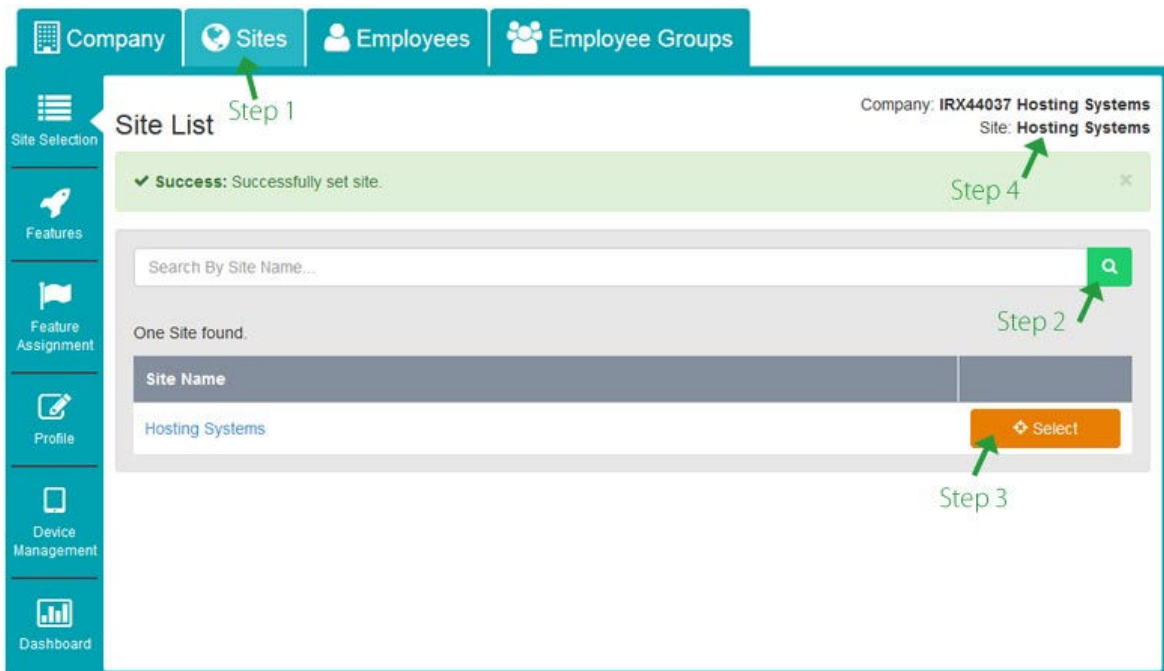


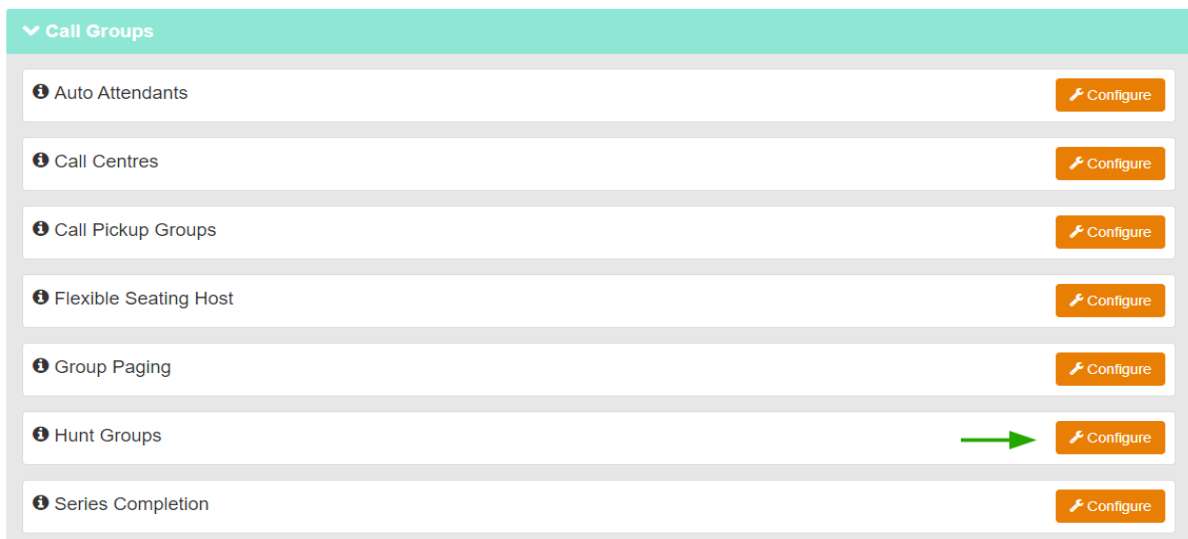
## Holiday Message

- 1) To record your own message, pick a user to use to record your message, ensuring that you make a note of the user's extension number. If you already have out-of-hours messages on your chosen user, choose a different one.
- 2) Record the message by dialling 1571, press 2, press 1 from the user. Now record your holiday message.
- 3) When you are ready to turn the holiday message on. Log in to the Control Portal. You can find out how to do this in the My Account area on our website.  
<https://telephonesystems.cloud/myaccount/>
- 4) Click the login link in the My Account Area and log in to the Control Portal.



The screenshot shows the 'Site List' page in the Control Portal. The top navigation bar includes 'Company', 'Sites', 'Employees', and 'Employee Groups'. The 'Sites' tab is selected. The page title is 'Site List' and the company is 'IRX44037 Hosting Systems'. A success message '✓ Success: Successfully set site.' is displayed. Below the message is a search bar with the text 'Search By Site Name...'. A search result is shown: 'One Site found.' with a table containing one row: 'Site Name' | 'Hosting Systems'. An orange 'Select' button is next to the row. Green arrows indicate the following steps: Step 1 points to the 'Sites' tab, Step 2 points to the search button, Step 3 points to the 'Select' button, and Step 4 points to the success message.

- 5) Choose the 'Sites' tab, click the Green search icon button, then click 'Select' for the site you want to configure. You usually have only one site.  
The correct site selected will show in Step 4.
- 6) Choose **Features** on the left menu (rocket icon) and scroll to ' Hunt Groups ' and click configure.



- 7) Select your main Hunt Group (by clicking on its name). This is usually the one which has your main telephone number. If your number isn't listed here and you have an auto attendant, please go to the Auto Attendant section.
- 8) Once in your hunt group, go to **Feature Settings** on the left sub menu.
- 9) Press the **Call Forwarding** configure button
- 10) Tick **Always Forward Calls** and set the 'Forward To' information to be \*55 followed by the number of your

extension on which you put the holiday message e.g.  
\*5502 would be answer machine on extension number 02.

Call Forwarding ? Assistance

Always Settings

- Always Forward Calls
- Play Ring Reminder When Forwarding
- \* Forward To

Busy Settings

- Forward Calls When Line is Busy
- \* Forward To

Cancel Save

- 11) Click Save. Your phone system is now diverting to your holiday message.
- 12) Now go back to the feature settings of that hunt group, and choose **Call Forwarding Selective**. Turn this OFF if it is turned on. If you do not have this feature, don't do anything.
- 13) When your holiday is finished, untick the 'Always Forward Calls' box. Turn on Call Forwarding Selective (if you turned it off).

Call 01782 608608, email [support@telephonesystems.cloud](mailto:support@telephonesystems.cloud) or visit <https://telephonesystems.cloud/help/> for additional support.