Avaya IP Office Essential Edition

Night Service Button to Switch Hunt Group To Mailbox

Telquest Tech Support

This **example** uses Hunt Group 200 Main, Ext 0 and Extension/MailBox 222

You must create the new Short Code to Direct Transfer to Mailbox first.

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 5 and the Extension that you want to use for Night Service
>
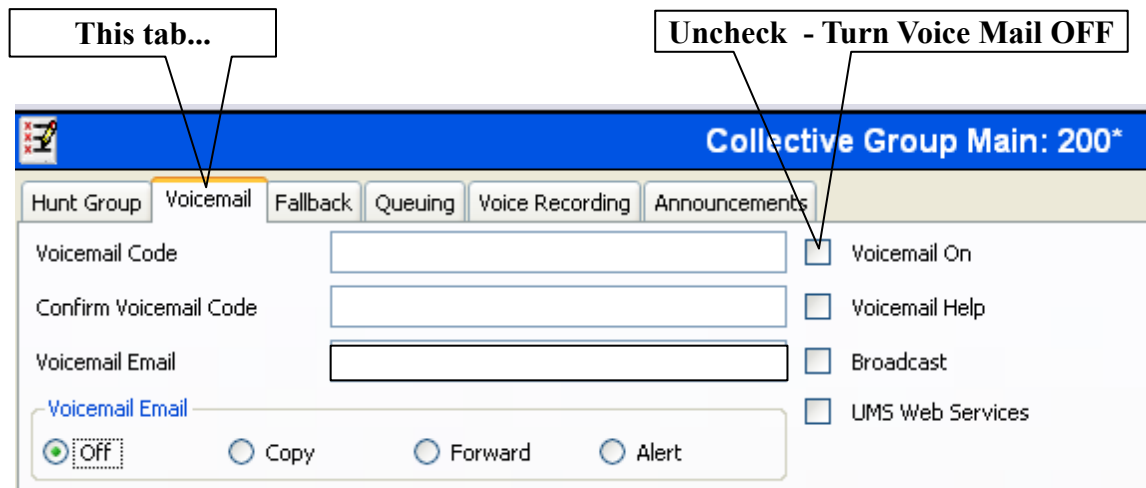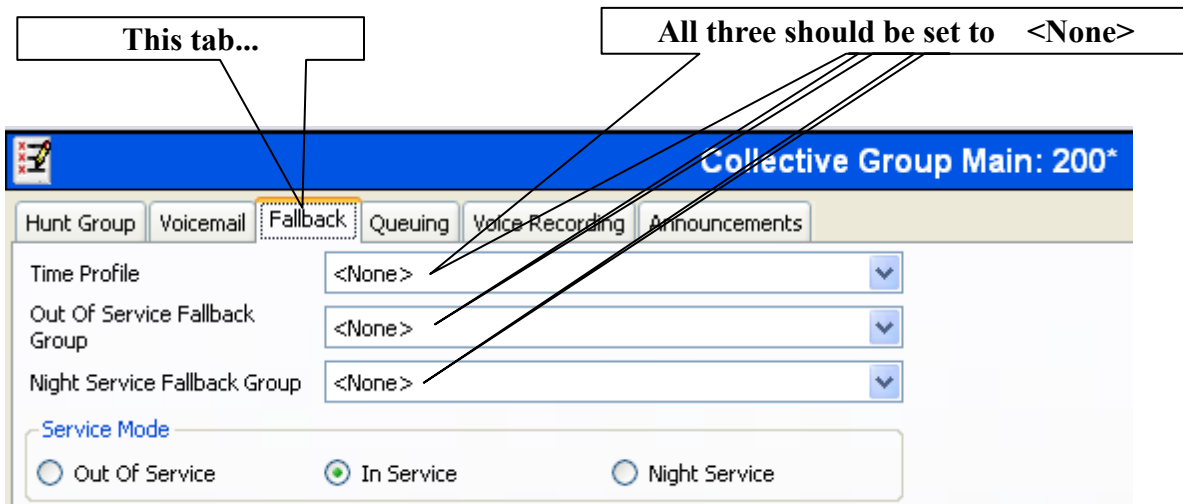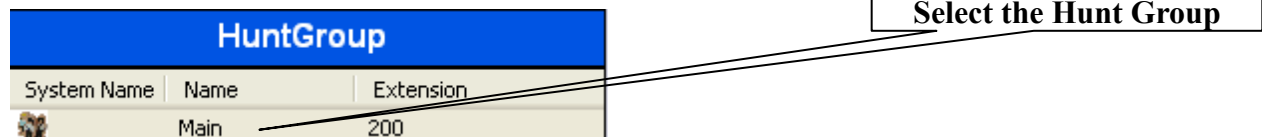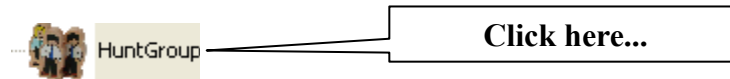> Example: To send callers to Mailbox 222, Enter 5222

> This tab...

