

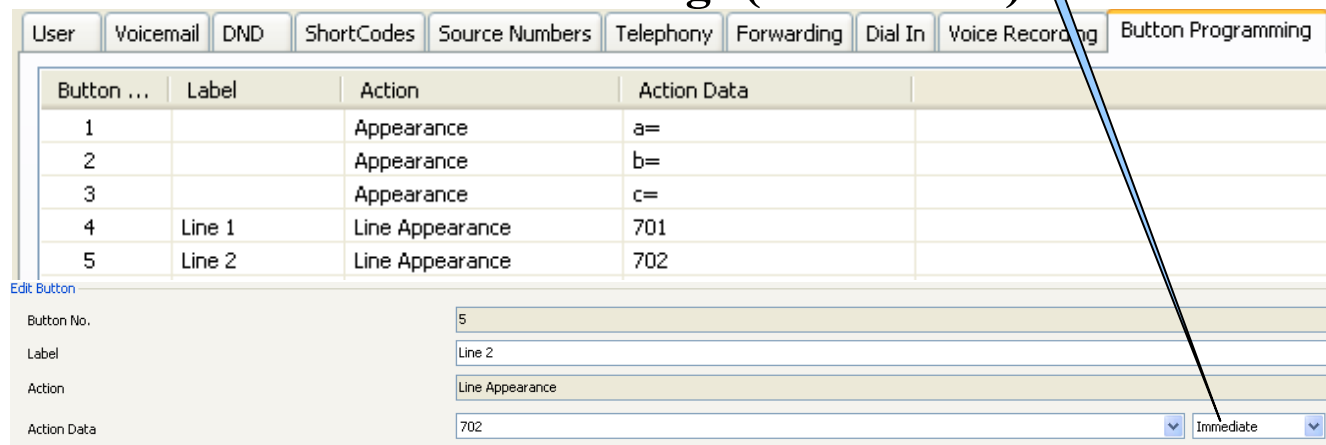
Button Control for Day/Night AA to HG

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 below. The 'Action Data' field 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

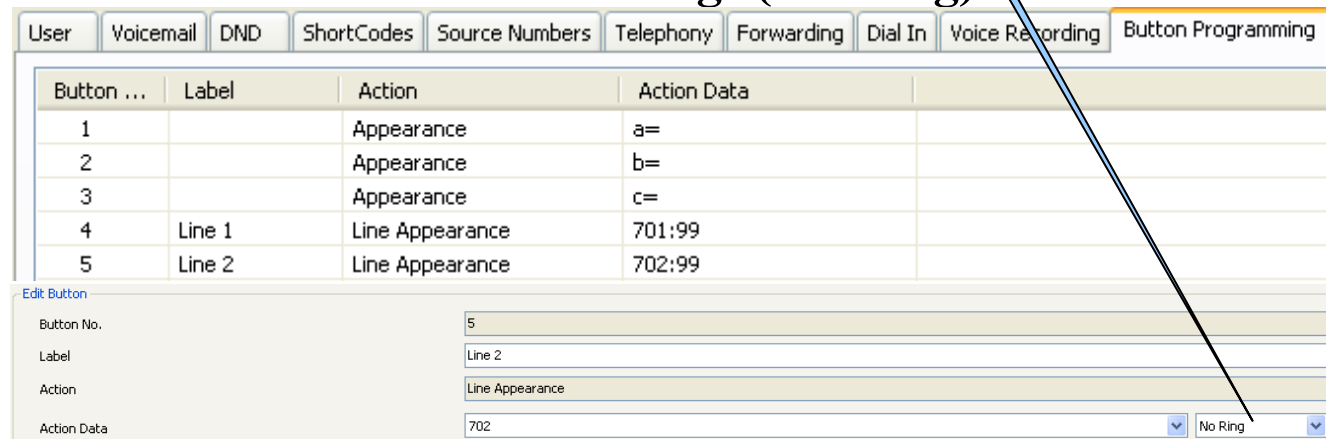
Label Line 2

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 below. The 'Action Data' field 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

