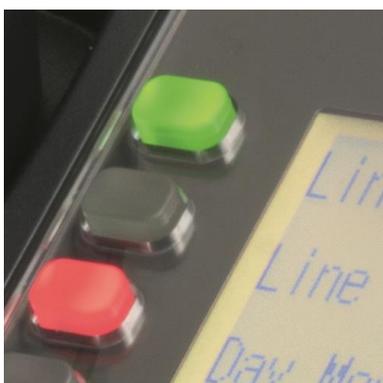


The SL2100 Quick Install Guide: Auto Attendant

Out of the
box
installations
for resellers



This guide explains the installation, configuration and operation of Automated Attendant for the SL2100 Telephone System.

Further information is available on BusinessNet.

Please keep all information supplied for future reference.

Regulatory Notice.

Refer to the Declaration of Conformity shown in the SL2100 Hardware Manual

Warning: This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Contents

1 – What is an Auto Attendant?	3
2 – Route a trunk call to the Auto Attendant	4
Analogue Trunks	4
Digital Trunks.....	5
3 – Auto Attendant Configuration	6
4 – No Dial and No Answer Options	6
Overflow Options	6
Overflow Timers	7
5 – Record the Greetings	8
Record using telephone handset.....	8
Upload messages using the Web Interface	9
Check the IP Address of the SL2100	10

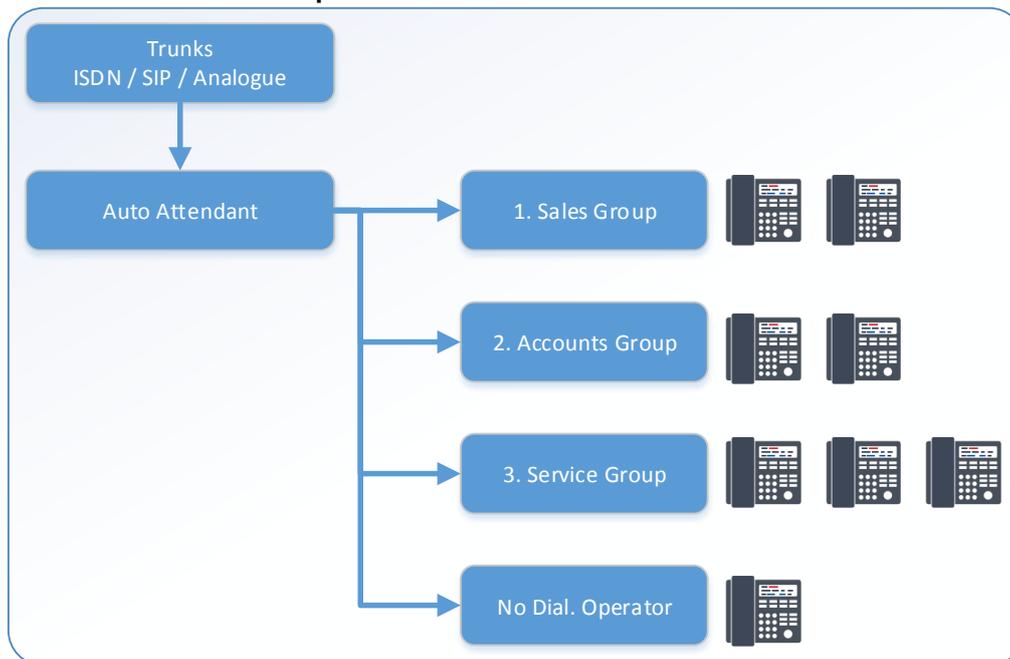
1 – What is an Auto Attendant?

The SL2100 has a built in Automated Attendant. This feature allows you to record messages with dialling options that can be played to customers.

An example of the Auto Attendant function could be;

- Press 1 for Sales
- Press 2 for Accounts
- Press 3 for Service
- Hold to speak to the Operator

Representation of an Auto Attendant



Auto Attendant Features

- There are 100 messages available, the maximum number of individual Auto Attendants or Auto Attendant levels is 100.
- It is possible to tier Auto Attendant messages, so if the caller selects an option, it can move to another message and give further options.
- The greeting can be recorded through the telephone handset by the user, or imported from a .wav file using the Web Interface.
- The SL2100 supports up to 4 Channels of VRS functionality. Adding the EXIFB card will increase this to 16 Channels.
- Additional flexibility can be added by combining the Auto Attendant with Virtual Loopbacks. See separate Virtual Loopback guide for details.