Standard | Voice Recording | **Destinations**

	TimeProfile	Destination	Fallback Extension
▶	Default Value	200 Main	**5222**
✱			

> This is the Day Destination for Incoming Calls

> This will be the Night Destination for Incoming calls

Set up the Hunt Group

HuntGroup

Click here...

HuntGroup

System Name	Name	Extension
	Main	200

Select the Hunt Group

This tab...

All three should be set to   <None>

Collective Group Main: 200*

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

Time Profile — <None>

Out Of Service Fallback Group — <None>

Night Service Fallback Group — <None>

Service Mode
- ○ Out Of Service   ● In Service   ○ Night Service

This tab...

Uncheck - Turn Voice Mail OFF

Collective Group Main: 200*

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

Voicemail Code — [   ]   ☐ Voicemail On

Confirm Voicemail Code — [   ]   ☐ Voicemail Help

Voicemail Email — [   ]   ☐ Broadcast

Voicemail Email   ☐ UMS Web Services
- ● Off   ○ Copy   ○ Forward   ○ Alert

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
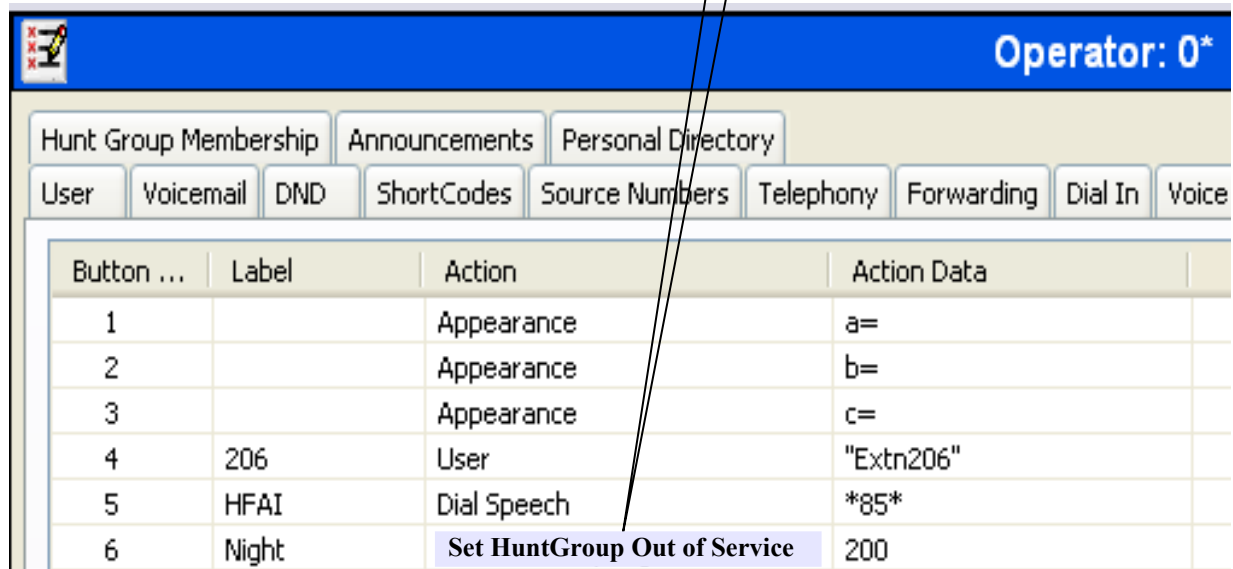
This tab...

Operator: 0

Hunt Group Membership | Announcements | Personal Directory
User | Voicemail | DND | ShortCodes | Source Numbers | Telephony | Forwarding | Dial In | Voice Recording | Button Programming

Set Action to   this

32
33
34
35
36
37
38

Edit Button

Button No.   4

Label   Night

Action

Action Data

| Busy ▶ |
| Call ▶ |
| Dial ▶ |
Do Not Disturb ▶	Set Absent Text
Extension ▶	Set Account Code
Follow Me ▶	
Forward ▶	**Set HuntGroup Out of Service**
Hold ▶	Set Inside Call Seq
HuntGroup ▶	Set Night Service Group
Miscellaneous ▶	Set No Answer Time
Relay ▶	Set Out of Service Group
Set ▶	Set Outside Call Seq
Suspend ▶	Set Ringback Seq
Voicemail ▶	Set Wrap Up Time

Dial
Group
User
Emulation ▶
Advanced ▶
Appearance ▶

Label the button   Night

Action Data   200 Main

Set Action Data to the Hunt Group 200 Main

When you are done, the Button Programming will look <u>like this</u>:

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.

Don't forget to use the additional Help Sheet "Short Code to Direct Transfer to Mailbox"