

Avaya IP Office Partner Edition

Emergency Greeting

Telquest Tech Support

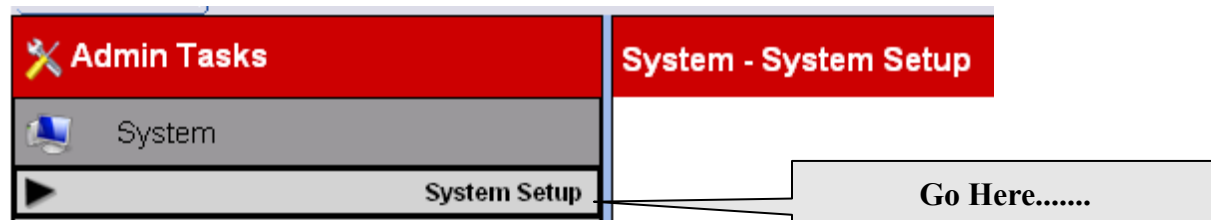
The Avaya IP Office Partner Edition can Record, Play, Enable and Disable an Emergency Greeting.

The Emergency Greeting can be Recorded, Played Enabled and Disabled either on site or remotely.

When activated, the Emergency Greeting is played before any other greetings.

First, create a System Password

The System Password is used to access the Emergency Greeting **and** Enable/Disable Night Service.



Then on the same page:

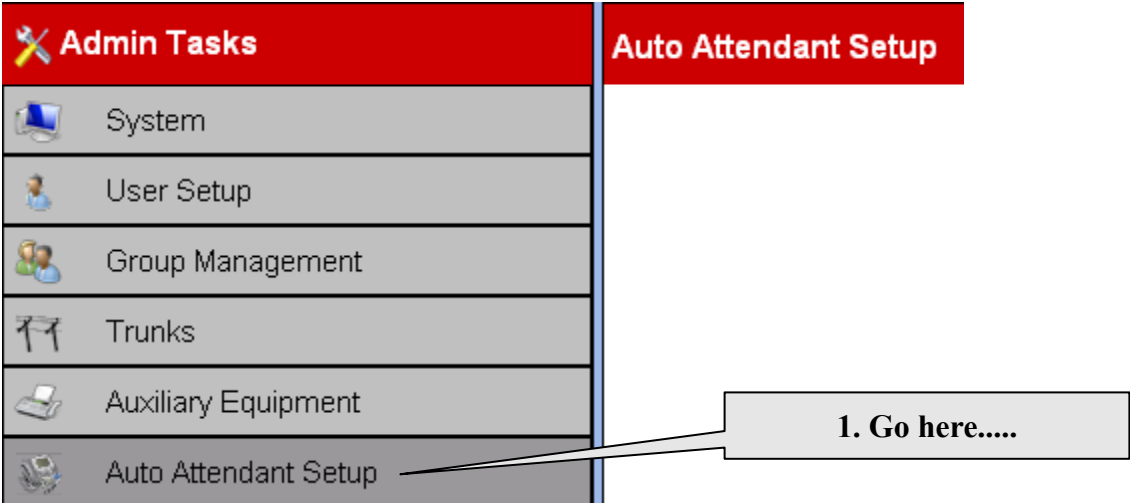
Automatic Daylight Saving Time ☒

Number Of Lines

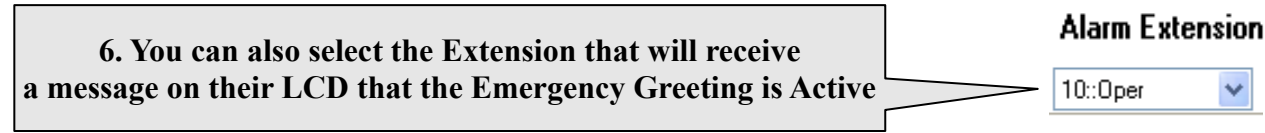
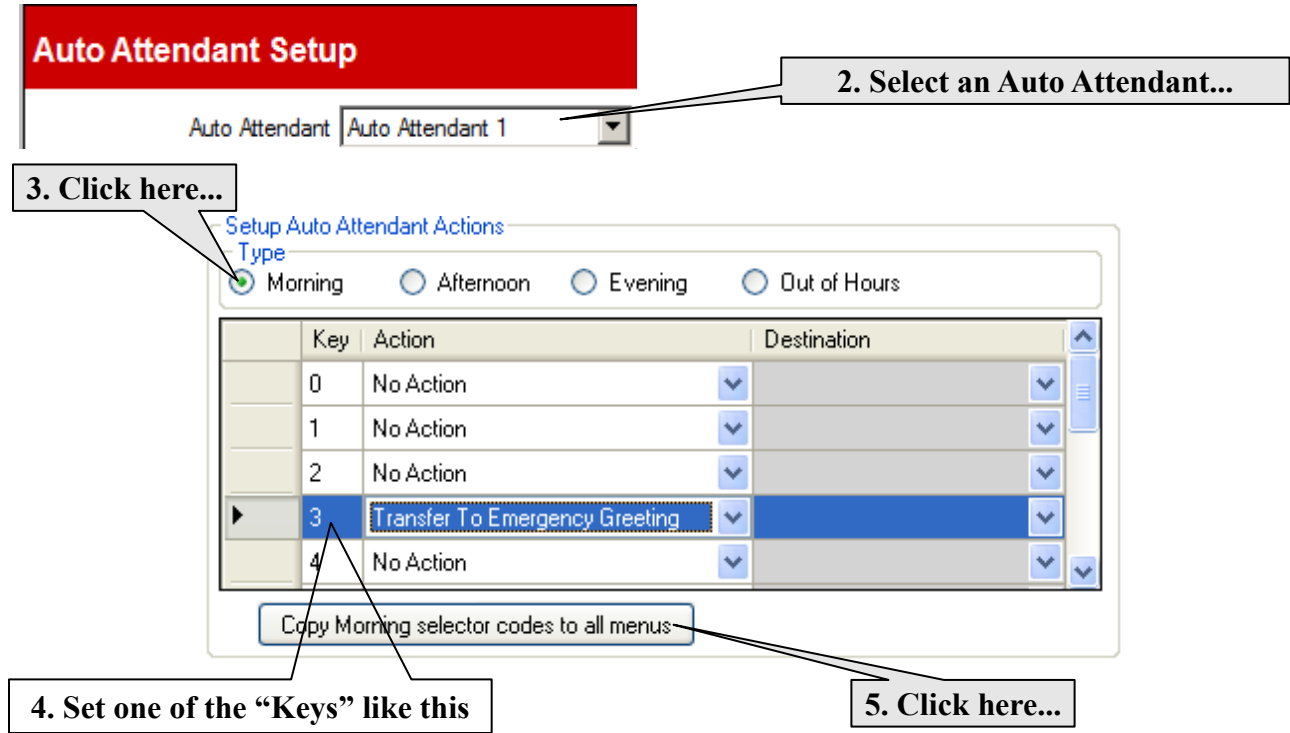
System Password

**Then enter a System Password of your choice.
Note: You can only enter 4 digits.**

You must also create a “Key” (Selector Code) that will go to the Emergency Greeting.



Then on the same page: Select an Auto Attendant, usually Auto Attendant 1



Avaya IP Office Partner Edition Emergency Greeting Telquest Tech Support Operation

To Access/Administer the Emergency Greeting **inside the business** from a system telephone:

1. Press one of the Intercom buttons on any telephone in the system
2. Dial 7801 (This will connect you to Auto Attendant 1)
3. When you hear a greeting, dial the “Key” (Selector Code) that you set earlier on Page 2.
4. You will be asked for your Access Code. This is the System Password you entered earlier on Page 1.
5. You will hear prompts that will allow you to take actions to administer the Emergency Greeting.

If the Emergency Greeting is Activated, a message will appear on the LCD of the phone selected as the Alarm Extension from Page 2.

The LCD message will look like this: **AA EmergGrtAct**

To Access/Administer the Emergency Greeting from **outside the business**:

Dial the main telephone number of the business

Follow Steps 3 to 5 as listed above.

Note: The System Password is also used to turn the Night Service On and Off.

Operation: To turn Night Service On

Press the unlit Night Service Button.

It will begin to flash.

Enter the System Password.

It will light steady and Night Service will be turned on.

Operation: To turn Night Service Off

Press the lit Night Service Button.

It will begin to flash.

Enter the System Password.

It will be no longer lit and Night Service will be turned off.

Special Note:

With Night Service on, all phones that are in the Night Service Group will be locked out from making any outgoing calls with the exception of 911 and numbers in the Emergency Number Lists.

This is a security feature that stops unauthorized outgoing calls at night.

If a phone is locked out, you can press and release the Hold Button, then dial the system Password.

Then select an outside line and make your call.