



TECHNICAL NOTE

How to record a Holiday Message on your Com.X IP PBX



Customers don't necessarily stop calling whenever your business closes during those occasional holiday periods, be these Easter, Ramadan or Christmas break periods. Ideally you would like to inform your customers of the relevant company information covering with these events, perhaps also informing them of your "opening for business" dates and contact details of remote sales or emergency support staff during these "down times".

This technical note provides the Com.X IP PBX system administrator with technical instruction on how to load and configure a customized recording onto your Far South Networks Com.X IP PBX to be played to your customers during these periods of company unavailability.

Login

Login to your Com.X unit via the web GUI

System Recordings

Click on the Advanced Tab and select System Recordings

- To record a new Holiday Message please put in the phone extension you are going to use to record your message. Note, before you record your message make a note of what you wish to say in your message as this will reduce the number of recording attempts.
- Dial *77 from this extension and leave your message after the tone, dial *99 to listen to your message or dial *77 to re-record your message.
- Once you are happy with your message Name this Recording to the Name of the Holiday e.g. Xmas
- Press Save (you should now see the name of your Holiday appear under the list on the right)



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Announcements

Click on the Advanced Tab and select Announcements

- Put in the Description e.g. Xmas if a Xmas message
- Select recording
- Destination after Playback tick terminate Call or Voicemail if you would like them to leave a voicemail
- Click Submit Changes (the Announcement will appear in the right hand column)
- Close the window and press Review/Apply

Day/Night Mode Control

Click on the Advanced Tab and select Day / Night Control

- Select Day Night Feature Code index 1 or greater if you have a few already
- Give the Description e.g. Xmas
- What is your current mode so if you are in a normal working day it would be day
- Select under Day extension and that is your reception desk extension
- Under Night select Announcements and your Announcement via drop down list
- Press Save - you should now see your announcement on the right hand side with a key press code (e.g. *280 please remember this as this is the code you will have to put into the system when you go on holiday)
- To remove this mode on return from Holiday you re-input the same code and it will disable this feature.
- Close the window and press Review/Apply

Inbound Route

Now we have to set-up an inbound route. Click on the Inbound Tab

- Check what inbound routes there are, if any. If none then follow these steps
- Press add
- Do not put anything in DID or CID but put a description like Day/Night holiday



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- Select the drop down to the right of Destination and select Day/Night and the one you created called Holiday in this example
- Now "Accept"

Note: Remember when you Review/Apply, it will affect all calls coming into reception.

Testing the setup

Once you have pressed Review/Apply, then phone the main business incoming number and confirm the call still goes to reception! If any issues just remove this route and try configure it out of hours.

- Go to reception phone and put in the Day/Night code (*280 for example), you should hear a voice say that Day mode enabled
- Test this facility by enabling the code from Reception and try dialing into your office. You should hear your recorded message. Once confirmed put down the phone the press the code again and hear that it is disabled.
- Try dialing your external number again. The call should ring on reception as per normal.

If there are various incoming Routes already please ensure you speak to a XCT who can help you set-up the best options.