

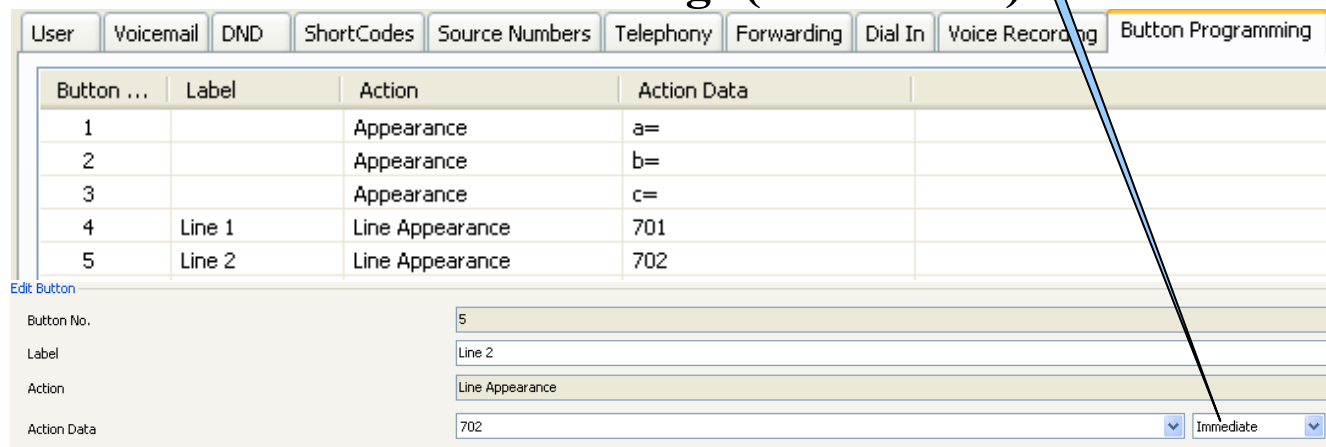
Button Control for Day/Night Auto Attendant

IP Office Essential Edition

Special Note:

If you have used Button Programming and assigned CO lines for Direct Line Appearance on ANY phones, you must set them to **“No Ring”**.

Incorrect Setting: (Immediate)



The screenshot shows the 'Button Programming' tab in the IP Office Essential Edition interface. A table lists buttons 1 through 5. Button 5 is selected, and its details are shown in the 'Edit Button' section below. The 'Action Data' field for button 5 is set to '702', and the 'Immediate' checkbox is checked. A blue arrow points from the 'Immediate' checkbox to the 'Incorrect Setting: (Immediate)' header.

Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4	Line 1	Line Appearance	701
5	Line 2	Line Appearance	702

