



AUTO ATTENDANT ADMINISTRATION GUIDE

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AUTO ATTENDANT

OVERVIEW

Your DS 616 telephone system is equipped with an integrated option package to enhance call processing. The improved feature support is in the form of Auto Attendant .

The auto attendant will answer and process incoming calls without human intervention. The caller is answered and hears a message prompting him/her to dial numbers to reach extensions in the phone system or follow other options provided by the AA card.

Your installation and service company has already designed and programmed these options for you, including the greetings and messages that play at different times while the call is being processed.

The only administration associated with this card is the greeting change. Different day and night greetings may be programmed. These change when the DS 616 system changes between day mode and night mode. Additionally, an alternate greeting may be recorded to indicate a holiday, an emergency or another temporary closure. From time to time, it may be necessary to manually change the active greeting from the current (day or night) to the alternate (holiday).

RECORDING GREETINGS

To record greetings (or prompts) you must have an **AA RECORD** key programmed on your keyset. Select a quiet place where you will not be disturbed.

- Press the AA RECORD key
- Enter the passcode (this can be supplied by your installation and service company)
- Lift the handset and press HANDSET
- Dial the first AA port (this will usually be 381)
- Enter the number of the prompt to record (if in doubt get a list of the prompts from your installation and service company)
- Begin recording after the tone, when finished press the AA RECORD key

PLAYING GREETINGS

You may play the greetings to check that you are happy with the quality and content. To do this you must have an **AA PLAY** key programmed on your keyset.

- Press the AA PLAY key
- Dial the first AA port (this will usually be 381)

- Enter the number of the prompt to play (if in doubt get a list of the prompts from your installation and service company)
- The prompt will begin to play along with all subsequent prompts

CHANGING THE GREETING

The AA card allows the system administrator to call in and change the current greeting to day, night or alternate:

- Call the auto attendant and listen to the greeting you wish to change.
- Dial a special passcode while you are listening to the greeting. The special passcode is programmed by your service company technician.
- Dial **1** for the day greeting, **2** for the night greeting or **3** for the alternate greeting. The new greeting is played immediately as confirmation.
- Hang up. The new greeting is set until the next scheduled change.

MANUAL NIGHT SERVICE

- When the DS 616 phone system changes from DAY to NIGHT mode, the AA greetings will also change.
- When the Day / Night AA greeting is changed remotely the Day / Night status of the DS 616 phone system is also changed. This means that a customer who forgets to put the system in night mode can call in remotely and do it.
- When the alternate greeting is set, the DS 616 system will go into night mode. If a NIGHT key is programmed on the DS 616 it will FLASH. The normal status of this light in the night mode is on steady. A flashing NIGHT key indicates the alternate greeting is set.

AUTO NIGHT SERVICE

- Manually changing an Auto Attendant greeting to the day or night greeting will change the DS 616 system day / night mode until the next scheduled change by the Auto Day / Night program.
- Manually changing an Auto Attendant greeting to the alternate greeting will put the DS 616 phone system into night mode and flash the night button to indicate that the alternate greeting is set. The system will continue in this mode until manually changed. The Auto Day / Night Service will be suspended during this time.