

# **Auto Attendant User Guide**

Specifications subject to change without notice. Facilities described may or may not be supported by your network.  
This documentation refers to software version 14.183 for hardware systems and 15.011 for cloud PBX.  
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## 1. Auto-Attendant User Guide

The MDS Amiba Cloud PBX and the Opera range of hardware PBX's offer an Auto-Attendant to handle and route incoming calls in a professional manner without the intervention of an operator.

The system contains 100 Interactive Voice Response (IVR) messages that together comprise the Auto-Attendant system. Each message contains a number of parameters that provide the flexibility to allow a wide number of Auto-Attendant configurations to be programmed.



Auto-Attendant: Enabled  Disabled

Message	Duration	Controls	Number	Delay Timer	Ring assigned Users	Digit Assignment:
Welcome Message	00:00:19		700	2	<input type="checkbox"/>	Digits
Hold Message	--:--		701	15	<input checked="" type="checkbox"/>	Digits
Greeting and Clear	--:--		702	0	<input checked="" type="checkbox"/>	Digits
Support day	00:00:11		703	0	<input type="checkbox"/>	Digits
Support Q	00:00:17		704	10	<input checked="" type="checkbox"/>	Digits
Support night	00:00:29		705	0	<input type="checkbox"/>	Digits
Support voicemail	00:00:09		706	0	<input type="checkbox"/>	Digits
dshaw holiday	--:--		707	0	<input type="checkbox"/>	Digits
Attendant Msg. 9	--:--		708	10	<input checked="" type="checkbox"/>	Digits
Attendant Msg. 10	--:--		709	10	<input checked="" type="checkbox"/>	Digits

1 2 3 4 5 6 7 8 9 10

Save Back

### Message

In the column Message, a unique message name can be assigned to each of the 100 messages.

### Duration

Duration is the length of the message in hh:mm:ss format.

### Controls

Controls allow you to play, delete or record an announcement.

### Number

This is a unique message number which is used to programme when the message is triggered. This is done on the ringing assignment page.

### Delay Timer

This is a programmable delay that can be inserted before the message starts playing.

### Ring Assigned Users

Allows you to ring assigned extensions during the playing of the message. The extensions are programmed on the ringing assignment page.

### Digit Assignment

This link opens the digit assignment page which allows you to program the response of the system to digits dialled by a caller.

More details on some of the programming of some of these parameters are given below.

## 2. Assigning an Auto-Attendant message to answer an incoming call

Press the Ringing Assignment Link in the External Numbers section of the home main page. This will display a list of external numbers and their ringing assignments



The screenshot shows a web interface with a navigation bar at the top containing 'Home', 'Ringing Assignment', and 'Help'. Below the navigation bar is a table with four columns: 'Index', 'External Number', 'Day Ringing', and 'Edit'. The table contains 14 rows of data, each representing an external number and its assigned ringing value. Each row has a yellow pencil icon in the 'Edit' column.

Index	External Number	Day Ringing	Edit
1	35318160000	700	
2	35318160050	1050	
3	35318160041	1041	
4	35318160009	1009	
5	35318160007	1007	
6	35318160043	1043	
7	35318160096	1096	
8	35318160030	1030	
9	35318160048	1048	
10	35318160046	1046	
11	35318160002	1002	
12	35318160095	1095	
13	35318160081	1081	
14	35318160040	1040	

Click on the Edit button for an External Number to program the handling of incoming calls for

that number.