Edit Button

Button No. 5

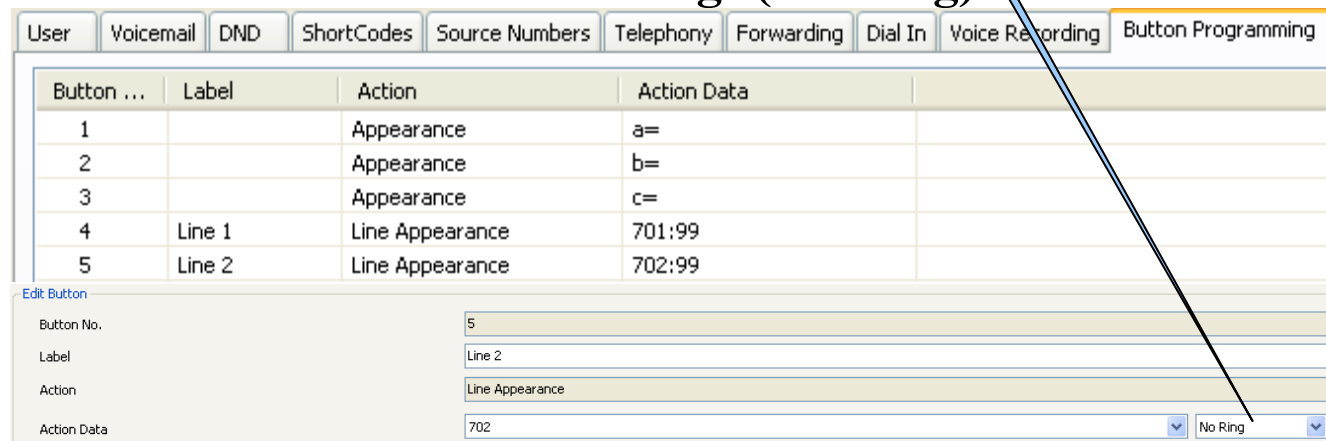
Label Line 2

Action Line Appearance

Action Data 702 Immediate

The phones that you want to ring are selected on Page 6 in the Hunt Group Users List.

Correct Setting: (No Ring)



The screenshot shows the 'Button Programming' tab in the IP Office Essential Edition interface. A table lists buttons 1 through 5. Button 5 is selected, and its details are shown in the 'Edit Button' section below. The 'Action Data' field for button 5 is set to '702', and the 'No Ring' checkbox is checked. A blue arrow points from the 'No Ring' checkbox to the 'Correct Setting: (No Ring)' header.

Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4	Line 1	Line Appearance	701:99
5	Line 2	Line Appearance	702:99

Edit Button

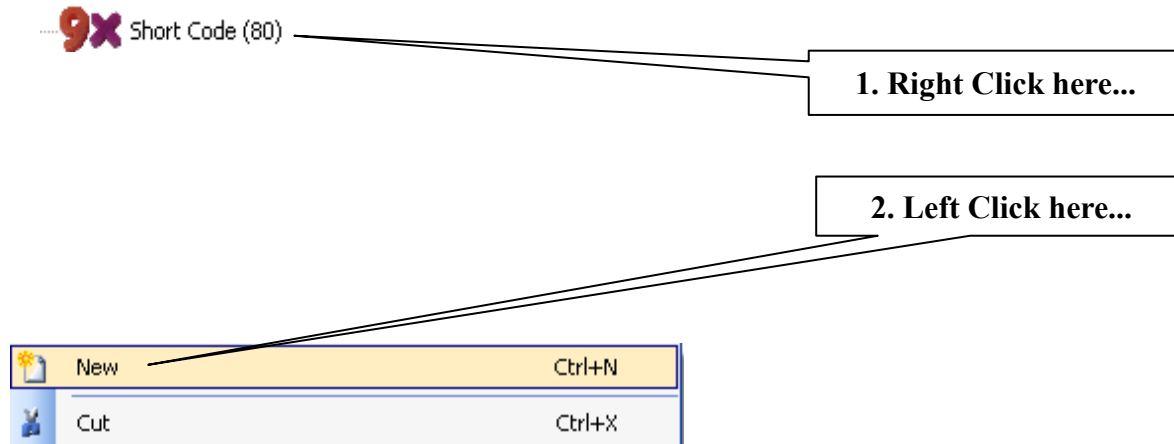
Button No. 5

Label Line 2

Action Line Appearance

Action Data 702 No Ring

We need to create a New Short Code:



Create a new Short Code with these settings:

Example: *111

Short Code	
Code	*111
Feature	Auto Attendant
Telephone Number	AA:AA1
Line Group Id	0
Locale	

Type AA:
and **YOUR Day Auto Attendant** here
exactly as it appears in
YOUR Auto Attendant Configuration

