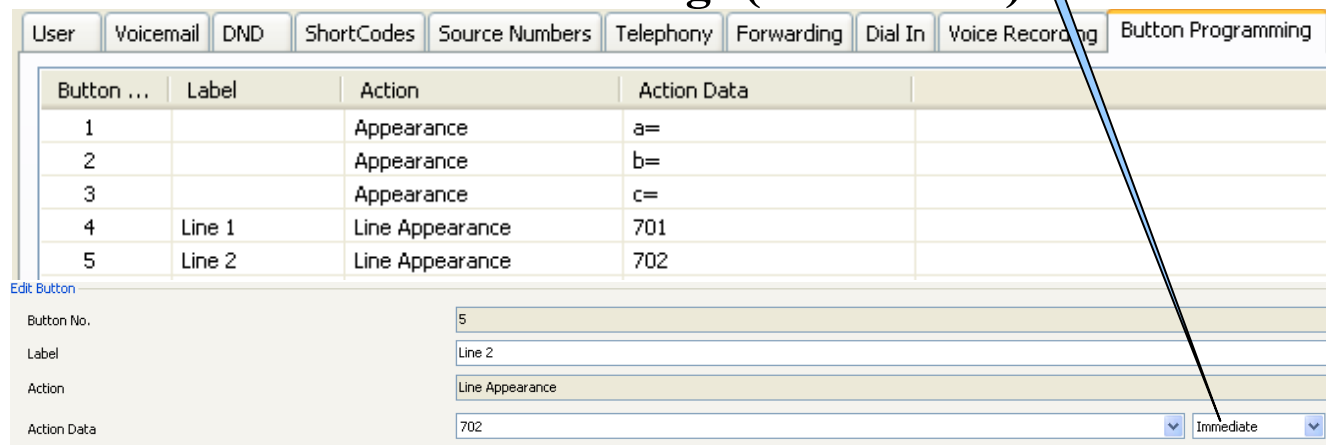**Telquest Tech Support**

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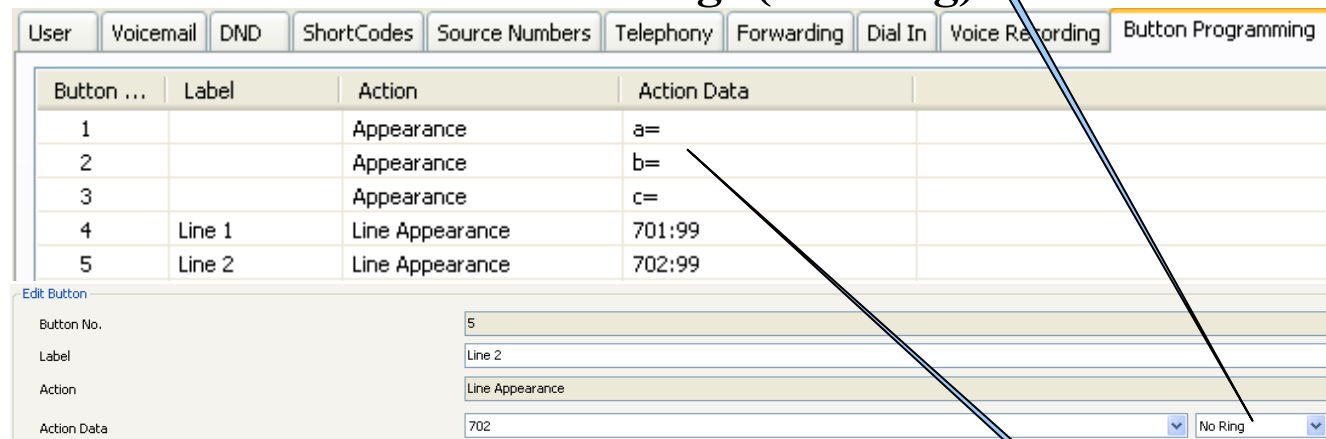
The phones that you want to ring are selected on Page 6 in the Hunt Group Users List.

Correct Setting: (No Ring)

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

To create a New Short Code:

9X Short Code (80)

1. **Right Click here...**

2. **Left Click here...**

	New	Ctrl+N
	Cut	Ctrl+X
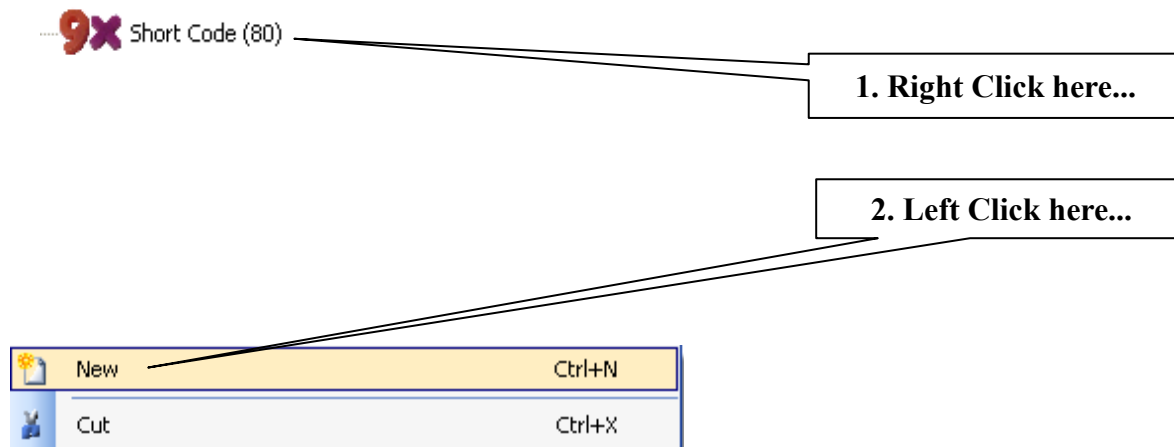
Create a new Short Code with these settings:

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

Caution: This is Case Sensitive!

Example: *111

Short Code

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

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

User (33)

1. Right Click here...

2. Left Click here...

| New | Ctrl+N |
| New User Rights from user | |
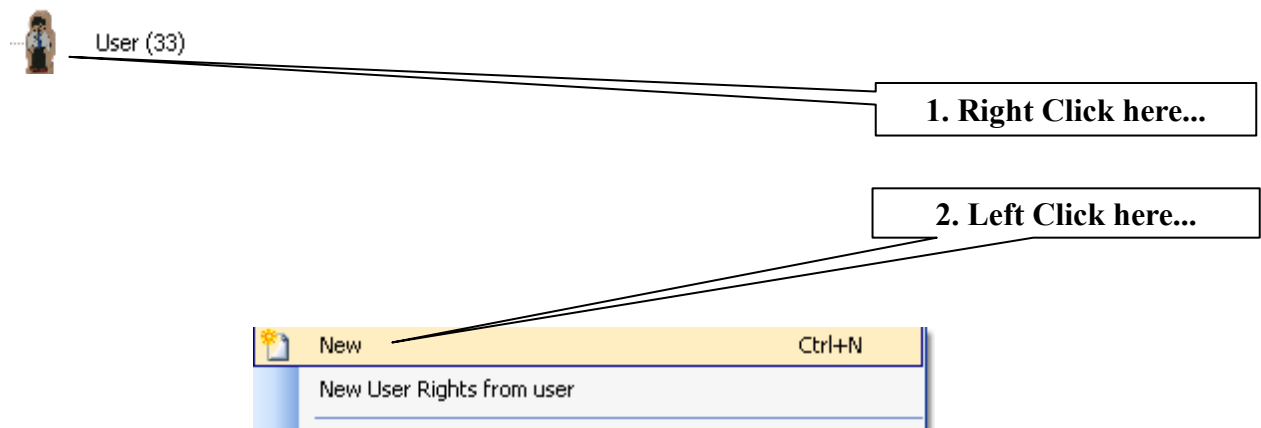
Example Creating User 555

3. This Tab

4. Give it a name

5. Not important

| User | Voicemail | DND | ShortCodes | Source numbers | Telephony | Forwarding | Dial In | Voice Recording |

Name — AA Dummy

Password

Confirm Password

Full Name — aaa

Extension — 555

6. The Virtual User we are creating
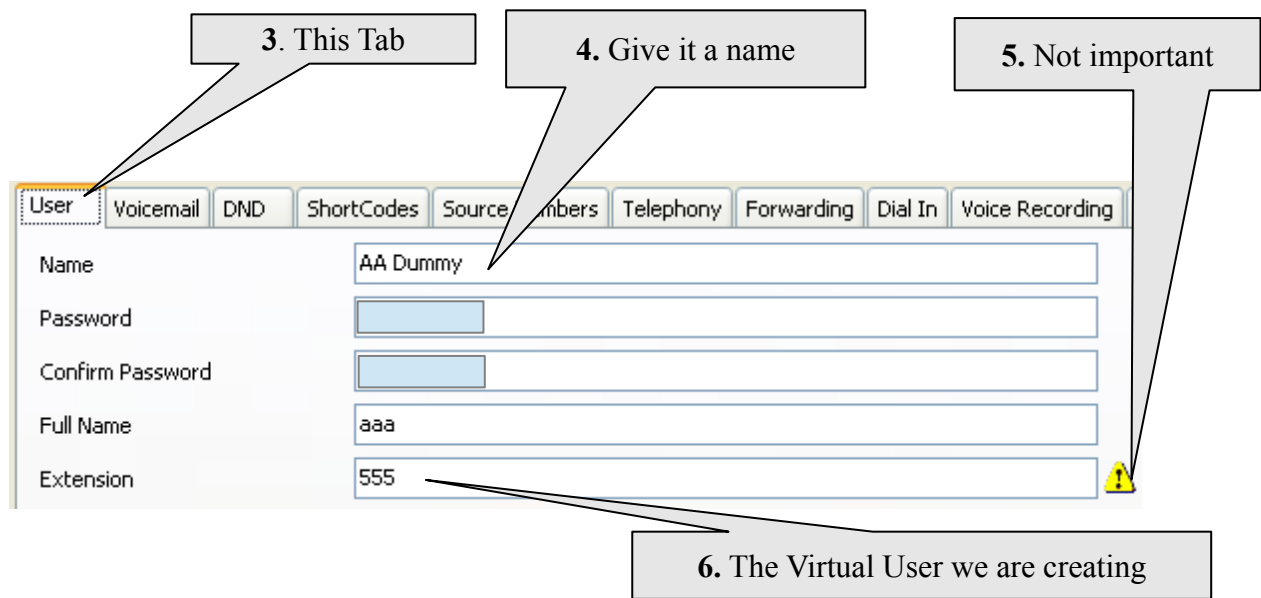
Make sure the Voicemail is OFF for the Virtual User   **7. OFF**