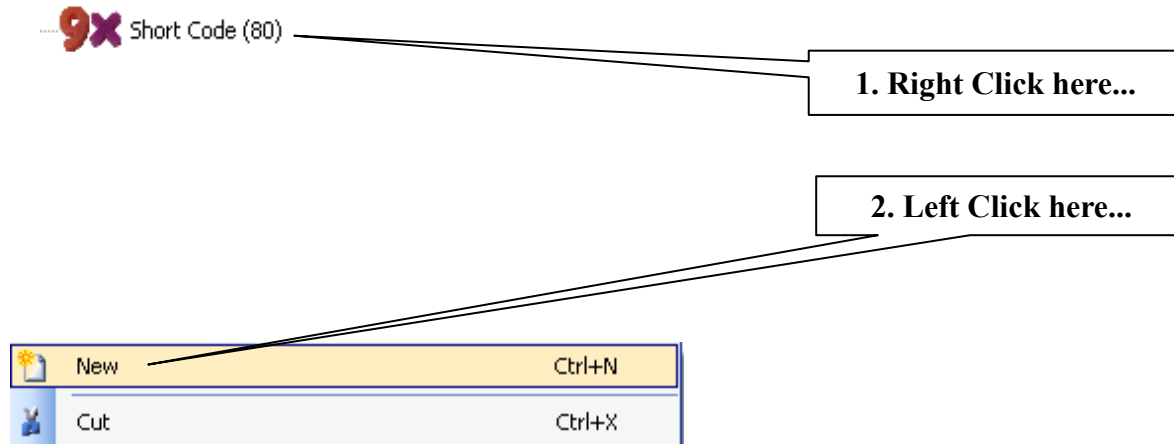
Button No. 5

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

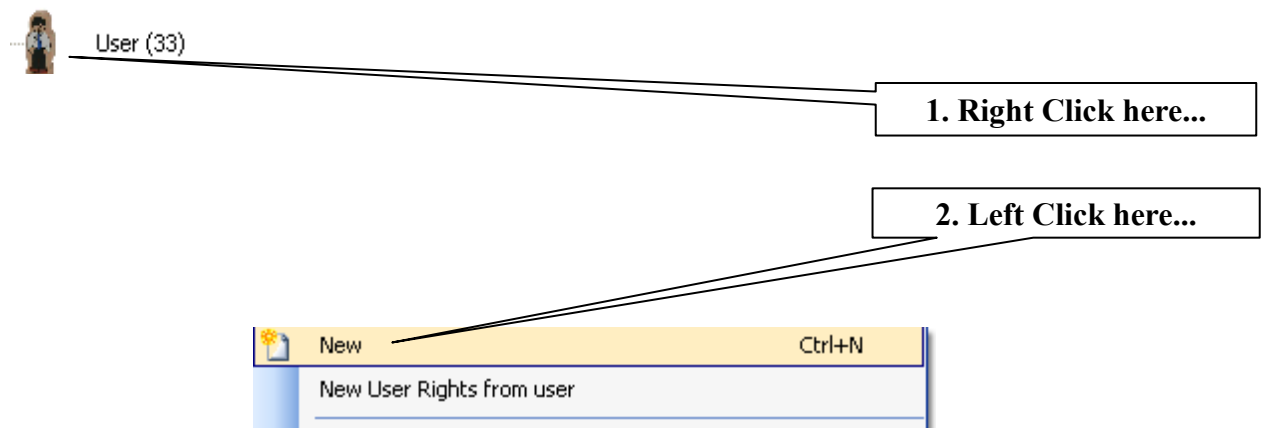
Caution: This is Case Sensitive!

