How to Access the Main Auto-Attendant Greetings and the Ring Plan Override (RPO)

Access the Main Auto-Attendant Greeting

1. From your desk phone, dial ***98**
2. When prompted, enter the password **000000** (six zeros)
3. Enter the prompt number you want to access to review and/or record the greeting. Typical prompt numbers are listed below. You may have additional prompt numbers for your company which will be provided to you.

Prompt (Menu)	Prompt (Menu) #
Day	1001
Night	1002
Holiday	1003
Outage	1004

4. To **review** the prompt press **1**. To **record** the prompt press **2**.
   a. **Review** Prompt (**Option 1**), let's you listen to the current prompt recording, if one exists.
   b. **Record** the Prompt (**Option 2**). When you select this option you will be able to record the prompt, and when done, press #. ***PLEASE BECAREFUL USING THIS OPTION: Once the system begins recording, the current recorded prompt will be overwritten***.

Ring Plan Override (RPO) Button

In normal mode, the system will operate based on the Day/Night schedule (hours of operation) you provided to Crosswind. You can have a button added to your phone which allows you to override the current mode/schedule if you need to. For example, you can force the system into Night mode early if need be. You can also have other modes/schedules setup such as "Meeting" or "Lunch", which when activated, can send callers to a menu, someone's cell phone/extension, or wherever you like.

How It Works:

Enable Ring Plan Override (RPO)
1. Press the **RPO** button, which may be labeled **Day/Night/Holiday** or a custom mode you had Crosswind add. Prior to pressing the button, the light next to the button should be solid or will not be lit.
2. The light next to the button will now **blink**, indicating the system is now in override mode.

Disable Ring Plan Override (RPO)
1. Press the blinking **RPO** button once.
2. The light next to the button will go out, indicating the system is now in override mode. Once you receive the first call after the RPO has been disabled, the light will be lit solid.

- *When the system automatically switches schedules/modes, the RPO button will not be lit until the first call is received while in the current schedule. Once the first call has been received, the light will be lit solid.*
- ***Please note that when you use the Ring Plan Override (RPO) feature, the system will stay in override mode until you turn it off***. *This means that if you override the schedule on Monday afternoon, it will still be in override mode the next day when you come in until you disable the override.*

If you need assistance, please contact Crosswind VoIP Support by emailing support@crosswindsupport.com or by calling (888) 920-5685