Intro

Telquest Tech Support
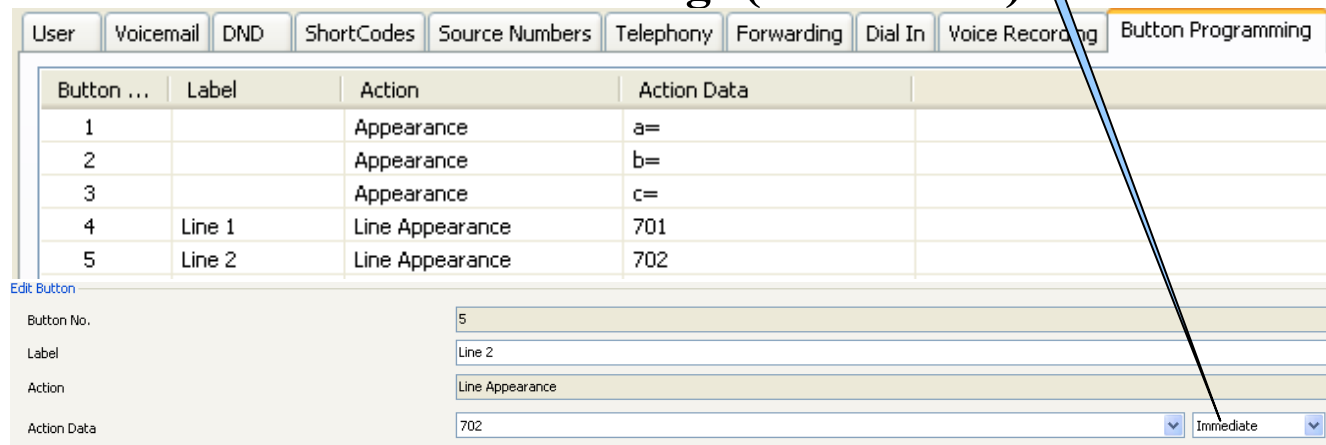## Button Control for Day/Night Auto Attendant
When not using the Incoming Call Route Fallback Extension
IP Office Essential Edition

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)

| User | Voicemail | DND | ShortCodes | Source Numbers | Telephony | Forwarding | Dial In | Voice Recording | Button Programming |

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
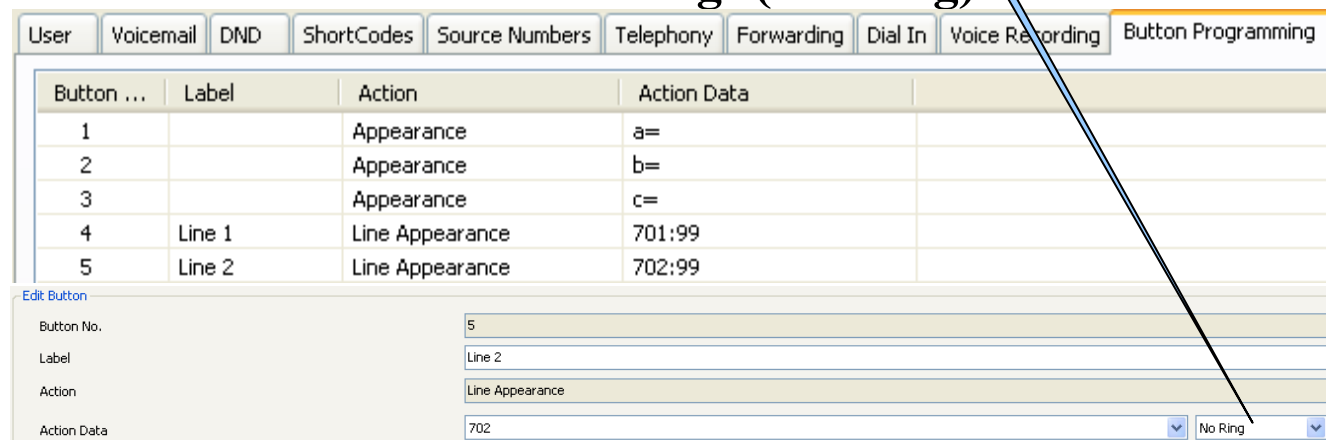
Button No.	5
Label	Line 2
Action	Line Appearance
Action Data	702	Immediate

