



# How-To Feature Guide

Auto Attendant

# What is Auto Attendant?

**Sometimes called the “Virtual Receptionist”  
Or IVR (Interactive Virtual Receptionist )**

AUTO ATTENDANT allows a caller to be forwarded to an extension without the intervention of an operator.



# Auto Attendant Star Keys

**Star Keys are shortcuts you can dial from your 2talk phone to access features.**

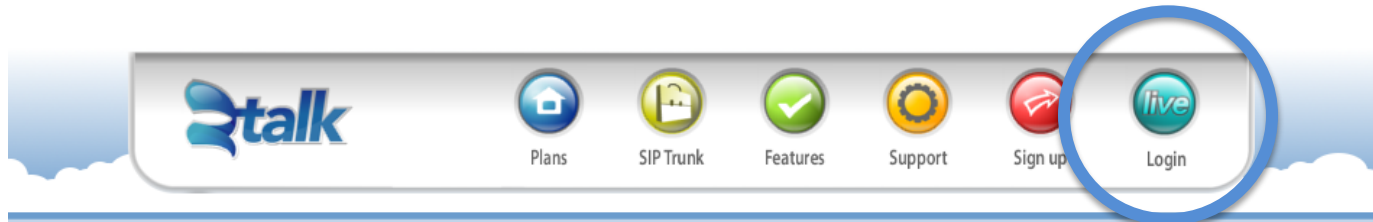
Dial \*22 to Record Your Auto Attendant Message

Dial \*23 to Listen to Your Auto Attendant Recording



# Login to 2talk Live

At [2talk.com](http://2talk.com), select **LIVE** to Login







## \$11.99 /mth

Sign up

### Join now and save for the next 3 months

Includes unlimited plan minutes<sup>^</sup> including US and international destinations, unlimited 2talk calling, 2talk features, keep your phone number or add a new USA line, BYOD and save \$3/month, no contracts

<sup>^</sup>\$23.99 after 3 month period expires, includes telephone adapter (usual cost \$3/mth), excludes fees and tax

 <b>Free Trial</b> Try 2talk out now for free. Our trial includes over 50 minutes of calling to 70+ destinations.	 <b>Plans</b> Build a plan to suit your needs with our Business Combos. Lines start at \$12.99. We have plans for personal users too.	 <b>SIP Trunking</b> Make the switch to IP and save with our low cost SIP Trunks. Connect your PBX and pay as little as \$10 per trunk and 1.3 c/min.	 <b>Free Features</b> All services include Custom Call Forwarding, Call Recording, Locate Me, Video Calling, Auto Attendant and more
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# 2talk Live

Select **AUTO ATTENDANT**  
from the Inbound Calls Menu

The screenshot displays the 2talk Live web interface for account management. At the top, the 2talk logo is on the left, and navigation links for Star Codes, Rates, T & C's, Options, Help, and Log out are on the right. Below this is a header bar showing the line number 'Line: 092804995' and the page title '2talk Settings for 092804995'. A left-hand navigation menu lists various settings categories: 2talk Settings, Call Features, Calendar & Tasks, Contacts, Messages, My Media, Notes, Tasks, Messages (7), Contacts, Support Tickets, Call Records, Add Account Credit, Account Details, Plans & Services, Your Details, Change Password, My Media, Calendar & Tasks, Line Manager, and Log out. The main content area is divided into two columns: 'Inbound Calls' and 'Outbound Calls'. The 'Inbound Calls' column contains several settings: 'Locate Me / One number', 'Call Forwarding or trunking', 'Do Not Disturb', 'Call Waiting', 'Caller ID & Rejection Options', 'Call Screening Options', 'Voicemail Service', 'Auto Attendant', and 'Director Group Call Pickup'. The 'Auto Attendant' option is circled in blue. The 'Outbound Calls' column contains: 'MyCLI - Call Privacy and Caller ID', 'Authorisation PIN Code', 'Speed Dial', 'Last Number Redial', and 'Call Return'.



