



MANAGING INCLEMENT WEATHER AND HOLIDAY CLOSING CALL ROUTING

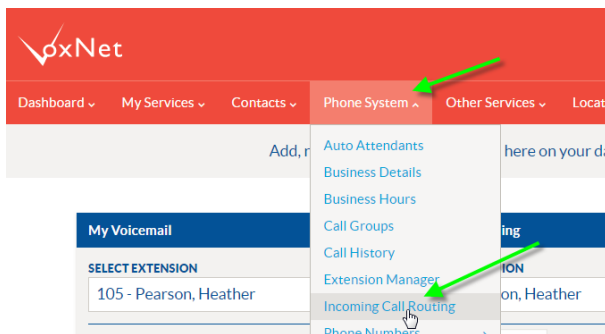
ON THE VOXNET SILHOUETTE PLATFORM

During implementation of your VoxNet Silhouette platform pre-recorded Inclement Weather and Holiday Auto Attendants were created for use at these times.

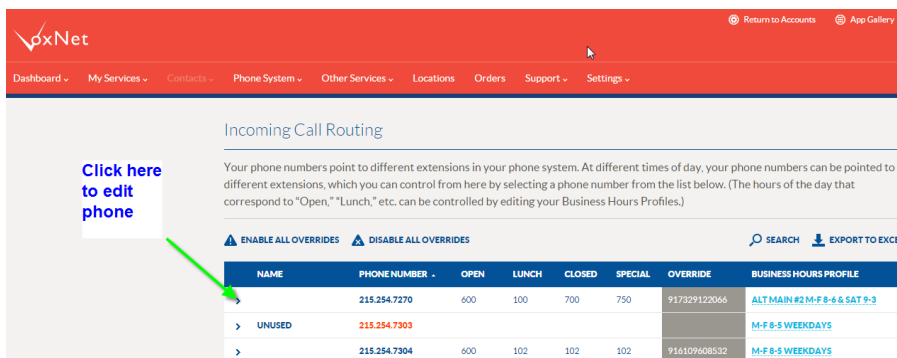
If you wish to enable an override to send calls to another telephone number to be answered instead of enabling a different auto attendant, follow the instructions on page [4](#).

TO TEMPORARILY ROUTE CALLS TO YOUR INCLEMENT WEATHER AUTO ATTENDANT, FOLLOW THESE INSTRUCTIONS:

1. Access Admin Portal at <https://hostedipphonesystem.net/HSLogin.aspx>
2. Navigate to Phone System>Incoming Call Routing



3. Click on the arrow next to the main number you wish to change routing for the Inclement Weather or Holiday closing





4. **Take note of the current settings** so you can return the telephone number to normal service after the closing
5. To only change the greeting for during business hours, set the DURING OPEN HOURS and, if needed the DURING LUNCH HOURS to send calls to the Holiday or Inclement Weather automated attendant.

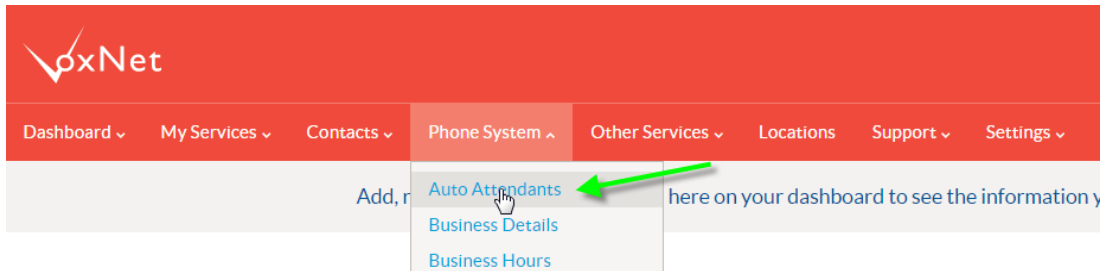
6. To enable the Holiday or Inclement weather greeting to play during all hours until disabled, set the Holiday or Inclement Weather auto attendant to play DURING OPEN HOURS and then check the box to “Use these hours for ALL times of day”

7. Make sure to click the SAVE button to save your changes

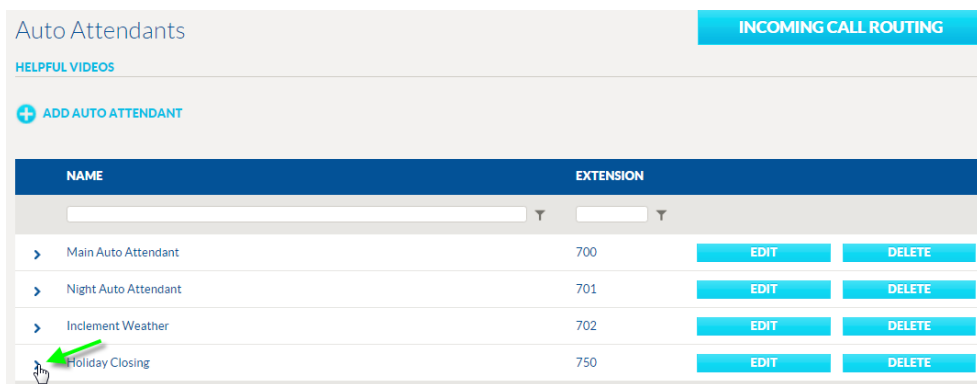


TO CHANGE THE GREETING ON YOUR HOLIDAY OR INCLEMENT WEATHER AUTOMATED ATTENDANT:

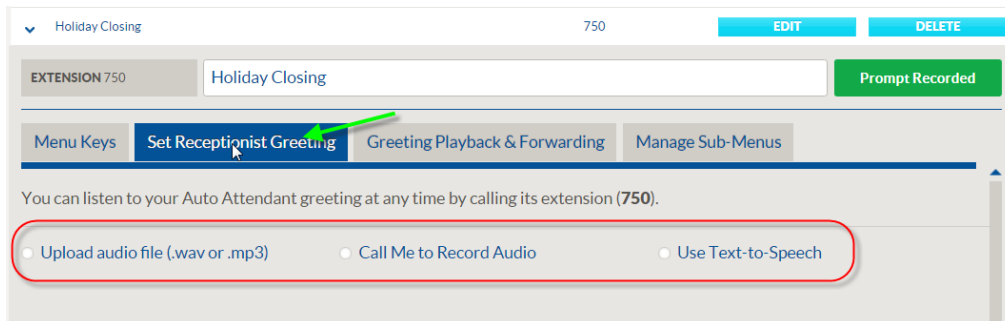
1. Navigate to Phone System>Auto Attendants



2. Click the arrow next to the Holiday or Inclement Weather automated attendant



3. Select the “Set Receptionist Greeting” tab and then choose from the 3 methods for creating the new greeting: Upload audio file, Call Me to Record Audio (must be done from a VoxNet phone), or Use Text-to-Speech (system generated greeting from text you enter).

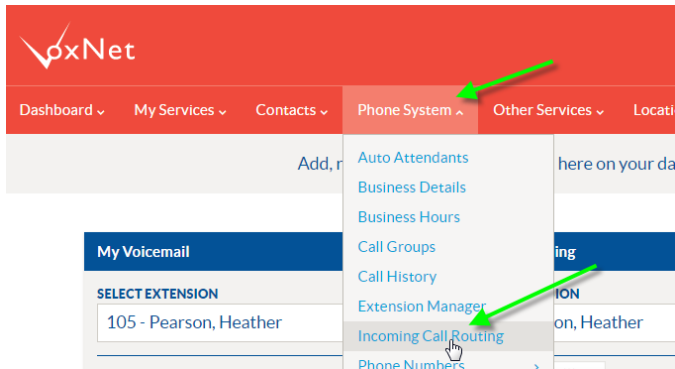


4. Make sure to click the SAVE button to save your changes.

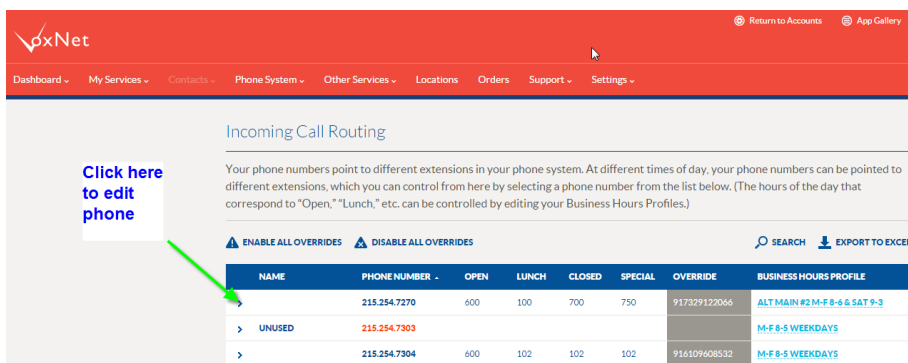


TO USE THE OVERRIDE FEATURE TO SEND CALLS TO ANOTHER TELEPHONE NUMBER SUCH AS A CELL PHONE:

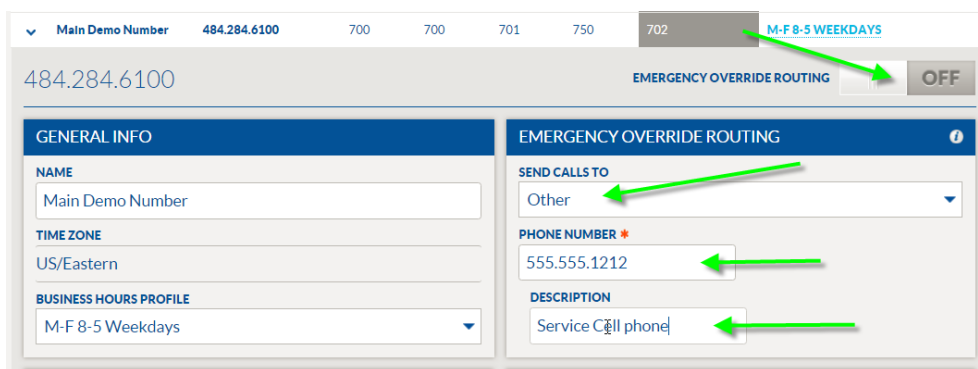
1. Navigate to Phone System>Incoming Call Routing



2. Click on the arrow next to the main number you wish to change routing for the Inclement Weather or Holiday closing



3. Under EMERGENCY OVERRIDE ROUTING select Other and then populate the telephone number to which you wish to route the calls and a description of this telephone number. Then, turn on the override by selecting the button currently set to "OFF".



After the closing simply return the EMERGENCY OVERRIDE ROUTING to the OFF position.