

## Intro

# Telquest Tech Support

## Button Control for Day/Night Auto Attendant

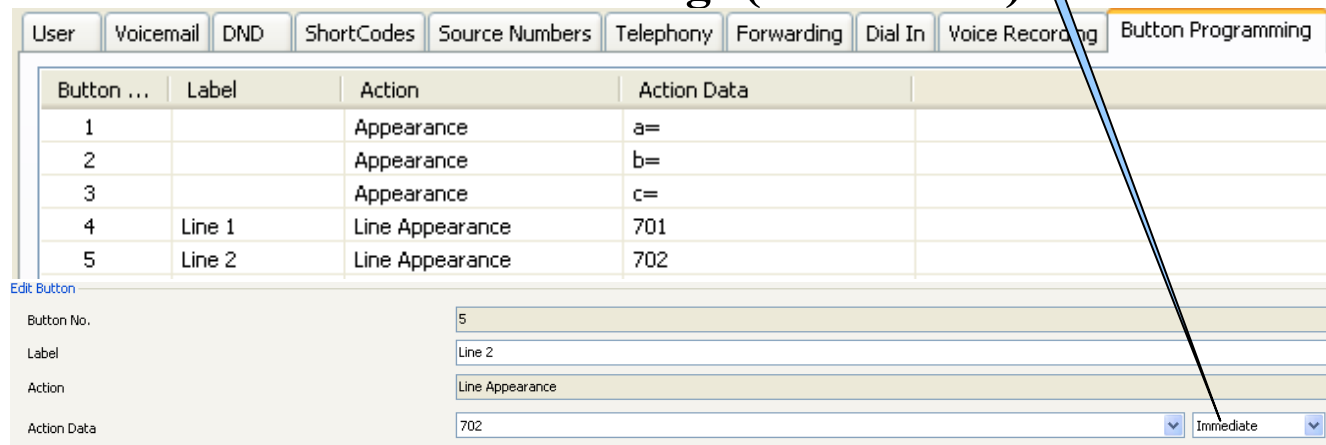
### When not using the Incoming Call Route Fallback Extension

