



Configuration Guide

Configuring the Auto Attendant for the NetVanta 7000 Series

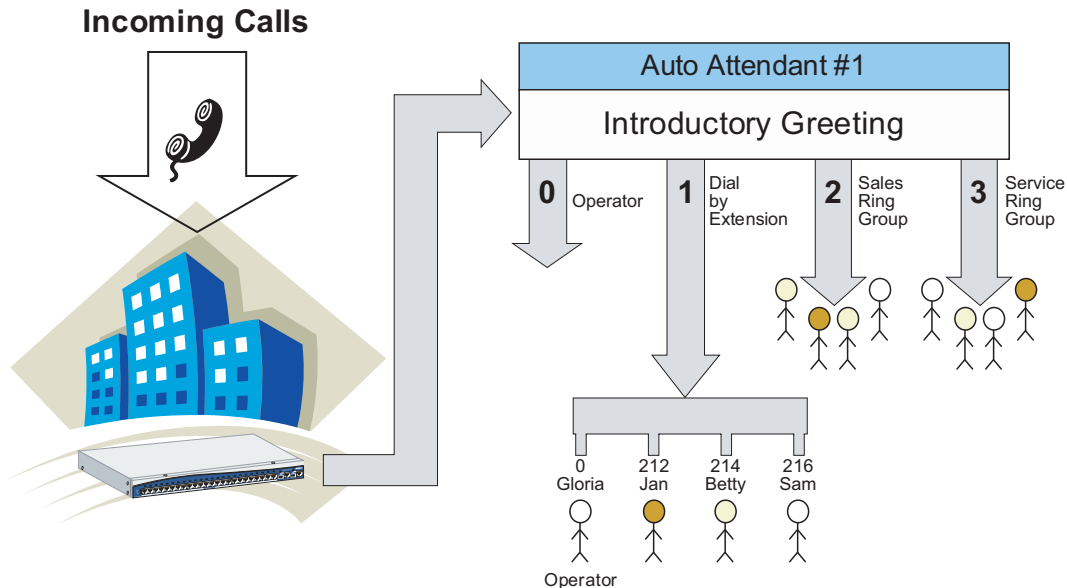
This configuration guide describes the NetVanta 7000 Series auto attendant and its functions. Included in this guide is an overview describing the function and structure of an auto attendant, how to configure the auto attendant through the Web-based graphical user interface (GUI), and examples covering the configuration of multilingual auto attendants and auto attendant access based on system modes.

This guide consists of the following sections:

- *Auto Attendant Overview on page 2*
- *Hardware and Software Requirements and Limitations on page 2*
- *Configuring an Auto Attendant Using the GUI on page 3*
- *Configuring Auto Attendant Aliases and SIP Identities on page 13*
- *Configuring Auto Attendant Access Per System Mode on page 14*
- *Configuring Multilingual Auto Attendant on page 16*

Auto Attendant Overview

An auto attendant is an automated call handling menu structured with audio prompts to direct callers through the available menu options (or digit actions). The auto attendant must have an introductory greeting that describes the digit actions, such as “For Sales, press 2.” It is best to map out the auto attendant digit actions prior to setup. See the illustration below for the structure of an auto attendant.



Example Introductory Greeting

"Thank you for calling Company X. If you know your party's extension, press 1; then enter their three-digit extension. For Sales press 2, for Customer Service press 3. Press 0 or stay on line for the operator."

Hardware and Software Requirements and Limitations

The auto attendant feature is only available on NetVanta 7000 Series voice products running AOS firmware version 11 or later. Multilevel auto attendant is only available on NetVanta 7000 Series voice products running AOS firmware version 13 or later. For a complete list of supported platforms, refer to the *Product Feature Matrix* (article number 2272) available online at <http://kb.adtran.com>.

As of AOS firmware version A4.01, a maximum of eight simultaneous auto attendant channels can be active at the same time.

The auto attendant feature on NetVanta 7000 Series voice products is only configurable through the GUI.

Configuring an Auto Attendant Using the GUI

Auto attendant configuration is available through the GUI. To access the GUI, follow these steps:

1. Open a new Web page in your Internet browser.
2. Enter your AOS product's IP address in the Internet browser's address field in the following form:
http://<ip address>/admin. For example:
http://10.26.109.200/admin
3. At the prompt, enter your user name and password and select **OK**.



*The default user name is **admin** and the default password is **password**.*

Creating a New Auto Attendant

1. Navigate to the **Voice > Applications > Auto Attendants** menu and enter the **Name** and **Extension** of the new auto attendant. Select the **Add New Auto Attendant** button.

