



HPBX

USER GUIDE:
Time of Day



Contents

What is a ‘Time of Day’?	1
Setting Your Schedule	2
Modifying Your Rules.....	2
Business Hours.....	3
Non-Business Hours	4
Summary	4
Special Days.....	5

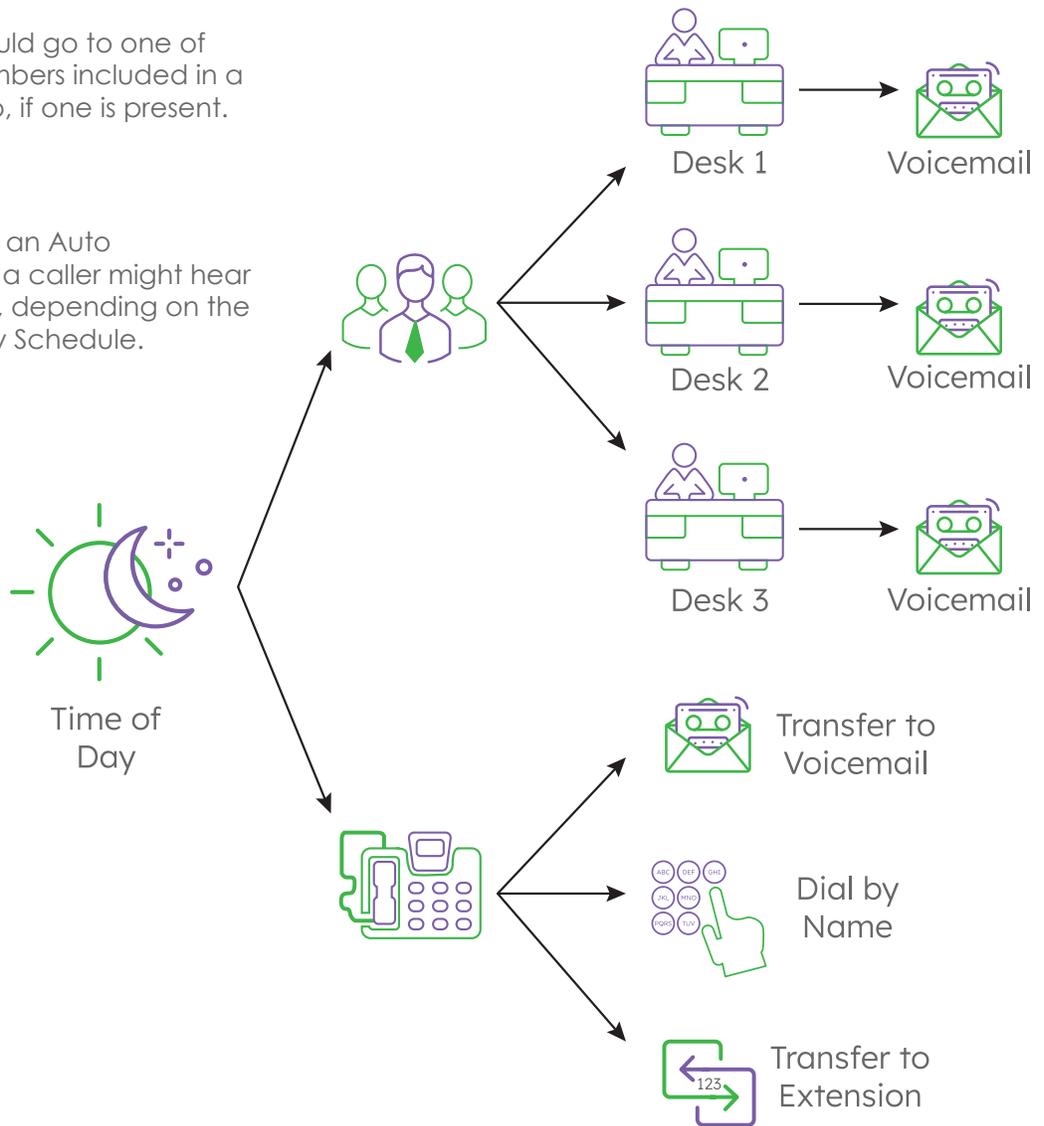
What is a 'Time of Day'?

A Time of Day (TOD) is typically what is used for the main line of a business. This Incoming Call Manager (ICM) is what can be programmed to route calls either to a group of phones (Multi-Line Hunt Group (MLHG)) or to an Auto Attendant based on a schedule.