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

Correct Setting: (No Ring)

| User | Voicemail | DND | ShortCodes | Source Numbers | Telephony | Forwarding | Dial In | Voice Recording | Button Programming |

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 to get to the Auto Attendant:

Short Code (80)

1. Right Click here...

2. Left Click here...

| New | Ctrl+N |
| Cut | Ctrl+X |
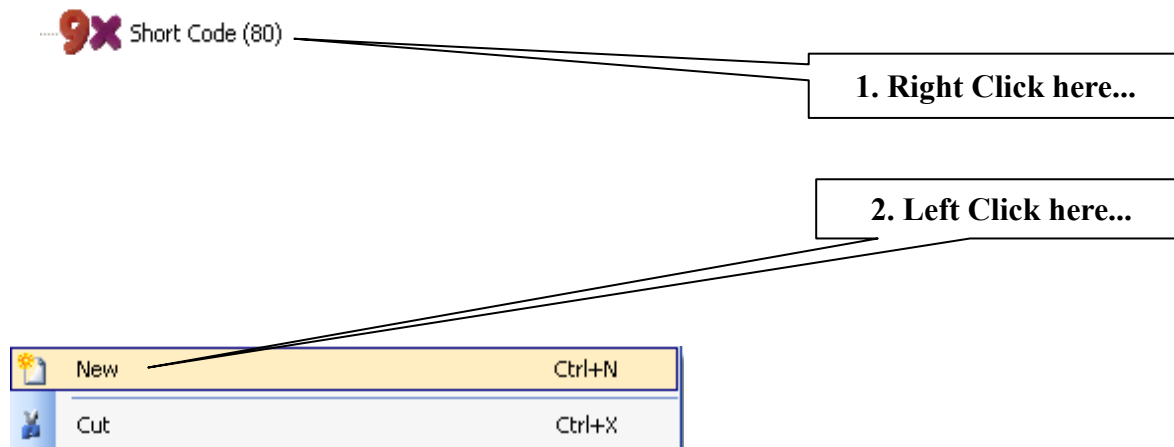
Create a new Short Code with these settings:

Example: *111

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

Caution: This is Case Sensitive!

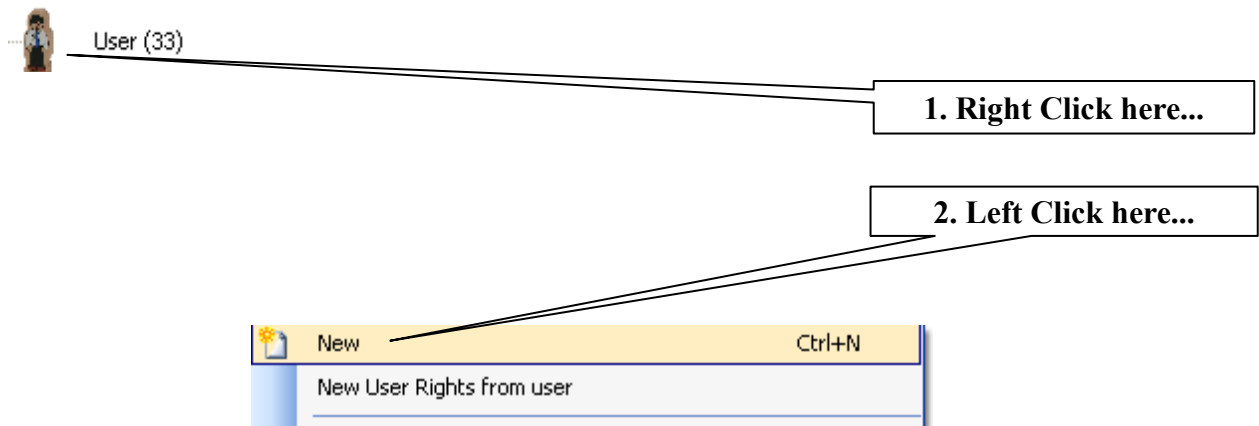| Short Code	
Code	*111
Feature	Auto Attendant
Telephone Number	**AA: Night AA**
Line Group Id	0
Locale	