# Set Up Auto Attendant

2talk

Star Codes Rates T & C's Options Help Log out

Line: 092804995

2talk Settings for 092804995

Edit options for: Choose Application: GO

Auto Attendant << Voicemail Service | Directed or Group Call Pickup >>

Click here for information on how to setup your auto attendant service

\*22 - Dial this from your 2talk phone to record your auto attendant menu  
\*23 - Dial this from your 2talk phone to playback your auto-attendant recording

Enable auto attendant feature on this line

Check the box to **ENABLE AUTO ATTENDANT FEATURE ON THIS LINE**

Play your auto-attendant menu: At all times

5 seconds to wait for a response from caller after playing auto-attendant message  
3 times to play your auto-attendant message

Connect to your 2talk number as normal on timeout or if an invalid digit is entered (i.e. no forwarding number is setup for that digit)

Digit '1' forwarding number:   
Digit '2' forwarding number:   
Digit '3' forwarding number:   
Digit '4' forwarding number:   
Digit '5' forwarding number:   
Digit '6' forwarding number:   
Digit '7' forwarding number:   
Digit '8' forwarding number:   
Digit '9' forwarding number:   
Digit '0' forwarding number:

Support extension dialing through this IVR (e.g. If you know the extension you wish to call press '0' now)

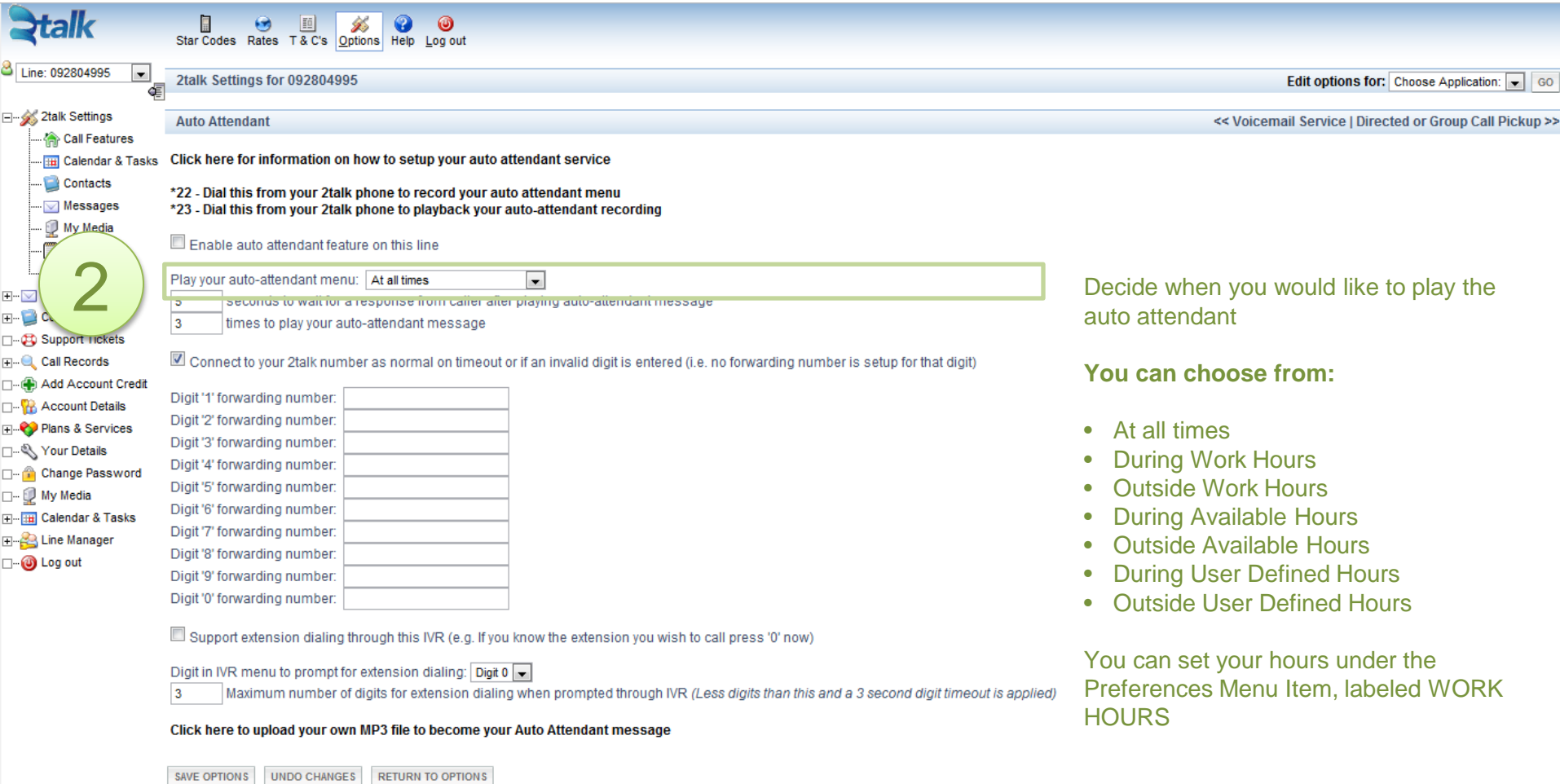
Digit in IVR menu to prompt for extension dialing: Digit 0

