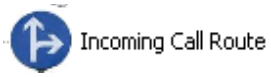
Avaya IP Office Essential Edition

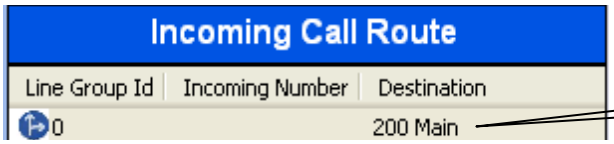
Night Service Button to Switch Hunt Group To AA

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



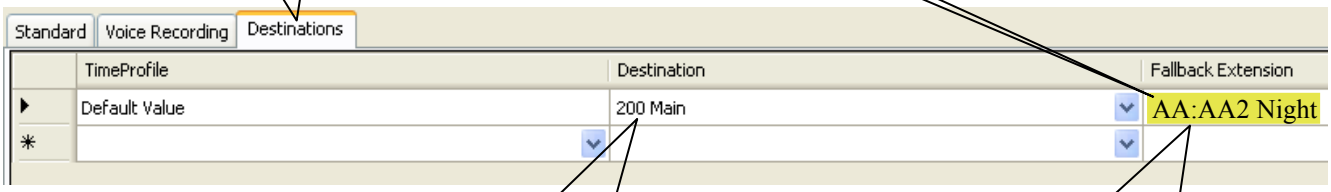
Click here...



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

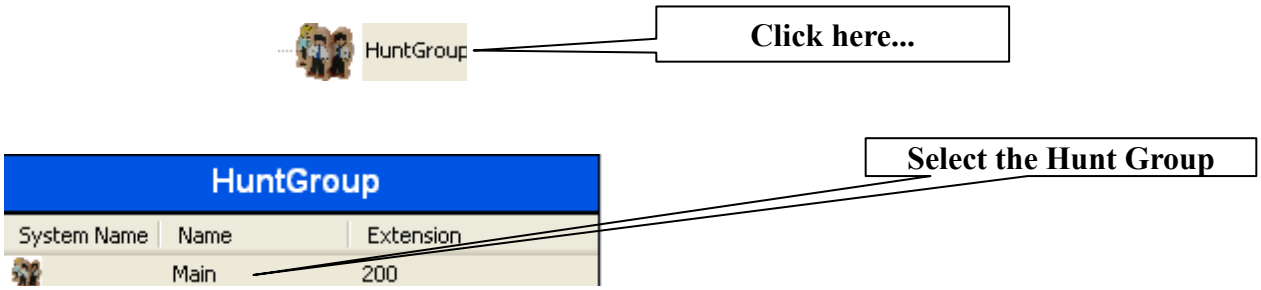
This tab...

