

Avaya IP Office Standard Mode

Call Forwarding Calls When in Night Service with PRI

Telquest Tech Support

Name the Main Hunt Group: Day

Name HG 200 Day

You are here...

The screenshot shows the Avaya IP Office Standard Mode interface. On the left, the 'IP Offices' tree is visible, with 'Group (2)' highlighted. In the center, the 'Group' list shows 'Night' and 'Day', with 'Day' selected. On the right, the 'Collective Group Day: 200' configuration page is displayed. The 'Name' field is set to 'Day' and the 'Extension' field is set to '200'. Below the configuration fields, the 'User List' table is shown with the following data:

Extension	Name
<input checked="" type="checkbox"/>	201 Extn201
<input checked="" type="checkbox"/>	202 Extn202
<input checked="" type="checkbox"/>	203 Extn203
<input checked="" type="checkbox"/>	204 Extn204
<input checked="" type="checkbox"/>	205 Extn205
<input checked="" type="checkbox"/>	206 Extn206
<input type="checkbox"/>	207 Extn207
<input type="checkbox"/>	208 Extn208

Exts that will ring in Day...

Next: Create the Night Hunt Group

3. Click Here...

You are here...

The screenshot shows the Avaya IP Office Standard Mode interface. On the left, the 'IP Offices' tree is visible, with 'Group (2)' highlighted. A context menu is open over 'Group (2)' with 'New' selected. In the center, the 'Group' list shows 'Night' and 'Day', with 'Night' selected. On the right, the 'Sequential Group Night: 199' configuration page is displayed. The 'Name' field is set to 'Night' and the 'Extension' field is set to '199'. Below the configuration fields, the 'User List' table is shown with the following data:

Extension	Name
<input checked="" type="checkbox"/>	201 Extn201

1. Right Click Here...

2. Select New..

4. Set like this

Only the Receptionist

Turn Off Voice Mail for Hunt Group 199

Sequential Group Night: 199*

Group | Queuing | Overflow | Fallback | **VoiceMail** | Voice Recording | Announcements

VoiceMail Code

Confirm VoiceMail Code

☐ VoiceMail On

VoiceMail Answer Time (secs)

1. Click here... **Uncheck this...** **You are here...**

Now go back to Hunt Group 200
Set Fallback

Group

System Name	Name
	Night
	Day

Collective Group Day: 200

Group | Queuing | Overflow | **Fallback** | VoiceMail | Voice Recording | Announcements

Time Profile

Out Of Service Fallback Group

Night Service Fallback Group

Service Mode

☐ Out Of Service ☒ In Service ☐ Night Service

1. Click here... **You are here...** **2. Set like this...**

You need to add 3 Buttons on the Receptionist telephone.

One for “Set Hunt Group Night Service”

This will set Hunt Group 200 to Night Service Fallback Group

One for “Forward Number”

This will allow the Receptionist to enter the number where the calls will go to.