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

Voicemail Code

Confirm Voicemail Code

☐ Voicemail On
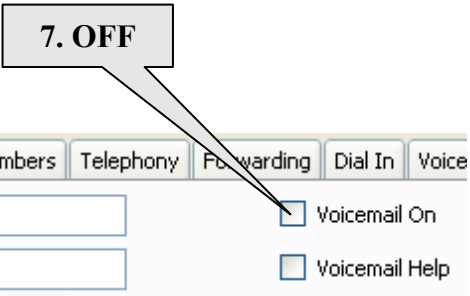
☐ Voicemail Help

Create Virtual User continued...

Set Forwarding Unconditional to:

Enter the Short Code you created earlier

Check This Box

This Tab

| User | Voicemail | DND | rtCodes | Source | | Telephony | Forwarding | Dial In | Voice |

Follow Me Number

Forward Unconditional ☑

To Voicemail ☐

Forward Number *111

Forward Hunt Group Calls ☑

Forward Internal Calls ☑

Check BOTH

NO CHECK

Create a New Hunt Group named **Overflow To AA1**

Pick one or use 552

Set these like this....

Hunt Group	Voicemail	Fallback	Queuing	Voice Recording	Announcements

Name	Overflow To AA1	☐	
Extension	552		
Ring Mode	Sequential	No Answer Time (secs)	System Default (15)
Overflow Mode	Group	Overflow Time (secs)	Off
Hold Music Source	No Change	Voicemail Answer Time (secs)	45
Agent's Status on No-Answer Applies To	None		

See Note Below...

Turn the Hunt Group **Voicemail OFF**

Hunt Group	Voicemail	Fallback	Queuing	Voice Recording	Announcements

Voicemail Code		☐ Voicemail On
Confirm Voicemail Code		☐ Voicemail Help
Voicemail Email		☐ Broadcast
Voicemail Email		☐ UMS Web Services
⦿ Off ○ Copy ○ Forward ○ Alert		

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

Collective Group Main: 200

Group	Queuing	Overflow	Fallback	Voicemail	Voice Recording	Announcements

Overflow
Overflow Time (secs)	Off
Overflow Mode	Group
Immediate Overflow	Off

Overflow Group List
Group Name

It is now on a Tab in the Group.

Set the Incoming Call Route

2. Click Here...

3. Click Here...

4. Looks like this...

IP Offices
- BOOTP (50)
- Operator (3)
- Office System
  - System (1)
  - Line (4)
  - Control Unit (2)
  - Extension (8)
  - User (11)
  - Group (2)
  - Short Code (76)
  - Service (0)
  - RAS (1)
  - Incoming Call Route (1)

Incoming Call ...
Line Group ID | Incoming N...
0

| Standard | Voice Recording | Destinations |

Bearer Capability	Any Voice
Line Group ID	0
Incoming Number	
Incoming Sub Address	
Incoming CLI	
Locale	
Priority	1 - Low
Tag	
Hold Music Source	System Source
Ring Tone Override	None

1. Click Here...

5. Click here...

IP Offices
- BOOTP (50)
- Operator (3)
- Office System
  - System (1)
  - Line (4)
  - Control Unit (2)
  - Extension (8)
  - User (11)
  - Group (2)
  - Short Code (76)
  - Service (0)
  - RAS (1)
  - Incoming Call Route (1)

Incoming Call ...
Line Group ID | Incoming N...
0

0 *

| Standard | Voice Recording | Destinations |

TimeProfile	Destination	Fallback Extension
Default Value	200 Main Hunt	

6. Set like this...

Add "Overflow To AA1" to the Selected Overflow Groups

In Hunt Group Main 200

Select Overflow Groups

Overflow Groups

Available Groups

Overflow To AA1

Selected Overflow Groups

Overflow To AA1

>>

<<

OK   Cancel

Hunt Group 200 – User List

User List

Extension	Name
☑ 201	Extn201
☑ 203	Extn203
☑ 8111	SIP 8111

These are the Extensions
that will ring on an
Incoming Call

Edit...   Remove

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
☑ 201	Operator 1
☑ 202	Extn202
☑ 203	Extn203
☑ 204	Extn204
☑ 205	Extn205
☑ 206	Extn206
☑ 207	Extn207
☑ 208	Extn208
☐ 209	Extn209
☐ 210	Ext210
☐ 8003	Extn8003

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

In Hunt Group **Overflow To AA1**

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.