**I am using Night AA
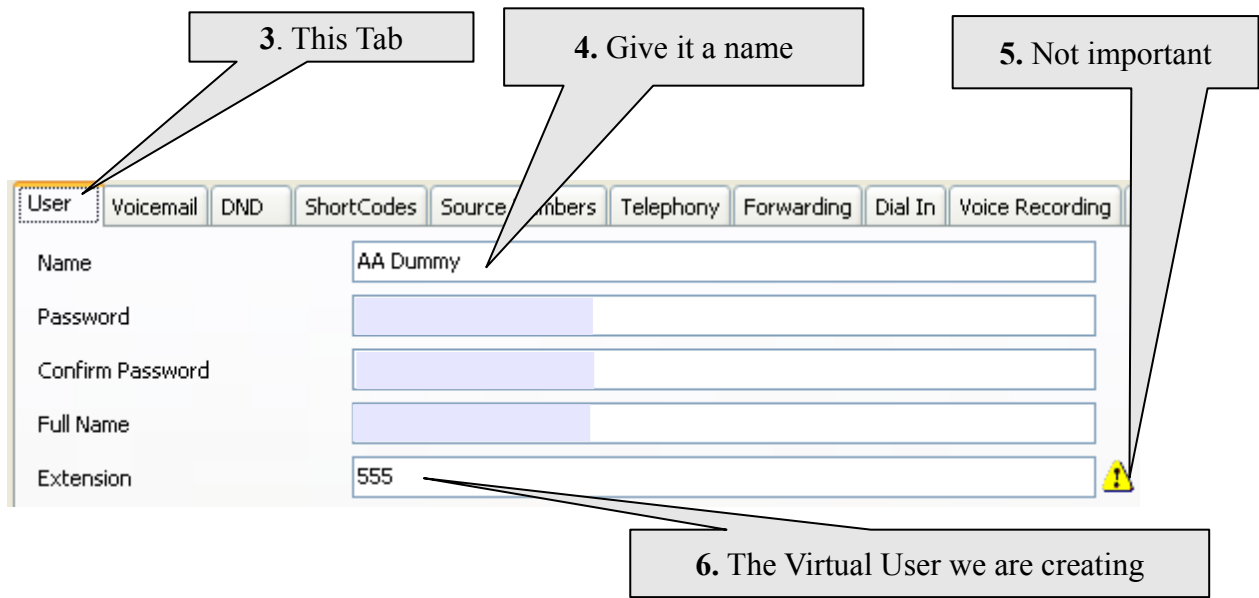This is JUST AN EXAMPLE.
Yours may be different.....**

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

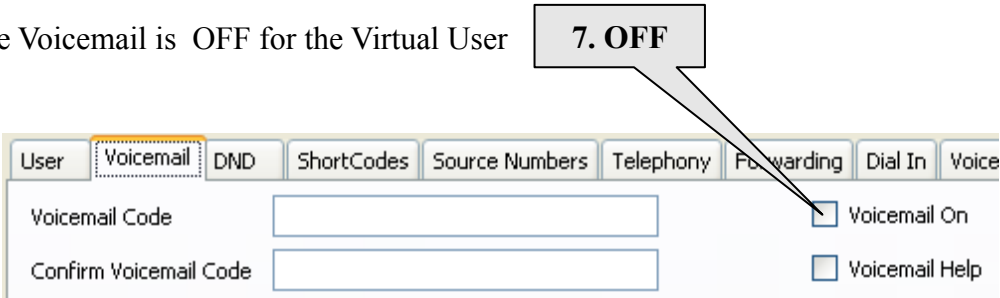Just make sure you make the changes to the different Short Code elsewhere in the setup.