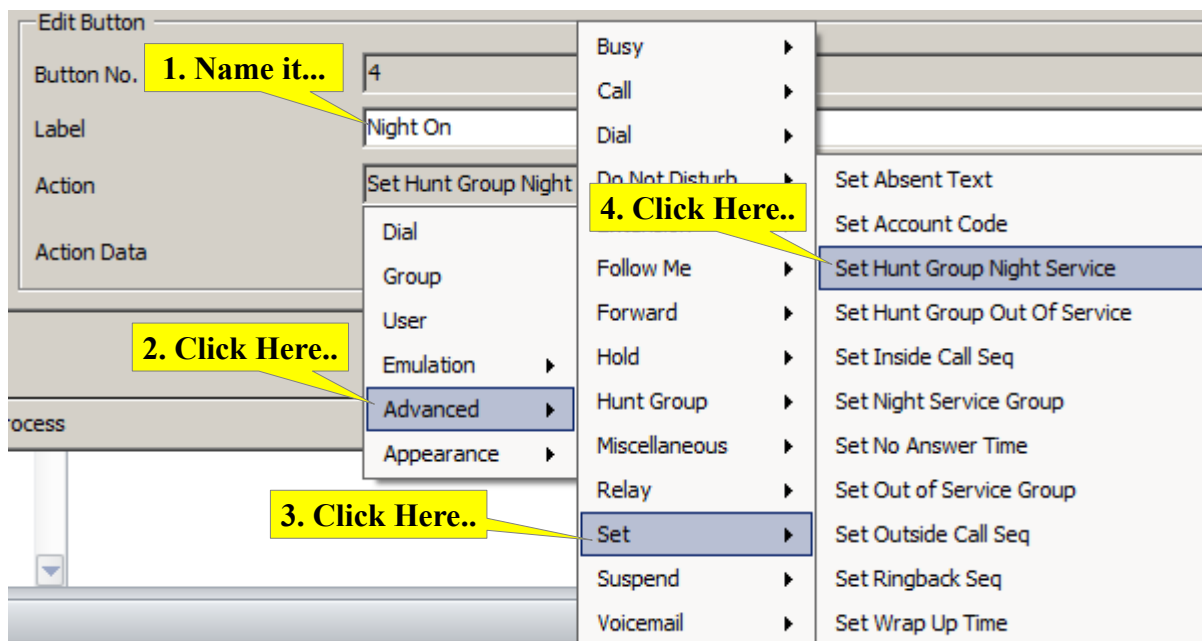
One for “Forward Unconditional On”

This will turn on/off (toggle) the Forwarding of the Receptionist extension.