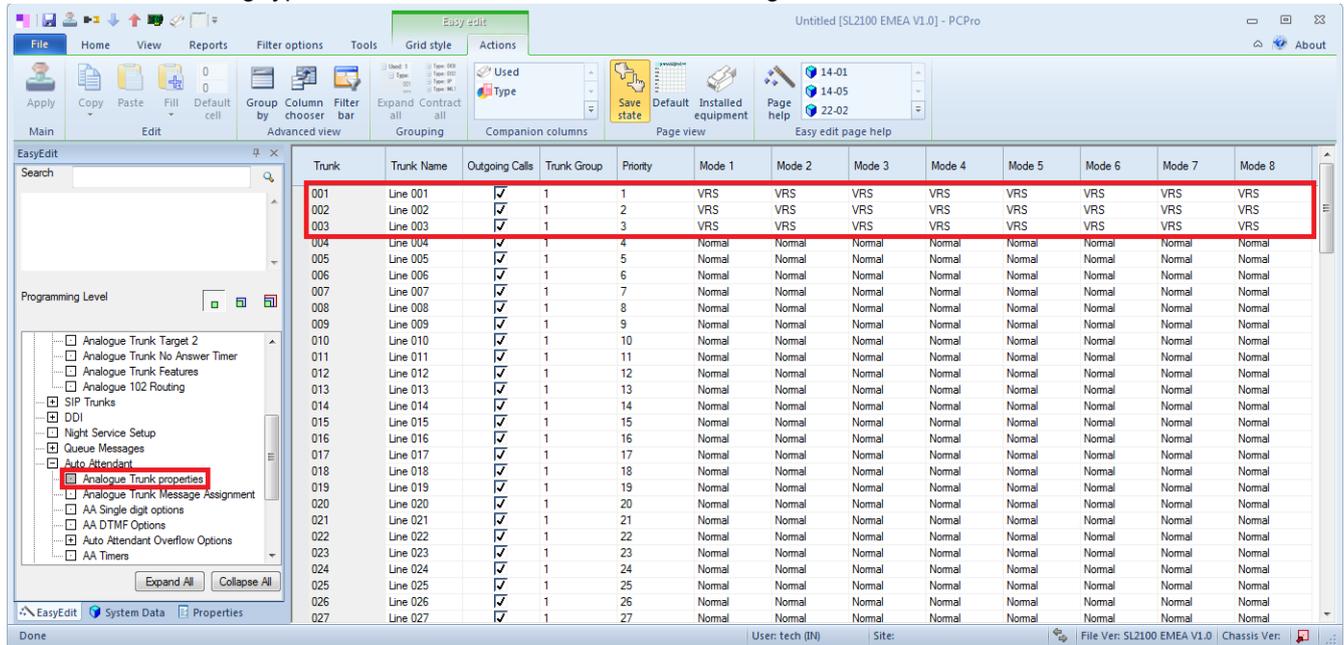
2 – Route a trunk call to the Auto Attendant

First it is necessary to route a trunk call to the Auto Attendant feature. The steps are different for Analogue and Digital (ISDN or SIP) Trunks.

