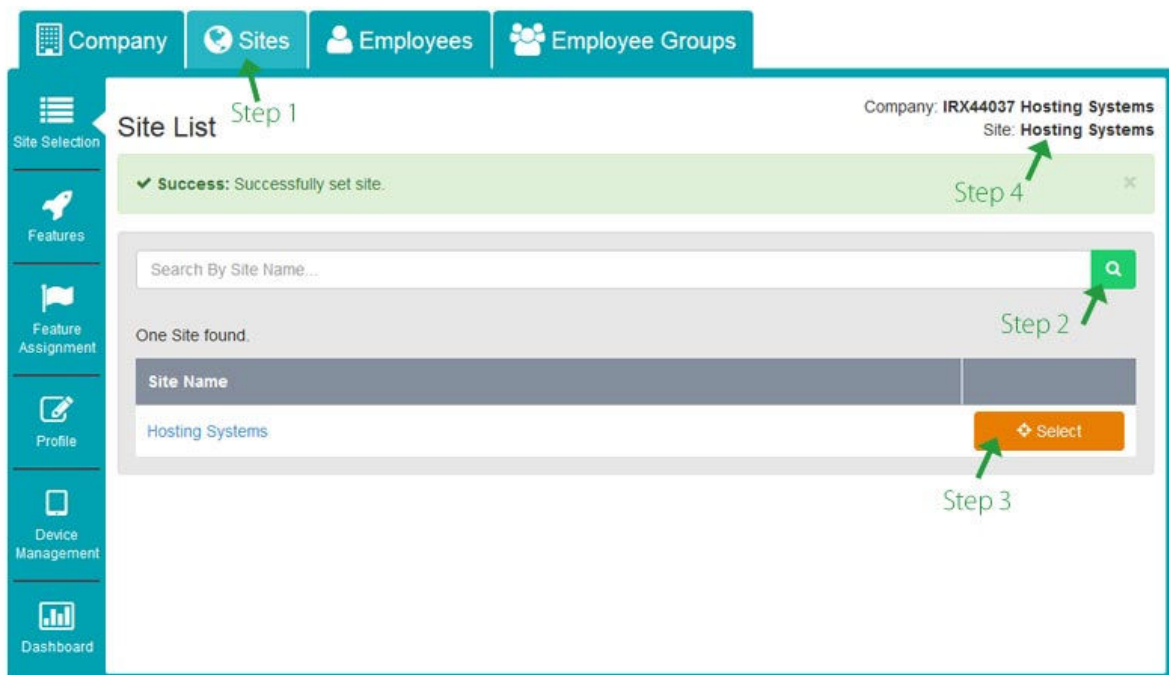


SETTING OUT OF HOURS MESSAGE

- 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.

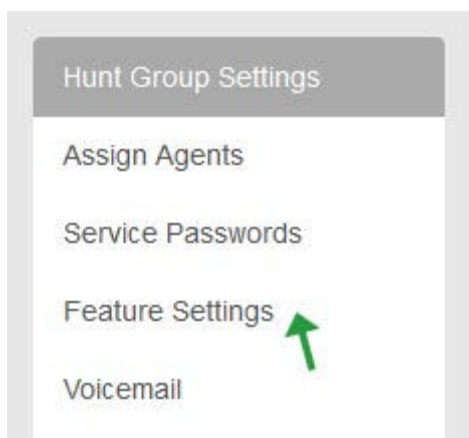
Time Schedules

Configure

4) Click the green 'Add' button

Start Day	Start Time (HH:mm)	End Day	End Time (HH:mm)
Select		Select	
Select		Select	
Select		Select	
Select		Select	
Select		Select	

- 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'



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'.

Custom Ringback User

Add New Rule

* **Description**

Time Schedule

Cancel

Save

Save & Add More Details

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

* **Audio Source** **Default**

URL

File

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:	<input type="text" value="16 Bit"/>
Change sampling rate:	<input type="text" value="8000 Hz"/>
Change audio channels:	<input type="text" value="mono"/>
Trim audio:	<input type="text"/> to <input type="text"/>
00:00:00	
Normalize audio:	<input type="checkbox"/>
<input type="button" value="Show advanced options >"/>	

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

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