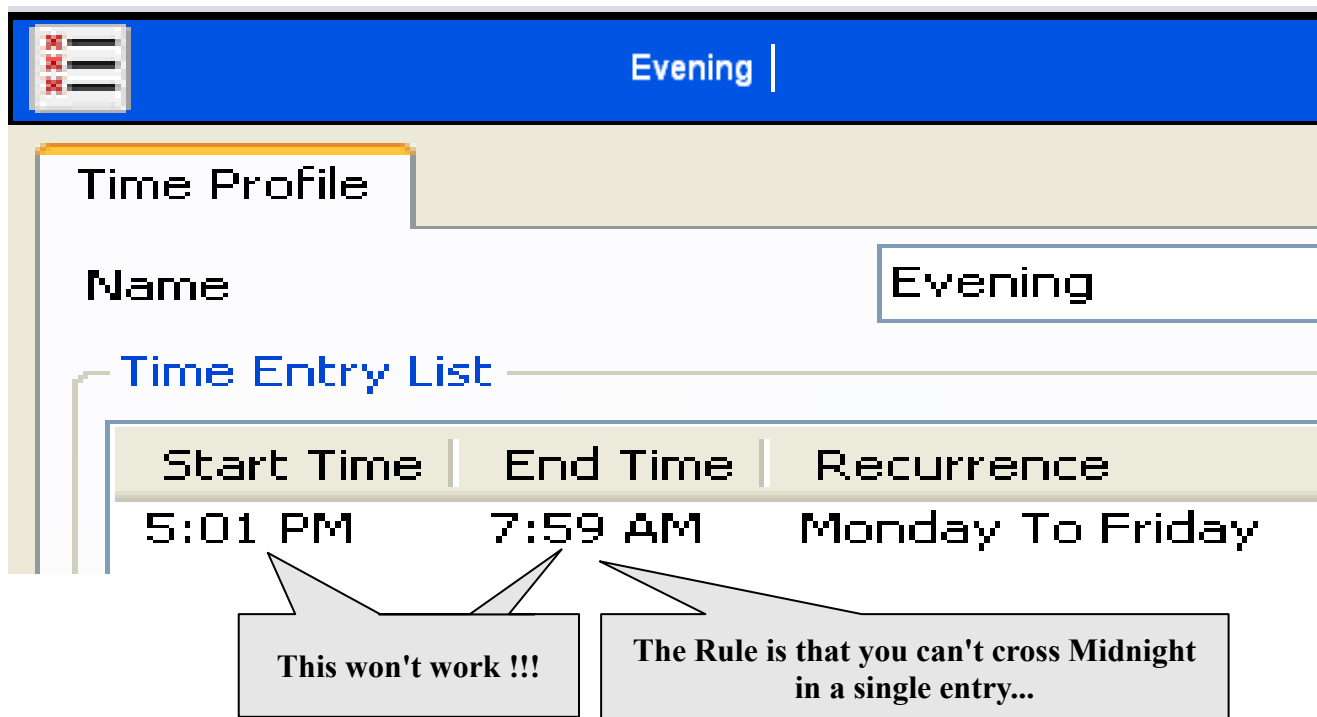


Avaya IP Office Essential Edition

Time Profiles

Telquest Tech Support

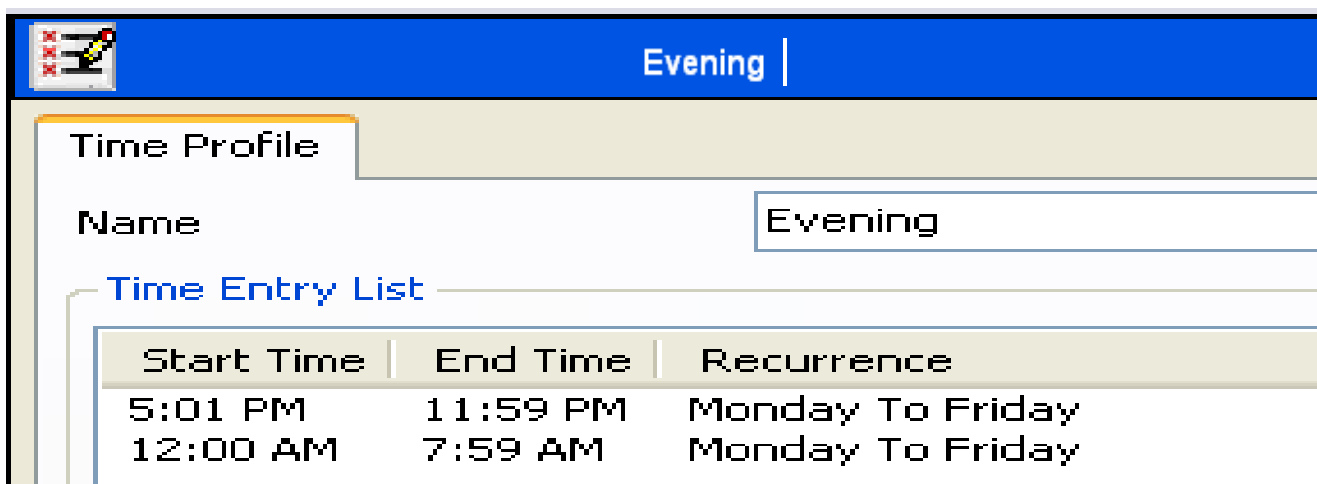
When setting the Evening Hours, you can not do this: 5:01 PM to 7:59 AM



The screenshot shows the 'Evening' time profile configuration. The 'Name' field is 'Evening'. The 'Time Entry List' table has one entry with 'Start Time' 5:01 PM, 'End Time' 7:59 AM, and 'Recurrence' Monday To Friday. Two callout boxes point to the end time: 'This won't work !!!' and 'The Rule is that you can't cross Midnight in a single entry...'.