Home Ringing Assignment Help

Ringing Assignment - External Number : 35318160000

Add All 0 Assignment Remove All

Select Auto-Attendant  
None  
+

Select Networked User or Group  
+  
+

Toggle To  
External/Meet-me  
Assignment

Declan Gibbons (1050) +  
Seamus Doran (1041) +  
Dave Victory (1009) +  
Gary Marjoram (1007) +  
Gary Nolan (1043) +  
Sean Cleary old desk (104) +  
Patch (1096) +  
Andrea Hartigan (1030) +  
John Harper (1048) +  
Fax Test 1088 (1088) +  
Dave Shaw (1046) +  
Kevin Doherty (1002) +  
DMaj Main (1095) +  
Kevin Kenny 2 (114) +  
John Manning1 (1081) +  
Aidan Walters (1023) +  
Paul Hickey (1059) +  
Michael Collins (1040) +  
Kevin Kenny 3 (119) +  
Tom Hand (1025) +

✓ ✗

To use an Auto-Attendant message to answer calls to this number, click on the + sign beneath 'Select Auto-Attendant' and select an Auto-Attendant message from the list:

Home Ringing Assignment Help

Attendant Msg.

None			
Welcome Message	Attendant Msg. 26	Attendant Msg. 51	Attendant Msg. 76
Hold Message	Attendant Msg. 27	Attendant Msg. 52	Attendant Msg. 77
Greeting and Clear	Attendant Msg. 28	Attendant Msg. 53	Attendant Msg. 78
Support day	Attendant Msg. 29	Attendant Msg. 54	Attendant Msg. 79
Support Q	Attendant Msg. 30	Attendant Msg. 55	Attendant Msg. 80
Support night	Attendant Msg. 31	Attendant Msg. 56	Attendant Msg. 81
Support voicemail	Attendant Msg. 32	Attendant Msg. 57	Attendant Msg. 82
dshaw holiday	Attendant Msg. 33	Attendant Msg. 58	Attendant Msg. 83
Attendant Msg. 9	Attendant Msg. 34	Attendant Msg. 59	Attendant Msg. 84
Attendant Msg. 10	Attendant Msg. 35	Attendant Msg. 60	Attendant Msg. 85
Attendant Msg. 11	Attendant Msg. 36	Attendant Msg. 61	Attendant Msg. 86
Attendant Msg. 12	Attendant Msg. 37	Attendant Msg. 62	Attendant Msg. 87
Attendant Msg. 13	Attendant Msg. 38	Attendant Msg. 63	Attendant Msg. 88
Attendant Msg. 14	Attendant Msg. 39	Attendant Msg. 64	Attendant Msg. 89
Attendant Msg. 15	Attendant Msg. 40	Attendant Msg. 65	Attendant Msg. 90
Attendant Msg. 16	Attendant Msg. 41	Attendant Msg. 66	Attendant Msg. 91
Attendant Msg. 17	Attendant Msg. 42	Attendant Msg. 67	Attendant Msg. 92
Attendant Msg. 18	Attendant Msg. 43	Attendant Msg. 68	Attendant Msg. 93
Attendant Msg. 19	Attendant Msg. 44	Attendant Msg. 69	Attendant Msg. 94
Attendant Msg. 20	Attendant Msg. 45	Attendant Msg. 70	Attendant Msg. 95
Attendant Msg. 21	Attendant Msg. 46	Attendant Msg. 71	Attendant Msg. 96
Attendant Msg. 22	Attendant Msg. 47	Attendant Msg. 72	Attendant Msg. 97
Attendant Msg. 23	Attendant Msg. 48	Attendant Msg. 73	Attendant Msg. 98
Attendant Msg. 24	Attendant Msg. 49	Attendant Msg. 74	Attendant Msg. 99
Attendant Msg. 25	Attendant Msg. 50	Attendant Msg. 75	Attendant Msg. 100

Now click the green tick on the Ringing Assignment page to confirm the selection. Incoming callers to this number will now hear the Auto-Attendant message that you have selected.

You can add users or groups to the ringing assignment by dragging and dropping them from the left column into the centre column and pressing the green tick.

When the ringing assignment contains both users and an Auto-Attendant announcement, the users will ring for a defined period of time (See 'Delay Timer' below) before the call is answered by the Auto-Attendant message.

**Note:-** If you programme an Auto-Attendant message but no users in the ringing assignment, the incoming call is answered **immediately** by the message.