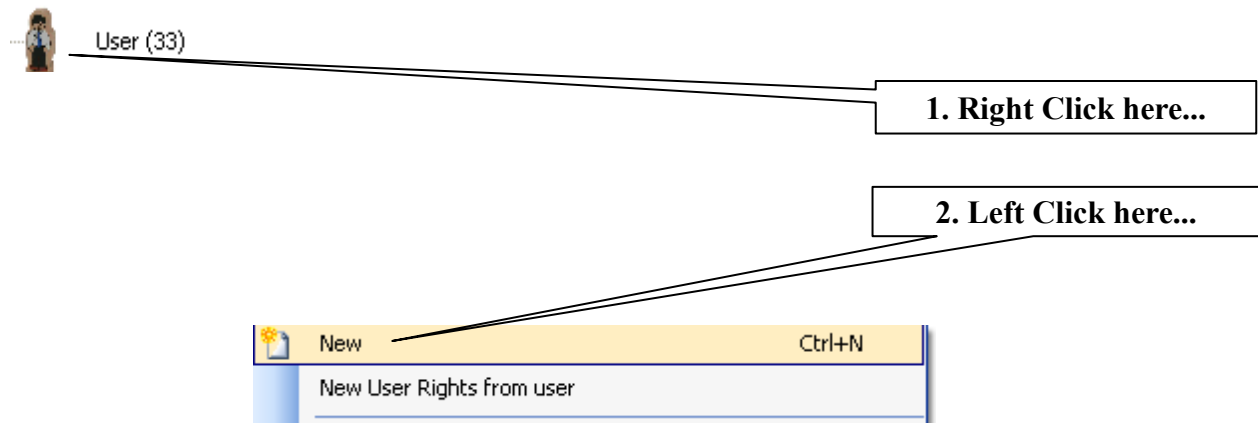
Caution: This is Case Sensitive!

**I am using AA1.
This is JUST AN EXAMPLE.**

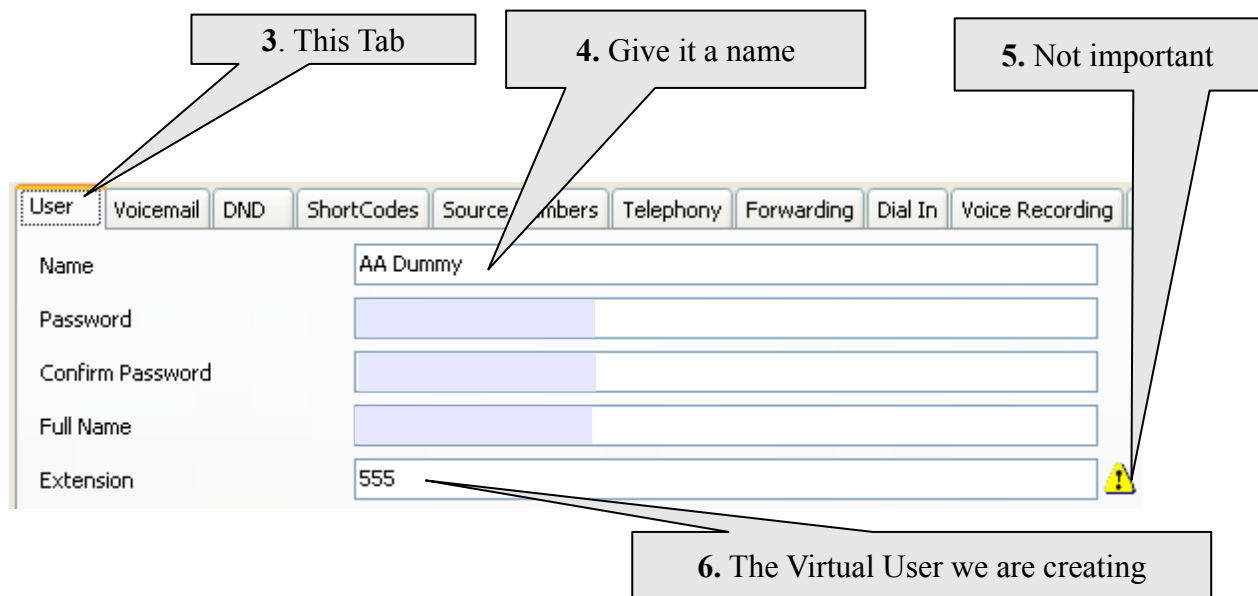
You can use a different Short Code other then *111.

Just make sure you make the changes to the different Short Code elsewhere in the setup.

