

KONNECT™

KONNECT™ Application Note: Auto Attendant Functionality

AN-0002-00-00

Abstract
This Application Note provides details on the functionality and configuration of the KONNECT™ Office Phone System Auto Attendant.



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1 General Information about the Auto Attendant

Incoming calls can be answered and directed to specific extensions by using the Auto Attendant (AA). When the Auto Attendant answers, it plays the “AA System Greeting”. At this time the caller can dial an extension number and the system will connect their call through to that extension.

2 Auto Attendant Operation

The Auto Attendant can be enabled or disabled (via Checkbox as per Figure 1) for any phone that has a land line connected to it via the Phone Line (FXO) Port on the rear of the phone.¹

2.1 Enabling Auto Attendant

The Auto Attendant can be configured during the initial configuration of the KONNECT phone. The web based wizard will walk through the initial set up of the Auto Attendant for each phone.

If after installation a change is required, the Auto Attendant can be managed by logging into the KONNECT™ phone’s web interface as an Administrator (username: “admin”, refer to the section “Configuring your Phone” in your User Guide for instructions on how to log on to the web interface of the phone).

Next click on the “Media” tab and select the “Auto Attendant Enabled” checkbox. After clicking “Update” your settings will be saved to the phone. Refer to Figure 1 to see the “Auto-Attendant Settings” below.

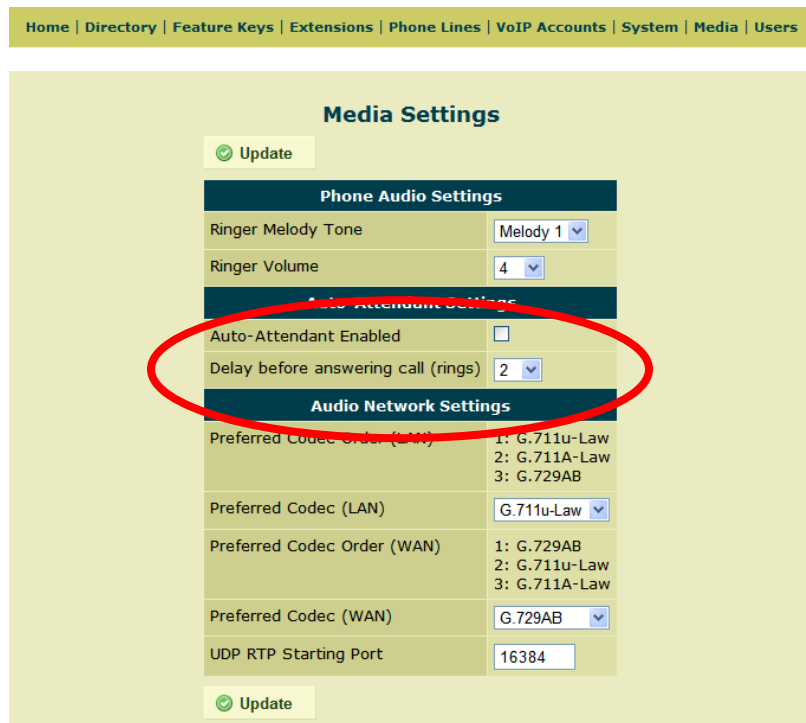


Figure 1 - Auto Attendant Settings

¹ VoIP or SIP services will not be able to make use of the Auto Attendant feature unless they are routed through an Analog Terminal Adapter (ATA) and plugged into the Phone Line (FXO) Port.

2.2 Auto Attendant Settings

In the “Media” tab of the KONNECT™ phone’s web interface you can adjust the number of rings a caller will hear before the Auto Attendant answers the call.

The number of rings the Auto Attendant will wait for until it answers an incoming call can be modified. In the “Media” tab, below where you enable the Auto Attendant, choose the desired ring numbers from the drag-down list entitled “Delay before answering call (rings)”.

Attention	The delay before answering call refers to the number of rings that the caller hears, not the number of rings heard from the KONNECT™ phone. The KONNECT™ phone will only ring after the caller hears two (2) rings. If two (2) rings is selected when a call comes in, you will not be able to hear the ring. If three (3) rings is selected, all phones in the Operator Group will ring audibly only one (1) time before the Auto Attendant answers the call (“4” rings for the caller = 2 audible rings for the KONNECT™ phones)
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2.3 Dialing Extensions through Auto Attendant

Once the caller hears the Auto Attendant greeting message, they can dial the extension number they wish to reach. The Auto Attendant will wait for 3 seconds after your last dialed digit (This wait is to allow for differentiation between dialing extension “2” and “22”). If the extension (local/remote system extension, Group/General/Operator extension) is valid, their call will be routed accordingly. If an invalid extension number is entered, they will be prompted to dial a valid extension.

The Auto Attendant greeting will hang up the call if it has been played three times and no digit has been pressed, or the caller cannot dial a valid extension number in three attempts.

2.4 Record Your Own Auto Attendant Greeting

The KONNECT™ Office Phone System has a pre-recorded default greeting; however you will likely want to record your own. The Auto Attendant greeting can be customized by recording a new greeting and overwriting the system default. Please refer to the KONNECT™ Office Phone System User Guide (UG-0000-00-00) for details on how to record a new Auto Attendant greeting.

By default, this new Auto Attendant greeting will propagate to all other KONNECT™ phones on the local site in 5-10 minutes after the recording is saved.

If any phone line is set to Private in this location, it will have its own Auto Attendant greeting (assuming the Auto Attendant is enabled on this phone) and will not be shared with other phone lines. The other shared lines will still have a common Auto Attendant greeting.

The Auto Attendant Error Message (plays when an invalid extension is entered) can also be customized in a similar way as recording the “AA System Greeting”.

3 Troubleshooting

3.1 Phone Calls not Entering Auto Attendant

Ensure that the Auto Attendant is enabled as detailed in Section 2.1.

3.2 Auto Attendant Greeting does not Propagate to Other KONNECT™ Phones

Ensure that the Workgroup key is identical on all KONNECT™ phones, that the phone is connected into the LAN and that the phone line sharing is set to “local” or “local/remote”.

Document Revision Record

Date	Rev	Reason for Change
March 2, 2010	00	Document Creation

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