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

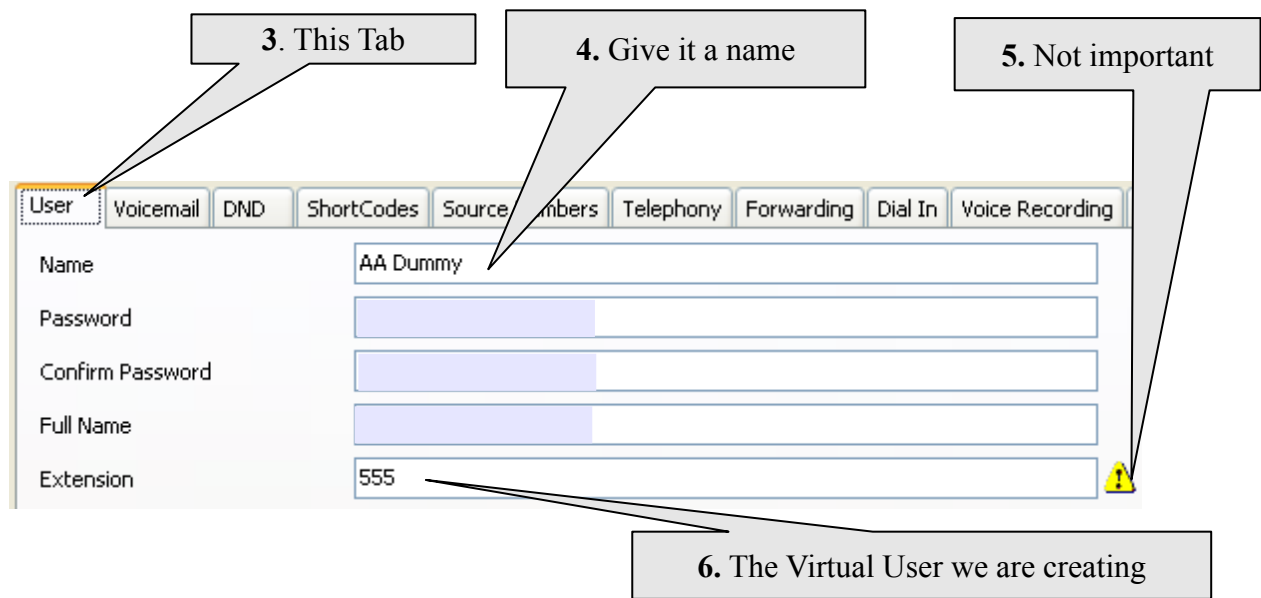
You can use a different Short Code other then *111.

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

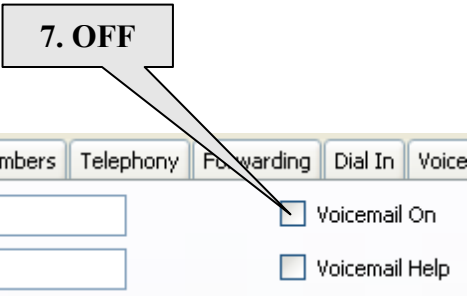
Creating a Virtual / Phantom User



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 is a horizontal tab bar with the following tabs: 'User', 'Voicemail', 'DND', 'ShortCodes', 'Source', 'Telephony', 'Forwarding' (which is highlighted with an orange border), 'Dial In', and 'Voice'. Below the tabs, the 'Forwarding' section contains several settings:

- 'Follow Me Number' with an empty text input field and a dropdown arrow.
- 'Forward Unconditional' with a checked checkbox.
- 'To Voicemail' with an unchecked checkbox.
- 'Forward Number' with a text input field containing '*111' and a dropdown arrow.
- 'Forward Hunt Group Calls' with a checked checkbox.
- 'Forward Internal Calls' with a checked checkbox.

Annotations with callout boxes provide additional instructions:

- A box labeled 'Check This Box' points to the 'Forward Unconditional' checkbox.
- A box labeled 'Enter the Short Code you created earlier' points to the 'Forward Number' input field.
- A box labeled 'This Tab' points to the 'Forwarding' tab.
- A box labeled 'Check BOTH' points to both the 'Forward Hunt Group Calls' and 'Forward Internal Calls' checkboxes.
- A box labeled 'NO CHECK' points to the 'To Voicemail' checkbox.

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: 'To Day AA' pointing to the Name field, 'Pick one or use 552' pointing to the Extension field, and 'Set these like this....' pointing to the Ring Mode, No Answer Time, Overflow Mode, and Voicemail Answer Time fields.

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

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 'Voicemail OFF' points to the 'Off' radio button.