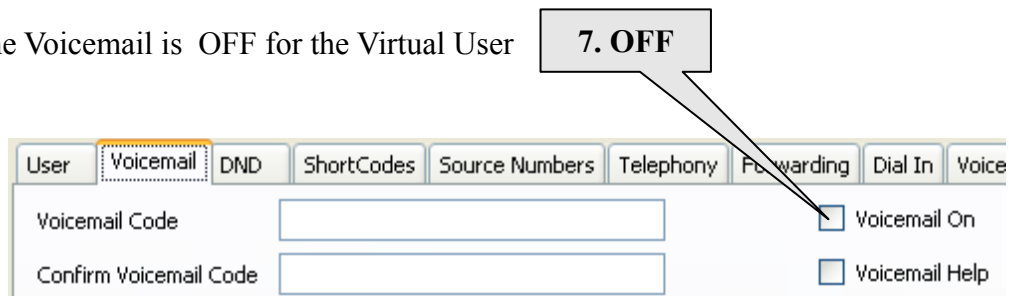
Creating a Virtual / Phantom User



Example Creating User 555



Make sure the Voicemail is OFF for the Virtual User



Create Virtual User continued...

Set Forwarding Unconditional to:

The screenshot shows a web-based configuration interface for a virtual user. At the top, there are several tabs: 'User', 'Voicemail', 'DND', 'ShortCodes', 'Source', 'Telephony', 'Forwarding' (which is highlighted with an orange border), 'Dial In', and 'Voice'. Below the tabs, there is a section for 'Follow Me Number' with an input field and a dropdown arrow. Below that, there is a list of forwarding options, each with a checkbox: 'Forward Unconditional' (checked), 'To Voicemail' (unchecked), 'Forward Number' (with a dropdown showing '*111'), 'Forward Hunt Group Calls' (checked), and 'Forward Internal Calls' (checked). Annotations with callout boxes are present: 'Check This Box' points to the 'Forward Unconditional' checkbox; 'Enter the Short Code you created earlier' points to the '*111' dropdown; 'This Tab' points to the 'Forwarding' tab; 'Check BOTH' points to both the 'Forward Hunt Group Calls' and 'Forward Internal Calls' checkboxes; and 'NO CHECK' points to the 'To Voicemail' checkbox.

Check This Box

Enter the Short Code you created earlier

This Tab

Follow Me Number

Forward Unconditional ☒

To Voicemail ☐

Forward Number *111

Forward Hunt Group Calls ☒

Forward Internal Calls ☒

Check BOTH

NO CHECK

Create a New Hunt Group named

To Day AA

Pick one or use 552

The screenshot shows the 'Hunt Group' configuration page. The 'Name' field is set to 'To Day AA'. The 'Extension' field is set to '552'. The 'Ring Mode' is set to 'Sequential'. The 'No Answer Time (secs)' is set to 'System Default (15)'. The 'Overflow Mode' is set to 'Group'. The 'Overflow Time (secs)' is set to 'Off'. The 'Hold Music Source' is set to 'No Change'. The 'Voicemail Answer Time (secs)' is set to '45'. The 'Agent's Status on No-Answer Applies To' is set to 'None'. Annotations include a callout pointing to the 'Name' field with the text 'To Day AA', a callout pointing to the 'Extension' field with the text 'Pick one or use 552', and a callout pointing to the 'Ring Mode', 'No Answer Time (secs)', 'Overflow Mode', and 'Overflow Time (secs)' fields with the text 'Set these like this....'.

Hunt Group	Voicemail	Fallback	Queuing	Voice Recording	Announcement
Name	To Day AA				
Extension	552				
Ring Mode	Sequential				
Overflow Mode	Group				
Hold Music Source	No Change				
Agent's Status on No-Answer Applies To	None				
No Answer Time (secs)	System Default (15)				
Overflow Time (secs)	Off				
Voicemail Answer Time (secs)	45				

Turn the Hunt Group

Voicemail OFF

The screenshot shows the 'Voicemail' configuration page. The 'Voicemail Code' field is empty. The 'Confirm Voicemail Code' field is empty. The 'Voicemail Email' field is empty. The 'Voicemail Email' section has four radio buttons: 'Off' (selected), 'Copy', 'Forward', and 'Alert'. The 'Voicemail On' checkbox is checked. The 'Voicemail Help', 'Broadcast', and 'UMS Web Services' checkboxes are unchecked. An annotation points to the 'Voicemail On' checkbox with the text 'Voicemail OFF'.