Enter the **Name** and **Extension** of the new auto attendant and select **Add New Auto Attendant**.

Name	Extension	Description	
Customer Service	8200		Delete

2. Enter a description of the auto attendant in the **Description** field.
3. In the **Operator Extension** field, enter the extension or ring group extension to which the caller is transferred when a digit action transfers the call to the operator.

- In the **Timeout** field, enter the time (in seconds) that the auto attendant will wait for a user to initiate a digit action before the menu's timeout occurs.
- Select the **Prompt Interrupt** check box if you want a caller to be able to choose a digit action before the audio prompt is complete.

The screenshot shows the 'Auto Attendant "Main AA Structure"' configuration page. It includes the following fields and options:

- Name:** Main AA Structure
- Extension:** 8301
- Description:** Main Auto Attendant
- Operator Extension:** 0
- Menu Prompt Info:**
 - Menu Prompt:** <Select a prompt> (with Info..., Play..., and New... buttons)
 - Timeout:** 3 seconds (range <1 - 59 seconds>)
 - Prompt Interrupt:** Allow caller to enter digits while prompt is playing
- Digit Actions** and **Aliases/SIP Identities** tabs are visible at the bottom.

Table 1. Auto Attendant Menu Options

Settings	Descriptions and Options
Name	A descriptive name (40 characters maximum) for the auto attendant.
Extension	The unique extension for the auto attendant.
Description	Optional. Descriptive information about the auto attendant.
Operator Extension	The number that should be dialed if a Transfer to Operator occurs inside the auto attendant. The default is 0 .
Menu Prompt	The audio prompt that will be played when the caller enters the auto attendant. Info shows descriptive information about the selected prompt file. Play plays the selected prompt. New records a new prompt.
Timeout	The number of seconds that will elapse without caller input before the menu's timeout digit action will occur.
Prompt Interrupt	Determines whether or not the system will accept the caller's digit input before the prompt has finished playing.
Digit Actions	The action to initiate when the caller presses a key, presses an invalid key, or does not press any key before the menu timeout occurs.
Aliases/SIP Identities	Additional identities (numbers and extensions) that can be used to route internal and external calls to the auto attendant.

Recording an Audio Prompt

- In the **Auto Attendant Menu** under **Menu Prompt Info**, select the **New** button to access the **Add New Audio Prompt** menu and create a new menu prompt.

2. In the **Extension To Call** field, enter the extension you would like for the system to call in order to record the audio prompt.
3. In the **File Name** field, enter a name for the audio prompt file.
4. Enter a short description of the use or function of the audio prompt in the **Description** field (optional).
5. In the **Prompt Text** field, enter the script for recording the new menu prompt.
6. Select the **Save and Record** button. The system calls the extension specified in the **Extension To Call** field. Record the audio prompt using the **Prompt Text** as a script.

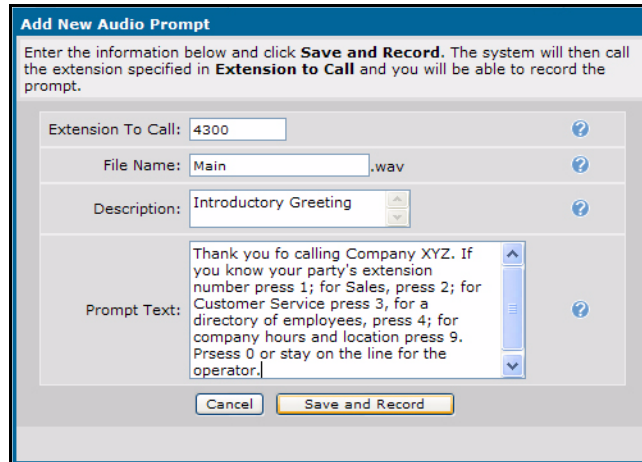


Table 2. Add New Audio Prompt Menu Options

Settings	Descriptions and Options
Extension To Call	Specifies the extension the system should dial in order to record the audio prompt.
File Name	Specifies the file name to use for the saved audio once the recording is complete. Try to use a descriptive name (35 characters maximum) to make it easier to recall the content of the recording.
Description	Optional. Displays descriptive information about this audio prompt.
Prompt Text	Optional. Displays recording prompts. Enter the text of the prompt to read when recording.

Defining Digit Actions

Digit actions define how callers will be directed upon pressing digits on their phones' keypad. For predictable auto attendant performance, the digit actions should correspond to commands given by the audio prompt. At least one digit action must be defined.