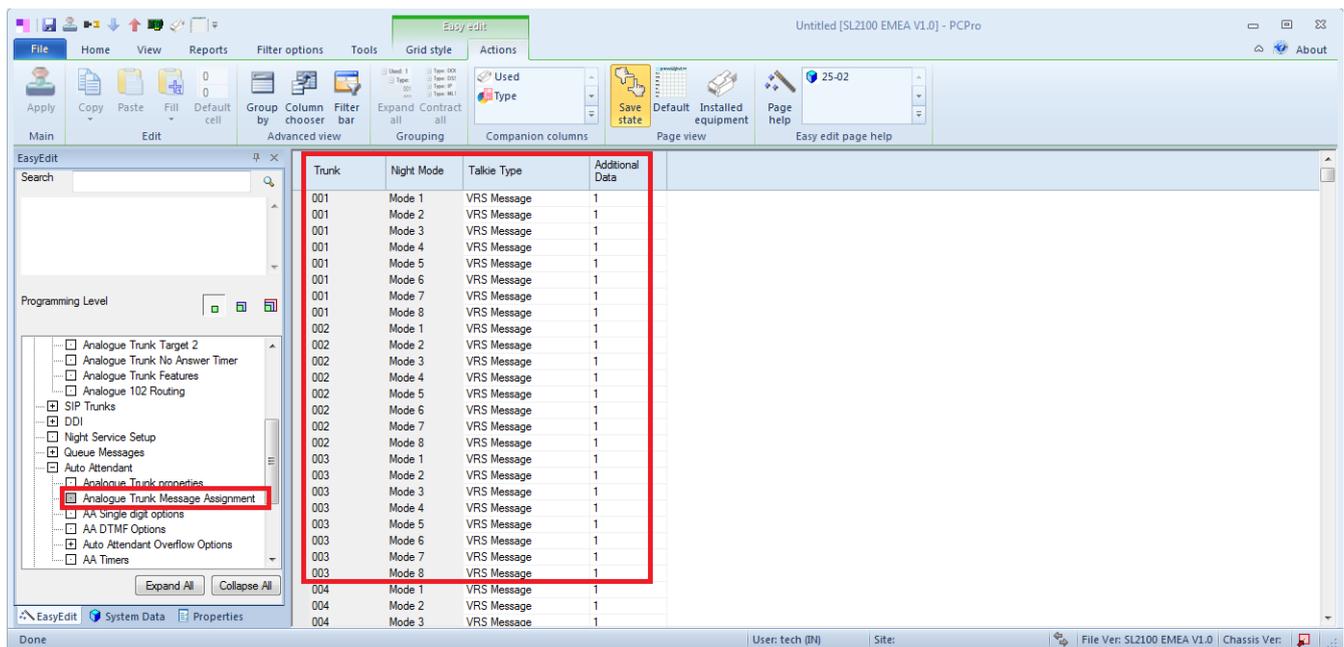
Analogue Trunks

To configure Analogue Trunks to route to the Auto Attendant it is necessary to change the 'routing' type. This is done in Quick Install >Auto Attendant >Analogue Trunk properties.

Set the Trunk routing type as 'VRS' for each trunk that needs to go to the Auto Attendant.



The VRS message number (1~100) that will be played is defined in Quick Install >Auto Attendant >Analogue Trunk Message Assignment. By default message 1 is used. A message number is assigned for each night mode 1~8.



