



# Automated Alternate Routing Group Configuration

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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 13-2](#)
- [Adding an AAR Group, page 13-3](#)
- [Updating an AAR Group, page 13-4](#)
- [Deleting an AAR Group, page 13-5](#)
- [AAR Group Configuration Settings, page 13-6](#)

**Note**

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For AAR to function, you must configure AAR groups and also ensure that the Automated Alternate Routing Enable clusterwide service parameter is set to *True*. (The default value for this service parameter specifies *False*.)

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Refer to the “[Understanding Route Plans](#)” 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.

**Note**

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During your work in a browser session, Cisco CallManager Administration retains your AAR group search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your AAR group search preferences until you modify your search or close the browser.

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### Procedure

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- Step 1** Choose **Route Plan > 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.



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

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



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**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**.

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**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 13-3](#)
- [Updating an AAR Group, page 13-4](#)
- [Deleting an AAR Group, page 13-5](#)

## Adding an AAR Group

The following procedure describes how to add an AAR group.

#### Procedure

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- Step 1** In the menu bar, choose **Route Plan > 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 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (\_). Ensure each AAR group name is unique. The current size for this field is 20 characters.

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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.

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- Step 4** Click **Continue**.
- Step 5** Choose the appropriate settings as described in [Table 13-1](#).
- Step 6** Click **Insert** to add this AAR group.
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**Related Topics**

- [Finding an AAR Group, page 13-2](#)
- [Updating an AAR Group, page 13-4](#)
- [Deleting an AAR Group, page 13-5](#)
- [AAR Group Configuration Settings, page 13-6](#)

## 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**

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- Step 1** Choose **Route Plan > 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 13-2](#).

- Step 3** Update the appropriate fields as described in [Table 13-1](#).
- Step 4** Click **Update**.
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#### Related Topics

- [Finding an AAR Group, page 13-2](#)
- [Adding an AAR Group, page 13-3](#)
- [Deleting an AAR Group, page 13-5](#)
- [AAR Group Configuration Settings, page 13-6](#)

## Deleting an AAR Group

The following procedure describes how to delete an AAR group.

#### Before You Begin

You cannot delete an AAR group that is referenced by one or more devices. To find out which devices are using the AAR group, click the **Dependency Records** link from the AAR Group Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-3](#). 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 **Route Plan > 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 13-2](#).
- 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 13-2](#)
- [Adding an AAR Group, page 13-3](#)
- [Updating an AAR Group, page 13-4](#)

## AAR Group Configuration Settings

[Table 13-1](#) describes the AAR group configuration settings.

**Table 13-1 AAR Group Configuration Settings**

Field	Description
AAR Group Name	Enter the name that you want to assign to the new AAR group.
<b>Prefix Digits Within This Group</b>	
Prefix Digits	Enter the prefix digits to use for automated alternate routing within this AAR group.  Valid entries are the following digits: [ ^ 0 1 2 3 4 5 6 7 8 9 - ] + ? ! X * # +

**Table 13-1 AAR Group Configuration Settings (continued)**

Field	Description
<b>Prefix Digits Between This Group and Other AAR Groups</b>	
Prefix Digits (From this group)	<p>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.</p> <p>Valid entries are the following digits: [ ^ 0 1 2 3 4 5 6 7 8 9 - ] + ? ! X * # +</p> <p><b>Note</b> 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.</p>
Prefix Digits (To this group)	<p>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.</p> <p>Valid entries are the following digits: [ ^ 0 1 2 3 4 5 6 7 8 9 - ] + ? ! X * # +</p> <p><b>Note</b> 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.</p>

**Related Topics**

- [Finding an AAR Group, page 13-2](#)
- [Adding an AAR Group, page 13-3](#)
- [Updating an AAR Group, page 13-4](#)
- [Deleting an AAR Group, page 13-5](#)