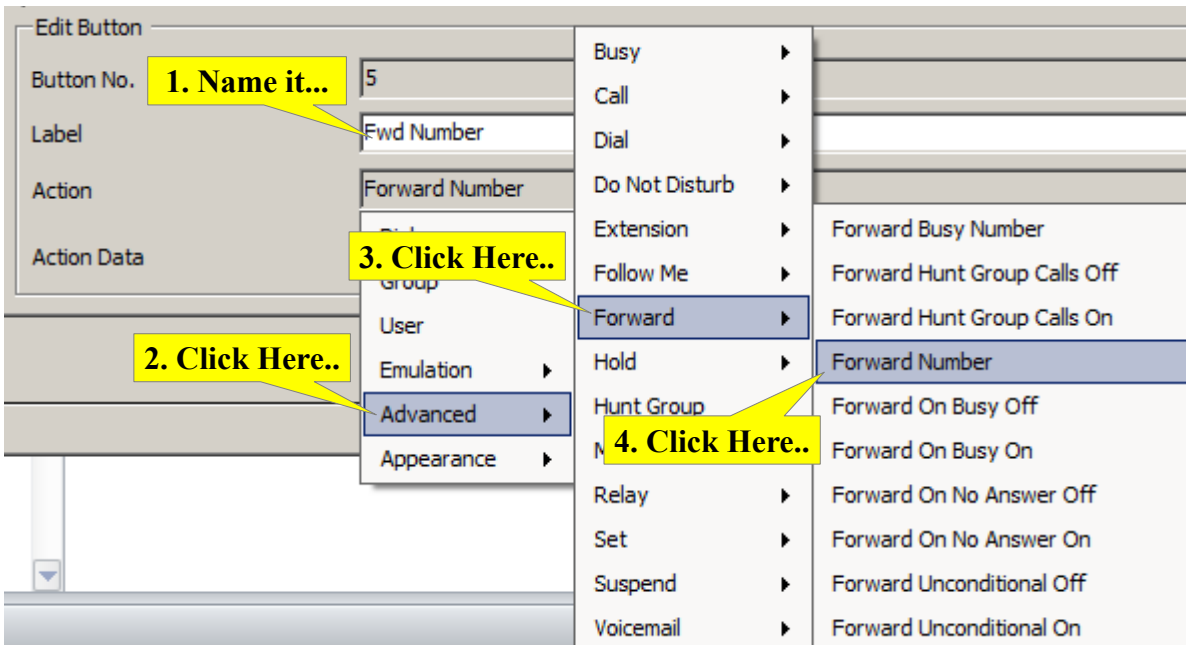


Set Hunt Group Night Service

This is done in the User/Button Programming



Set Forward Number This is done in the User/Button Programming



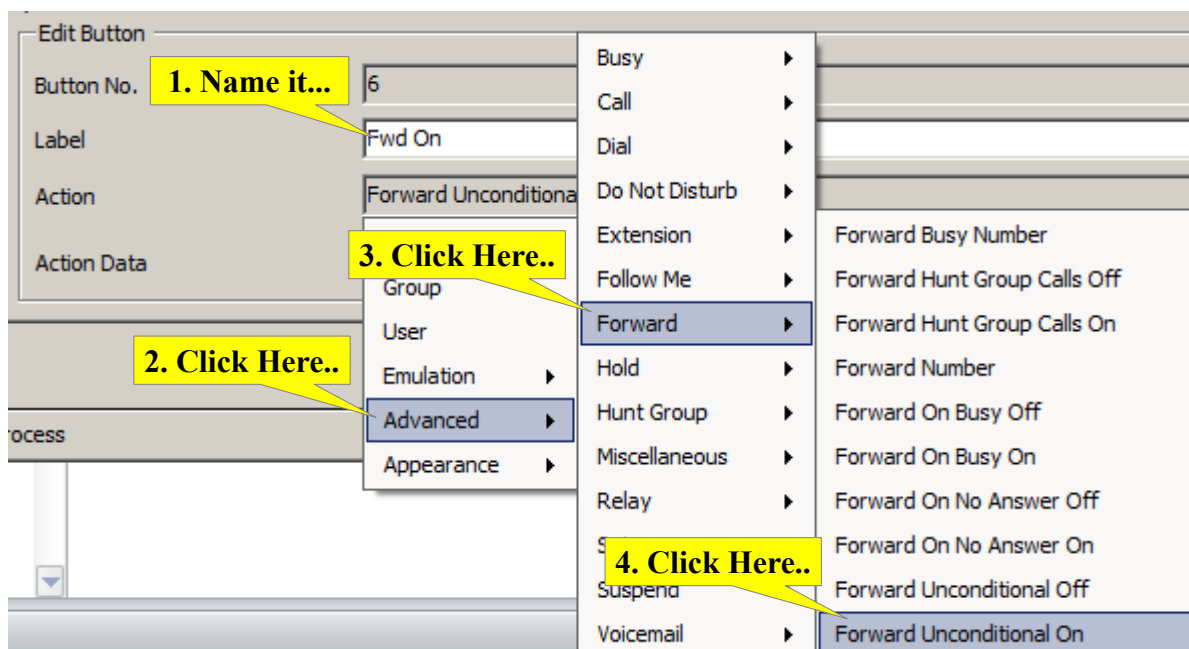
Do not enter a Forward Number.

The number will be entered by the Receptionist on her telephone.

Set Forward Unconditional On This is done in the User/Button Programming

This is a “Toggle” button.

Press once for On and again for OFF. The LED will turn on and off.



Operation

The Receptionist will need to do 3 things.

Press the Forward Number button and enter/verify the correct destination number.

This tells the system where to forward the calls to.

Be sure to put a 9 (or whatever your Line Access Code is) as the first digit.

Press the Forward Unconditional On button.

This tells the system to forward all of the Receptionist calls.

Press the Set Hunt Group Night Service button.

This sets the Day Hunt Group to Night Service Fallback.

The Night Service Fallback Hunt Group contains the Receptionist extension.

This works best with a 9508 telephone.

You can see the name of each button in the LCD.

You can use a 1416 phone as well, you will need to print a label.