

Avaya IP Office Essential Edition

Night Service Button to Switch Hunt Group To AA

Telquest Tech Support

This **example** uses Hunt Group 200 Main, Ext 0 and Auto Attendant AA1.
It also assumes that you have already created an AA2 Night Auto Attendant.
Set up the Incoming Call Route



Incoming Call Route

Click here...

Incoming Call Route		
Line Group Id	Incoming Number	Destination
0		200 Main

Select the correct
Incoming Call Route

Add the Auto Attendant (created previously)
that you want to use for Night Service

(if you don't see it in the drop down list – type it in manually)

Don't forget to add **AA:** before the auto attendant name

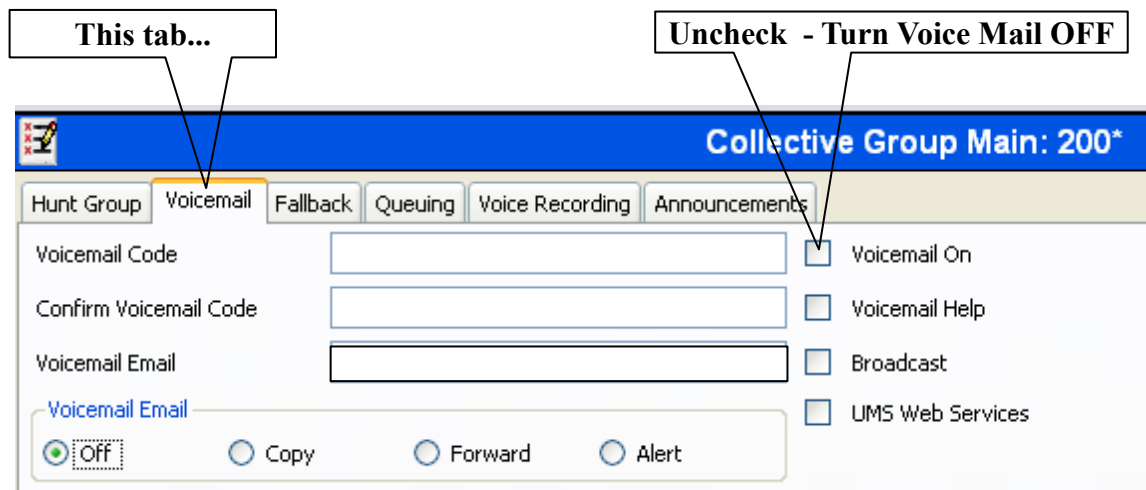
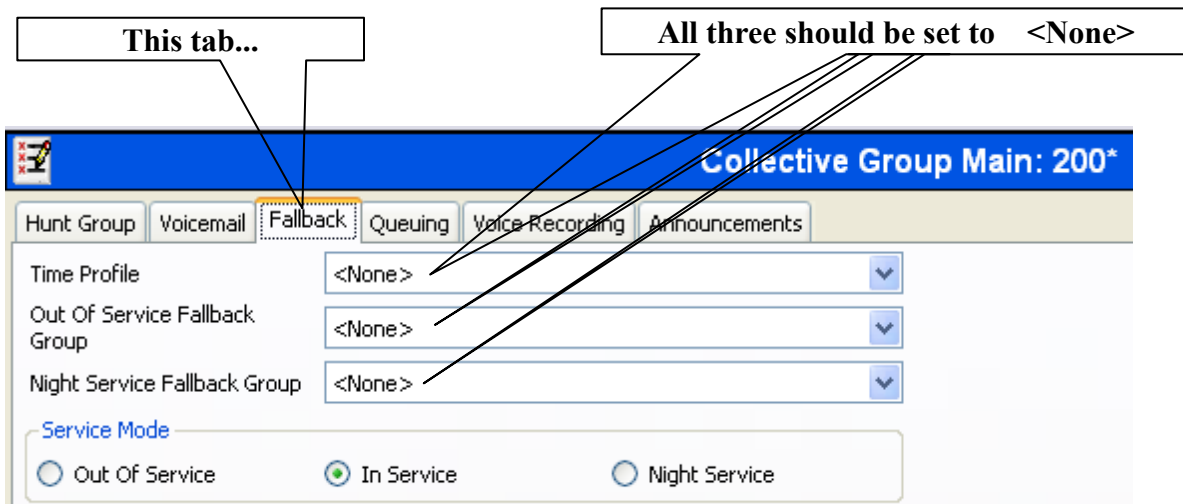
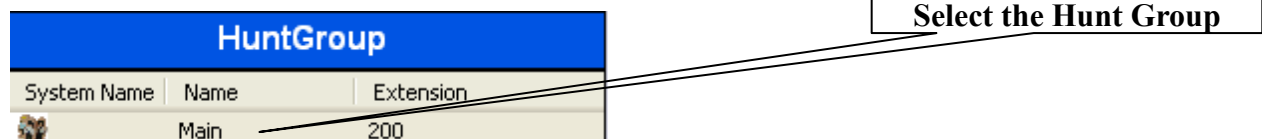
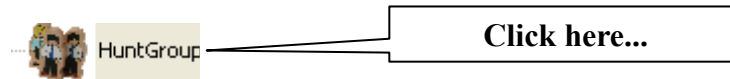
This tab...

