LINKSYS®
A Division of Cisco Systems, Inc.

Auto-Attendant for the IP Telephony System

IMPORTANT: Install the IP Telephony System before you make any changes to the auto-attendant.

IP Telephony System

VoIP
Voice

Auto-Attendant Quick Installation

CISCO SYSTEMS

Model No.   SPA9000

Introduction

Description

The auto-attendant is an internal service within the System. It plays pre-recorded voice messages that offer the caller a menu of choices, so the auto-attendant can appropriately direct the call.

There are three auto-attendants available: daytime, nighttime, and weekend/holiday. By default, the daytime auto-attendant is enabled, and the first message it plays (Prompt ID 1) is suitable for business hours.

Greetings

You can save up to 10 customized greetings. The first four have default messages, which can be changed.

Prompt ID	Default Audio Message
1	"If you know your party's extension, you may enter it now."
2	"Your call has been forwarded."
3	"Not a valid extension, please try again."
4	"Goodbye."

If you want a caller to hear a different greeting during nighttime (non-business) hours, then follow the instructions on how to record a new prompt and configure the nighttime auto-attendant settings. For example, Prompt ID 5 could say, "The company is currently closed. Our business hours are 9 AM to 5 PM, Monday to Friday." Then use Prompt ID 5 as the initial greeting for the nighttime auto-attendant.

You can also use these instructions to record additional prompts and further customize your auto-attendant, as long as you also update the AA script 2 code accordingly through the Web-based Utility (details about scripting are available in the User Guide on the Setup CD-ROM).

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1 Record a New Prompt

A Using one of the analog telephones connected to the System, press ******** (in other words, press the star key four times).

B Wait until you hear "Linksys configuration menu. Please enter the option followed by the # (pound) key or hang up to exit."

C Press **72255#** to access the auto-attendant message settings.

D You will hear, "Please enter the message number followed by the # key." Press **5#**.

E The Interactive Voice Response (IVR) Menu will say, "Enter **1** to record. Enter **2** to review. Enter **3** to delete. Enter ***** to exit."

F Press **1** and record your message.

(If there is not enough memory left to record a new message, then you will hear, "Option failed" and be returned to step D.)

G After you have finished your message, press **#**.

H After you record the message, you will hear, "To save, enter **1**. To review, enter **2**. To re-record, enter **3**. To exit, enter *****."

If you entered 1, the new message will be saved.

If you entered 2, you will hear the message played.

NOTE: If the message is longer than 15 seconds, then you will hear, "One moment, please." It will take several seconds to save the message. After it has been saved, you can continue to use the IVR Menu.

If you entered 3, you will be returned to step G.

If you entered *, you will be returned to the menu in step E.

I When you have finished recording Prompt ID 5, then hang up the telephone.

To configure the nighttime auto-attendant, continue to the next section.
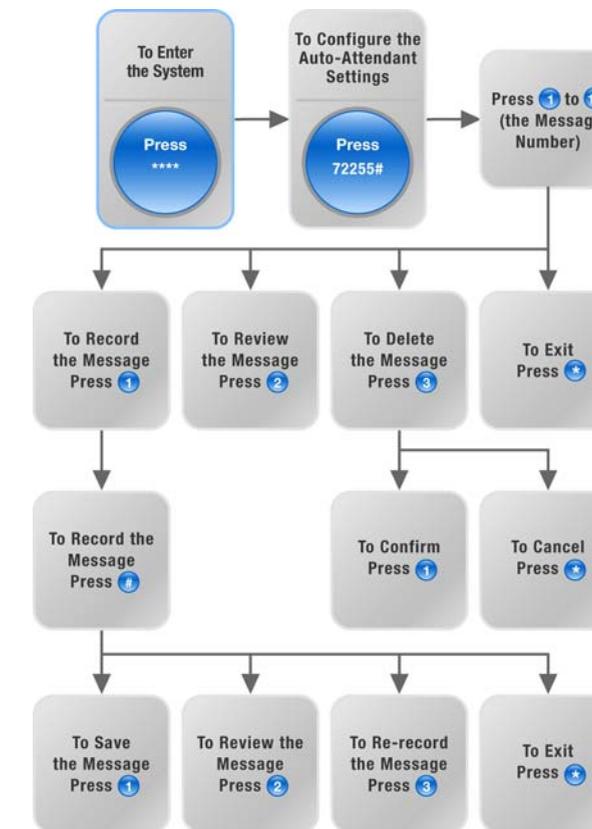
A Launch Internet Explorer or Netscape Navigator on the administration computer.

B Enter *<IP address of the System>*/**admin/voice/advanced** in the web browser's *Address* field. (Enter the IP address you assigned to the System when you installed it.)

Then press **Enter**.

C The *Voice - Info* screen will appear. Click the **SIP** tab.

D On the *SIP* screen, scroll down to the Auto Attendant Parameters.

Voice - SIP Screen
Auto Attendant
Parameters

E For the *AA script 2* field, follow these instructions:

1 Copy the default *AA script 1* text to the Notepad (or other word processing program).

This is the default AA script 1 code:

```
<aa>
<form id="dir" type="menu">
    <audio src="prompt1" bargein="T"/>
    <noinput timeout="10" repeat="T"/>
    <nomatch repeat="F">
        <audio src="prompt3" bargein="T"/>
    </nomatch>
    <dialplan src="dp1"/>
    <match>
        <default>
            <audio src="prompt2"/>
            <xfer name="ext" target="$input"/>
        </default>
    </match>
</form>
</aa>
```

2 Replace "dir" with "nt" (see the new text in boldface). Then add this line of code:
<audio src="prompt5" bargein="T"/>

This is the AA script 2 code:

```
<aa>
<form id="nt" type="menu">
    <audio src="prompt5" bargein="T"/>
    <audio src="prompt1" bargein="T"/>
    <noinput timeout="10" repeat="T"/>
    <nomatch repeat="F">
        <audio src="prompt3" bargein="T"/>
    </nomatch>
    <dialplan src="dp1"/>
    <match>
        <default>
            <audio src="prompt2"/>
            <xfer name="ext" target="$input"/>
        </default>
    </match>
</form>
</aa>
```

3 Copy the AA script 2 code from the Notepad, and paste it in the *AA script 2* field.

F For the *DayTime* field, enter the daytime hours for the daytime auto-attendant in 24-hour format. The start and end times should be in this format:

start=hh:mm:ss;end=hh:mm:ss
(hh for hours, mm for minutes, and ss for seconds)

For example, start=9:0:0;end=17:0:0 means the start time is 9 AM and the end time is 5 PM. The other hours (5 PM to 9 AM) are considered nighttime hours.

G For the *NightTime AA* setting, select **yes**.

H For the *NightTime AA Script* setting, select **2**.

I Click **Submit All Changes**.

Congratulations! You have set up the nighttime auto-attendant.