- The call could go to one of several numbers included in a Hunt Group, if one is present.

OR

- If you have an Auto Attendant, a caller might hear a Message, depending on the Time of Day Schedule.



To view or make changes to your configuration, you must access your TOD through the CommPortal.

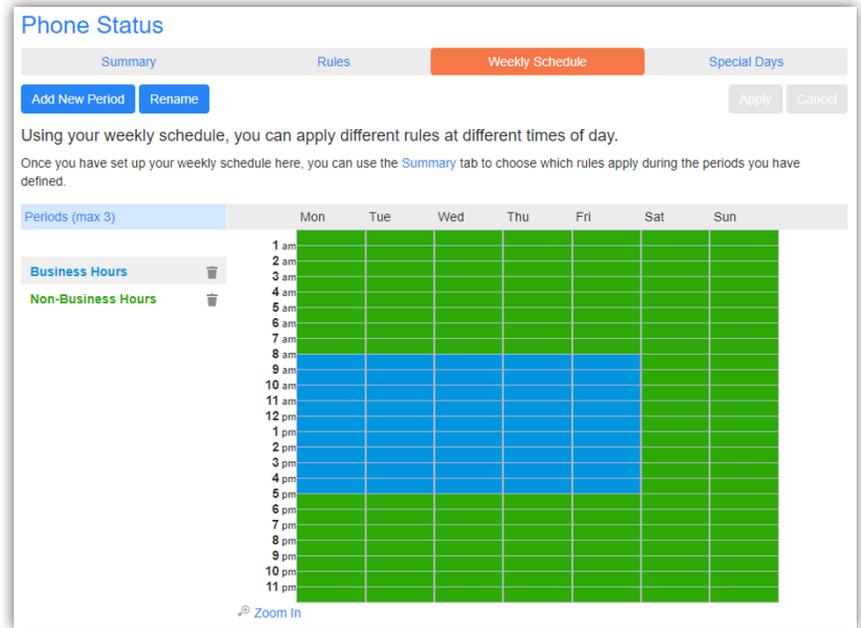
Setting Your Schedule

Once logged into the CommPortal for your Time of Day ICM, click on the **Weekly Schedule** tab.

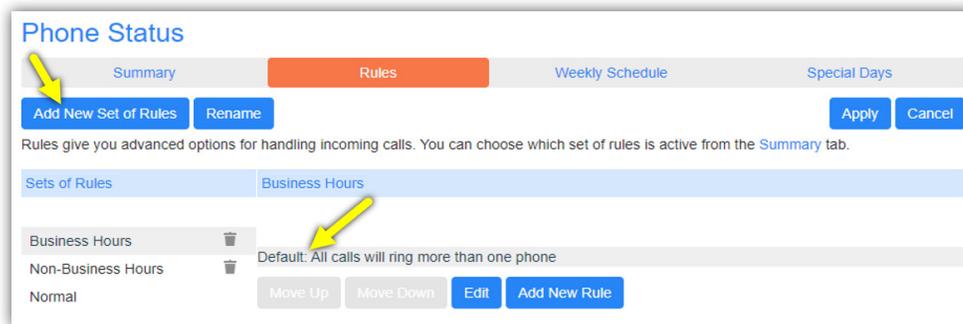
Your Time Periods are represented with a color. The color of the font is the color of the corresponding cells on the graph that reflect the different call routing time periods.

To change, simply click the Time Period you want to change a cell to, and then click in the graph to paint the cells with the color you have chosen. When finished, click **Apply**. If your phone system is live and operational, your change takes effect immediately.

Next, you will modify the different Rules that will be used in your specified Time Periods.



Modifying Your Rules



Click on the **Rules** tab. Rules determine how incoming calls are handled. You can click on **Add New Set of Rules** if you need to add to the rules you already have. You will also notice that when you click on an existing set of rules, the setting will be summarized in the *Default*. Click your various Rule Sets to see each of the summaries.

At minimum, you will probably have a Rule Set for *Business Hours* and one for *Non-Business Hours*.

To view the specifics of the Rule Set or make changes, make sure you are clicked on to the correct Rule Set and then click **Edit**.

bypass ringing their phone. In the example, unanswered calls will forward to the voicemail box of extension 349. To change this, simply type your desired destination in the box. Your business may have a general voicemail box not specific to any one user with a designated extension to use here.