### 3. Assigning an Auto-Attendant message to a Group

You can assign an Auto-Attendant message to a particular work group in the same way by going to the Group Assignment page in the Group Settings section of the main page.

The screenshot displays the 'Group Assignment' interface for 'Accounts 804'. It features a navigation bar with 'Home', 'Group Assignment', and 'Help'. The main content area is divided into three sections:

- Left Panel:** A list of users with an 'Add All' button at the top. The list includes: Declan Gibbons (1050), Seamus Doran (1041), Dave Victory (1009), Gary Marjoram (1007), Gary Nolan (1043), Sean Cleary old desk (106), Patch (1096), John Harper (1048), Fax Test 1088 (1088), Dave Shaw (1046), DMaj Main (1095), Kevin Kenny 2 (114), John Manning1 (1081), Aidan Walters (1023), Paul Hickey (1059), Michael Collins (1040), Kevin Kenny 3 (119), Tom Hand (1025), Extn 121 (121), and Meeting Room (1010). Each user name has a '+' icon to its right.
- Center Panel:** A table titled 'Group Assignment - Group : Accounts 804'. It has columns for 'Assignment' and 'Remove All'. The table contains two entries: 'Andrea Hartigan (1030)' and 'Kevin Doherty (1002)', each with a '-' icon in the 'Remove All' column.
- Right Panel:** Two selection boxes. The top one is 'Select Auto-Attendant' with 'None' selected and a '+' icon below it. The bottom one is 'Select Networked User or Group' with an empty text box and a '+' icon below it.

At the bottom center of the page, there are two icons: a green checkmark and a red 'X'.

If the only member of a group is an Attendant message code, then on dialling that group number, the caller will be answered **immediately** by that message.

## 4. Delay Timer

Home
Auto-Attendant
Help

Auto-Attendant: Enabled  Disabled

Message	Duration	Controls	Number	Delay Timer	Ring assigned Users	Digit Assignment
Welcome Message	00:00:19		700	2	<input type="checkbox"/>	Digits
Hold Message	---		701	15	<input checked="" type="checkbox"/>	Digits
Greeting and Clear	---		702	0	<input checked="" type="checkbox"/>	Digits
Support day	00:00:11		703	0	<input type="checkbox"/>	Digits
Support Q	00:00:17		704	10	<input checked="" type="checkbox"/>	Digits
Support night	00:00:29		705	0	<input type="checkbox"/>	Digits
Support voicemail	00:00:09		706	0	<input type="checkbox"/>	Digits
dshaw holiday	---		707	0	<input type="checkbox"/>	Digits
Attendant Msg. 9	---		708	10	<input checked="" type="checkbox"/>	Digits
Attendant Msg. 10	---		709	10	<input checked="" type="checkbox"/>	Digits

1 2 3 4 5 6 7 8 9 10

Save
Back

This timer determines how long the incoming call will ring the assigned user(s) before the call is answered by the Auto-attendant message.

If the delay timer is 0 seconds, the call will be answered immediately by the attendant.

If no users are assigned to ring (i.e. there is only an attendant message in the ringing assignment), then the delay timer value will have no effect and the call will be answered immediately by the Auto-Attendant message.

## 5. Ring Assigned Users

This field determines whether the assigned users will ring while the message is being played.

If you wish to ensure that the entire message is played to the caller without interruption, you can disable this option. In this case the assigned phones will not ring until the end of message and the entire message will be played without the call being answered.

If there are no extensions assigned to ring while the attendant message is being played then this option will have no effect.

## 6. Digit Assignment

Callers who are answered by the Auto-Attendant may be asked to select from a menu of options to assist in routing the call to the most appropriate internal destination. The caller makes a selection by dialing a digit and the Auto-Attendant routes the call based on the digit dialed. The response of the Auto-Attendant to the digit dialed is programmed on this page which is reached by pressing the 'digits' link for the message on the Auto-Attendant page.