3 Maximum number of digits for extension dialing when prompted through IVR (Less digits than this and a 3 second digit timeout is applied)

Click here to upload your own MP3 file to become your Auto Attendant message

SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

# Set Up Auto Attendant



Line: 092804995

2talk Settings for 092804995

Edit options for: Choose Application: GO

### Auto Attendant

<< Voicemail Service | Directed or Group Call Pickup >>

[Click here for information on how to setup your auto attendant service](#)

**\*22 - Dial this from your 2talk phone to record your auto attendant menu**  
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Digit '0' forwarding number:

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SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

Decide when you would like to play the auto attendant

**You can choose from:**

- At all times
- During Work Hours
- Outside Work Hours
- During Available Hours
- Outside Available Hours
- During User Defined Hours
- Outside User Defined Hours

You can set your hours under the Preferences Menu Item, labeled **WORK HOURS**

# Set Up Auto Attendant

Line: 092804995

2talk Settings for 092804995

2talk Settings

Call Features

Calendar & Tasks

Contacts

Messages

My Media

Notes

3

Auto Attendant

Click here for information on how to setup your auto attendant service

\*22 - Dial this from your 2talk phone to record your auto attendant menu  
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Digit '8' forwarding number:

Digit '9' forwarding number:

Digit '0' forwarding number:

Support extension dialing through this IVR (e.g. If you know the extension you wish to call press '0' now)

