

Telquest Tech Support

Night Service Setup – IP Office Basic KSU

Record the following greetings:

In 7811 "Good morning thank you for calling (your company name)"

In 7821 "Good afternoon thank you for calling (your company name)"

In 7831 "Good evening thank you for calling (your company name)"

In 7841 "If you know your parties extension you may dial it at any time.

For a dial by name directory please press Pound or dial 0 for our Operator."

Then record these:

In 7871 "If you know your parties extension you may dial it at any time.

For a dial by name directory please press pound or dial 0 for the operator."

In 7881 "If you know your parties extension you may dial it at any time.

For a dial by name directory please press pound or dial 0 for the operator."

In 7891 Do not record anything...

Configure Profiles

Name: Auto Attendant 1

Maximum Inactivity: 8

Dial By Direct Number: ☒

Dial By Name Match Order: Last

Language: E

Menu Prompt: Each menu uses its own

Follow Night Service: ☒

Use Morning menu prompt for all menus

Use Afternoon menu prompt for all menus

Use Evening menu prompt for all menus

Use Out of hours menu prompt for all menus

Each menu uses its own prompt

Change Menu Prompt to look like this:

Configure Profiles

Name: Auto Attendant 1

Maximum Inactivity: 8

Dial By Direct Number: ☒

Dial By Name Match Order: Last then First

Language: English (US)

Menu Prompt: Each menu uses its own

Follow Night Service: ☒

1. Click here...

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Make sure that the Greeting Times are set like this:

Auto Attendant Setup

Auto Attendant

Greeting Times

Morning	
<input type="text" value="12:00 AM"/> <input type="button" value="v"/>	to <input type="text" value="11:59 AM"/> <input type="button" value="v"/>

Afternoon	
<input type="text" value="12:00 PM"/> <input type="button" value="v"/>	to <input type="text" value="5:59 PM"/> <input type="button" value="v"/>

Evening	
<input type="text" value="6:00 PM"/> <input type="button" value="v"/>	to <input type="text" value="11:59 PM"/> <input type="button" value="v"/>

Set each Trunk to go to the Auto Attendant

This MUST be done to each Trunk

1. Click here...

2. Select a Trunk...

3. Click here...

Line Number	Line Type	Line Subtype	Card/Module	Number of	Send original calling	Originator
1	Analogue Trunk		1	1	<input checked="" type="checkbox"/>	
2	Analogue Trunk		1	1	<input type="checkbox"/>	
3	Analogue Trunk		1	1	<input type="checkbox"/>	
4	Analogue Trunk		1	1	<input type="checkbox"/>	

Analogue Trunk Setup

Line Appearance ID: 01

Hold Disconnect Time: 500*

Coverage Destination: None

Unique Line Ringing: Pattern 1*

Advanced Setup

4. Set like this...

5. Click here and repeat for each Trunk

Trunk Number: 1

Trunk Parameters

Impedance Match: Default

Impedance: 2

Digit(s) to break dial tone: 2

Automatic Balance: Start Stop Quiet Line

Impedance Match: Start Stop Quiet Line

Ring Persistency: 400 (ms)

Ring Off Maximum: 6000 (ms)

Await Dial Tone: 3000 (ms)

Intermediate Digit Pause: 500 (ms)

Long CLI Line: ☐

Modem Enabled: ☐

Trunk Type: Loop Start/ICLID

Mains Hum Filter: Off

Mains Hum Filter Frequency: Off

Voice

Echo Cancellation: 16 ms

Gains

Gains A -> D: 0 dB

Gains D -> A: 0 dB

DTMF

DTMF - Mark: 80

DTMF - Space: 80

VMS Settings

Delay - Day: 2*

Delay - Night: 0

Schedule: Night Only

Auto Attendant: Auto Attendant 1

System Details

Name: IPOffice_1

IP Address: 192.168.42.1

Version: 9.1.1200.212

Edition: BASIC - PARTN

Status: Offline

Feature Key: N/A

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