



Closing early for Christmas?

Here is a quick guide from Magnet on how to set up an out of office auto-attendant message and how to activate it and deactivate it when you're back in the office.

How to set up a Christmas message through your Magnet Voice Administrator portal

Step 1, Log into your administrator portal. Details of access can be found in your **Welcome Pack** emailed to you by our Service Delivery Team when you first signed up for your Magnet Voice service.

Step 2, Once logged into your administrator portal go to the **Systems** tab (highlighted in red below) and from the dropdown list select **Auto-Attendant**.

MAGNET NETWORKS

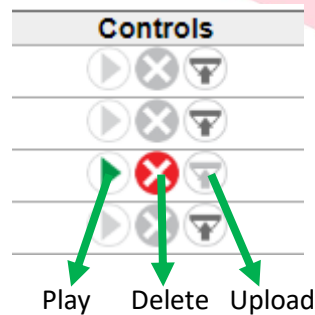
System Time Users Groups Trunks Access Control Contact Centre Call Logging

System / Auto-Attendant

Auto-Attendant: Enabled Number Per Page: 50 Page (1 / 2 / 3 / 4 / 5 / 6)

Message	Duration	Controls	Number	Delay Timer	Digit Assignment	Queue
Welcome Message	----		7000	0	Digits	<input type="checkbox"/>
Hold Message	----		7001	10	Digits	<input type="checkbox"/>
Greeting and Clear	----		7002	0	Digits	<input type="checkbox"/>
Attendant Msg. 4	----		7003	10	Digits	<input type="checkbox"/>
Attendant Msg. 5	----		7004	10	Digits	<input type="checkbox"/>
Attendant Msg. 6	----		7005	10	Digits	<input type="checkbox"/>
Attendant Msg. 7	----		7006	10	Digits	<input type="checkbox"/>

Step 3, You will now need to add your Auto-Attendant. This is done by using the Controls column (highlighted in green above). The below Controls icons allow you to play, delete or upload Auto-Attendant messages. The play button also allows you to save a message. The audio file format is G.711. In order to change a message, the existing message must first be deleted or you can add a new Auto-Attendant to any of the free slots that may be available.






























When uploading a file you will need to ensure the below criteria is met.

The MP3 or WAV file must be in one of the following formats: Mono, 8kHz, 8bit/16bit PCM; Mono, 8kHz, 8bit CCITT a-Law; Mono, 8kHz, 8bit CCITT u-Law; or a MP3 file.

You can also record Auto Attendant messages directly through your desk or softphone (See **Christmas Message guide available in the support section of Magnetnetworks.com**)

When the file has been uploaded you should rename the Auto-Attendant to (for example) Christmas Message. This will make it easier to locate the correct Auto-Attendant when assigning it to your phone numbers.

Delete the contents of the Message field (**highlighted in red below**), Type in the new name for the Auto-Attendant, in this case **Christmas Message** and then hit the **SAVE** icon at the bottom of the page.

Message	Duration	Controls	Number	Delay Timer	Digit Assignment
Head Office Welcome	--:--	  	7000	0	Digits
Head Office Recept	--:--	  	7001	10	Digits
Head Office Times	00:00:12	  	7002	0	Digits
reception	--:--	  	7003	10	Digits
Christmas Message	00:00:08	  	7004	0	Digits
Darren's Taxi's	00:00:12	  	7005	0	Digits
Darren's Taxi's OOO	00:00:14	  	7006	10	Digits
test	00:00:02	  	7007	10	Digits
Attendant Msg. 9	00:03:00	  	7008	10	Digits

Save

Step 4, Now that you have uploaded your Christmas Auto-Attendant you will need to forward your business phone number(s) to this Christmas message. Go to the **Trunks** tab in the administrator portal (**highlighted in red below**) and from the dropdown select **Ringing Assignment**.

Ringling Mode: Day Ringing

Number Per Page: 50 Page (1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 11 / 12 / 13 / 14 / 15 / 16 / 17 / 18 / 19 / 20)

Index	External Number	Day Ringing	Edit	Delete	Copy From	Copy To
1	019685415	Anthony Fitzpatrick(101)				
2	019685416	Group 800(800)				

N.B Please note, before making changes we advise you screen shot the current call flow so you can reappoint numbers correctly after the Christmas period.

In **Ringling Assignment**, you will see a list of your **External Phone Numbers** and where these numbers are pointed. You will need to click on the **Edit Icon** (**highlighted in red below**).

Ringling Mode: Day Ringing

Number Per Page: 50 Page (1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 11 / 12 / 13 / 14 / 15 / 16 / 17 / 18 / 19 / 20)

Index	External Number	Day Ringing	Edit	Delete	Copy From	Copy To
1	019685415	Anthony Fitzpatrick(101)				
2	019685416	Group 800(800)				

When you have clicked the Edit Icon, you will be brought to the Ringling Assignment section where you will need to remove the current assignment (**highlighted in red below**) and then click on Select Auto-Attendant (**highlighted in green below**).

Ringling Assignment - External Number : 019685415

Add All		1 Assignment	Remove All	Select Auto-Attendant None +
Extn 102 (102)	+	Anthony Fitzpatrick (101)	-	
Extn 103 (103)	+			
Extn 104 (104)	+			
Extn 105 (105)	+			
Extn 106 (106)	+			
Extn 107 (107)	+			
Extn 108 (108)	+			
Extn 109 (109)	+			
Extn 110 (110)	+			
Extn 111 (111)	+			

Assign External Destination or Meet-Me Room

From the **Auto-Attendant** list click on the **Christmas Message** and then click **SAVE** at the bottom of the page.

