



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 Unified 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 27-1](#)
- [Configuring an AAR Group, page 27-2](#)
- [AAR Group Configuration Settings, page 27-3](#)
- [Deleting an AAR Group, page 27-4](#)
- [AAR Group Configuration Settings, page 27-3](#)



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*.)

Refer to the [“Understanding Route Plans”](#) section of the *Cisco Unified 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 Unified CallManager lets you locate specific AAR groups based on specific criteria. Use the following procedure to locate AAR groups.

**Note**

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

Procedure

Step 1 Choose **Call Routing > 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
- is empty
- is not empty

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.

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.

Additional Information

See the [“Related Topics” section on page 27-5](#).

Configuring an AAR Group

The following procedure describes how to configure an AAR group.

Procedure

Step 1 Choose **Call Routing > AAR Group**.

The Find and List Automated Alternate Routing Groups window displays.

Step 2 Perform one of the followings tasks:

- To copy an existing AAR group, locate the appropriate AAR group as described in the “[Finding an AAR Group](#)” section on page 27-1, click the **Copy** button next to the AAR group that you want to copy, and continue with [Step 3](#).
- To add a new AAR group, click the **Add New** button, and continue with [Step 3](#).
- To update an existing AAR group, locate the appropriate AAR group as described in the “[Finding an AAR Group](#)” section on page 27-1, and continue with [Step 3](#).

Step 3 In the AAR Group Configuration window that displays, enter a name in the AAR Group Name field. The name can contain alphanumeric characters, 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.



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 **Save**.

Step 5 Choose the appropriate settings as described in [Table 27-1](#).

Step 6 To configure this AAR group, click **Save**.

Additional Information

See the “[Related Topics](#)” section on page 27-5.

AAR Group Configuration Settings

[Table 27-1](#) describes the AAR group configuration settings.

Table 27-1 AAR Group Configuration Settings

Field	Description
AAR Group Name	Enter the name that you want to assign to the new AAR group. The name can contain up to 20 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_).
Prefix Digits Within This Group	
Prefix Digits	Enter the prefix digits to use for automated alternate routing within this AAR group. Valid entries include the following digits: [^ 0 1 2 3 4 5 6 7 8 9 -] + ? ! X * # . @

Table 27-1 AAR Group Configuration Settings (continued)

Field	Description
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. Valid entries include the following digits: [^ 0 1 2 3 4 5 6 7 8 9 -] + ? ! X * # . @ 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. Valid entries include the following digits: [^ 0 1 2 3 4 5 6 7 8 9 -] + ? ! X * # . @ 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.

Additional Information

See the [“Related Topics” section on page 27-5](#).

Deleting an AAR Group

The following procedure describes how to delete an AAR group.

Before You Begin

You cannot delete an AAR group that one or more devices references. 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-2](#). 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 **Call Routing > 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 27-1](#).
- Step 3** Check the check box next to the AAR group that you want to delete and click **Delete Selected**.
- A dialog box displays to warn you that you cannot undo deletion of AAR groups.

- Step 4** To delete the group, click **OK**, or to cancel the action, click **Cancel**. If you click **OK**, the Cisco Unified 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 clicking **Select All** and then clicking **Delete Selected**.

Additional Information

See the [“Related Topics”](#) section on page 27-5.

Related Topics

- [Finding an AAR Group, page 27-1](#)
- [Configuring an AAR Group, page 27-2](#)
- [AAR Group Configuration Settings, page 27-3](#)
- [Deleting an AAR Group, page 27-4](#)
- [Automated Alternate Routing, *Cisco Unified CallManager System Guide*](#)

