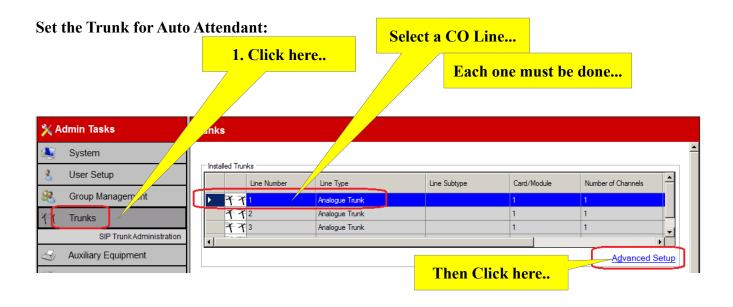# Avaya IP Office Basic Mode
Night Service Auto Attendant Delay
Telquest Tech Support

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

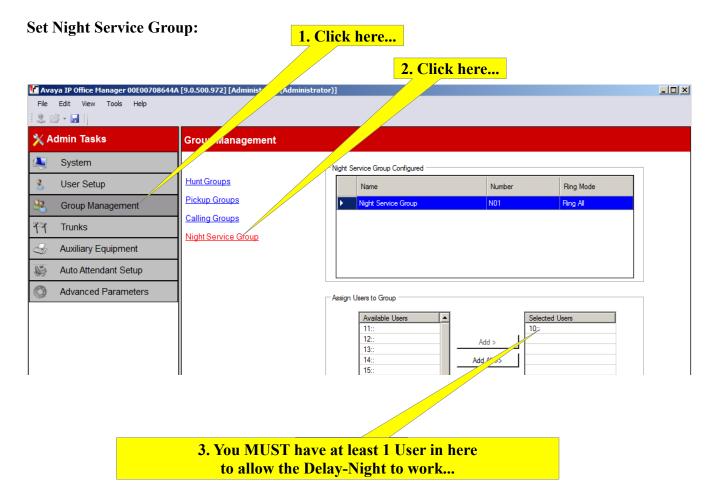**This will allow the Auto Attendant to answer after a delay.**

Set the Trunk for Auto Attendant:

1. Click here..

Select a CO Line...

Each one must be done...

Then Click here..

1. This is Auto Attendant Settings...

2. Set Night Delay here...

3. Save it...

Set Night Service Group:

1. Click here...

2. Click here...

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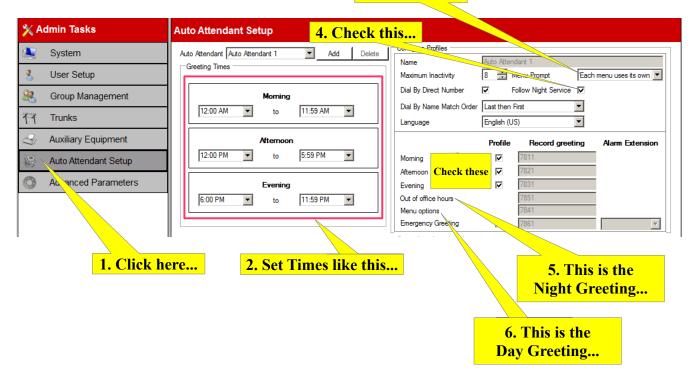to allow the Delay-Night to work...**

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...

3. Set like this...

4. Check this...

1. Click here...

2. Set Times like this...

Check these

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....