### 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

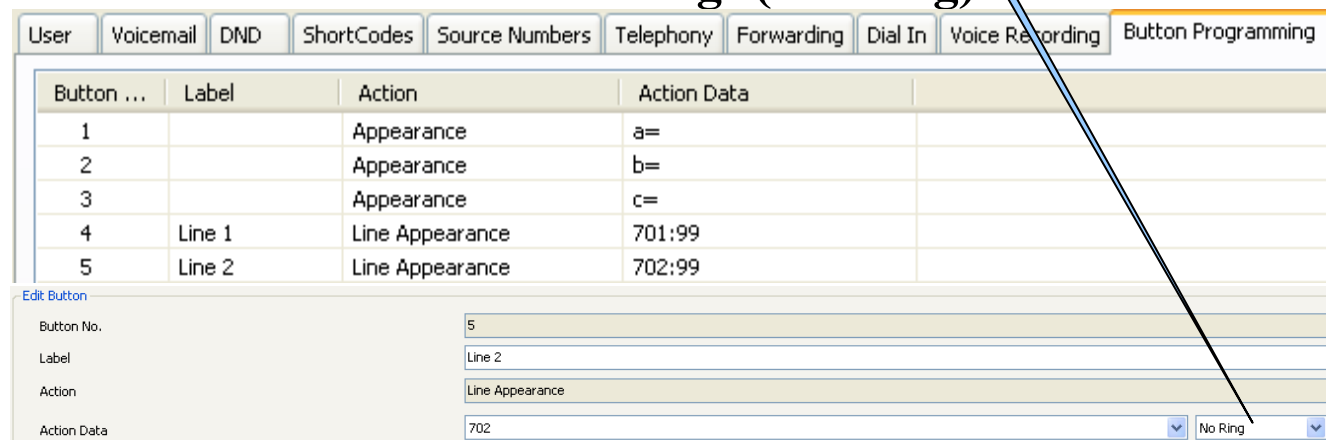
Label Line 2

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

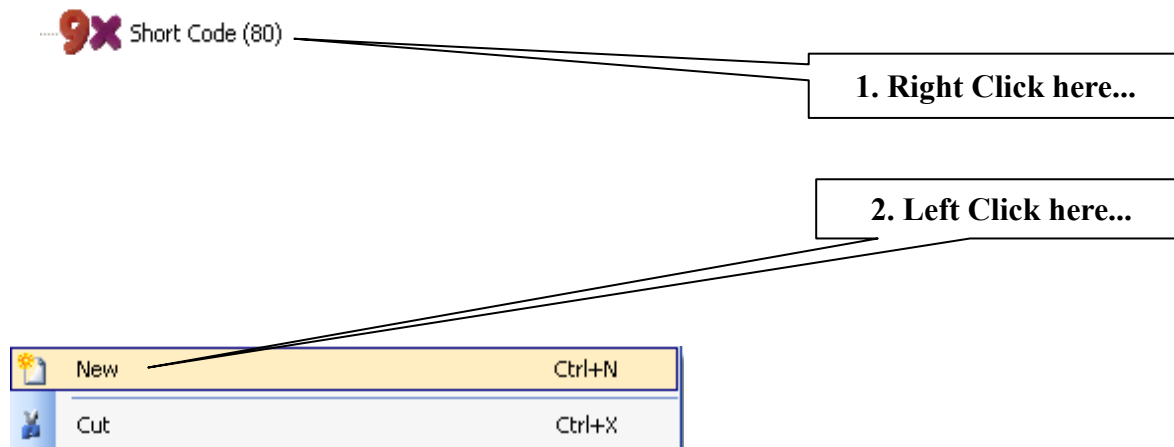
Button No. 5

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:



Create a new Short Code with these settings:

Example: \*111

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

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

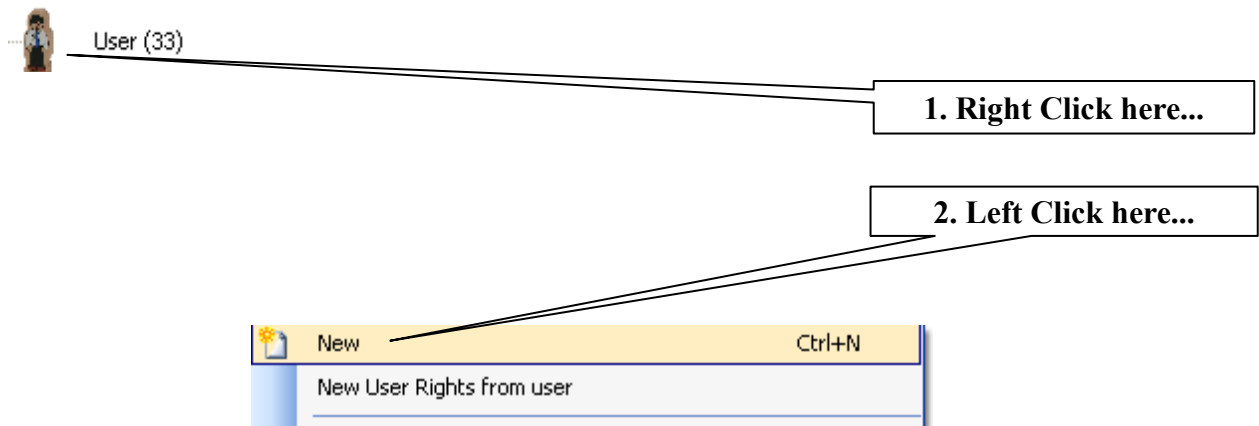
Caution: This is Case Sensitive!

