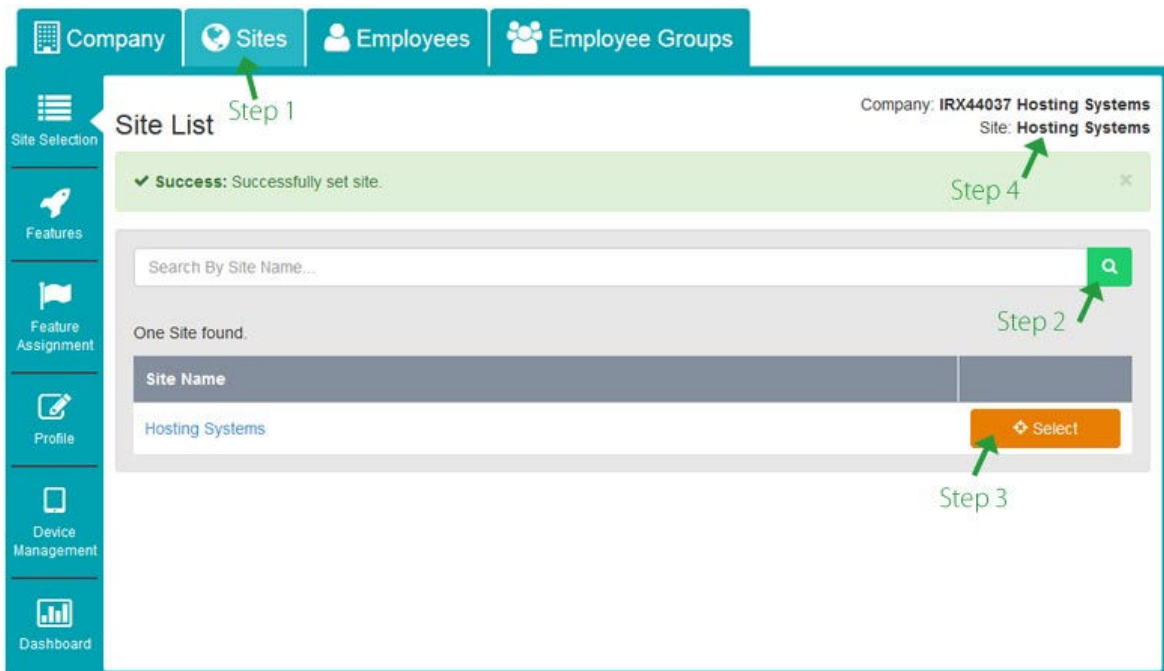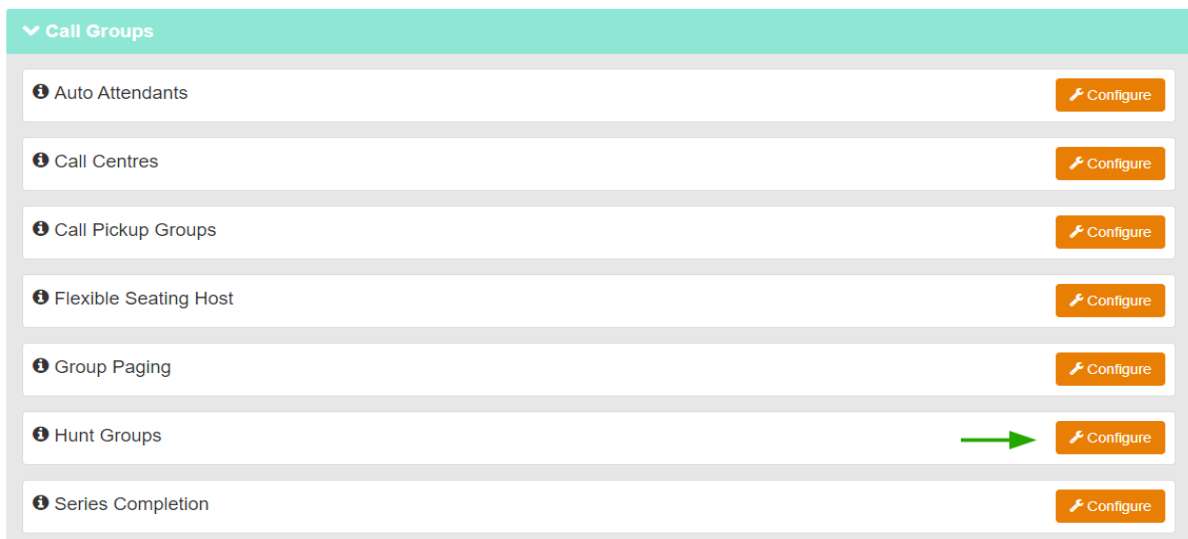# Holiday Message

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.

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.

❯ Call Groups	
❶ Auto Attendants	🔧 Configure
❶ Call Centres	🔧 Configure
❶ Call Pickup Groups	🔧 Configure
❶ Flexible Seating Host	🔧 Configure
❶ Group Paging	🔧 Configure
❶ Hunt Groups	🔧 Configure
❶ Series Completion	🔧 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.

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 or visit https://telephonesystems.cloud/help/ for additional support.