Digit in IVR menu to prompt for extension dialing: **Digit 0**

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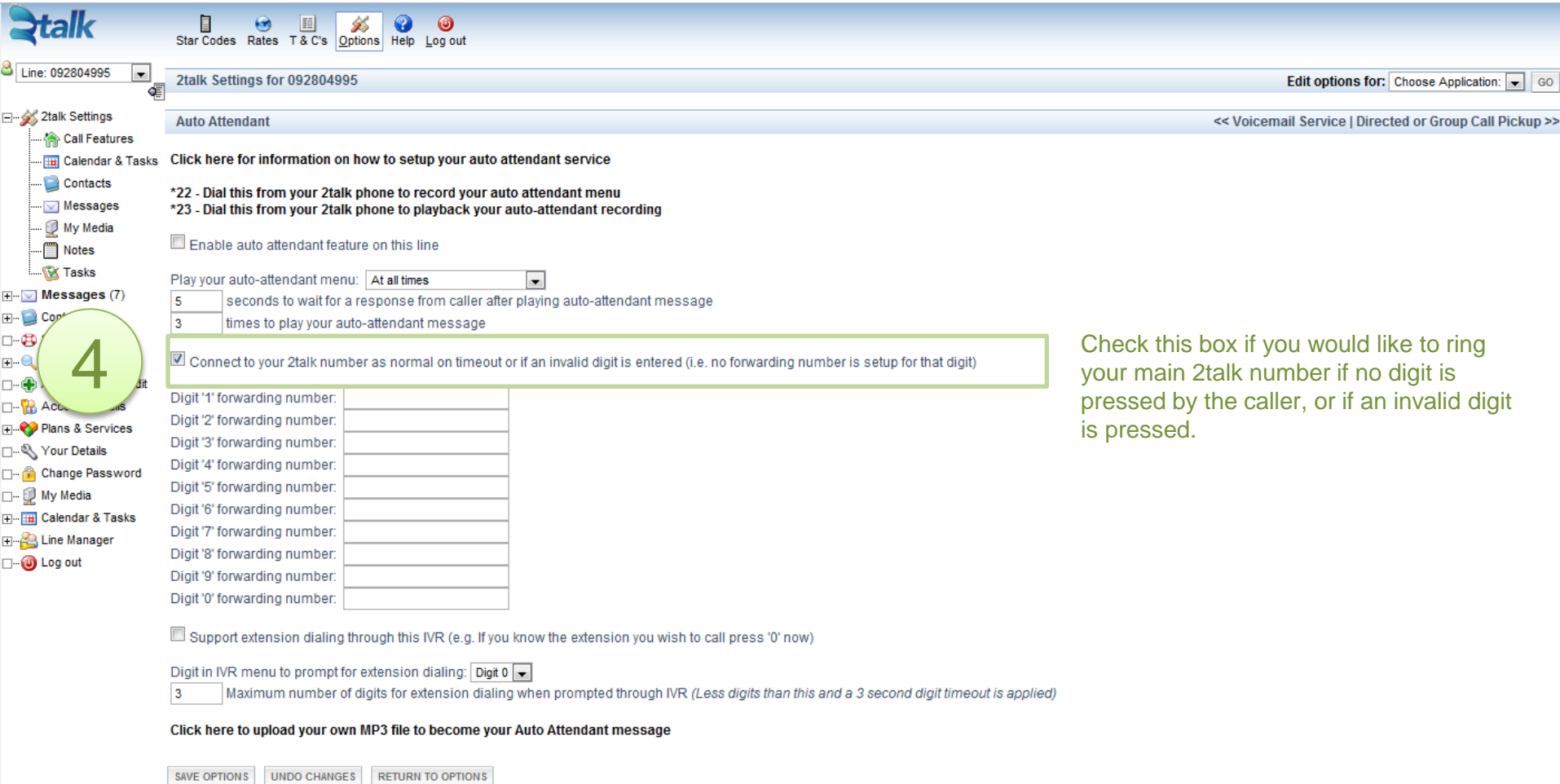
SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

Enter a number for how many seconds you would like to give your callers to make a selection in your auto attendant.

Enter a number for how many times you would like to replay your auto attendant message, if the user doesn't make a selection.



# Set Up Auto Attendant



Star Codes Rates T & C's Options Help Log out

Line: 092804995

2talk Settings for 092804995

Edit options for: Choose Application: GO

### Auto Attendant

<< Voicemail Service | Directed or Group Call Pickup >>

[Click here for information on how to setup your auto attendant service](#)

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Support extension dialing through this IVR (e.g. If you know the extension you wish to call press '0' now)

Digit in IVR menu to prompt for extension dialing:

Maximum number of digits for extension dialing when prompted through IVR (Less digits than this and a 3 second digit timeout is applied)

[Click here to upload your own MP3 file to become your Auto Attendant message](#)

SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

Check this box if you would like to ring your main 2talk number if no digit is pressed by the caller, or if an invalid digit is pressed.

# Set Up Auto Attendant

2talk

Star Codes Rates T & C's Options Help Log out

Line: 092804995

2talk Settings for 092804995

Edit options for: Choose Application: GO

2talk Settings

Call Features

Calendar & Tasks

Contacts

Messages

My Media

Notes

Tasks

Messages (7)

Contacts

Support Tickets

Call Records

Add Account Credit

Account Details

Plans & Services

Your Details

5

Log out

Auto Attendant

<< Voicemail Service | Directed or Group Call Pickup >>

Click here for information on how to setup your auto attendant service

\*22 - Dial this from your 2talk phone to record your auto attendant menu  
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Digit '5' forwarding number:	
Digit '6' forwarding number:	
Digit '7' forwarding number:	
Digit '8' forwarding number:	
Digit '9' forwarding number:	
Digit '0' forwarding number:	

Assign each of your lines/phone numbers to a digit. You may enter mobile numbers if you choose. The numbers entered here must include the 1+area code.

