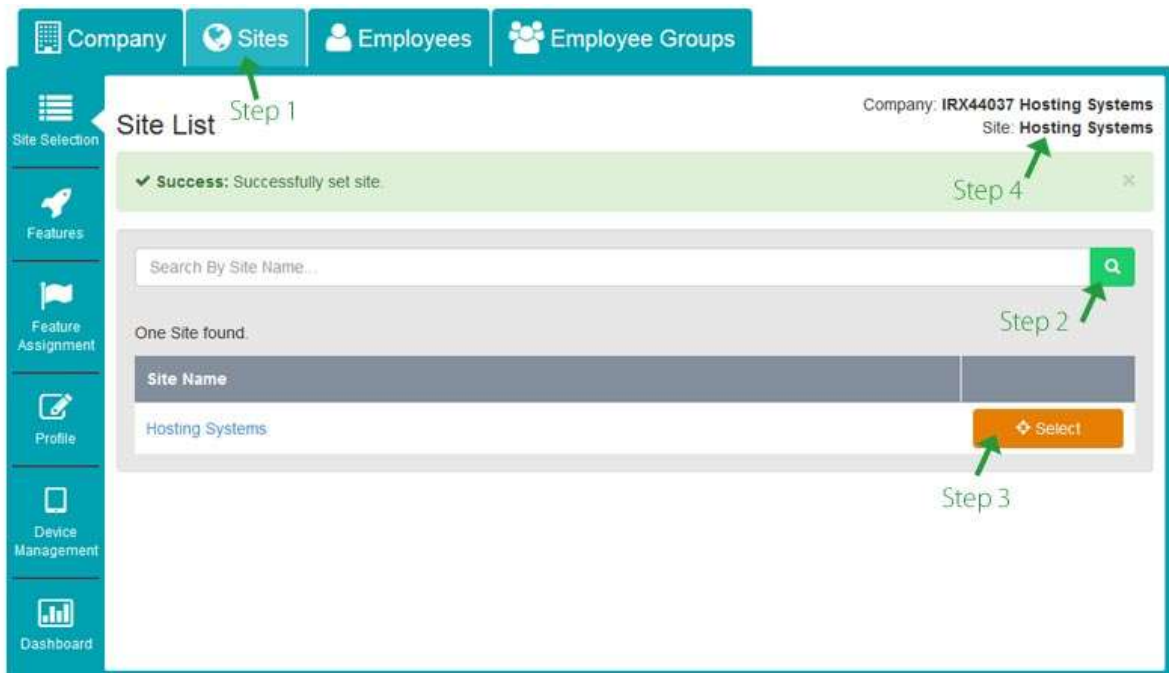


## Setting Out of Hours Message

- 1) Login to the portal via the My Account link on our website
- 2) 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.

- 3) Choose Features on the left menu and scroll to Time Schedules and press Configure.



- 4) Click the green 'Add' button

**New Time Schedule** ? Assistance

\* **Time Schedule Name**

Time Schedule Name


Start Day	Start Time (HH:mm)	End Day	End Time (HH:mm)
Select <input type="text"/>	<input type="text"/>	Select <input type="text"/>	<input type="text"/>
Select <input type="text"/>	<input type="text"/>	Select <input type="text"/>	<input type="text"/>
Select <input type="text"/>	<input type="text"/>	Select <input type="text"/>	<input type="text"/>
Select <input type="text"/>	<input type="text"/>	Select <input type="text"/>	<input type="text"/>
Select <input type="text"/>	<input type="text"/>	Select <input type="text"/>	<input type="text"/>

[+ Add Another](#)

[Cancel](#) [Save](#)

- 5) Enter a name e.g. 'Office Closed Hours' and input the day and time ranges that the office is closed. Press Save when information is complete.
- 6) 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
- 7) Once in the hunt group, from the left hand sub menu, choose 'Feature Settings'

**Hunt Group Settings**

- Assign Agents
- Service Passwords
- Feature Settings 
- Voicemail

- 8) Choose Custom Ringback User

**Custom Ringback User** [Configure](#)

- 9) Press 'Add'. Then enter a description. E.g. 'Office Closed' and choose the new time schedule you created early from the drop down list. The click 'Save & Add More Details'.



The screenshot shows a web interface for 'Custom Ringback User'. Under the heading 'Add New Rule', there are two input fields: 'Description' with the placeholder text 'Description' and 'Time Schedule' with a dropdown menu currently showing 'Every Day All Day (Employee)'. Below these fields are three buttons: an orange 'Cancel' button, a green 'Save' button, and a green 'Save & Add More Details' button.

- 10) Now add the message you want played.  
(Note: It must be a .wav file) Press Save once uploaded.



The screenshot shows the 'Audio Source' section of the interface. It has two radio button options: 'Default' (which is selected) and 'URL'. Below the 'URL' option is a text input field containing 'URL'. Below the 'File' option is a 'Browse...' button and the text 'No file selected'. At the bottom, there is a small text label: 'File type is CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes'.

## How to make a suitable WAV file.

You can record your message on any device, such as a computer or mobile phone. Most software will record an MP3 file.

Once you have a suitable MP3 file you are happy with, you need to convert it into a format suitable for phone systems.

File type: CCITT u-Law WAV with 8kHz, 5MB, Mono attributes.

To convert for MP3, we suggest using an online tool such as the following:

<http://audio.online-convert.com/convert-to-wav>

You need to set the following options.

Optional settings

Change bit resolution: 16 Bit ▼

Change sampling rate: 8000 Hz ▼

Change audio channels: mono ▼

Trim audio:  to   
00:00:00

Normalize audio:

**Show advanced options >**

This will provide you with the correct file which you can now upload.

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