Route Trunks to Auto Attendant

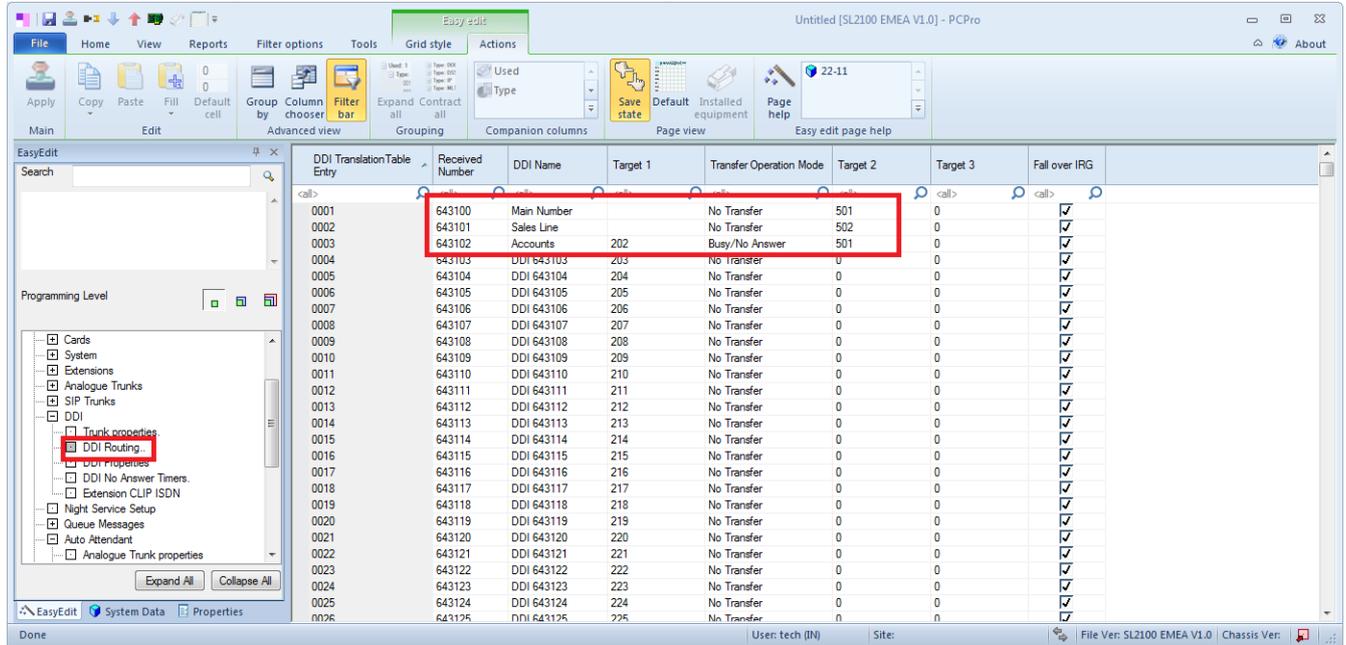
Digital Trunks

Digital Trunks are normally routed by the DDI Routing table. In this case it is necessary to select the individual DDI and direct it toward the Auto Attendant.

Configuration is completed in Quick Install >DDI >DDI Routing.

Calls are routed in Target 2 or Target 3 to 5xx. Where xx represents the Auto Attendant message number 01~99.

Note - VRS message 100 is not available for DDI routing.



DDI Translation Table Entry	Received Number	DDI Name	Target 1	Transfer Operation Mode	Target 2	Target 3	Fall over IRG
0001	643100	Main Number		No Transfer	501	0	
0002	643101	Sales Line		No Transfer	502	0	
0003	643102	Accounts	202	Busy/No Answer	501	0	
0004	643103	DDI 643103	203	No Transfer	0	0	
0005	643104	DDI 643104	204	No Transfer	0	0	
0006	643105	DDI 643105	205	No Transfer	0	0	
0007	643106	DDI 643106	206	No Transfer	0	0	
0008	643107	DDI 643107	207	No Transfer	0	0	
0009	643108	DDI 643108	208	No Transfer	0	0	
0010	643109	DDI 643109	209	No Transfer	0	0	
0011	643110	DDI 643110	210	No Transfer	0	0	
0012	643111	DDI 643111	211	No Transfer	0	0	
0013	643112	DDI 643112	212	No Transfer	0	0	
0014	643113	DDI 643113	213	No Transfer	0	0	
0015	643114	DDI 643114	214	No Transfer	0	0	
0016	643115	DDI 643115	215	No Transfer	0	0	
0017	643116	DDI 643116	216	No Transfer	0	0	
0018	643117	DDI 643117	217	No Transfer	0	0	
0019	643118	DDI 643118	218	No Transfer	0	0	
0020	643119	DDI 643119	219	No Transfer	0	0	
0021	643120	DDI 643120	220	No Transfer	0	0	
0022	643121	DDI 643121	221	No Transfer	0	0	
0023	643122	DDI 643122	222	No Transfer	0	0	
0024	643123	DDI 643123	223	No Transfer	0	0	
0025	643124	DDI 643124	224	No Transfer	0	0	
0026	643125	DDI 643125	225	No Transfer	0	0	

In the example above;

DDI 643100 – Goes to Auto Attendant message 001

DDI 643101 – Goes to Auto Attendant message 002

DDI 643102 – Goes to Extension 202, then on busy/no answer condition to Auto Attendant message 001

3 – Auto Attendant Configuration

Use Quick Install >Auto Attendant >AA Single digit options to configure the options for each Auto Attendant VRS message 1~100.

Attendant Message	Received Digit	Next Attendant Message	Destination Number
Attendant Message: 001			
001	1	0	200
001	2	0	600
001	3	3	
001	4	1	
001	5	1	
001	6	1	
001	7	1	
001	8	1	
001	9	1	
001	0	1	
001	*	1	
001	#	1	

This page has two columns. Only one function can be defined:

Next Attendant Message – Transfer the caller to another Auto Attendant VRS message 1~100. Use this option to create multi-layer greetings.

or

Destination Number – Transfer the caller to an internal number. This can be an Extension, Virtual Extension, Department Group or Virtual Loopback number.