Support extension dialing through this IVR (e.g. If you know the extension you wish to call press '0' now)

Digit in IVR menu to prompt for extension dialing: Digit 0

3 Maximum number of digits for extension dialing when prompted through IVR (Less digits than this and a 3 second digit timeout is applied)

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SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

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SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

Check this box if you would like your auto attendant to support extension dialing.

You must leave a digit blank in step 5 and define that digit in the drop down menu labeled, DIGIT IN IVR MENU PROMPT FOR EXTENSION DIALING

# Set Up Auto Attendant

The screenshot shows the 2talk web interface for configuring an auto attendant. The page title is "2talk Settings for 092804995". The left sidebar contains a navigation menu with items like "2talk Settings", "Call Features", "Calendar & Tasks", "Contacts", "Messages", "My Media", "Tasks", "Messages (7)", "Contacts", "Support Tickets", "Call Records", "Add Account Credit", "Account Details", "Plans & Services", "Your Details", "Change Password", "My Media", "Calendar & Tasks", "Line Manager", and "Log out". The main content area is titled "Auto Attendant" and includes a link for information on setting up the service. It features instructions for dialing \*22 to record the menu and \*23 to playback recordings. There are checkboxes for enabling the feature and connecting to the 2talk number on timeout. A section for digit forwarding numbers (1-0) is present, along with a checkbox for supporting extension dialing. A dropdown menu for "Digit in IVR menu to prompt for extension dialing" is set to "Digit 0", and a text input for "Maximum number of digits for extension dialing" is set to "3". A highlighted green box contains a link to upload an MP3 file. At the bottom, there are buttons for "SAVE OPTIONS", "UNDO CHANGES", and "RETURN TO OPTIONS".

Line: 092804995

2talk Settings for 092804995

Star Codes Rates T & C's Options Help Log out

2talk Settings

Call Features

Calendar & Tasks

Contacts

Messages

My Media

Tasks

Messages (7)

Contacts

Support Tickets

Call Records

Add Account Credit

Account Details

Plans & Services

Your Details

Change Password

My Media

Calendar & Tasks

Line Manager

Log out

Auto Attendant

<< Voicemail Service | Directed or Group Call Pickup >>

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**\*22 - Dial this from your 2talk phone to record your auto attendant menu**  
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Digit in IVR menu to prompt for extension dialing:

Maximum number of digits for extension dialing when prompted through IVR (Less digits than this and a 3 second digit timeout is applied)

[Click here to upload your own MP3 file to become your Auto Attendant message](#)

SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

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You can record your auto attendant message as an mp3 and save it to your computer. Click on the link to upload that mp3 to your account.

# Set Up Auto Attendant

The screenshot shows the 2talk web interface for configuring an auto attendant. The top navigation bar includes the 2talk logo and links for Star Codes, Rates, T & C's, Options, Help, and Log out. The user's line number is 092804995. The main heading is "2talk Settings for 092804995" with a sub-heading "Auto Attendant". A navigation breadcrumb shows "Voicemail Service | Directed or Group Call Pickup".

**Auto Attendant**

[Click here for information on how to setup your auto attendant service](#)

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Connect to your 2talk number as normal on timeout or if an invalid digit is entered (i.e. no forwarding number is setup for that digit)

Digit '1' forwarding number:	<input type="text"/>
Digit '2' forwarding number:	<input type="text"/>
Digit '3' forwarding number:	<input type="text"/>
Digit '4' forwarding number:	<input type="text"/>
Digit '5' forwarding number:	<input type="text"/>
Digit '6' forwarding number:	<input type="text"/>
Digit '7' forwarding number:	<input type="text"/>
Digit '8' forwarding number:	<input type="text"/>
Digit '9' forwarding number:	<input type="text"/>
Digit '0' forwarding number:	<input type="text"/>

Support extension dialing through this IVR (e.g. If you know the extension you wish to call press '0' now)

Digit in IVR menu to prompt for extension dialing:

Maximum number of digits for extension dialing when prompted through IVR (Less digits than this and a 3 second digit timeout is applied)

[Click here to upload your own MP3 file to become your Auto Attendant message](#)

**8**

**ALWAYS REMEMBER TO CLICK SAVE OPTIONS.**



For Assistance

Contact [support@2talk.com](mailto:support@2talk.com)