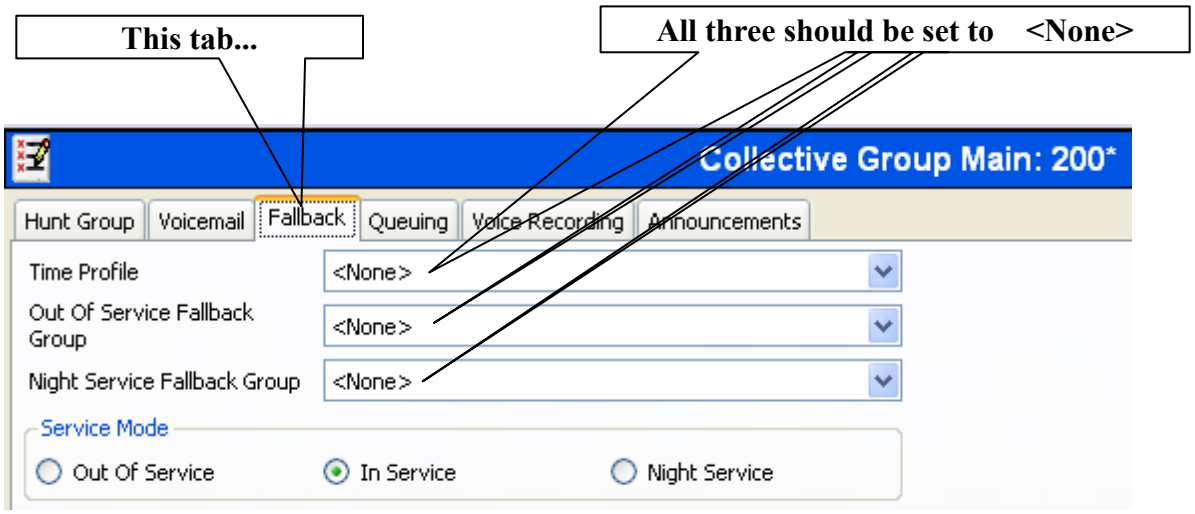


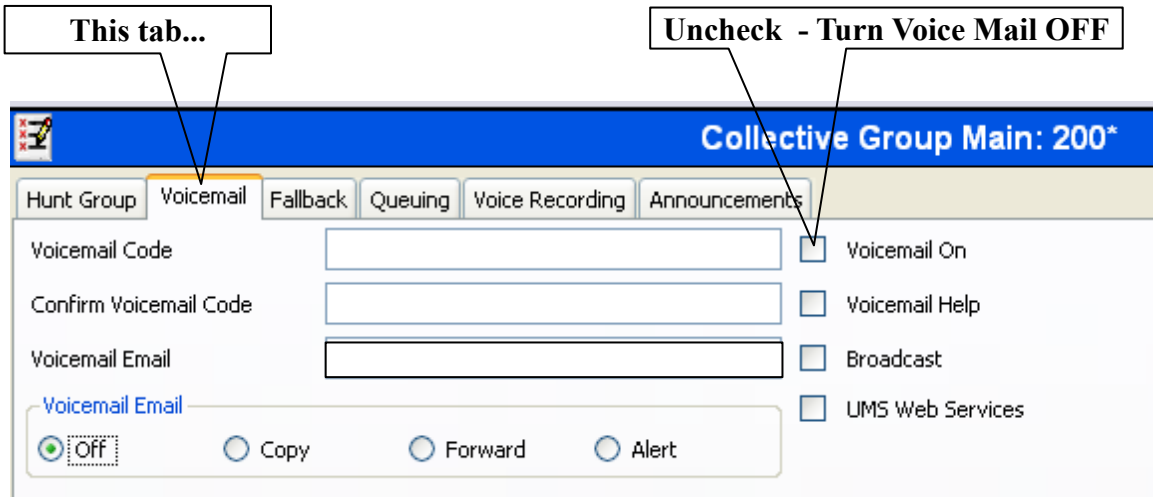
This is the Day Destination for Incoming Calls