The screenshot shows the 'Digit Assignment: Welcome Message (700)' configuration page. It features two tables for digit assignments, a 'Direct user dialling' checkbox, and a section for 'If No Digits Dialed after' and 'If destination is Busy or Unavailable'.

Digit	Assignment
1	Internal 822
2	Internal 803
3	Internal 804
4	Internal 805
5	No Action
6	No Action

Digit	Assignment
7	No Action
8	No Action
9	No Action
0	No Action
*	Extension Prompt
#	Voicemail Prompt

Direct user dialling

If No Digits Dialed after 5 Seconds Internal 1030

If destination is Busy or Unavailable No Action

Save Back

For every digit there is a drop-down menu of actions which can be programmed as a response. These are the options:

### No Action

The digit dialed by the caller is ignored.

### End Current Call

The call will be terminated.

### Extension Prompt

Wait for the caller to dial an internal user or group number and transfer the call to that number.

For example, record the following welcome message:

*" Welcome to Company X, ...dial 1 for sales, 2 for marketing.., If you know the extension number of the person you wish to ring please dial \* followed by the extension number.."*

In the assignment field for the digit \*, select 'Extension Prompt'.

When the caller dials \* followed by the user number, the call is transferred to that user.

### Voicemail Prompt

Wait for the caller to dial an internal extension or group number and transfer the call to the voicemail box of that extension or group.

For example, record the following welcome message:

*" Welcome to Company X, ...dial 1 for sales, 2 for marketing.., If you wish to leave a message in the mailbox of an extension please dial \* followed by the extension number.."*

In the assignment field for the digit \*, select 'Voicemail Prompt'.

When the caller dials \* followed by the user number, the call is transferred to the mailbox of that user.

### **Internal**

The caller is transferred to the internal user or group number entered in the adjacent edit box.

#### **Calls to Internal Groups**

A group usually contains several users and may contain another auto-attendant message. When a digit is assigned to ring a group, the users in the group will ring. If the call is not answered after the delay timer period, it will be answered by the auto-attendant. If the group contains an Auto-Attendant but no other users, the caller will be connected to the auto attendant immediately.

### **External**

The caller is transferred to the external number entered in the adjacent edit box.

You may also select which trunk line to use for the external call by selecting the appropriate line access code.

### **Auto-Attendant Message**

The caller can be transferred to a different Auto-Attendant message. In this way, the caller may be routed through a sequence of several messages to arrive at the appropriate destination.

### **Direct User Dialling**

This feature allows callers to dial a user number during the playing of the auto-attendant message. The caller is then directly connected to an internal user. If this box is unticked callers cannot dial through to internal users during the message.

### **If No Digits Dialed**

Here you can program the response of the auto-attendant if the caller dials no digits. You can select a time period in seconds during which the auto-attendant waits for a response from the caller. During this time the caller will hear silence and the system will continue to monitor for digits dialled. When the time period has elapsed the system will perform the programmed action. If the timer is set to 0, then the assigned action will be performed as soon as the attendant message has been played.

### **Destination Busy or Unavailable**

Here you can programme the action to be taken if the destination is busy or unavailable.

## 7. Access the Auto-Attendant Messages from a system phone

A user who has operator privileges may record or delete auto-attendant messages from an executive system phone.

### 7.1 Access the Auto-Attendant Messages

Auto-Attendant programming can be carried out at an Operafone Executive System Phone with **Operator Functionality enabled**.

```
10:00 Fri 03.11.02
Extension 11
Menus      ↑↓ Phone Bk
```

```
Call Diversion
Mailbox Settings
▶ Auto-Attendant Setu
Select     ↑↓      Back
```

```
Auto-Attendant Setup
▶ Welcome Message
Hold Message
Select     ↑↓      Exit
```

The user can simply use the up & down arrow Keys to scroll to the desired message and then press the **<Select>** Key.