Digit actions can be defined for the auto attendant using the drop-down menus on the **Digit Actions** tab located in the **Auto Attendant Detail** menu. Several possible digit actions are available. Once selected, some digit actions have additional settings that must be configured. In addition to digit actions, an **Invalid** action and **Timeout** action can be defined to determine where the auto attendant directs the caller when a digit action defined as **Invalid Option** is selected or the caller exceeds the specified time limit to enter a number, respectively.

Use the drop-down menu to select the desired digit action.

Select the **Timeout** field to define the timeout action.

Select the digit action field to access the drop-down menu.

Select the **Invalid** field to define the action taken when a digit defined as **Invalid Option** is selected.



*When configuring digit actions, settings for each digit action are temporarily saved while other digit actions are being defined. However, to permanently save the digit actions' configurations, you must select **Apply** located at the bottom of the **Auto Attendant Detail** menu.*

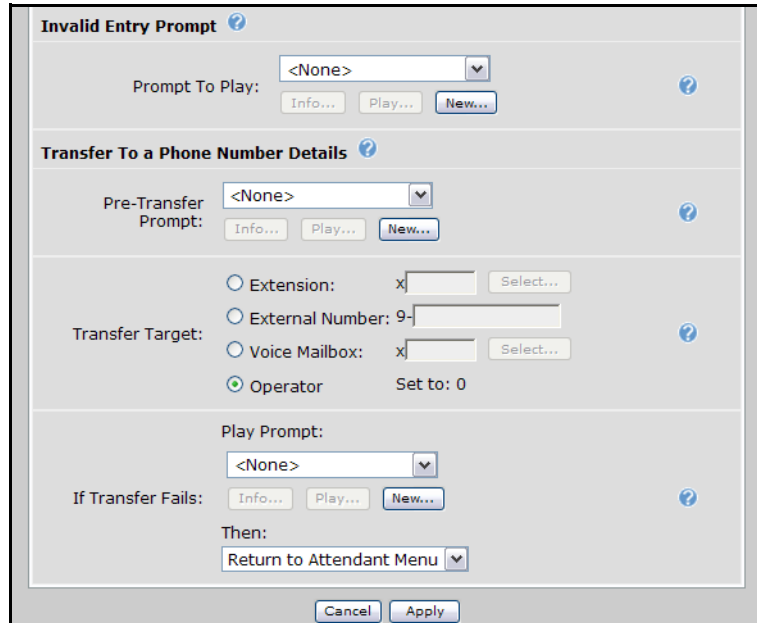
Invalid Option

The **Invalid Option** digit action triggers the **Invalid Event** action, which is configured separately from other digit actions by selecting the **Invalid** field located on the digit action tab.

To configure the **Invalid Event** action, follow these steps:

1. Select the **Invalid** field on the bottom right of the **Digit Actions** tab. A new menu will appear below.
2. Under **Invalid Entry Prompt**, select an existing audio prompt using the drop-down menu or record a new audio prompt using the **New** button (refer to [Recording an Audio Prompt on page 4](#) for more information on recording audio prompts). This audio prompt will be played as soon as an invalid entry is entered.
3. Under **Transfer To a Phone Number Details**, select an existing audio prompt using the drop-down menu or record a new audio prompt using the **New** button (refer to [Recording an Audio Prompt on page 4](#) for more information on recording audio prompts). This audio prompt will be played before the caller is transferred to a specified target.
4. Select the **Transfer Target** using the check boxes next to the desired target type (**Extension**, **External Number**, **Voice Mailbox**, or **Operator**).

5. If you selected the **Extension** or **Voice Mailbox** target, select the number of the extension or voice mailbox using the **Select** button. A new window will appear listing all of the extensions available in the system. Select the extension, and select the **Apply** button. If you selected the **External Number** target type, enter the number in the adjacent field.
6. Under **If Transfer Fails**, select an audio prompt to play if the transfer fails from existing audio prompts using the drop-down menu under **Play Prompt**, or record a new audio prompt by selecting the **New** button (refer to [Recording an Audio Prompt on page 4](#) for more information on recording audio prompts). Also, configure an action for the auto attendant to initiate after the failed transfer using the drop-down menu under **Then**.

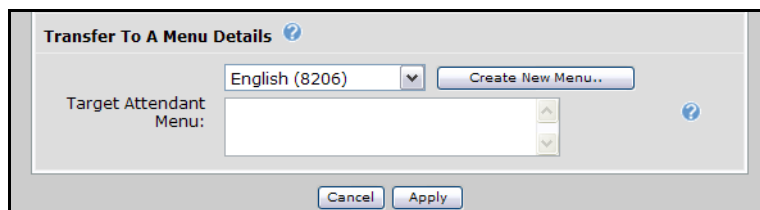


Change Language

The **Change Language** digit action changes the language of the default audio prompts in **Dial By Name** and **System Mode** digit actions in subsequent auto attendant menus and transfers the caller to a new auto attendant. For more information on the change language digit action, refer to [Configuring Multilingual Auto Attendant on page 16](#).

Transfer to a Menu

The **Transfer to a Menu** digit action transfers the caller to a different auto attendant menu. Select the target menu to which to transfer the caller using the drop-down menu, or select the **Create New Menu** button to create a new auto attendant menu.



Transfer to a Phone Number

The **Transfer to a Phone Number** digit action transfers the caller to a specified number or voice mailbox, causing the user to leave the auto attendant system.

To configure the **Transfer to a Phone Number** digit action, follow these steps:

1. Select the **Pre-Transfer Prompt** from existing audio prompts using the drop-down menu, or record a new audio prompt by selecting the **New** button (refer to [Recording an Audio Prompt on page 4](#) for more information on recording audio prompts). The pretransfer prompt is optional; however, if no pretransfer prompt is configured, the caller will hear nothing during the transfer.
2. Select the **Transfer Target** using the check boxes next to the desired target type (**Extension**, **External Number**, **Voice Mailbox**, or **Operator**).
3. If you selected the **Extension** or **Voice Mailbox** target type, select the number of the extension or voice mailbox using the **Select** button. A new window will appear listing all of the extensions available in the system. Select the extension, and select the **Apply** button. If you selected the **External Number** target type, enter the number in the adjacent field.
4. Under **If Transfer Fails**, select an audio prompt to play if the transfer fails from existing audio prompts using the drop-down menu under **Play Prompt**, or record a new audio prompt by selecting the **New** button (refer to [Recording an Audio Prompt on page 4](#) for more information on recording audio prompts). Also, configure an action for the auto attendant to initiate after the failed transfer using the **Then** drop-down menu.

Dial By Name

The **Dial by Name** digit action matches the caller's input against a defined set of names, presents matching options to the caller if multiple matches are found, and transfers the caller to the selected extension.

To configure the **Dial By Name** digit action, follow these steps:

1. In the **Name Collection Timeout** field, enter the number of seconds the auto attendant should wait between key presses before the system begins searching the name directory for matches.

2. Use the **Dial By Name Directory** drop-down menu to select the directory in which the system should search for matches to the caller's input.
3. Use the **Match Method** drop-down menu to select the method that the system should use to match the caller's input to the directory.

Dial By Name Details ?

Name Collection Timeout: 5 seconds <1 - 59 seconds> ?

Dial By Name Directory: <Select a directory> ?

Match Method: Last Name, then First Name ?

Cancel Apply

Dial By Extension

The **Dial By Extension** digit action transfers the call to an extension entered by the caller.

To configure the **Dial By Extension** digit action, follow these steps:

1. In the **Digit Collection Timeout** field, enter the number of seconds the auto attendant should wait between key presses before the timeout action is triggered (configured in Step 6 below).
2. Select the **Include Initial Digit** check box if you wish to include the digit used to activate dial by extension in the dialed extension lookup. For example, if a company has extensions that only begin with 2 or 4, you can define the digit action for 2 or 4 as dial by extension and select to include initial digit. If you choose not to select **Include Initial Digit**, then select an **Intro Prompt** using the drop-down menu, or create a new audio prompt by selecting the **New** button (refer to [Recording an Audio Prompt on page 4](#) for more information about recording audio prompts).
3. Select the **Prompt Interrupt** check box if you would like a caller to be able to enter numbers into the system before the audio prompt is complete.
4. Define what action the auto attendant initiates when the caller presses * by using the **Caller Presses *** drop-down menu.
5. Define what action the auto attendant initiates when the caller presses # by using the **Caller Presses #** drop-down menu.
6. Define what happens when the call times out using the **Timeout Occurs** drop-down menu.

- Under **Dial By Extension Transfer Fails**, select an audio prompt to play from existing prompts using the **Play Prompt** drop-down menu, or record a new audio prompt by selecting the **New** button (refer to [Recording an Audio Prompt on page 4](#) for more information about recording audio prompts). Select an action for the auto attendant to initiate if the transfer fails using the **Then** drop-down menu.

Collect Digits

The **Collect Digits** digit action matches numbers entered by the caller against set templates and performs various actions based on the match.

To configure the **Collect Digits** digit action, follow these steps:

- In the **Digit Collection Timeout** field, enter the number of seconds the auto attendant should wait between key presses before the system considers the caller's input invalid, causing the **Invalid Entry** action to occur (configured in Step 4).
- Select **Include Initial Digits** if you wish to include the digit used to access the **Collect Digits** digit action in the digits collected by the system. If you choose not to select **Include Initial Digit**, then select an **Intro Prompt** using the drop-down menu, or create a new audio prompt by selecting the **New** button (refer to [Recording an Audio Prompt on page 4](#) for more information about recording audio prompts).
- If you selected or created an intro prompt, select the **Prompt Interrupt** check box if you would like a caller to be able to enter numbers into the system before the audio prompt is complete.

- Define the **Match Pattern** and **Action** for collected digits by selecting the **Add Match Action** button. The match patterns can be used to transfer the caller to a phone number, return to the main auto attendant, transfer to a specified menu, change the language of audio prompts, or disconnect from the auto attendant.

Collect Digits Details

Collect Timeout: 5 seconds <1 - 59 seconds>

Include Initial Digits: Include

Intro Prompt: <Select a prompt>

Prompt Interrupt: Allow caller to enter digits while prompt is playing

Match Pattern	Action	
*	Return to Attendant Menu	Delete
#	Return to Attendant Menu	Delete
<Invalid Entry>	Transfer To Operator	

Add Match Action...

Cancel Apply

Play a Prompt

The **Play a Prompt** digit action plays a defined audio prompt and then returns the caller to the main auto attendant. Configure the play a prompt digit action by selecting a prompt to play using the **Prompt To Play** drop-down menu, or create a new audio prompt by selecting the **New** button (refer to [Recording an Audio Prompt on page 4](#) for more information about recording audio prompts).

Play a Prompt Details

Prompt To Play: defaultAAPrompt.wav

Info... Play... New...

Cancel Apply

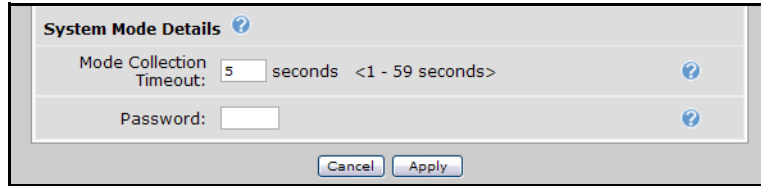
System Mode

The **System Mode** digit action allows the caller to hear the active system mode of the unit and change it.

To configure the **System Mode** digit action, follow these steps:

- In the **Mode Collection Timeout** field, enter the number of seconds after the audio prompt has played during which the caller’s password input will be accepted.

2. In the **Password** field, enter the password that must be entered before the caller is allowed to change the current system mode.



The screenshot shows a dialog box titled "System Mode Details" with a help icon. It contains two input fields: "Mode Collection Timeout" with a value of "5" and a range of "<1 - 59 seconds>", and "Password" which is currently empty. Both fields have a help icon to their right. At the bottom of the dialog are "Cancel" and "Apply" buttons.

Repeat Menu

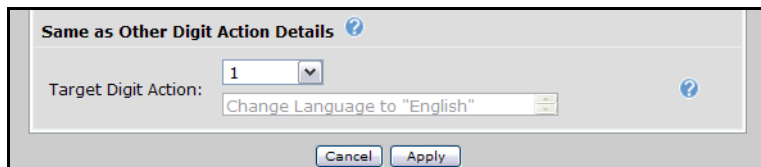
The **Repeat Menu** digit action repeats the current auto attendant audio prompt and waits for the caller's input.

Previous Menu

The **Previous Menu** digit action returns control of the call to the previous auto attendant. Previous menu works in conjunction with **Transfer To a Menu** to allow the caller to navigate through the various auto attendant menus.

Same as Other Digit Action

The **Same as Other Digit Action** sets the digit action being configured to be exactly the same as another previously configured digit action. Use the **Target Digit Action** drop-down menu to select the key that contains the previously configured digit action that should be copied to the key being configured.



The screenshot shows a dialog box titled "Same as Other Digit Action Details" with a help icon. It features a "Target Digit Action" field with a dropdown menu showing the value "1" and a text input field containing "Change Language to 'English'". A help icon is located to the right of the text input field. At the bottom are "Cancel" and "Apply" buttons.