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

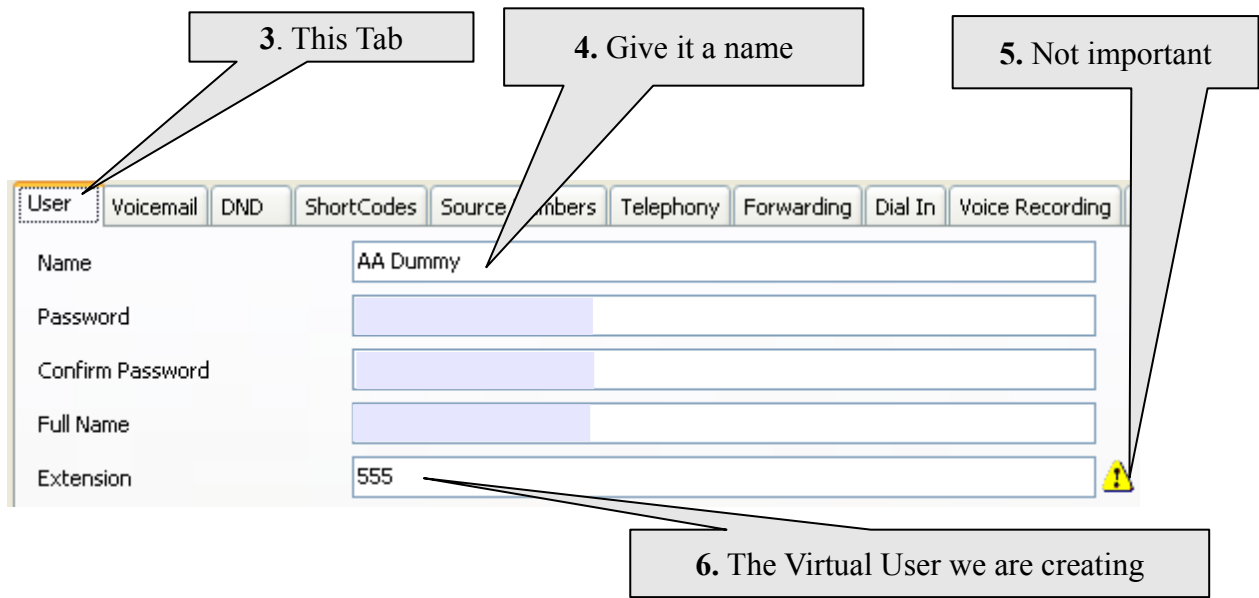
You can use a different Short Code other then \*111.

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

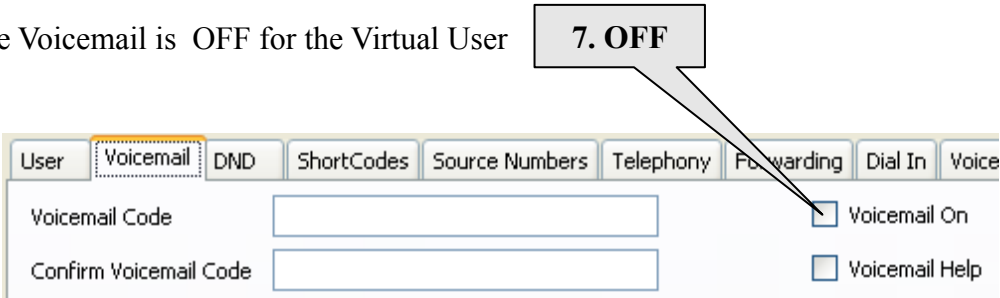
Creating a Virtual / Phantom User



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 'Follow Me Number' field with a dropdown arrow. Underneath, 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' in the 'Forward Number' dropdown; 'This Tab' points to the 'Forwarding' tab; 'NO CHECK' points to the 'To Voicemail' checkbox; and 'Check BOTH' points to both the 'Forward Hunt Group Calls' and 'Forward Internal Calls' checkboxes.