Any other non-defined options should be configured to loop back to the same message. You can see an example in options 4-#; this will repeat the greeting message to the caller.

4 – No Dial and No Answer Options

Overflow Options

If the caller does not dial or they call an option that is busy or does not answer then we must consider what happens to the caller.

There are two overflow options;

Incorrect / No Dial – If no option is selected, or a bad number is dialled.

No Answer / Busy – If the target extension is busy, or the ‘no answer’ timer expires.

Both overflow options have the same functions.

0 – Disconnect call

1-100 – Overflow to Ring Group (1-100)

102 – Overflow to Voice Mail

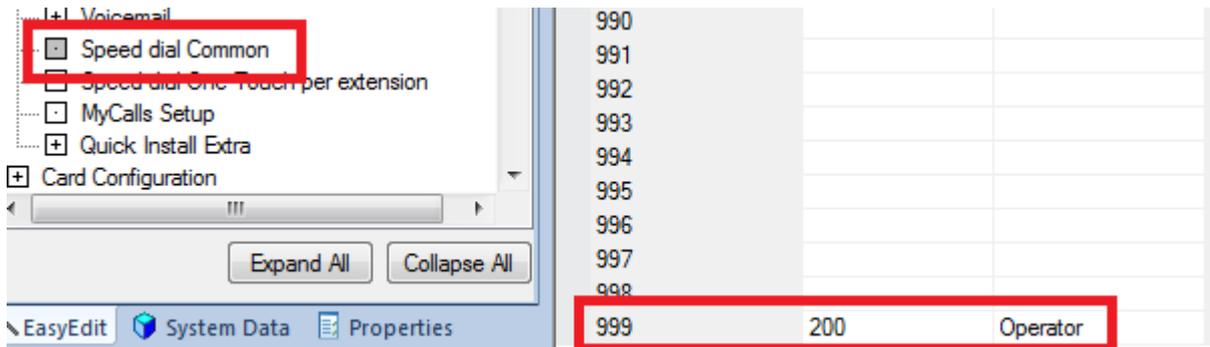
104 – Overflow to Speed Dial (location 999)

In the example below, trunks 1~3 overflow to Ring Group 1 during Day Time, in operation Mode 1. At night time, operation Mode 2, the call overflows to Voice Mail. The mailbox is defined by the Answer Schedule Tables. See the InMail Quick Install Guide for further information.

Auto Attendant Configuration

Trunk	Trunk Name	Mode 1	Mode 2	Mode 3	Mode 4	Mode 5	Mode 6	Mode 7	Mode 8
001	Line 001	1	102	0	0	0	0	0	0
002	Line 002	1	102	0	0	0	0	0	0
003	Line 003	1	102	0	0	0	0	0	0
004	Line 004	0	0	0	0	0	0	0	0
005	Line 005	0	0	0	0	0	0	0	0
006	Line 006	0	0	0	0	0	0	0	0

If you are using Overflow to a speed dial (**104**) then the number to transfer to is defined in speed dial location 999.



The number in the speed dial location can be an Extension, Virtual Extension, Department Group number, Virtual Loopback Number or an external telephone number. The entry is always dialed internally, any external numbers need the trunk access code included.

Overflow Timers

There are three timers which control Auto Attendant overflows. These are available in Quick Install >Auto Attendant >AA Timers. Values are in Seconds.

AA No Dial Time	10
AA No Answer Time	10
AA Disconnect after transfer to IRG	60

AA No Dial Time – 'How long will the system wait for an option to be dialled, after this timer expires the call is classed as 'No Dial'

AA No Answer Time – If an option is selected, how long will the call ring for, after this timer expires the call is classified as 'No Answer'

AA Disconnect after transfer to IRG – After the call is classified as 'No Answer', and transferred to the Overflow target, how long before the call is disconnected. Recommended to set this to maximum value of 64800.

5 – Record the Greetings

You can record the greetings using the telephone handset or upload .wav files via the Web Interface.

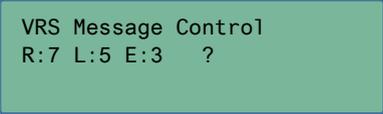
Record using telephone handset

Use the service code 716 to record the greetings.

