



Switching to the Multi-level IVR Article #7819

Switching to the Multi-level IVR connects calls to your company number to a top-level IVR menu which can be configured to connect to additional IVR menus or other system extensions. Switching to the Multi-level IVR can be done after [setting up your Multi-level IVR menu](#) through your Office@Hand Online Account. Follow these steps to switch to the multi-level IVR.

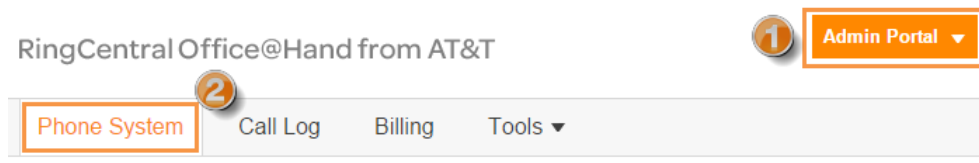
NOTE: You have to be an account Administrator to perform this action.

Step 1:

[Log in to your Office@Hand account.](#)

Step 2:

Click **Admin Portal**, and then **Phone System**.





Step 3:

Click **Auto Receptionist**.

The screenshot shows a vertical menu with five main sections. The first section is 'Company Numbers and Info' with a hand icon and the number '(123) 456-7890'. The second section is 'Auto-Receptionist' with a person icon and is highlighted with an orange border. The third section is split into two columns: '3 Groups 4 Others' with a hierarchy icon, and '9 Users' with a group of people icon. The fourth section is 'Phones & Devices' with a phone icon.



Step 4:

Click **Switch to multi-level IVR** and then go over the disclaimer.

Auto-Receptionist

IVR Mode: single level ⓘ **> multi-level ⓘ**

Company Hours 24 hours >

Company Call Handling >

Company Greeting and Menu >

Dial-by-Name Directory On >

Operator Extension Ext. 301 >

Call Recording >

Regional Settings >

Step 5:

Click **OK** to proceed.

Switch to Multi-level IVR

By switching to multi-level IVR mode, all of your existing company call handling settings will be discarded. Please confirm that you wish to proceed.

Cancel OK

Step 6:

Select the IVR Menu where incoming calls need to be routed to.

NOTE: If this is the first time you are setting up your Multi-level IVR, you will be prompted to [set up the Multi-level IVR menu](#).



Step 7:

If you already have an IVR Menu, you will be asked to select the Top Level IVR Menu you want the incoming calls to connect to.

Switch to Multi-level IVR

Select the top level menu to connect to:

Ext. 1001 - IVR Menu 1001

Cancel Save >

Click **Save**.

You just switched your IVR-mode to Multi-Level IVR.