**Configure Auto Attendant Dialing Options**

1. Click on the Auto Attendant to modify

2. Select a number from the Dial Pad Menu and choose one of the applications.

**User**: Transfer call to any extension. The caller ID prefix allows a string to be prepended to the incoming caller ID.

**Conference**: Transfer call to any conference bridge.

**Call Queue**: Transfer call to any call queue. The caller ID prefix allows a string to be prepended to the incoming caller ID.

**Directory**: Plays a company directory with a dial by name. Any users that have the "List Directory" option will be listed here.

**Voicemail**: Sends call directly to a user's voicemail box.

**Voicemail Management**: This allows the caller to access any user's voicemail and change administrative options. Requires extension number and voicemail PIN for access.

**External Number**: Forward to an off-net number (cell phone or answering service)

**Play Message**: Plays a recorded message, then gives you the option to transfer the caller.

**Repeat Prompt**: Repeats Menu Prompt

**Add Tier**: Adds another level of Auto Attendant menus

Repeat these for each select dial pad option

Click **Save**.

A screenshot of a computer

Description automatically generated

**Configure Additional Options**

1.Click the cog icon to the right

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2. To disable the ability for caller's to dial a particular user's extension, uncheck **Enable Dial by Extension.**

3. Choose what occurs if **If no key is pressed**, by repeating the prompt, hanging up, or following one of the configured key options

4. Choose what occurs if **If unassigned key is pressed**, by repeating the prompt, hanging up, or following one of the configured key options

5. Click Done

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