Setting Holiday Closing Times
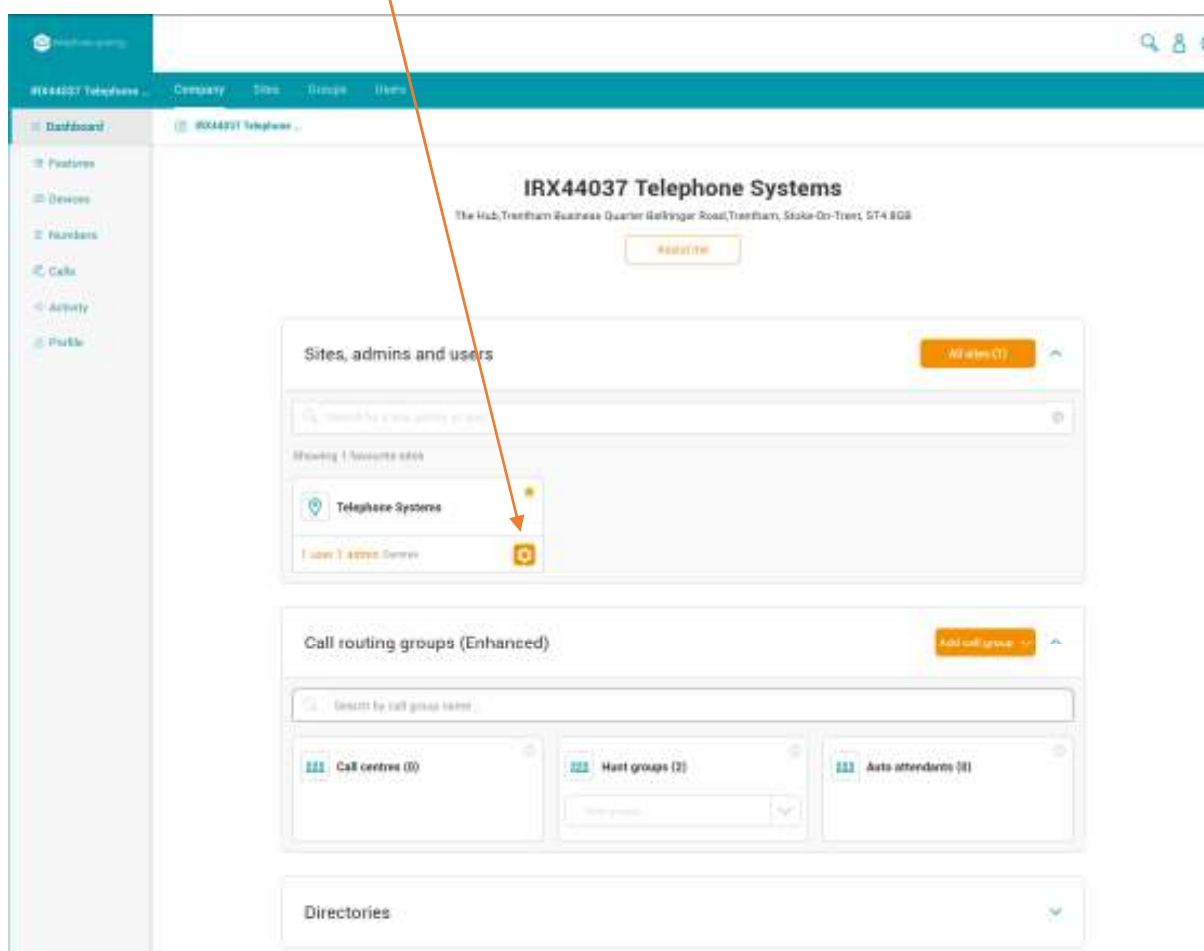
1) Login to the portal via the My Account link on our website
2) In the sites area, click the "cog" in the bottom right hand corner of your site

3) Select features from the left hand menu.

4) Scroll down to the management section and choose "Schedules" clicking the cog

Management

Account and authorisation codes	Call capacity management	Calling rules
✓ Assigned ⚙	✓ Assigned ⚙	✓ Assigned ⚙

Feature access codes	Group calling line ID	Music on hold
✓ Assigned ⚙	✓ Assigned ⚙	✓ Assigned ⚙

Schedules	Voicemail management	
✓ Assigned ⚙	✓ Assigned ⚙	

5) Click the "Add Schedule" button

Schedules

Create 'time' and/or 'day' rules for other Features like Hunt Groups.

Assist me

View and set up schedules to use on features

View holiday and time schedules managed by an administrator, or create your own holiday/time schedules that can be used for everyone in the company when setting up features e.g. Auto attendant.

Add schedule

Available schedules

3 schedules found.

	▼ Name	Type	Managed by	
☐	England & Wales	Holiday	System	View >
☐	Northern Ireland	Holiday	System	View >
☐	Scotland	Holiday	System	View >

Delete   Clear Selection

6) Select the "Holiday" radio button and fill out the date and time you would like your schedule to start and end.

7) Go back to the features page and select "Hunt Groups" from the "Call groups" section

8) Find the group with your main number associated to it, click the orange number to select. If you have more than then repeat these steps.

8) Select features from the left hand sub menu then from here choose call forwarding selective.

9) Select "add number"

Call forward selective

Forward your calls to another number if they match certain rules, including Time and Holiday Schedules.

Assist me

Default forward to number

To set up criteria and rules to forward selective calls, first add a default number to forward these calls to.

Add number

Reset to default

10) for this you want to use the extension of the person whom you want receiving the voicemails during this time, lead with a "*55" as seen below for extension 201.

Manage call forward selective number

By default, call forward selective rules will be forwarded to:

Number

*55201|

Add a default number to be used with your call forward selective rules. You can override this by adding an alternative number to a specific rule.

10) Click the "Add Rule" button.

Call forward selective

Forward your calls to another number if they match certain rules, including Time and Holiday Schedules.

Assist me

Default forward to number

When an incoming call is received and it meets any of the active rules below, unless otherwise stated, it will be forwarded to:

*55201
Manage >

Play ring reminder

☐ When a call is received which is forwarded, your primary phone will play a short ring reminder

Rules

Create a rule and set criteria for when you want to forward selective calls.

Add rule

No call forward selective rules found

Reset to default

11) Name the rule "Holiday" have time schedule set to "all day everyday" and choose your holiday schedule you created. Click next and save.

Manage a call forward selective rule

①————○
Rule times

Rule name

xmas

⦿ Use default number (*55201)
○ Use this number instead:

Time schedule

All day, every day ⌄

Add schedule >

Holiday schedule

Xmas (atte) ⌄

Call 01782 608608, email support@telephonesystems.cloud or visit https://telephonesystems.cloud/help/ for additional support.