7 = Record

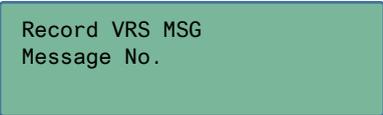
5 = Listen

3 = Erase



VRS Message Control
R:7 L:5 E:3 ?

Select 7 to Record

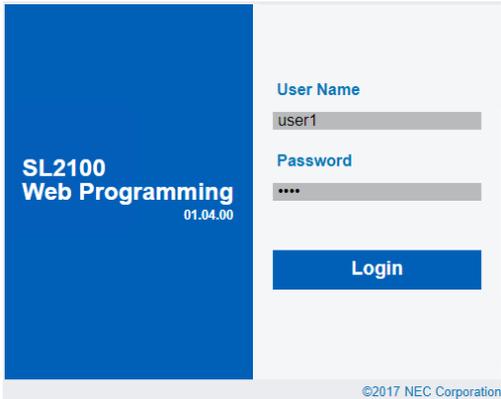


Record VRS MSG
Message No.

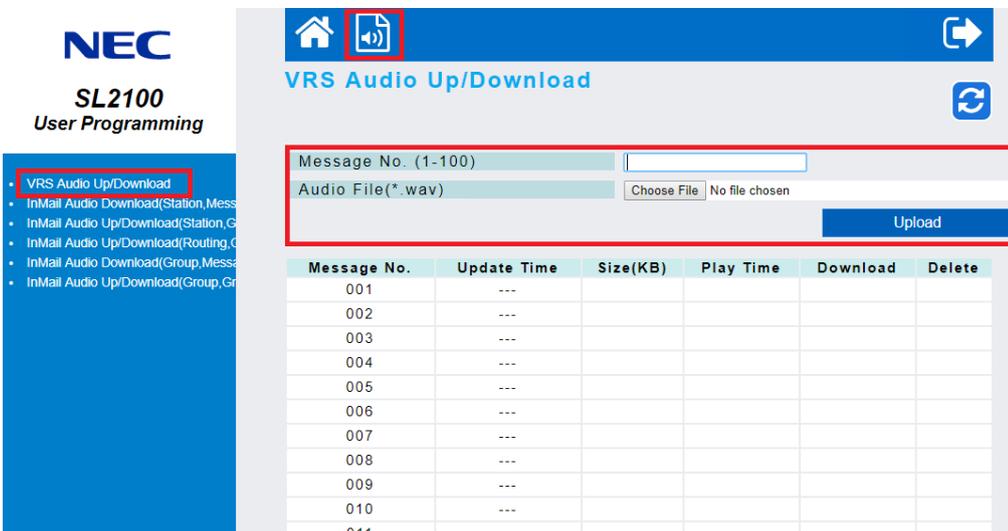
And enter your greeting number. This must be in 3 digit format, ie message 1 is 001.
Press # when you have finished recording and your message will be played back to you.

Upload messages using the Web Interface

Access the web interface by browsing to the IP address of the SL2100.



Login using the credentials 'user1' and password '1111'



Use the controls on this web page to upload a recorded .wav file. The format of this .wav file should be;

- Bit Rate: 64 kbps
- Sampling Size: 8 bits
- Channel: 1 (Mono)
- Sampling Rate: 8 kHz
- Audio Format: CCITT A-law/ μ -law

Ensure that you log out of the web interface correctly using the logout button



Check the IP Address of the SL2100

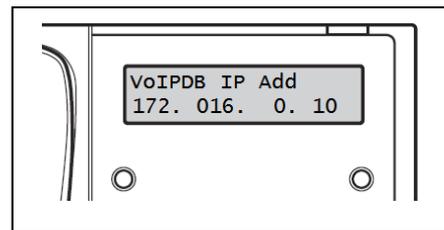
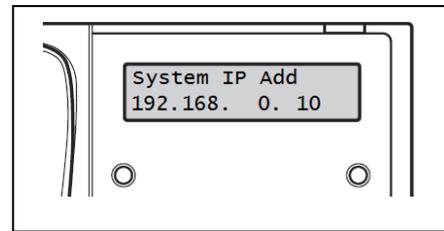
You can check the IP address at any SL2100 system phone:
When the phone is idle (on hook)

Type-A Terminal

Press the centre Navigation Key and dial 841



Press the right navigation key to display the VoIPDB setting



Type-B Terminal

Press the centre Navigation Key and dial 841

