## Q. How do I setup my IVR?

To provide you with a clear understanding of how to create an IVR, please view the example recording text and follow the below instructions.

Example Greeting: Welcome to Perkins Properties! If you know your party's extension, press it at any time. For Sales press1. For Support press 2. For Billing press 3. For Dial by Name Directory press 7. For the Operator press 0. Thank you for calling Perkins Properties.

1. Login to the Admin Portal of your PBX
2. Select "IVR" from the left side menu. Setup → Inbound Call Control → IVR
3. Select "Add IVR"
4. Type in a name in the "Change Name" Field for your Auto Attendant.   Ex. Daytime Main Greeting
5. In the "Announcement" pull down menu, select the recording you created for this particular auto attendant. Ex. Main_IVR
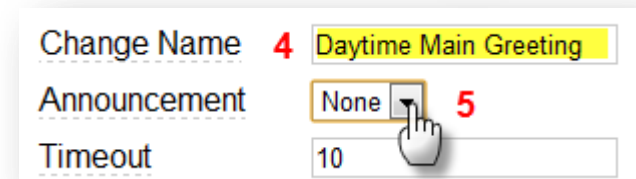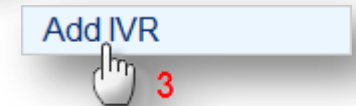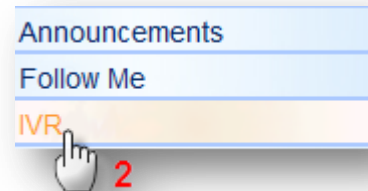
Note: Please see "How to create System Recordings" and "How to Upload a Recording" if your announcement doesn't appear in the drop down menu.

Using the example greeting above, we will now specify how you would like the incoming call to be handled using the menus in the lower half of the page.

6. Enter the number a caller would press in the text field. Using the example, when a caller wants to reach Sales, they would press "1"

7. Select the destination of the call when the caller presses "1". Using the example, the caller would like to route to call to menu option 1 - "Sales" ring group.

8. Enter the next number in the second menu option text field. Using the example, when a caller wants to reach Support, they would press "2"

9. Select the destination of the call when the caller presses "2". Using the example, the caller would like to route the call to menu option 2 – "Support" ring group. Choose Ring Group Support.

10. Enter the number a caller would press in the text field (if needed). Using the example, when a caller wants to reach "Billing', they would press 3.

11. Select the destination of the call when the caller presses "3". Using the example, the caller would like to route the call to menu option 3 – "Extension 104 Voicemail"

12. If your IVR has more choices then the 3 provided, click "Increase Options" to add more Option Fields. Using the example, we need two more option fields: Press "7" for "Dial by Name Directory" and Press "0" for the "Operator."

13. Once all menu choices are specified, click "Save"

14. Once the page refreshes, click the orange "Apply Configuration" button.

15. Click "Continue with Reload"

You have now successfully created an IVR.

Increase Options   Save   Decrease Options
12

Increase Options   Save   Decrease Options
13

Apply Configuration Changes
14

Apply Configuration Changes

Reloading will apply all configuration changes made in FreePBX to your PBX engine and make them active.

Continue with reload 15
Cancel reload and go back to editing