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 ☒

NO CHECK

Check BOTH

Create a New Hunt Group named

**HG Night AA**

Pick one or use 552

The screenshot shows the 'Hunt Group' configuration page. The 'Name' field is highlighted in yellow and contains 'HG Night AA'. The 'Extension' field contains '552'. The 'Ring Mode' dropdown is set to 'Sequential'. The 'No Answer Time (secs)' dropdown is set to 'System Default (15)'. The 'Overflow Mode' dropdown is set to 'Group'. The 'Overflow Time (secs)' dropdown is set to 'Off'. The 'Hold Music Source' dropdown is set to 'No Change'. The 'Voicemail Answer Time (secs)' spinner is set to '45'. The 'Agent's Status on No-Answer Applies To' dropdown is set to 'None'. Annotations with arrows point to the 'Name' field, the 'Extension' field, the 'Ring Mode' dropdown, the 'No Answer Time (secs)' dropdown, the 'Overflow Time (secs)' dropdown, and the 'Voicemail Answer Time (secs)' spinner.

Field	Value
Name	HG Night 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' checkbox is unchecked. The 'Broadcast' checkbox is unchecked. The 'UMS Web Services' checkbox is unchecked. An annotation with an arrow points to the 'Voicemail On' checkbox.

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 **HG Night AA**

The screenshot shows the 'Hunt Group' configuration page for 'HG Night AA'. The 'Name' field is highlighted in yellow. Below it, the 'Extension' is 552, 'Ring Mode' is Sequential, 'Overflow Mode' is Group, 'Hold Music Source' is No Change, and 'Agent's Status on No-Answer Applies To' is None. A 'User List' table is shown with one entry: extension 555, name 'AA Dummy', which is checked. A yellow arrow points from the text 'Also in Hunt Group HG Night AA' to the 'Hunt Group' tab. Another yellow arrow points from the text 'Only add your Virtual/Dummy User to the list' to the 'AA Dummy' entry in the user list.

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. The 'Time Profile', 'Out Of Service Fallback Group', and 'Night Service Fallback Group' dropdowns are all set to '<None>'. The 'Service Mode' section has 'In Service' selected. A yellow callout box with the text 'Be sure all are set to <None>' has three arrows pointing to the three dropdown menus.

Hunt Group	Voicemail	Fallback	Queuing	Voice Recording	Announcements	SIP
Sequential Group To Day AA						
Time Profile			<None>			
Out Of Service Fallback Group			<None>			
Night Service Fallback Group			<None>			
Service Mode						
<input type="radio"/> Out Of Service <input checked="" type="radio"/> In Service <input type="radio"/> 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.

**1. Click here...**

**2. Click here...**

**3. Select this...**

Group	
System Name	Name
	Main
	HG Night AA

**Collective Group Main: 200**

Group | Queuing | Overflow | **Fallback** | Voicemail | Voice Recording | Announcements

Time Profile: <None>

Out Of Service Fallback Group: <None>

Night Service Fallback Group: HG Night AA

Service Mode:

☐ Out Of Service ☒ In Service ☐ Night Service

## 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: 200 Main**

The first screenshot shows the 'User' management interface. The 'User' tab is selected, and the 'Operator: 201\*' user is highlighted in the list. The 'Button Programming' tab is also visible, showing a table with columns 'Button ...', 'Label', and 'Action'. The table contains one row with '1' in the 'Button ...' column and 'Appearance' in the 'Action' column.

The second screenshot shows the 'Edit Button' dialog box. The 'Button No.' is 6, the 'Label' is 'Night Service', and the 'Action' is 'Set HuntGroup Out of Service'. The 'Action Data' field is set to 'Dial'. The 'Advanced' tab is selected, and the 'Set HuntGroup Night Service' option is highlighted in the list of actions.

The third screenshot shows the 'Edit Button' dialog box with the 'Action' field set to 'Set HuntGroup Night Service' and the 'Action Data' field set to '200 Main'. The 'Set Action Data to: 200 Main' label points to the 'Action Data' field.



**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**

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**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**

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**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.**