From the idle screen -

- Press the **<Menus>** key
- Use the **↑↓** keys to scroll through the list of options
- When the cursor is alongside the **Auto-Attendant Setup** option, press the **<Select>** key

The 100 Auto-Attendant messages available to select are listed below:

- Welcome message
- Hold Message
- Greeting and Clear
- Attendant Msg. 4
- Attendant Msg. 5
- Attendant Msg. 6
- Attendant Msg. 7
- Attendant Msg. 8
- Attendant Msg. 9
- Attendant Msg. 10

## 7.2 Record an Auto-Attendant Message

L I F T H A N D S E T

W e l c o m e M e s s a g e  
0 0 : 0 0 : 0 6

R e c o r d B a c k

W e l c o m e M e s s a g e  
0 0 : 0 0 : 1 5

S t o p B a c k

W e l c o m e M e s s a g e  
0 0 : 0 0 : 1 5

R e p l a y B a c k

W e l c o m e M e s s a g e  
0 0 : 0 0 : 1 5

A c c e p t R e j e c t

Select **Record** from the message options.

- Lift the handset as prompted  
**Note:** It is not possible to record messages in handsfree mode.
- Press the <**Record**> key

The record time is shown as the message is being recorded.

- Press the <**Stop**> key when the message is complete. The message is automatically saved

If the <**Back**> key is pressed, the message will not be saved and the display will return to the **Auto - Attendant Setup** menu.

To listen to the recorded message -

- Press the <**Replay**> key

If the message is correct -

- Press the <**Accept**> key and the display will return to the **Auto-Attendant Setup** menu

### 7.3 Play an Auto-attendant Message

```

▶ P l a y
  R e c o r d
  D e l e t e
  S e l e c t      ↑ ↓          B a c k

```

As shown on the display opposite, with the cursor alongside the **Play** option -

- Press the **<Select>** key

**Note:** The **Play** and **Delete** options will only appear if a message has been recorded.

If the handset is on-hook, handsfree mode will be activated and the selected message will be played. (The handset can be lifted at any time during the message). The length of the message is shown and counts down while it is being played.

```

W e l c o m e   M e s s a g e
0 0 : 0 0 : 0 6
P a u s e                               B a c k

```

To pause a message -

- Press the **<Pause>** key (the function of the key changes to **<Resume>**)

```

W e l c o m e   M e s s a g e
0 0 : 0 0 0 6
R e s u m e                               B a c k

```

To resume a message -

- Press the **<Resume>** key

```

W e l c o m e   M e s s a g e
0 0 : 0 0 : 0 6
R e p l a y                               B a c k

```

When the message has finished, to replay -

- Press the **<Replay>** key

To return to the message options -

- Press the **<Back>** key

## 7.4 Delete an Auto-attendant message



```
P l a y
R e c o r d
▶ D e l e t e
S e l e c t      ↑ ↓      B a c k
```

As shown on the display opposite, with the cursor alongside the **Delete** option -

- Press the <**Select**> key

**Note:** The **Play** and **Delete** options will only appear if a message has been recorded.

If the handset is on-hook, handsfree mode will be activated and the selected message will be played. (The handset can be lifted at any time during the message). The length of the message is shown and counts down while it is being played.

To pause a message -

- Press the <**Pause**> key (the function of the key changes to <**Resume**>)

To resume a message -

- Press the <**Resume**> key

When the message has finished, to replay -

- Press the <**Replay**> key

To return to the message options -

- Press the <**Back**> key

## 7.5 Change Automated Attendant messages via the voice mail menu

The flow chart below shows the sequence to be followed by a user, with Operator level of access, to alter the Automated Attendant messages. This can even be done remotely. Access the Voicemail Main Menu, for example by dialing #, followed by your PIN, while listening to the welcome message. Then, instead of following any of the standard 1 to 4 prompts, dial 6 followed by the index number of the AA message to be recorded, unprompted.

Circled numbers represent digits dialed at the various stages.

