

Avaya IP Office Essential Edition

Night Service Button to Switch HG To External Number

Telquest Tech Support

This **example** uses Hunt Group 200 Main, Ext 0 and External Number 2125551212

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

Enter the External Number that the call should go to.
Be sure to use a CO Line Access Code like 9
This may not work with all types of CO Lines.

This tab...

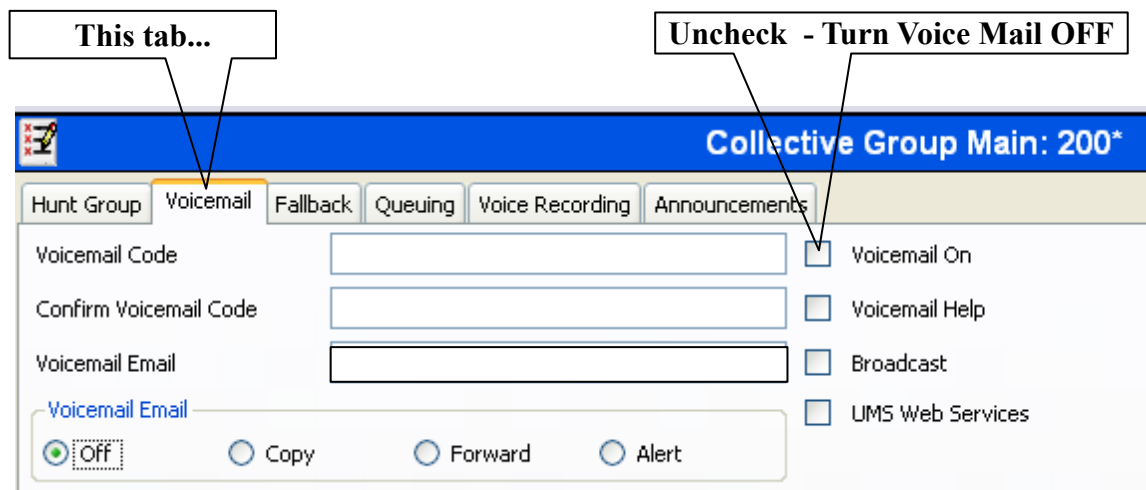
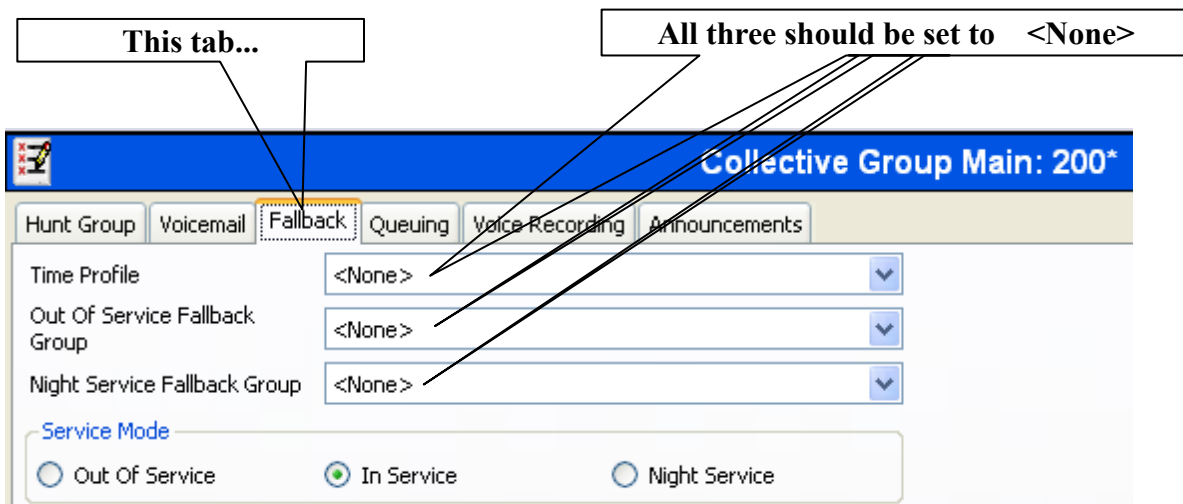
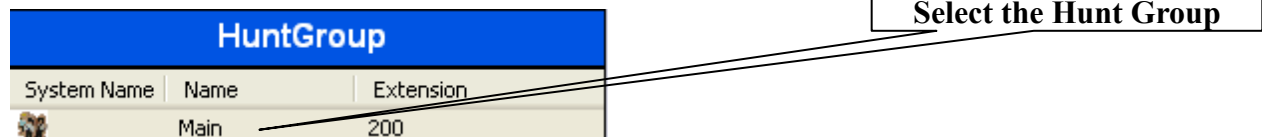
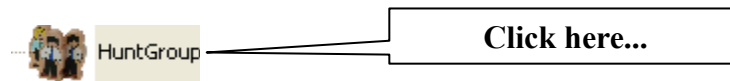
Standard Voice Recording Destinations		
TimeProfile	Destination	Fallback Extension
Default Value	200 Main	912125551212
*		

This is the Day Destination for Incoming Calls

This will be the Night Destination for Incoming calls


Remember, this is a Hunt Group, so ALL CO Lines in that Group will be forwarded

Set up the Hunt Group



Setup Night Service Button on a phone

Note: The “Night Service” button is really a “Set Hunt Group Out of Service” button.

