Auto Attendant Users Guide

Overview

This guide walks users through managing the Auto Attendant recording associated with their hosted IVR. It will cover reviewing the current greeting and recording a new greeting.

Voice Portal Number: _____

Password: _____

Accessing the Voice Portal

The voice portal number will be assigned to each auto attendant while it is provisioned. To access the voice portal simple dial the assigned phone number and enter the 4 digit password when prompted. Once you have successfully entered the voice portal the current IVR greeting will be played and then the following menu options will be presented.

1. Accept the Greeting
2. Listen to the Greeting
3. Re-Record the Greeting

Listen to the Greeting

1. Log into the Voice Portal
2. Press option 2
3. Listen to the Greeting
4. Press 1 to accept the Greeting

Record the Greeting

1. Log into the Voice Portal
2. Press option 3
3. Record the Greeting, press # when done.
4. Press 1 to accept the Greeting

Once you are finished managing the greeting simply press 1 to accept the greeting.

Web Management

You can also manage an auto attendant by logging into our web interface for management of the IVR options. To do so simple go to https://apps.voip.rio.com and enter your management username and password.

Main Login
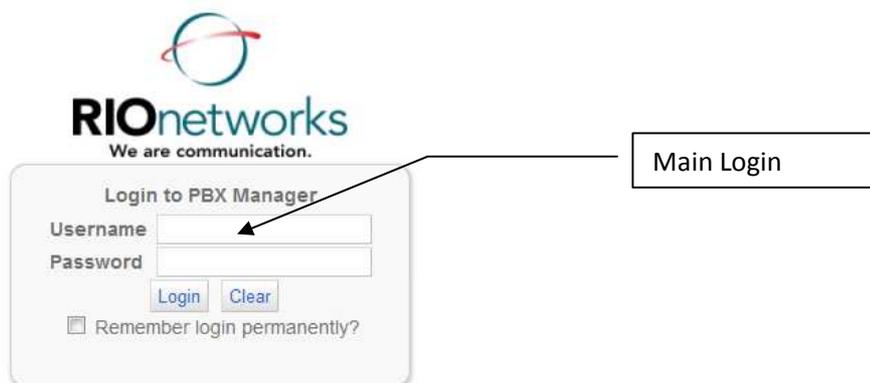
Overview

The main management screen consists of the following options:

1. PBX Settings – this is to manage the schedule associated with your IVR.
2. Media Files – For managing audio recordings such as the main greeting.
3. PBX Features – This is where the basic configuration of the IVR is located.
4. Call History – To pull call detail reports for calls to your auto attendant.
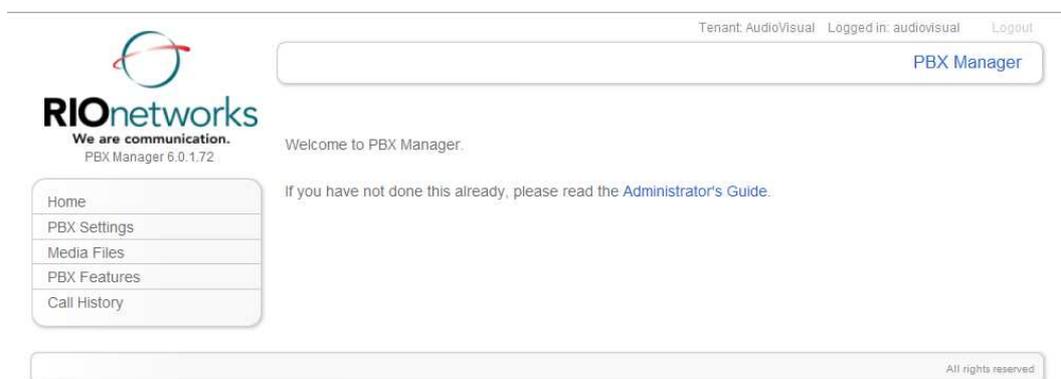
Changing IVR Options

1. Click on PBX Features → IVR/Voice Menus
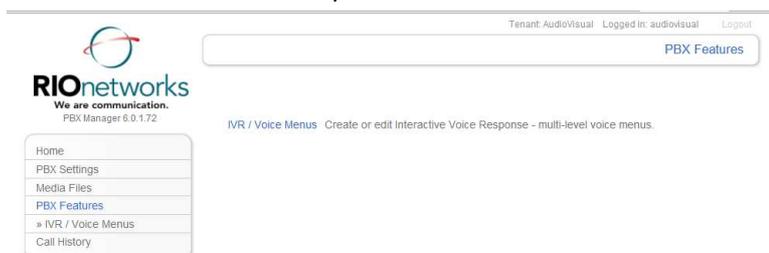
2. Click on the IVR to manage

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IVR / Voice Menus

	Name	Description	Voice prompt	
☐	AutoAttendant-AudioVisual	Main Auto Attendant	AA195529693_BH	PLAY

Create Voice Menu   Delete Selected

Home
PBX Settings
Media Files
PBX Features
» IVR / Voice Menus
Call History

3. Change the settings as desired an click "Save"

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Edit Menu

Home
PBX Settings
Media Files
PBX Features
» IVR / Voice Menus
Call History

Name	AutoAttendant-AudioVisual
Description	Main Auto Attendant
What to play?	Prerecorded announcement
	Announcement AA195529693_BH Record new
Wait before playing (sec)	1
Ring while waiting	☐
Wait for response (sec)	15
Wait for key press (sec)	5
Allow dialing extensions?	☐
Allow dialing Feature Codes?	☐
Additional allowed dialing pattern	
Password for authentication	
Set language to (directory)	

| Press	What to do?	Select
0	Unassigned	
1	Dial Phone#	5038882515
2	Dial Phone#	5038882515
3	Dial Phone#	5416336397
4	Dial Phone#	5415852830
5	Unassigned	
6	Unassigned	
7	Unassigned	
8	Unassigned	
9	Unassigned	
*	Unassigned	
#	Unassigned	
No Input	Repeat Menu	
Invalid Input	Repeat Menu	
Fax	Unassigned	

Delete   Clone   Save   Cancel

4. The most common option will be to dial a number, which will transfer the call to another external phone number. If you have a full hosted PBX then you can use some of the other options like transfer to voicemail, Directory, etc.
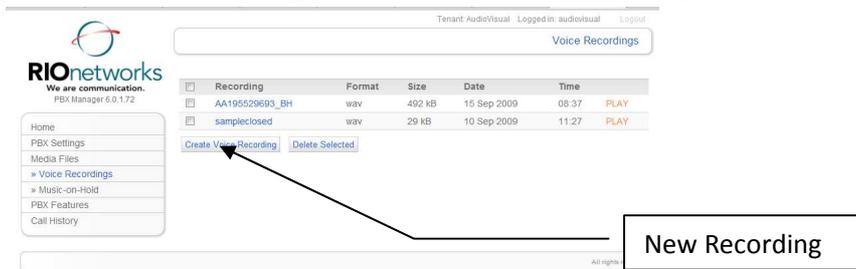
Managing Voice Recordings

1. Click on Media Files→ Voice Recordings
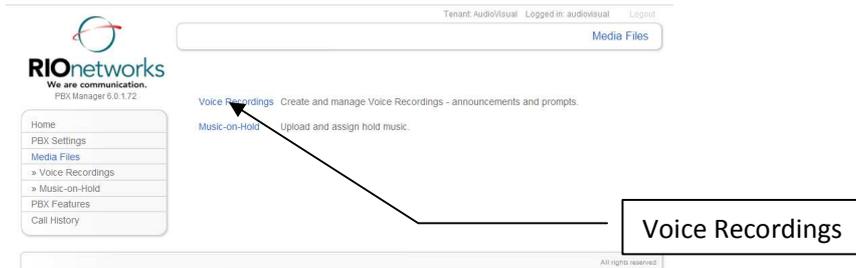
Voice Recordings

2. To delete a recording select the recording and click "Delete Selected"

Delete Recording
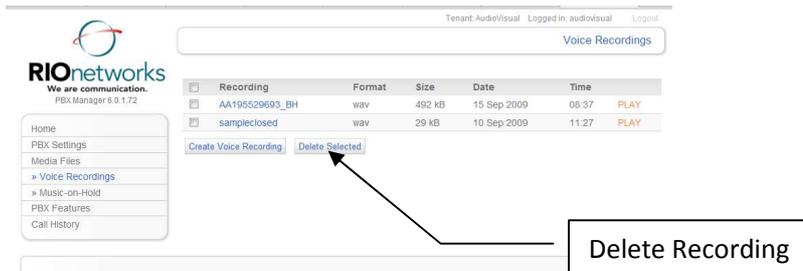
3. To create a new recording click on "Create Voice Recording"

New Recording

4. Click on "Browse" and select the file you wish to use. The file needs to be saved as a 16 bit PCM Mono sample format and must be either a .wav or .gms file. Then Click Save.

Browse for file

5. **Please remember in order to use your new recording you must modify the IVR and select the new recording to use.**

Viewing Call Detail

1. Click on Call History → Call Detail
2. You will then be presented with a list of calls. You can then filter by call date, source or destination number.

Managing Schedules

The schedule feature can allow you to send calls to another IVR during non business hours. Once Rio has provisioned your after-hours IVR you simply modify the off-hours schedule to match the times you wish the customer to get the after-hours IVR.

1. Click PBX Settings → Schedules → tl-off-hours-"YOUR Tenant Name"

After Hours Schedule

2. The base settings are from 5 pm to 9am and on the weekends. Some of the basic holidays such as New Years and Christmas are also provisioned. Adjust these as needed and the click save at the bottom.

Edit Schedule

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Home
PBX Settings
» Schedules
Media Files
PBX Features
Call History

Name   tl-off-hours-AudioVisual

Descriptive name   Off Hours

Description:

Hours when office is closed

[Add Time Range]

	Month	Day-of-Month	Day-of-Week	Hour	Minute	
from	*	*	*	17	00	Remove
to	*	*	*	23	59	

	Month	Day-of-Month	Day-of-Week	Hour	Minute	
from	*	*	*	0	00	Remove
to	*	*	*	8	59	

	Month	Day-of-Month	Day-of-Week	Hour	Minute	
from	*	*	Saturday	*	*	Remove
to	*	*	Sunday	*	*	

	Month	Day-of-Month	Day-of-Week	Hour	Minute	
from	January	1	*	*	*	Remove
to	*	*	*	*	*	

	Month	Day-of-Month	Day-of-Week	Hour	Minute	
from	May	31	*	*	*	Remove
to	*	*	*	*	*	

	Month	Day-of-Month	Day-of-Week	Hour	Minute	
from	July	4	*	*	*	Remove
to	*	*	*	*	*	

	Month	Day-of-Month	Day-of-Week	Hour	Minute	
from	September	8	*	*	*	Remove
to	*	*	*	*	*	

	Month	Day-of-Month	Day-of-Week	Hour	Minute	
from	November	24	*	*	*	Remove
to	November	25	*	*	*	

	Month	Day-of-Month	Day-of-Week	Hour	Minute	
from	December	24	*	*	*	Remove
to	December	25	*	*	*	

	Month	Day-of-Month	Day-of-Week	Hour	Minute	
from	December	31	*	*	*	Remove
to	*	*	*	*	*	

[Delete]   [Clone]   [Save]   [Cancel]