



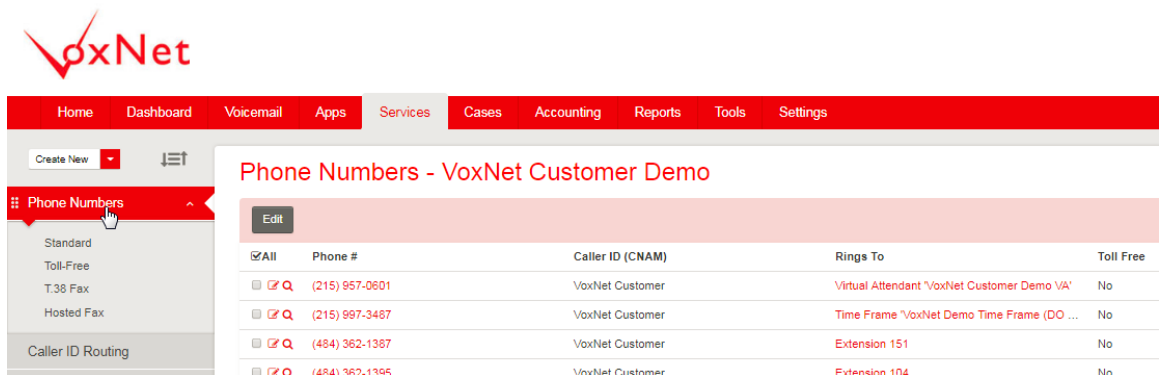
# MANAGING INCLEMENT WEATHER CALL ROUTING

## ON THE VOXNET ASTERISK PLATFORM

During implementation of your VoxNet Asterisk platform a pre-recorded Inclement Weather Auto Attendant was created for use at these times.

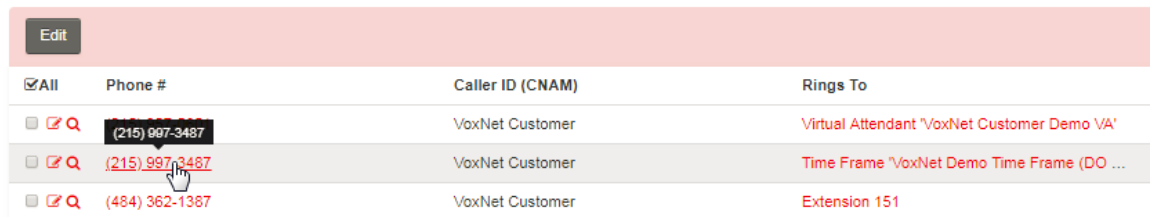
If you need to route calls to your Inclement Weather Auto Attendant, follow these instructions:

1. Access Admin Portal
2. Navigate to the Services Menu at the top of the screen
3. Select Phone numbers from the left column



4. Locate your main phone number from the list and click on the telephone number hyperlink to access phone number programming.

### Phone Numbers - VoxNet Customer Demo



5. Scroll down to the section titled "Call Routing"

Your calls may currently be routed to a "Time Frame" a "Mailbox" a "Group" or any one of many other selections. **It is important to take a note of where calls are normally routed so you can put things back when you are ready to return to normal operation.**



6. Select Auto Attendant from the drop down box next to "Route To:"

Call Routing

If Holiday: -- Select --

Route To: Time Frame (dropdown menu open)

- Select --
- Caller ID Routing
- SIP Trunk
- Extension
- Phone
- Shared Line Appearance
- Mailbox
- Auto Attendant** (highlighted)
- Time Frame
- Group
- Conference Hub

VoxNet Demo Time Frame (DO NO)

Features

Hold Music Group:

7. Next select the Inclement Weather auto attendant as shown below.

Call Routing

If Holiday: -- Select --

Route To: Auto Attendant

-- Select Attendant --

- Select Attendant --
- CONFERENCE ATTENDANT
- Inclement Weather AA** (highlighted)
- VoxNet Demo Day hours
- VoxNet Demo Holiday AA
- VoxNet Demo Night hours

8. Click the Save button located at the top and bottom left of the page to save your changes.
9. Repeat these steps for any additional published numbers.

Note: As an alternative to using an alternate auto attendant, you also have the option of routing calls to a cell phone or another outside phone number by selecting that option from the drop down and then typing in the number.

Call Routing

If Holiday: -- Select --

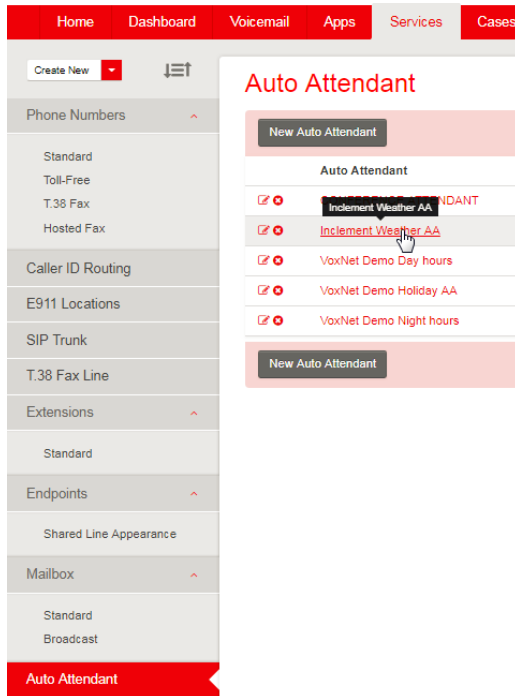
Route To: Outside Number

[Empty text input field]

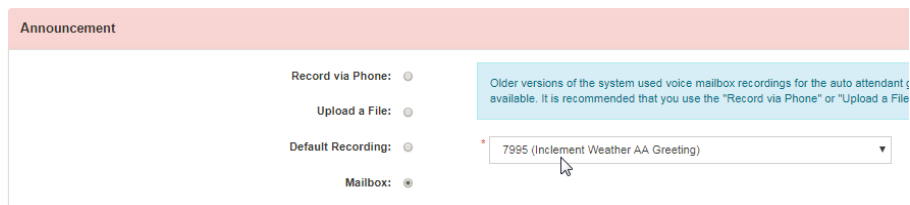


If you wish to change the greeting on the Inclement Weather auto attendant:

1. Navigate to Services at the top of the page and then to Auto Attendant on the left side of the screen.
2. Click on the hyperlink for the Inclement Weather auto attendant.



3. Scroll down to the Announcement section to view the current greeting type used.



4. To change the current greeting you can either Upload an audio file containing the greeting you wish to use or, if a Mailbox is shown as the announcement type, you can re-record the busy greeting for the mailbox shown. This is done just like recording your own personal mailbox busy greeting.
5. Make sure to click Save after uploading a new audio file.