Click **Finish** when you are ready to save your changes.

Non-Business Hours

For a Non-Business Hours rule set, repeat the steps used above for Business Hours. In most cases, calls during Non-Business Hours would most likely be forwarded to an Auto Attendant or directly to a voicemail box.

A Time of Day ICM could have its own voicemail box. In that case you could choose the *send to voicemail* option.

If calls need to be sent to a different user's voicemail box, general voicemail box, call center, or Auto Attendant, use the *forward to* option.

When no rules apply in the "Non-Business Hours" set of rules

When no rules apply

- ring my phone using the Standard Ringtone
- forward to 107
- send to voicemail
- play a reject message and reject the call
- ask the caller to say their name before I accept the call
- ring more than one phone at the same time or in sequence
- ask the caller to say their name before ringing more than one phone at the same time or in sequence

Use this option to forward calls to an Auto Attendant or call center by entering the extension or number for that destination. Or enter 7+extension to send directly to another voicemail box.

Use this option if your TOD ICM has its own voicemail.

< Back Next > Finish Cancel

Summary

Phone Status

Summary Rules Weekly Schedule Special Days

Apply Cancel

When I receive a call Additional options

Ring my phone

Forward to enter a number

Send to voicemail

Use my Normal rules (or set up new rules)

Handle depending on the time or day

On normal days, use my:

- Business Hours rules during Business Hours
- Non-Business Hours rules during Non-Business Hours (active now)
- Non-Business Hours rules at all other times

Add New Weekly Period

On Special Days, use my:

- Non-Business Hours rules

These options apply in all cases where you've chosen to have your phone ring.

If I don't answer:

- Forward to enter a number
- Send to voicemail
- Reject the call

If I'm in a call:

- Forward to enter a number
- Send to voicemail
- Reject the call

What audio should callers hear before their call is answered?

- Use default ringback
- Use custom ringback edit / listen

The *Summary* tab is where you link your *Rules* to time periods on your *Schedule*. Choose **Handle depending on the time or day** if you have a schedule that uses two or three time periods.

Select the correct rule set from the dropdown for each of your scheduled time periods shown in blue text.

Note: Once applied, you will see which time period is currently active with the "(active now)" text shown to the right of the time period.

Special Days

Special Days settings are for exceptions to your normal schedule and will use a particular set of rules (typically Non-Business Hours rules) for the entire day.

To set Special Days, click on the Special Days tab. Click a day on the calendar to mark it as a Special Day, turning that date a blue color. Use the arrows to move between months. When you are finished, click **Apply**.

Note: The days on the calendar start with Monday.

When that day marked as special occurs, the system will know to use the rule set indicated on the **Summary** tab for Special Days. If you were to select today and hit Apply, the system would switch to using the Special Days rule set at that moment.

Phone Status

Summary Rules Weekly Schedule **Special Days**

Go To Today Clear All Add Public Holidays Apply Cancel

Special Days are exceptions to your normal weekly schedule.

For example, vacations or business trips are special days, when you may want to handle calls in a different way. You can use the **Summary** tab to choose a different rule which applies for the whole of these days.

Click a date on the calendar to make it a special day, or click an existing special day to make it normal again. You can also click and drag to change several days at once.

April 2022							May 2022							June 2022							
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
					1	2	3						1				1	2	3	4	5
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12	
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19	
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26	
25	26	27	28	29	30		23	24	25	26	27	28	29	27	28	29	30				
							30	31													

Phone Status

Summary Rules Weekly Schedule Special Days

Apply Cancel

When I receive a call Additional options

Ring my phone
 Forward to
 Send to voicemail
 Use my rules (or [set up new rules](#))
 Handle depending on the time or day

On normal days, use my:
 rules during **Business Hours**
 rules during **Non-Business Hours**
 rules at all other times

On **Special Days**, use my:
 rules **(active now)**

Additional options
These options apply in all cases where you've chosen to have your phone ring.
 If I don't answer:
 Forward to
 Send to voicemail
 Reject the call

If I'm in a call:
 Forward to ?
 Send to voicemail
 Reject the call

What audio should callers hear before their call is answered? ?
 Use default ringback
 Use custom ringback [edit / listen](#)

Note: Once applied, you will see that the Special Days time period is active with the “(active now)” text shown to the right on the Summary tab. Sometimes it is necessary to refresh the Summary page to see the accurate changes made in Special Days.