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

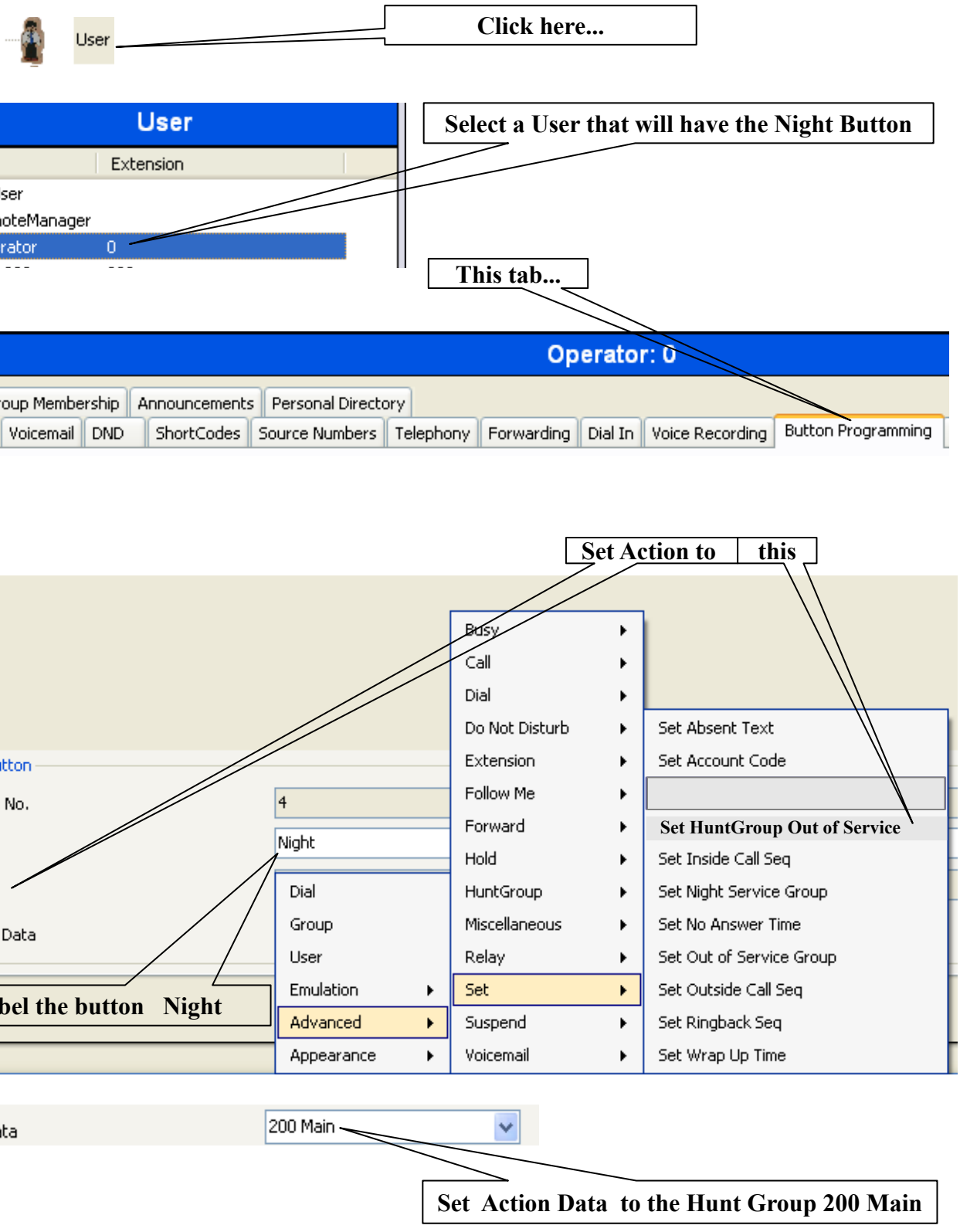
Set up the Hunt Group



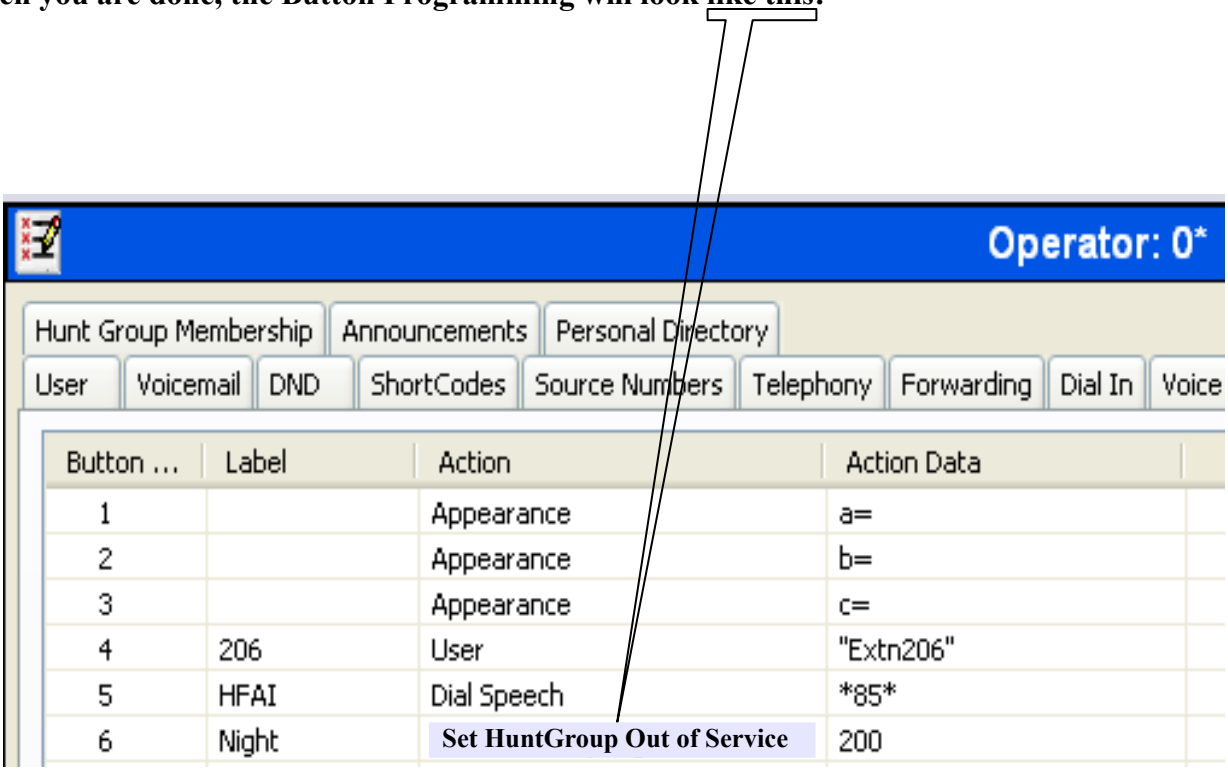




Setup Night Service Button on a phone



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



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.