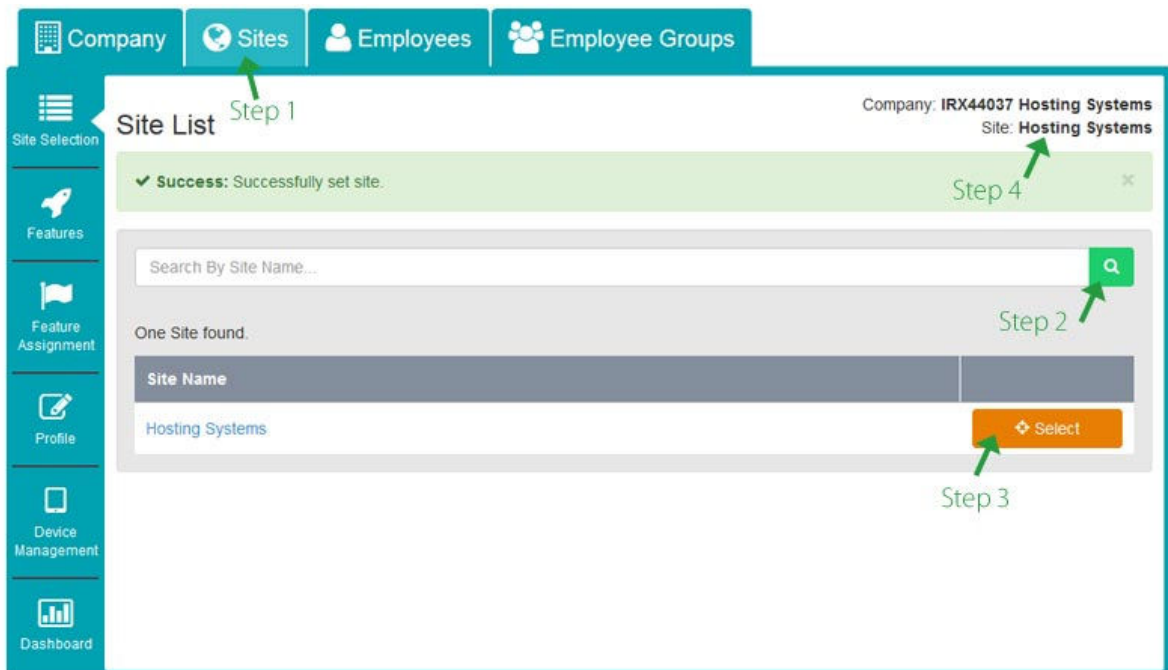




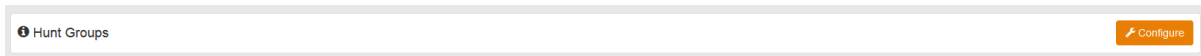
Holiday Answer Machine Message

- 1) To Record your own message, choose a phone to record your message on.
- 2) Do this by dialling 1571, press 2, press 1. Now record your holiday message.
- 3) Make a note of its extension number for the phone you recorded this on.
- 4) You can also choose to use one of our messages instead, call the support team to set this up.
- 5) Login to the portal via the My Account link on our website
- 6) Choose the 'Sites' tab, click the Green search icon button, then click 'Select' for the site you want to configure.



The correct site selected will show in Step 4.

7) Choose Features on the left menu and scroll to Hunt Group



8) Select your main hunt group

9) Go to Call Settings on the bottom of the hunt group page.

10) Tick the following (if not already in ticked) and add the extension number of the phone the message is recorded.

11) Enter a wait time of 5 (this is the minimum – one the holiday stats)

Forward Calls After Wait Time

Wait Time

Forward To

Enable Call Forwarding Not Reachable

Forward To

Make Hunt Group Busy When All Available Agents Are Not Reachable

12) Save hunt group

13) When the holiday is finished, return to your previous settings.

14) You can also choose to send the answer machine message to email. To do this, go to the employees list, select user you recorded the message to, select features, choose voicemail and enter an email address you would like the voicemail to be sent to.

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