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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.

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.

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"