

## SIP Communicator (PBX2) Technical Tip

# Configuring an Auto Attendant where the leading digit of the extensions is also used as a dialing option in the AA.

Note: In this example, extension numbers are in the range of 2XXX, and option 2 in the AA routes a call to a group. In order to prevent calls routing to the group when a caller presses 2XXX to reach an extension, the AA should be configured as follows.

## Step 1:

On the AA Settings page under "Behavior" from the drop down list, select "When extension matches" or the option that corresponds the number of digits used for extensions or as shown in figure 1.

### Edit Attendant 2100 2070360015

Account Number(c):	2100 2070360015
Account Number(s):	2100 2070 300015
Name (e.g. Attendant 1):	Main AA
Behavior:	
Extension Input:	When Extension Matches
Say Name:	○ No ⊙ Yes
Accounts that cannot be called:	
Accounts that may record a message:	ж
Dial Plan for outbound calls:	Domain Default 🕶
ANI:	
Send daily CDR report to:	
Set Language:	English (UK)
Second Language:	Only one language 💌
Permissions to monitor this account:	
Timeout Handling:	
Redirect Number:	2400

Figure 1

### Step 2:

In the Auto Attendant option for option 2, enter "#" after the digit as shown in figure 2. This will cause the system to pause for 3 seconds while it waits to see if the caller dials any more digits. If after 3 seconds no more digits are dialed the call will be routed to the group, if the caller completes the extension number the call will be routed to the extension, if it is valid.

Input that triggers name search: Start Search:		7 After 2 Digit Input	
			Direct
User Inpu	t:		Destination:
1	No playback	~	2200
2#	No playback	~	2201
3	No playback	~	2202
9	No playback	~	2100
	No playback	~	

Figure 2

Note: You can also record the AA greeting asking callers to dial "#" if they know the extension number they require. The system will then prompt them to enter the extension number. This is an automatic feature and the AA should still be set up as shown above. Do not select "User Must Hit Pound" from the drop down list for "Extension Input"