Hunt Group	Voicemail	Fallback	Queuing	Voice Recording	Announcements
Voicemail Code					
Confirm Voicemail Code					
Voicemail Email					
Voicemail Email	<input checked="" type="radio"/> Off <input type="radio"/> Copy <input type="radio"/> Forward <input type="radio"/> Alert				
Voicemail On	<input checked="" type="checkbox"/>				
Voicemail Help	<input type="checkbox"/>				
Broadcast	<input type="checkbox"/>				
UMS Web Services	<input type="checkbox"/>				

Also in Hunt Group **To Day AA**

Hunt Group Voicemail Fallback Queuing Voice Recording Announcements

Name **To Day AA**

Extension 552

Ring Mode Sequential

Overflow Mode Group

Hold Music Source No Change

Agent's Status on No-Answer Applies To None

User List

Extension	Name
<input checked="" type="checkbox"/> 555	AA Dummy

Edit... Remove

Only add your Virtual/Dummy User to the list

Be sure all are set to <None>

Sequential Group To Day AA

Hunt Group Voicemail Fallback Queuing Voice Recording Announcements SIP

Time Profile <None>

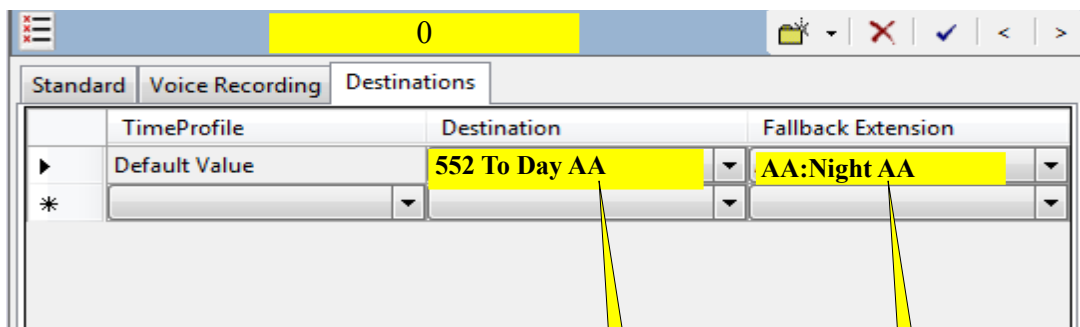
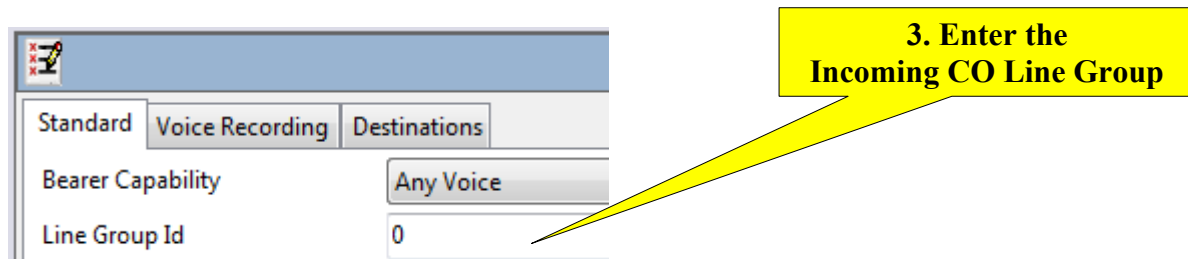
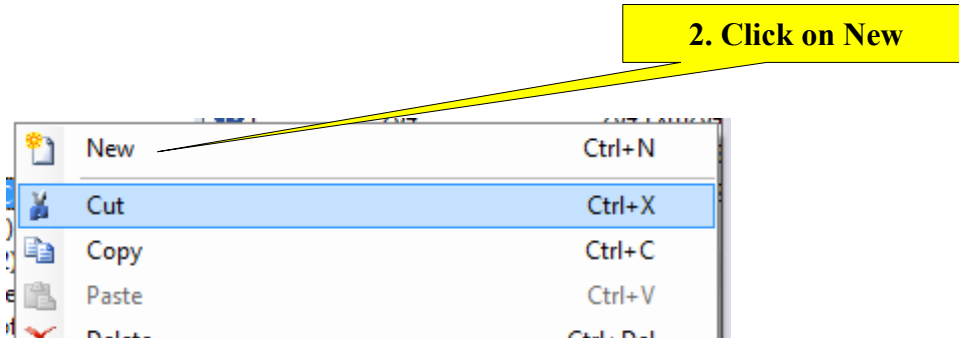
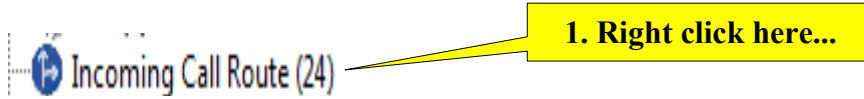
Out Of Service Fallback Group <None>