 **User** Click here...

User

Name	Extension
NoUser	
RemoteManager	
Operator	0

Select a User that will have the Night Button

Operator: 0

Hunt Group Membership Announcements Personal Directory

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

Edit Button

Button No. 4

Label Night

Action

Action Data

Label the button Night

Set Action to this

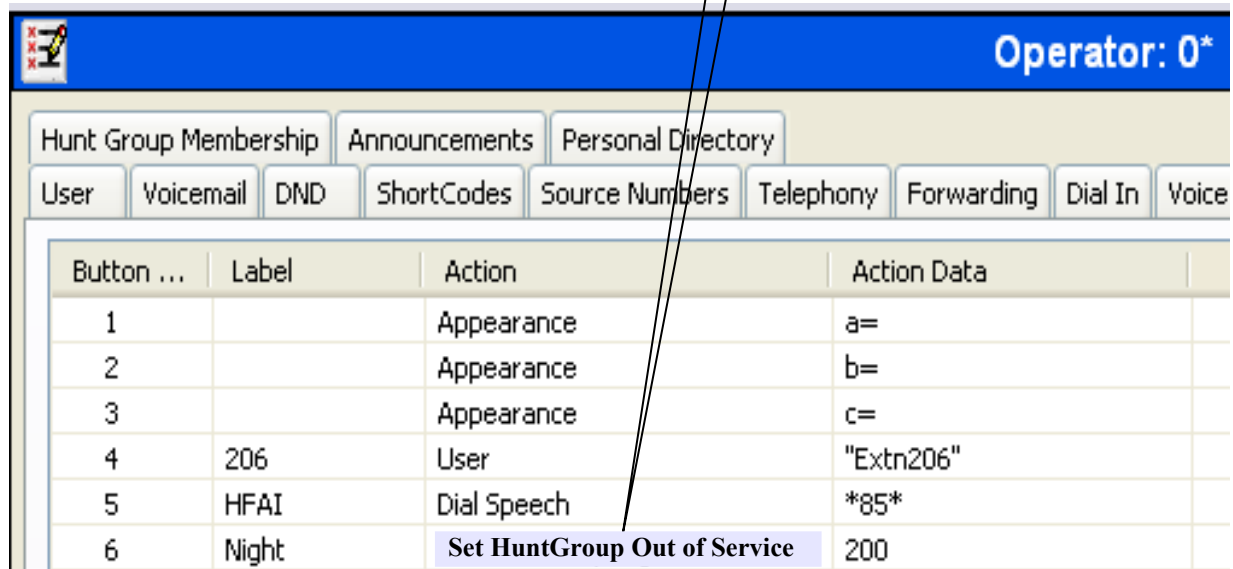
- Busy
- Call
- Dial
- Do Not Disturb
- Extension
- Follow Me
- Forward
- Hold
- HuntGroup
- Miscellaneous
- Relay
- Set
- Suspend
- Voicemail

- Set Absent Text
- Set Account Code
- Set HuntGroup 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

Set Action Data to the Hunt Group 200 Main

Action Data 200 Main

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



The screenshot shows a web-based interface for button programming. At the top, a blue header bar displays 'Operator: 0*'. Below this is a navigation menu with tabs: 'Hunt Group Membership', 'Announcements', 'Personal Directory', 'User', 'Voicemail', 'DND', 'ShortCodes', 'Source Numbers', 'Telephony', 'Forwarding', 'Dial In', and 'Voice'. The 'Hunt Group Membership' tab is selected. Below the tabs is a table with four columns: 'Button ...', 'Label', 'Action', and 'Action Data'. The table contains six rows of data. The sixth row is highlighted in blue, and a callout box points to it from the text above.

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.

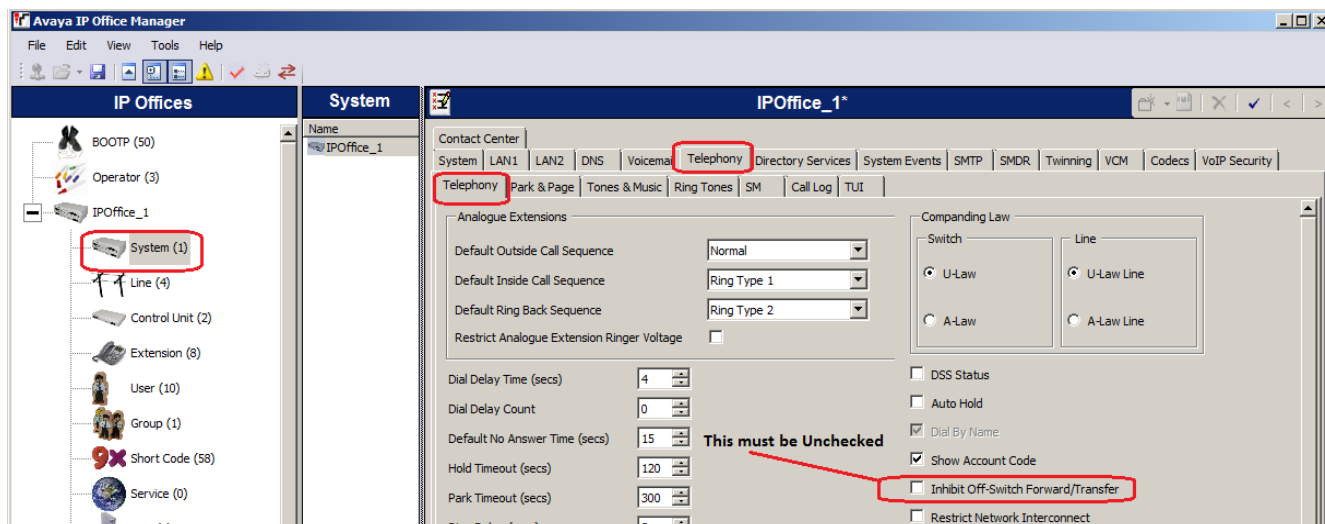
If you are using a phone with an LCD, there will be a small triangle next to Night when active.

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.

Special Info for Release 9.1:

Uncheck the area shown below.....



Special info for all releases:

