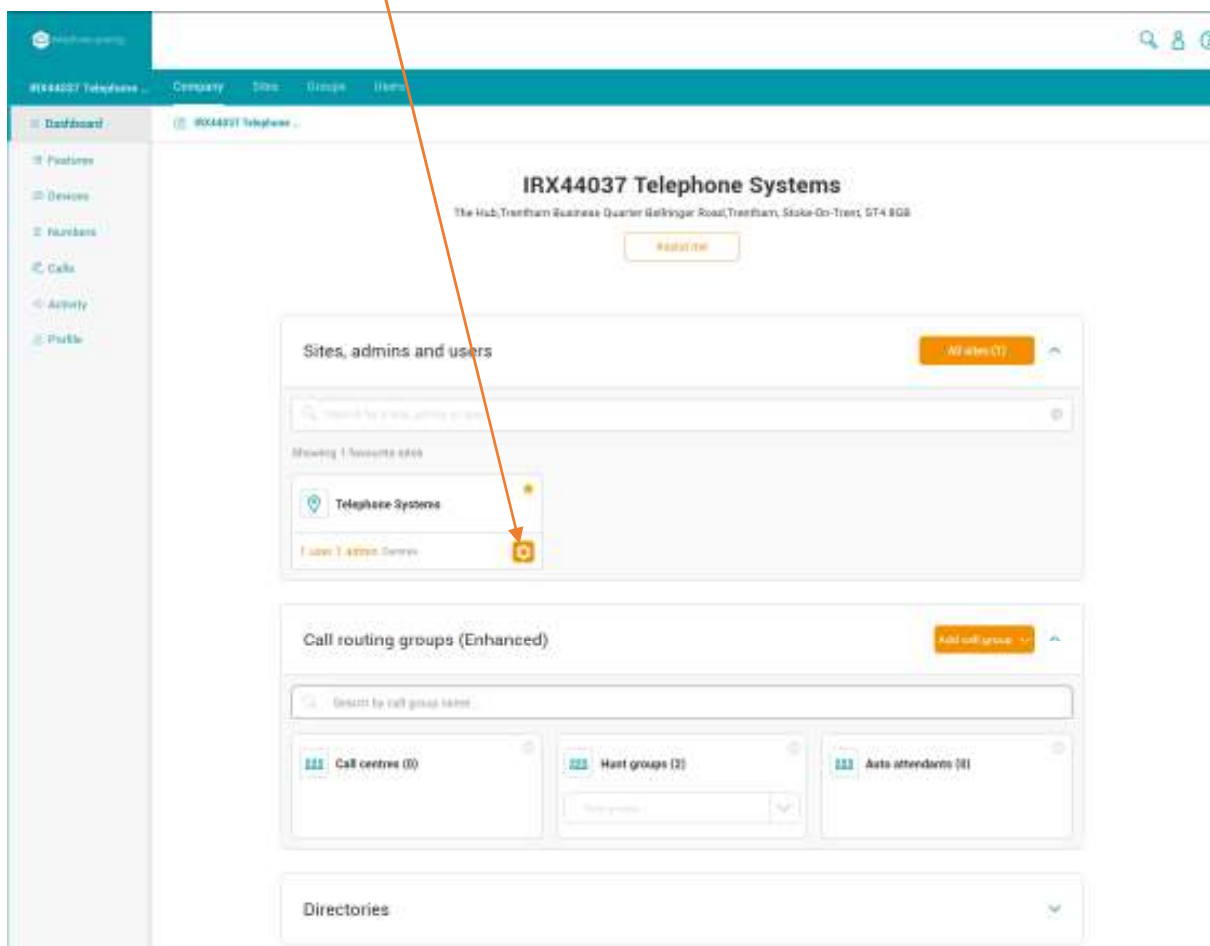


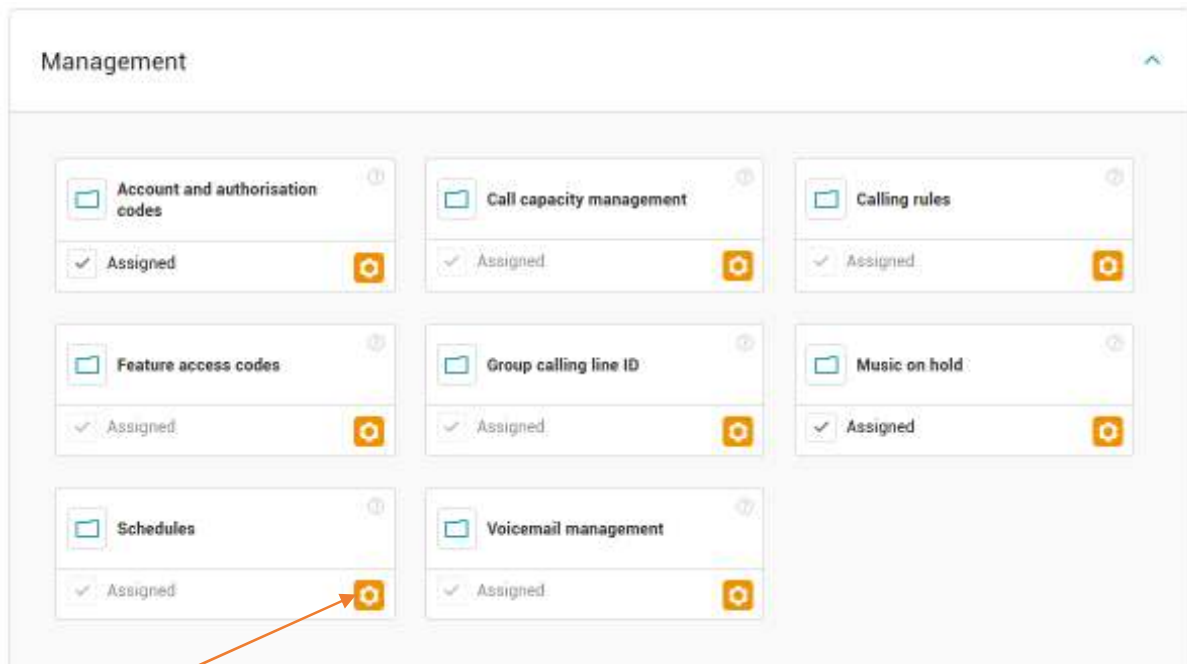


Setting Out of Hours Message

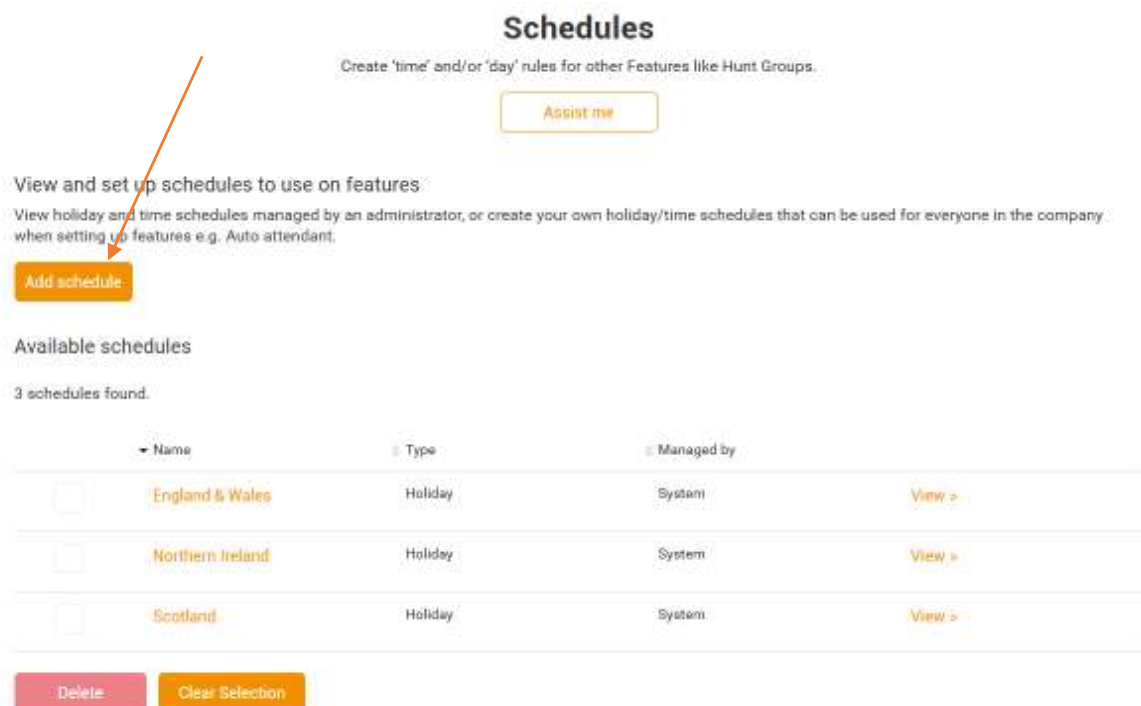
- 1) Login to the portal via the My Account link on our website
- 2) In the sites area, click the “cog” in the bottom right hand corner of your site



- 2) Choose Features on the left menu and scroll to “Schedules” and press Configure Cog.



3) Click the “Add Schedule” button



4) Enter a name for your out of hours schedule then select the “Time” radio button



Manage a schedule

Schedule name

Out of Hours

Select the type of schedule

☒ Time

☐ Holiday

Set a weekly time schedule on selected days of the week

Set a holiday schedule for selected dates and times

Choose the weekly occurring time periods to apply.

From

To

Mon

00:00

Mon

23:59

[Add another time period +](#)

You can add up to 20 time periods

- 5) Click add another time period for the amount of days or separate periods you need, for this example I'm going to do Monday to Friday 9:00-17:00

Manage a schedule

Schedule name

Out of Hours

Select the type of schedule

☒ Time

☐ Holiday

Set a weekly time schedule on selected days of the week

Set a holiday schedule for selected dates and times

Choose the weekly occurring time periods to apply.

From

To

Mon

17:00

Tues

09:00

Tues

17:00

Weds

09:00

Weds

17:00

Thurs

09:00

Thurs

17:00

Fri

09:00

Fri

17:00

Mon

09:00

[Add another time period +](#)

You can add up to 20 time periods

- 6) Press Save



- 7) To assign it to your primary incoming hunt group, so back and choose 'Features' (left menu) and select 'Hunt Groups' by pressing the 'Configure' button
- 8) Once in the hunt group, from the left hand sub menu, choose 'Feature Settings'

Profile

Assigned Users

Service passcode

Features

Voicemail

Search features...

Administrator features

Alternate numbers

Calling rules

Custom ringback user

Calls - Incoming

Call forwarding

Call forwarding selective

Do not disturb

Pre alerting announcement

Selective call acceptance

Selective call rejection

- 9) Choose all forwarding selective



- 10) Select “add number” 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.

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](#)

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.



11) 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](#)

12) Click the add rule button

13) Name the rule “out of hours” Set the “Time Schedule” to the one you just created. Press Save.

Manage a call forward selective rule

1 2
Rule times

Rule name

Out of Hours

☒ Use default number (*55201)
☐ Use this number instead:

Time schedule

Out of Hours (site) ▼

[Add schedule >](#)

Holiday schedule

None ▼

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