Night Service Fallback Group <None>

Service Mode

☐ Out Of Service ☒ In Service ☐ Night Service

Create an Incoming Call Route like this:



Create a Toggle “Night Button” on the Operators phone:

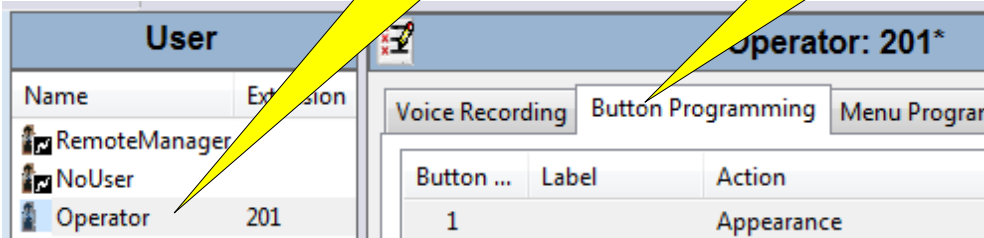
1. Click here...

Select the User

2. This tab...

3. Navigate to here...

Set Action Data to: To Day AA



The screenshot shows the 'User' selection interface. The 'Operator' user is selected in the list. The 'Button Programming' tab is active in the right-hand pane.

Button ...	Label	Action
1		Appearance

Edit Button

Button No. 6

Label Night Service

Action Set HuntGroup Out Of Service

Action Data

- Dial
- Group
- User
- Emulation
- Advanced
- Appearance

- Busy
- Call
- Dial
- Do Not Disturb
- Extension
- Follow Me
- Forward
- Hold
- HuntGroup
- Miscellaneous
- Relay
- Set
- Suspend
- Voicemail

- Set Absent Text
- Set Account Code
- Set HuntGroup Night Service
- Set HuntGroup Out Of Service
- Set Inside Call Seq
- Set Night Service Group
- Set No Answer Time
- Set Out of Service Group
- Set Outside Call Seq
- Set Ringback Seq
- Set Wrap Up Time

Set Action Data to: To Day AA

Edit Button

Button No. 6

Label Night Service

Action Set HuntGroup Out Of Service

Action Data To Day AA

OK

Cancel

Call Flow Day Mode

Incoming Call From CO Line

Incoming Call Route

Send the call to: Hunt Group “To Day AA”

Hunt Group “To Day AA” sends the call to Ext 555 AA Dummy

**Ext 555 AA Dummy is Unconditionally Forwarded to Short Code *111
Which in turn sends the call to AA1
AA1 would be the normal Day Auto Attendant**

Call Flow Night Mode

Incoming Call From CO Line

Incoming Call Route

**Hunt Group “To Day AA” is “Out of Service” so the call is sent to
the Incoming Call Routes “Fallback Extension” AA:Night AA
Night AA would be the normal Night Auto Attendant**

Note:

The Night Button is toggle button.

Each press will toggle or alternate the condition On and Off.