



SpectrumVoIP™

Update Auto Attendant / IVR Time Out Destination





Automated Attendants and IVRs (Interactive Voice Recordings) allow for callers to navigate to specific destinations within your phone system. Most of the time, these options are listed through an audio message that is played to the caller, and then the caller can select an option to route their call to that destination.

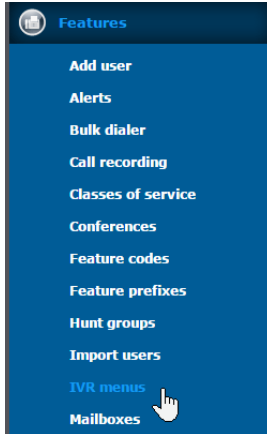
But what if no option is selected? Or what if the caller doesn't know which destination to select? The 'Time Out' setting can be used to automatically send callers to a destination when no option is selected by the caller.

This can also be useful if the caller is unable to input their selection due to a technical issue/limitation on their phone or an issue with the phone system processing the user's input.

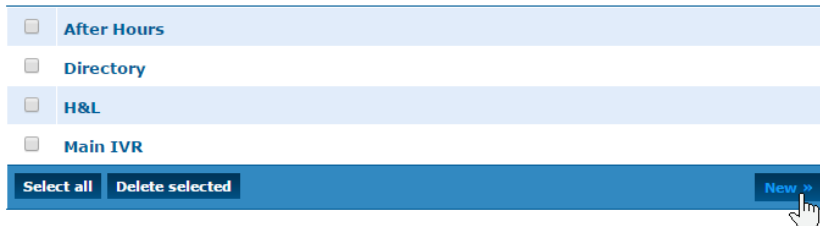


Enswitch 1 / 2

1. Sign into the SpectrumVoIP portal as an Administrator
 - Enswitch 1 : <http://my.spectrumvoip.com>
 - Enswitch 2 : <http://my2.spectrumvoip.com>
2. On the left hand side of the page, navigate to Features then IVR Menus



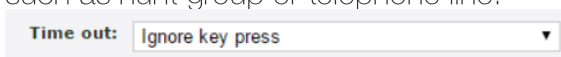
3. Select Your IVR Menu



4. Under "Destinations:" the choices have drop down menus which are used to select what will happen when a caller selects that option. While there are many choices in the drop down, the most common ones are:
 - a. **Number:** This will forward the caller to an outside number, typically a cell phone
 - b. **Feature Code:** Feature codes can be used to record hours, or for other purposes.
 - c. **Mailbox:** For forwarding a caller directly to an extensions mailbox
 - d. **Hunt Group:** If a hunt group is setup, this option will direct the call to it
 - e. **Telephone line:** This will direct the call to an internal extension

5. *To Select a Default Destination if No Option is selected*, or if there is a system issue that prevents a specific input from being determined, select a destination for "Time Out".

Typically, this is set to go to one of the destinations described in the previous step, such as hunt group or telephone line.



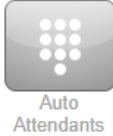
6. Click Save when you are finished





Stratus

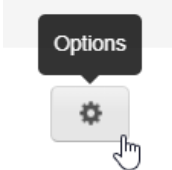
1. Log into your SpectrumVoIP Stratus Portal as an Office Manager or equivalent and select the Auto Attendant button



2. Select your Auto Attendant from your list

Name	Extension	Timeframe	
Conference Attendant	6999	Default	
Holiday Auto Attendant	7001	Default	
Auto Attendant	8100	Default	
Business Auto Attendant	8101	Default	
Departmental AA	8102	Default	

3. To change the Time Out Destination, click on the options gear icon



4. Choose a desired destination from the drop down next to "If no key is pressed"

If no key is pressed: Repeat the greeting prompt

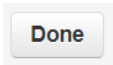
If unassigned key is pressed:

Timeout before first key press:

Timeout after last key press:

You can select from any option that is already on the Auto Attendant.

5. Click Done



6. Click Save