Disconnect

The **Disconnect** digit action terminates the call after playing an optional audio prompt. Configure the optional audio prompt by selecting a prompt using the **Prompt To Play** drop-down menu, or create a new audio prompt by selecting the **New** button (refer to [Recording an Audio Prompt on page 4](#) for more information about recording audio prompts).

Configuring Auto Attendant Aliases and SIP Identities

An alias is an additional extension that refers to an auto attendant, ring group, voice user, etc. An alias is most commonly used with auto attendants to enable access to an auto attendant without using its internal extension number. For example, if the main number to your company is 555-8000 and you wish to assign an auto attendant to this number (so that external callers will encounter the auto attendant when they call the main number), an alias can be created for the auto attendant. This enables external callers to access the auto attendant without knowing its extension. Moreover, if there is an outside number that routes to the main auto attendant (for example, 555-8000), but there is another auto attendant that normally is only accessible through the main auto attendant, an alias (for example, 555-8100) could be created to set up a direct, external line to that submenu.

A Session Initiation Protocol (SIP) identity is an alias in conjunction with a SIP trunk registration. If you want to provide access to the auto attendant over a SIP trunk, you must configure a SIP identity. For more information on SIP trunking, refer to *NetVanta 7000 Series SIP Trunking* configuration guide available online at <http://kb.adtran.com> (article number 2508).

Aliases and SIP identities for auto attendants can be defined using the **Aliases/SIP Identities** tab located on the **Auto Attendant** configuration menu.

To add an alias or SIP identity to an existing auto attendant follow these steps:

1. Navigate to the **Voice > Applications > Auto Attendants** menu and select the **Name** of the auto attendant to which you would like to add an alias. The **Auto Attendant** configuration menu will appear.
2. Select the **Aliases/SIP Identities** tab.

The screenshot shows a configuration window with two tabs: 'Digit Actions' and 'Aliases/SIP Identities'. The 'Aliases/SIP Identities' tab is active. It contains two main sections: 'Aliases' and 'SIP Identity Settings'. The 'Aliases' section has a text input field containing the message 'There are no aliases for this account.' and a blue question mark icon to its right. Below this is an 'Add Alias' button. The 'SIP Identity Settings' section also has a blue question mark icon to its right. Below it is a table with three columns: 'SIP Identity', 'SIP Trunk Register', and 'Authname'. The table's content area contains the message 'There are no SIP Identities for this account.'. Below the table is an 'Add SIP Identity' button. At the bottom of the window are 'Cancel' and 'Apply' buttons.

3. To add an alias to the auto attendant, select the **Add Alias** button. A new window will appear. In the new window, enter the desired alias number for the auto attendant in the blank field, and select **Add Alias**.

- To add a SIP identity to the auto attendant, select the **Add SIP Identity** button. A new window appears. In the **SIP Identity** field, enter the desired number for the auto attendant. Use the **Associated SIP Trunk** drop-down menu to select the SIP trunk that will be used for registering the number. Select the **Enabled** check box next to **Trunk Registration** if you want to register the selected SIP trunk. Optionally, set the trunk authentication information for the auto attendant identity using the **Not Set** and **Set** check boxes. If **Not Set** is selected, the unit will use the registration trunk authentication data, if it exists.

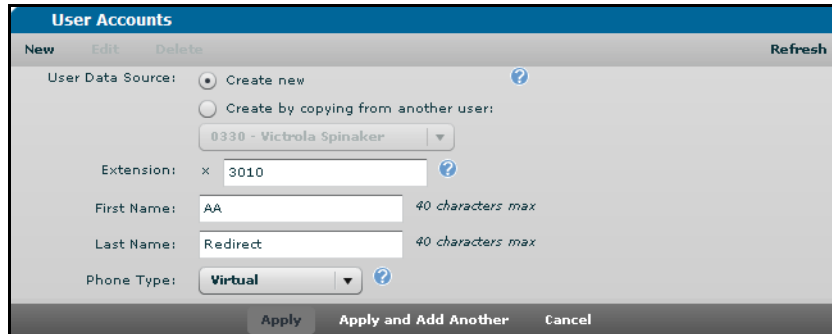
Configuring Auto Attendant Access Per System Mode

When a primary rate interface (PRI) trunk account is used, call coverage from a user or ring group can be defined to go to a certain auto attendant based on the active system mode. This configuration is useful when the main direct inward dialing (DID) number for a location needs to reach a **Day** auto attendant during normal business hours and a **Night** or **Weekend** auto attendant after normal business hours. The following example incorporates a user account that is forwarded to an auto attendant based on the active system mode and is configured with the main DID number for the location.