Field	Value
Voicemail Code	
Confirm Voicemail Code	
Voicemail Email	
Voicemail Email	Off
Voicemail On	Checked
Voicemail Help	Unchecked
Broadcast	Unchecked
UMS Web Services	Unchecked

Also in Hunt Group **To Day AA**

The screenshot shows the 'Hunt Group' configuration page for a group named 'To Day AA'. The 'Name' field is highlighted in yellow. Below the name field, there are several dropdown menus: 'Extension' (552), 'Ring Mode' (Sequential), 'Overflow Mode' (Group), 'Hold Music Source' (No Change), and 'Agent's Status on No-Answer Applies To' (None). A 'User List' section is visible, containing a table with columns 'Extension' and 'Name'. The table has one entry: '555 AA Dummy', which is checked with a green box. A yellow arrow points from a yellow box below to the '555' extension in the table. At the bottom of the user list, there are 'Edit...' and 'Remove' buttons.

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

Only add your Virtual/Dummy User to the list

Be sure all are set to <None>

The screenshot shows the 'Sequential Group To Day AA' configuration page. It has tabs for 'Hunt Group', 'Voicemail', 'Fallback', 'Queuing', 'Voice Recording', 'Announcements', and 'SIP'. The 'Fallback' tab is selected. Under the 'Fallback' tab, there are three dropdown menus: 'Time Profile', 'Out Of Service Fallback Group', and 'Night Service Fallback Group'. All three dropdown menus are set to '<None>'. A yellow box with the text 'Be sure all are set to <None>' has three yellow arrows pointing to each of these three dropdown menus. Below the dropdown menus, there is a 'Service Mode' section with three radio buttons: 'Out Of Service', 'In Service' (which is selected), and 'Night Service'.

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:

1. Right click here...

2. Click on New

3. Enter the Incoming CO Line Group

4. Set like this...

The screenshot shows the 'Incoming Call Route (24)' interface. A right-click context menu is open, with 'New' selected. The 'New' dialog box is shown with 'Voice Recording' selected, 'Any Voice' for 'Bearer Capability', and '0' for 'Line Group Id'. The 'Destinations' tab is active, showing a table with columns 'TimeProfile', 'Destination', and 'Fallback Extension'. The 'Default Value' row is highlighted, with '552 To Day AA' in the 'Destination' column and '200 Main' in the 'Fallback Extension' column.

	TimeProfile	Destination	Fallback Extension
▶	Default Value	552 To Day AA	200 Main
*			

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

1. Click here...

2. This tab...

3. Navigate to here...

Set Action Data to: To Day AA

Name	Extension
RemoteManager	
NoUser	
Operator	201

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

OK

Cancel

To Day AA

Edit Button

Button No. 6

Label Night Service

Action Set HuntGroup Out Of Service

Action Data 551 Night Hunt

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” 200 Main (Hunt Group)**

Note:

The Night Button is toggle button.

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

**Hunt Group 200 will contain any and all Extensions that will ring when the Night Button is ON.
In this example, only the Operator/Receptionist telephone will ring.
You can add additional extensions by using the Edit Button.**

1. Click here...

The screenshot shows the 'Collective Group Main: 200*' configuration window. The 'Hunt Group' tab is selected. The 'Name' field is 'Main' and the 'Extension' field is '200'. The 'Ring Mode' is set to 'Collective' and the 'Overflow Mode' is 'Group'. The 'Hold Music Source' is 'Music 2' and the 'Agent's Status on No-Answer Applies To' is 'None'. The 'CCR Agent Group' checkbox is unchecked. The 'No Answer Time (secs)' is 15, 'Overflow Time (secs)' is 9, and 'Voicemail Answer Time (secs)' is 100. The 'User List' table shows one entry: Extension 201, Name Operator, with a checked checkbox. The 'Overflow Group List' shows 'Ring 5'. There are 'Edit...' and 'Remove' buttons for the User List, and 'Add...' and 'Remove' buttons for the Overflow Group List.

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

Group Name
Ring 5

Be sure that the Voice Mail is OFF, unless you want it on....

Uncheck this...

The screenshot shows the 'Collective Group Main: 200*' configuration window with the 'Voicemail' tab selected. The 'Voicemail Code' field is empty. The 'Confirm Voicemail Code' field is empty. The 'Voicemail Email' field is empty. The 'Voicemail Email' section has radio buttons for 'Off' (selected), 'Copy', 'Forward', and 'Alert'. The 'Voicemail On' checkbox is unchecked. The 'Voicemail Help' checkbox is unchecked. The 'Broadcast' checkbox is unchecked. The 'UMS Web Services' checkbox is unchecked.