Standard Voice Recording Destinations		
TimeProfile	Destination	Fallback Extension
Default Value	200 Main	AA:AA2 Night
*		

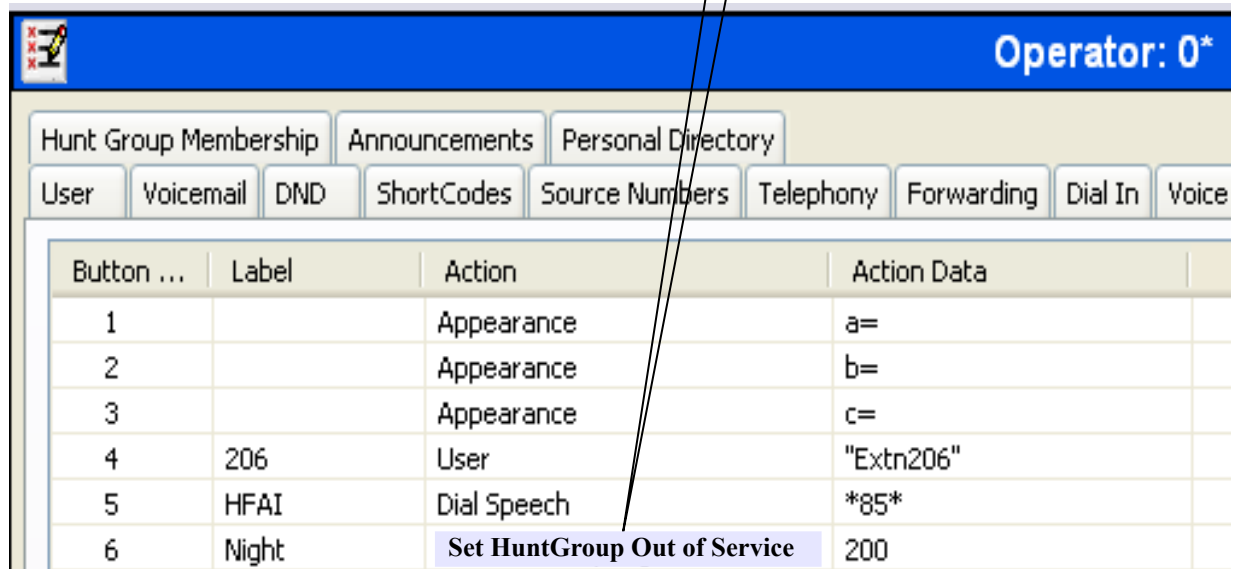
This is the Day Destination for Incoming Calls

You could send the call out on a CO Line or PRI Channel
By using a prefix code (like 9) and then the destination telephone number.
Example: 912122351234 sends the call to 1 212 235-1234

Set up the Hunt Group



When you are done, the Button Programming will look like this:



The screenshot shows a phone's button programming interface. At the top, a blue header bar displays 'Operator: 0*'. Below this is a navigation bar with tabs: 'Hunt Group Membership', 'Announcements', 'Personal Directory', 'User', 'Voicemail', 'DND', 'ShortCodes', 'Source Numbers', 'Telephony', 'Forwarding', 'Dial In', and 'Voice'. The main area contains a table with four columns: 'Button ...', 'Label', 'Action', and 'Action Data'. The table has six rows. The sixth row is highlighted in blue, and a callout box points to the 'Set HuntGroup Out of Service' button in the 'Action' column.

Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4	206	User	"Extn206"
5	HFAI	Dial Speech	*85*
6	Night	Set HuntGroup Out of Service	200

Operation:

The Set HuntGroup Out of Service button is a Toggle On/Toggle Off control.

If you are using it on a phone with LEDs, then the LED will light when Night Service is active.

If you are using a phone with an LCD, there will be a small triangle next to Night when active.

Note:

We are using the Action Set HuntGroup Out of Service instead of Set HuntGroup Night Service because Set HuntGroup NightService will not turn the LED on when active.