Attendant Msg.			
None			
Head Office Welcome	Attendant Msg. 76	Attendant Msg. 151	Attendant Msg. 221
Head Office Recept	Attendant Msg. 77	Attendant Msg. 152	Attendant Msg. 221
Head Office Times	Attendant Msg. 78	Attendant Msg. 153	Attendant Msg. 221
reception	Attendant Msg. 79	Attendant Msg. 154	Attendant Msg. 221
Christmas Message	Attendant Msg. 80	Attendant Msg. 155	Attendant Msg. 231
Darren`s Taxi`s	Attendant Msg. 81	Attendant Msg. 156	Attendant Msg. 231
Darren`s Taxi`s OOO	Attendant Msg. 82	Attendant Msg. 157	Attendant Msg. 231
test	Attendant Msg. 83	Attendant Msg. 158	Attendant Msg. 231

Save

If you have multiple numbers you want to point to this Christmas Message you can then copy **index** number one (**highlighted in red below**) to any of the numbers in your external number list.

Number Per Page: 50 Page (1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 11 / 12 / 13 / 14 / 15 / 16 / 17 / 18 / 19 / 20)

Index	External Number	Day Ringing	Edit	Delete	Copy From	Copy To
1	019685415	Anthony Fitzpatrick(101)				
2	019685416	Group 800(800)				
3	019685417	Group 800(800)				
4	019685418	Group 800(800)				
5	0212339490	Group 800(800)				
6	0212339491	Group 800(800)				
7	0212339492	Group 800(800)				
8	0212339493	Group 800(800)				
9	0212339494	Group 800(800)				
10		Extn 110(110)				

Click the 'Copy from' button to copy from another ringing assignment by specifying the index number.

Click the 'Copy to' button to copy this ringing assignment to another one by specifying the index number of the destination. To copy to several index numbers, use the hyphen and comma symbols. For example: 4,10-12,15-20.

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Enter Index (or range) to copy Ringing Assignment settings to:

2,3,4,5,6,7

OK Cancel

13 / 14 / 15 / 16 / 17 / 18 / 19 / 20

Index	External Number	Day Ringing	Edit	Delete	Copy From	Copy To
1	015079580	Christmas Message(7004)				
2	015079581	Game On Media(102)				
3	015079582	RPRINT5(140)				
4	015079583					
5	015079584	Meet-Me Room 1(6900)				
6	015079585	New Demo conference(119)				
7	015079586	Darren Mc(109)				

Your numbers have now been forwarded to the Christmas Message Auto-Attendant recording.

To Remove the Christmas Message

Once the Christmas period is over you will need to change your call flow back to your usual call flow.









Step 1, Log into your administrator portal. Details of access can be found in your Welcome Pack emailed to you by our Service Delivery Team when you first signed up for your Magnet Voice service.

Step 2, Go to the **Trunks** tab in the administrator portal (highlighted in red below) and from the dropdown select **Ringing Assignment**.

In **Ringing Assignment**, you will see a list of your **External Phone Numbers** and where these numbers are pointed too. You will need to click on the **Edit Icon** (highlighted in red below).

Ringing Mode: Day Ringing ▾

Number Per Page: 50 ▾ Page (1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 11 / 12 / 13 / 14 / 15 / 16 / 17 / 18 / 19 / 20)

Index	External Number	Day Ringing	Edit	Delete	Copy From	Copy To
1	019685415	Anthony Fitzpatrick(101)				
2	019685416	Group 800(800)				

When in the Edit page you first need to remove the Christmas Auto-Attendant message, Click into the Auto Attendant section and click none (**highlighted in red below**)

Attendant Msg.			
	None		
Head Office Welcome	Attendant Msg. 76	Attendant Msg. 151	Attendant Msg. 221
Head Office Recept	Attendant Msg. 77	Attendant Msg. 152	Attendant Msg. 221
Head Office Times	Attendant Msg. 78	Attendant Msg. 153	Attendant Msg. 221
reception	Attendant Msg. 79	Attendant Msg. 154	Attendant Msg. 221
Attendant Msg. 5	Attendant Msg. 80	Attendant Msg. 155	Attendant Msg. 231
Darren`s Taxi`s	Attendant Msg. 81	Attendant Msg. 156	Attendant Msg. 231
Darren`s Taxi`s OOO	Attendant Msg. 82	Attendant Msg. 157	Attendant Msg. 231
test	Attendant Msg. 83	Attendant Msg. 158	Attendant Msg. 231
Attendant Msg. 9	Attendant Msg. 84	Attendant Msg. 159	Attendant Msg. 231
barry test	Attendant Msg. 85	Attendant Msg. 160	Attendant Msg. 231

Once the Auto-Attendant has been removed you will need to assign the relevant Extension or Group from the section on the left (**highlighted in red below**) and once assigned click SAVE at the bottom of the page.

Ringling Assignment - External Number : 019685415

	Add All
Extn 102 (102)	+ ^
Extn 103 (103)	+ ^
Extn 104 (104)	+ ^
Extn 105 (105)	+ ^
Extn 106 (106)	+ ^

1 Assignment	Remove All
↓ Anthony Fitzpatrick (101)	-

Select Auto-Attendant
None
+

Save

You have now reverted your Business phone number(s) back to their normal call flow.

If you need extra assistance, please contact:

Magnet Voice Support: 1800 789 789 Email: support@magnetnetworks.com

LIVECHAT

You can also contact us via our **LiveChat** @ our website [Magnetnetworks.com](https://magnetnetworks.com).

Chat to an agent straight away and get answers to you questions easily and quickly.