Creating a Virtual / Phantom User

User (33)

1. Right Click here...

2. Left Click here...

New		Ctrl+N
New User Rights from user		

Example Creating User 555

3. This Tab

4. Give it a name

5. Not important

User	Voicemail	DND	ShortCodes	Source mbers	Telephony	Forwarding	Dial In	Voice Recording

Name   AA Dummy

Password

Confirm Password

Full Name

Extension   555

6. The Virtual User we are creating

Make sure the Voicemail is OFF for the Virtual User   **7. OFF**

User	Voicemail	DND	ShortCodes	Source Numbers	Telephony	Fo warding	Dial In	Voice

Voicemail Code

Confirm Voicemail Code

☐ Voicemail On

☐ Voicemail Help

Create Virtual User continued...

Set Forwarding Unconditional to:

Enter the Short Code you created earlier

Check This Box

This Tab

| User | Voicemail | DND | rtCodes | Source | | Telephony | Forwarding | Dial In | Voice |

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

HG Night AA

Pick one or use 552

Set these like this....

| Hunt Group | Voicemail | Fallback | Queuing | Voice Recording | Announcements |

Name: **HG Night 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

| Hunt Group | Voicemail | Fallback | Queuing | Voice Recording | Announcements |

Voicemail Code:

Confirm Voicemail Code:

Voicemail Email:

Voicemail Email
- ⦿ Off
- ◯ Copy
- ◯ Forward
- ◯ Alert

☐ Voicemail On

☐ Voicemail Help

☐ Broadcast

☐ UMS Web Services

Also in Hunt Group **HG Night AA**

Hunt Group	Voicemail	Fallback	Queuing	Voice Recording	Announce

Name	**HG Night 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
☑	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

Set Hunt Group 200 Main for Night Service Fallback Group:

This is where calls will go when Hunt Group 200 Main has Night Service Fallback Group activated.

Create a Toggle "Night Button" on the Operators phone:

User (28)

1. Click here...

Select the User

2. This tab...

User

Name	Extension
RemoteManager	
NoUser	
Operator	201

Operator: 201*

Voice Recording | Button Programming | Menu Program

Button ...	Label	Action
1		Appearance

3. Navigate to here...

Edit Button

Button No.	6
Label	Night Service
Action	Set HuntGroup Out O
Action Data	

OK

Cancel

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

Dial
Group
User
Emulation ▸
Advanced ▸
Appearance ▸

Set Absent Text
Set Account Code
Set HuntGroup Night 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: 200 Main

Edit Button

Button No.	6
Label	Night Service
Action	Set HuntGroup Night Service	...
Action Data	**200 Main** ▾

OK

Cancel

Call Flow   Day Mode

Incoming Call From CO Line

Incoming Call Route

Send the call to: Hunt Group 200 Main

Phones in Hunt Group 200 Main ring

Call Flow   Night Mode

Incoming Call From CO Line

Hunt Group 200 Main is in Night Fallback

Call is sent to Hunt Group HG Night AA

Call is sent to Dummy Extension 555

Call is sent to Short Code *111

Call is sent to Auto Attendant Night AA

Note:

The Night Button is toggle button.

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

You must create a Night Auto Attendant in advance.

I named mine AA Night in this Help Sheet, you can name it differently.

Note:

There is a bug in IP Office Auto Attenant naming.

Keep it short like "AA Night" or "Night" not "AA Night Service for the main office".

There are some conditions where certain names (unknown to me) that will not work.

So, if you have problems, delete the Auto attnednat and try changing the name.