



Automated Alternate Routing Group Configuration

Automated alternate routing (AAR) provides a mechanism to reroute calls through the PSTN or other network by using an alternate number when Cisco CallManager blocks a call due to insufficient location bandwidth. With automated alternate routing, the caller does not need to hang up and redial the called party. The AAR group represents the dialing area where the line/directory number (DN), the Cisco voice mail port, and the gateway are located.

For each AAR group, you enter the prefix digits that are used for automated alternate routing within the AAR group, as well as the prefix digits used for automated alternate routing between a given AAR group and other AAR groups. Devices, such as gateways, phones (by means of directory numbers), and trunks, associate with AAR groups. If automated alternate routing of calls takes place, you may also associate devices with an AAR calling search space.

Use the following topics to find, add, update, or delete AAR groups:

- [Finding an AAR Group, page 9-2](#)
- [Adding an AAR Group, page 9-3](#)
- [Updating an AAR Group, page 9-4](#)
- [Deleting an AAR Group, page 9-5](#)
- [AAR Group Configuration Settings, page 9-6](#)

Refer to the “[System-Level Configuration Settings](#)” section of the *Cisco CallManager System Guide* for more information about automated alternate routing groups.

Finding an AAR Group

Because you might have several automated alternate routing (AAR) groups in your network, Cisco CallManager lets you locate specific AAR groups based on specific criteria. Use the following procedure to locate AAR groups.

Procedure

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- Step 1** Choose **System > AAR Group**.
- The Find and List Automated Alternate Routing Groups window displays.
- Step 2** From the drop-down list box, choose one of the following criteria:
- begins with
 - contains
 - ends with
 - is exactly
- Step 3** Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



Note To find all AAR groups that are registered in the database, click **Find** without entering any search text.

A list of discovered AAR groups displays by AAR group name.



Note You can delete multiple AAR groups from the Find and List Automated Alternate Routing Groups window by checking the check boxes next to the appropriate AAR groups and clicking **Delete Selected**. You can delete all the AAR groups in the window by checking the check box in the AAR Group Name title bar and clicking **Delete Selected**.

- Step 4** From the list of records, click the AAR group that matches your search criteria. The window displays the AAR group that you choose.
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Related Topics

- [Adding an AAR Group, page 9-3](#)
- [Updating an AAR Group, page 9-4](#)
- [Deleting an AAR Group, page 9-5](#)

Adding an AAR Group

The following procedure describes how to add an AAR group.

Procedure

- Step 1** In the menu bar, choose **System > AAR Group**.
- Step 2** Click **Add a New AAR Group**.
- Step 3** Enter a name in the AAR Group Name field. The name can contain up to 50 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_). Ensure each AAR group name is unique.



Timesaver

Use concise and descriptive names for your AAR groups. The CompanynameLocationGroup format usually provides a sufficient level of detail and is short enough to enable you to quickly and easily identify an AAR group. For example, CiscoDallasAA1 identifies a Cisco Access Analog AAR group for the Cisco office in Dallas.

- Step 4** Click **Continue**.
- Step 5** Choose the appropriate settings as described in [Table 9-1](#).
- Step 6** Click **Insert** to add this AAR group.
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Related Topics

- [Finding an AAR Group, page 9-2](#)
- [Updating an AAR Group, page 9-4](#)
- [Deleting an AAR Group, page 9-5](#)
- [AAR Group Configuration Settings, page 9-6](#)

Updating an AAR Group

The following procedure describes how to update an AAR group.

Before You Begin

Before performing this procedure, ensure the AAR group to be updated is already configured.

Procedure

- Step 1** Choose **System > AAR Group** in the menu bar.
- Step 2** Locate the AAR group that you want to update. See the [“Finding an AAR Group” section on page 9-2](#).
- Step 3** Update the appropriate fields as described in [Table 9-1](#).
- Step 4** Click **Update**.
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Related Topics

- [Finding an AAR Group, page 9-2](#)
- [Adding an AAR Group, page 9-3](#)
- [Deleting an AAR Group, page 9-5](#)
- [AAR Group Configuration Settings, page 9-6](#)

Deleting an AAR Group

The following procedure describes how to delete an AAR group.

**Note**

You cannot delete an AAR group that is referenced by one or more devices. You must remove the AAR group from all devices to which it belongs before deleting the AAR group.

Procedure

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- Step 1** Choose **System > AAR Group** in the menu bar.
- Step 2** Locate the AAR group that you want to delete. See the [“Finding an AAR Group” section on page 9-2](#).
- Step 3** Check the check box next to the AAR group that you want to delete and click **Delete Selected**.
- A dialog box appears to warn you that you cannot undo deleting AAR groups.
- Step 4** To delete the group, click **OK**, or to cancel the action, click **Cancel**. If you click **OK**, the Cisco CallManager removes the AAR group from the AAR group list.

**Note**

You can delete multiple AAR groups from the Find and List AAR groups window by checking the check boxes next to the appropriate AAR groups and clicking **Delete Selected**. You can delete all the AAR groups in the window by checking the check box in the matching records title bar and clicking **Delete Selected**.

Related Topics

- [Finding an AAR Group, page 9-2](#)
- [Adding an AAR Group, page 9-3](#)
- [Updating an AAR Group, page 9-4](#)

AAR Group Configuration Settings

Table 9-1 describes the AAR group configuration settings.

Table 9-1 AAR Group Configuration Settings

Field	Description
AAR Group Name	Enter the name that you want to assign to the new AAR group.
Prefix Digits Within This Group	
Prefix Digits	Enter the prefix digits to use for automated alternate routing within this AAR group.
Prefix Digits Between This Group and Other AAR Groups	
Prefix Digits (From this group)	Enter the prefix digits to use for automated alternate routing when routing a call from this group to a device that belongs to another AAR group. Note Prefix digits that are entered in this field for the originating AAR group also get added in the Prefix Digits (To this group) field of the AAR destination group.
Prefix Digits (To this group)	Enter the prefix digits to use for automated alternate routing when you are routing a call to this group from a device that belongs to another AAR group. Note Prefix digits entered in this field for the destination AAR group also get added in the Prefix Digits (From this group) field of the AAR originating group.

Related Topics

- [Finding an AAR Group, page 9-2](#)
- [Adding an AAR Group, page 9-3](#)
- [Updating an AAR Group, page 9-4](#)
- [Deleting an AAR Group, page 9-5](#)