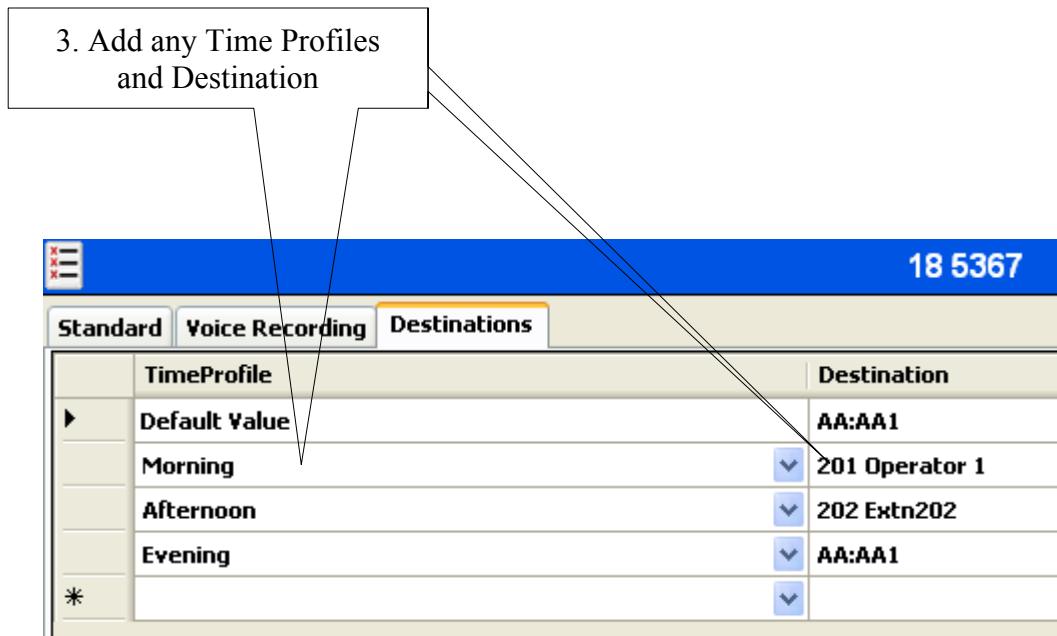
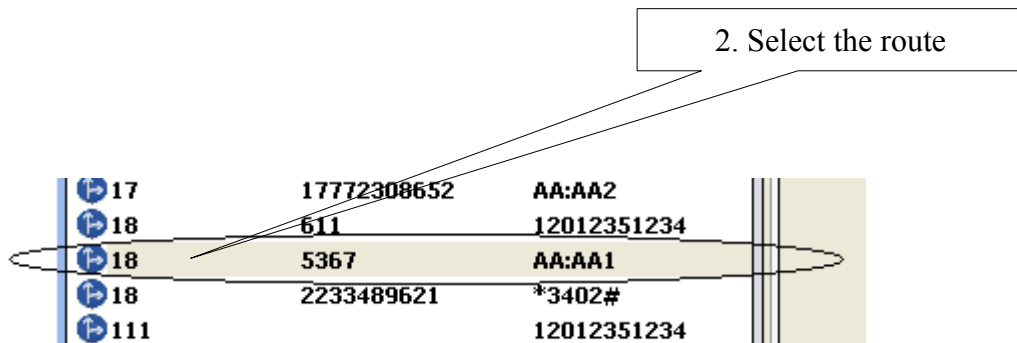
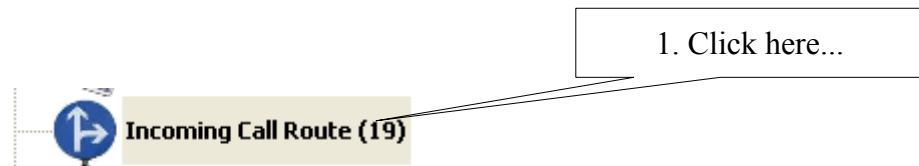
Start Time	End Time	Recurrence
5:01 PM	7:59 AM	Monday To Friday

You must create 2 separate Start and End Times as shown below:



The screenshot shows the 'Evening' time profile configuration. The 'Name' field is 'Evening'. The 'Time Entry List' table has two entries: 5:01 PM to 11:59 PM and 12:00 AM to 7:59 AM, both with 'Monday To Friday' recurrence.

Start Time	End Time	Recurrence
5:01 PM	11:59 PM	Monday To Friday
12:00 AM	7:59 AM	Monday To Friday



The above Incoming Call Route will send calls to:
 Ext 201 during the Morning Time Profile
 Ext 202 during the Afternoon Time Profile
 Auto Attendant during the Evening Time Profile