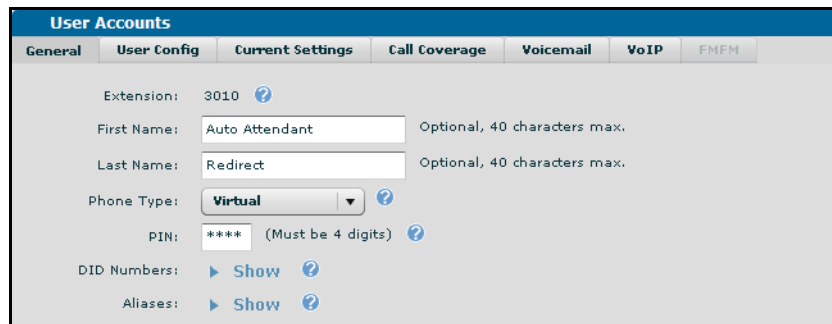
- Navigate to **Voice > Stations > User Accounts** and select the **New** button to create a new voice user. A new menu will appear.

User Accounts					
New Edit Delete					Refresh
	Last Name	First Name	Extension ▲	Port/Status	Station CoS
<input type="checkbox"/>	Spinaker	Victrola	0330	virtual	normal_users
<input type="checkbox"/>			1000	virtual	No Access
<input type="checkbox"/>	Thomas	Jessica	1012	SIP ?	normal_users
<input type="checkbox"/>	Smith	Joe	1212	virtual	No Access

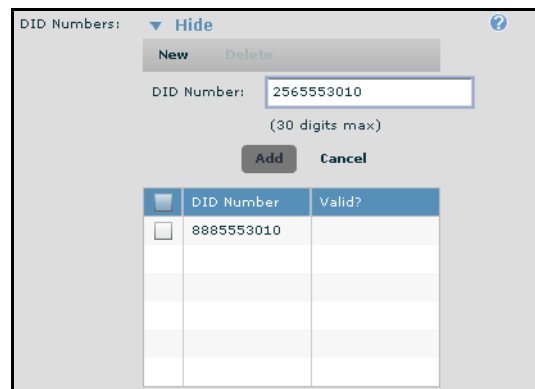
2. In the **Extension** field, enter the desired extension of the auto attendant user. In the **First Name** and **Last Name** fields, enter a name to identify the auto attendant user. Using the drop-down menu, set the **Phone Type** to **Virtual**. Select **Apply** to save the auto attendant. The **User Accounts** configuration menu will automatically open.



3. On the **General** tab of **User Accounts** configuration menu, open the **DID Numbers** drop-down menu by selecting **Show**. A new menu will appear, enabling you to associate DID numbers with the auto attendant user.



4. In the **DID Numbers** drop-down menu, select **New** to create a new DID number. Enter the number in the **DID Number** field that you would like to associate with the auto attendant user and select the **Add** button.



5. Repeat Step 4 for any additional DID numbers you would like to associate with the auto attendant user. In the figure above, DID numbers are configured for different permutations of the main location's number.
6. Select the **Call Coverage** tab to configure the appropriate auto attendant for each system mode.

7. Select the **Default** bar to access the default system mode call coverage. Using the drop-down menu, set **Ring this station's extension** to **Never**. Use the drop-down menu directly below the section divider to set **Then** to **Go to Auto Attendant**. Set the particular auto attendant using the adjacent drop-down menu.

The screenshot shows the 'User Accounts' configuration interface, specifically the 'Call Coverage' tab for the 'Default' system mode. The 'Use Custom List' option is selected. Under the 'Default' section, the 'Action' is set to 'Ring this station's extension (3010)'. The 'Ring this station's extension' dropdown is set to 'Never'. Below this, the 'Then' dropdown is set to 'Use Coverage'. A second 'Then' dropdown is set to 'Go to Auto Attendant', followed by a 'Day' dropdown and a 'Delete' button. Further down, there are sections for 'Night', 'Lunch', 'Weekend', 'Custom 1', and 'Custom 2'. At the bottom, there are 'Cancel' and 'Apply' buttons.

8. Repeat Step 7 for additional system modes, selecting the appropriate bar to configure the auto attendant used for each system mode.

Configuring Multilingual Auto Attendant

Multilingual auto attendant gives callers the option to listen to audio prompts in different languages on a per-call basis. Currently, the auto attendant supports English, French Canadian, and Latin American Spanish. To configure this functionality, the administrator must configure a main menu (directing callers to choose a submenu in their desired language) and multiple submenus to handle audio prompts in each language. For the main menu and each submenu, a separate auto attendant must be configured.

1. Navigate to **Voice > Applications > Auto Attendants** menu and enter the **Name** and **Extension** of the multilingual international auto attendant. Select the **Add New Auto Attendant** button.

Enter the **Name** and **Extension** of the new auto attendant.

The screenshot shows the 'Auto Attendants' configuration page. It includes a header 'Auto Attendants' and a sub-header 'Add New Auto Attendant'. Below the sub-header, there are two input fields: 'Name' with the value 'International' and 'Extension' with the value '8205'. There are help icons (?) next to each field. At the bottom, there is an 'Add New Auto Attendant' button. A text box above the form says 'Use this page to create, modify, or delete Auto Attendant menus in the system.'



*In order to easily distinguish between auto attendants later, give each auto attendant a readily identifiable name, such as **Main Menu** or **International Menu** for the main auto attendant and **English Menu** for the English auto attendant.*

- Under **Menu Prompt Info**, select **New** to access the **Add New Audio Prompt** menu and create a new menu prompt greeting.

Select **New** to create a new **Menu Prompt**.

- From the **Add New Audio Prompt** menu, enter the script for recording a new menu prompt in the **Prompt Text** box. For the main international menu, the prompt should correspond to digit actions that will transfer callers to a submenu in their desired language. For example, the audio prompt for an international menu, which gives options for English, French, and Spanish submenus, could have the audio prompt ‘Thank you for calling Company XYZ. For English, please press one. Para español, presione el botón dos por favor. Pour français, appuie sur le bouton trois s’il vous plaît.’ and would have corresponding digit actions that would transfer the caller to each submenu.
- Select the **Save and Record** button. The system calls the extension specified in the **Extension To Call** field. Record the audio prompt using the **Prompt Text** as a script.

Table 3. Add New Audio Prompt Menu Options

Settings	Descriptions and Options
Extension To Call	Specifies the extension the system should dial in order to record the audio prompt.
File Name	Specifies the file name to use for the saved audio once the recording is complete. Try to use a descriptive name (35 characters maximum) to make it easier to recall the content of the recording.
Description	Optional. Displays descriptive information about this audio prompt.
Prompt Text	Optional. Displays recording prompts. Enter the text of the prompt to read when recording.

- After recording the new **Menu Prompt**, you must define the digit actions corresponding to the audio prompts using the **Digit Actions** tab. Because the audio prompts recorded for the international menu specifies one action for each language submenu, you must configure a total of three digit actions. Select the first digit to define and set the action to **Change Language**.

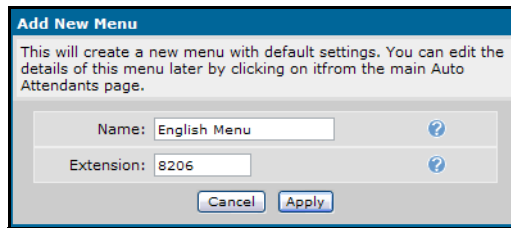
Set digit action to **Change Language**.

Set **Change Language** to the language corresponding to the audio prompt.

Select **Create New Menu** to create a new auto attendant menu in the specified language.

- Using the **Change Language** drop-down menu, choose the language of the menus to be used subsequent to the execution of the digit action by a caller. This language change should correspond to the audio prompt.
- You need to specify or create a new auto attendant menu to which the **Change Language** action will direct the call. Use the drop-down menu underneath the **Change Language** menu to specify an auto attendant, or select **Create New Menu** to create a new auto attendant menu.

8. In the **Name** field of **Add New Menu**, enter the name you wish to give the auto attendant. In the **Extension** field, enter the extension you want to use to access the auto attendant. Select **Apply** to create the new auto attendant.



Add New Menu

This will create a new menu with default settings. You can edit the details of this menu later by clicking on it from the main Auto Attendants page.

Name: English Menu

Extension: 8206

Cancel Apply

9. Repeat Steps 5 through 8 to define **Change Language** digit actions for each language specified in the audio prompt.
10. After you have defined a **Change Language** digit action for every language in the main menu audio prompt, you must configure the functions of the new auto attendants you have created.



*Only **dial by name** and **system mode** digit actions have preset audio prompts in all supported languages. All other digit actions will require audio prompts in the language of the menu. For example, if you are configuring a French menu, you must record audio prompts in French for all digit actions except **dial by name** and **system mode**.*