



Automated alternate routing group setup

This chapter provides information to find, add, update, or delete AAR groups.

For additional information, see topics related to Automated Alternate Routing in the *Cisco Unified Communications Manager System Guide*.

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About AAR group setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > AAR Group** menu path to configure AAR groups.

Automated alternate routing (AAR) provides a mechanism to reroute calls through the PSTN or other network by using an alternate number when Cisco Unified Communications Manager 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.



Note

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.)

See topics related to understanding route plans in the *Cisco Unified Communications Manager System Guide* for more information about automated alternate routing groups.

AAR group deletion

You cannot delete an AAR group that one or more devices references. To find out which devices are using the AAR group, choose the Dependency Records link from the Related Links drop-down list box that is on the AAR Group Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. You must remove the AAR group from all devices to which it belongs before deleting the AAR group.

Related Topics

[Access dependency records](#)

AAR group settings

The following table describes the AAR group settings.

Table 1: AAR group settings

Field	Description
Automated Alternate Routing Group Information	
Name	<p>Enter the name that you want to assign to the new AAR group.</p> <p>The name can contain up to 20 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_).</p> <p>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.</p>
Prefix Digits Within	
Prefix Digits	<p>Enter the prefix digits to use for automated alternate routing within this AAR group. Valid entries include numeric characters (0-9), alpha characters (A-D), asterisk (*), pound (#), plus (+), and hyphen (-).</p>
Prefix Digits Between This Group and Other AAR Groups	
Dial Prefix (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 include numeric characters (0-9), alpha characters (A-D), asterisk (*), and pound (#).</p> <p>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.</p>

Field	Description
Dial Prefix (To this group)	<p data-bbox="675 285 1520 348">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 data-bbox="675 363 1520 426">Valid entries include numeric characters (0-9), alpha characters (A-D), asterisk (*), and pound (#).</p> <p data-bbox="675 441 1520 525">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.</p>

Related Topics

[Automated alternate routing group setup, on page 1](#)

[About device pool setup](#)

