

Avaya IP Office Basic Mode Night Service Auto Attendant Delay Telquest Tech Support

If you want to use the VMS Settings (AA) for Delay Night, then follow these instructions.

This will allow the Auto Attendant to answer after a delay.

Set the Trunk for Auto Attendant:

1. Click here..

Select a CO Line...

Each one must be done...

Line Number	Line Type	Line Subtype	Card/Module	Number of Channels
1	Analogue Trunk		1	1
2	Analogue Trunk		1	1
3	Analogue Trunk		1	1

Then Click here..

[Advanced Setup](#)

Trunks - Analogue Advanced Setup

Trunk Number: 1

1. This is Auto Attendant Settings...

2. Set Night Delay here...

3. Save it...

VMS Settings

Delay - Day: 2*

Delay - Night: 4

Schedule: Always

Auto Attendant: Auto Attendant 1

Back Apply Cancel

Set Night Service Group:

1. Click here...

2. Click here...

The screenshot shows the Avaya IP Office Manager interface. On the left is a sidebar with 'Admin Tasks' including System, User Setup, Group Management, Trunks, Auxiliary Equipment, Auto Attendant Setup, and Advanced Parameters. The 'Group Management' section is active, showing links for Hunt Groups, Pickup Groups, Calling Groups, and Night Service Group. The 'Night Service Group Configured' table is visible, containing one entry: 'Night Service Group' with number 'N01' and 'Ring All' mode. Below this is the 'Assign Users to Group' section, which has two lists: 'Available Users' (11::, 12::, 13::, 14::, 15::) and 'Selected Users' (10::). Arrows from the numbered instructions point to the 'Night Service Group' link and the 'Add >' button.

Name	Number	Ring Mode
Night Service Group	N01	Ring All

Available Users	Selected Users
11::	10::
12::	
13::	
14::	
15::	

3. You **MUST** have at least 1 User in here to allow the Delay-Night to work...

You can have as many phones as you want to ring when in Night Service.

You **MUST** have at least 1 User set as shown above for the Night Delay to work....

Set the Auto Attendant like this...

The screenshot shows the 'Auto Attendant Setup' interface. On the left is a sidebar with 'Admin Tasks' including System, User Setup, Group Management, Trunks, Auxiliary Equipment, Auto Attendant Setup, and Advanced Parameters. The main area is titled 'Auto Attendant Setup' and shows 'Auto Attendant 1' selected. A red box highlights the 'Greeting Times' section, which includes 'Morning' (12:00 AM to 11:59 AM), 'Afternoon' (12:00 PM to 5:59 PM), and 'Evening' (6:00 PM to 11:59 PM). To the right, the 'Profiles' section shows a table with columns 'Profile', 'Record greeting', and 'Alarm Extension'. The table lists 'Morning' (7811), 'Afternoon' (7821), 'Evening' (7831), 'Out of office hours' (7851), 'Menu options' (7841), and 'Emergency Greeting' (7861). Yellow callout boxes with arrows point to specific elements: '1. Click here...' points to 'Auto Attendant Setup' in the sidebar; '2. Set Times like this...' points to the 'Greeting Times' section; '3. Set like this...' points to the 'Maximum Inactivity' field; '4. Check this...' points to the 'Check these' box in the 'Record greeting' column; '5. This is the Night Greeting...' points to the 'Emergency Greeting' row; and '6. This is the Day Greeting...' points to the 'Morning' row.

1. Click here...

2. Set Times like this...

3. Set like this...

4. Check this...

5. This is the Night Greeting...

6. This is the Day Greeting...

This example uses Auto Attendant 1

You can change the Morning Greeting Time from 12:00 AM (Midnight) to be the Opening Time of the business.

I suggest that you record the Morning, Afternoon and Evening Greetings.

They are 7811, 7821 and 7831 for AA1.

Each one is played based on the Time Of Day set in the Greeting Times area.

Each one is played before the Menu Options (Day) Greeting.

To Record the greetings:

Press one of the Intercom Buttons on any telephone.

Dial the Greeting number (Grayed out area above) for the one you want to record.

Follow the prompts to Record, Listen and Save the greeting.

Note:

The Greeting must be at least 5 seconds long or it will not be saved.

Morning, Afternoon and Evening recordings can not be deleted/erased.

They can ONLY be re-recorded....