

# Time Conditions Manual

**Time of Day  
Key Switch Toggle  
Combination**

# CONTENTS

CONDITIONS PAGE.....	3
CREATING A TIME OF DAY CONDITION .....	4
USING HOLIDAY RULES.....	5
TIME OF DAY CONDITION DESTINATIONS .....	5
CREATING A KEY SWITCH TOGGLE .....	6
RECORDING A VOICE PROMPT.....	6
KEY SWITCH TOGGLE CONDITION DESTINATIONS.....	7
CREATING A COMBINATION CONDITION .....	8
FREQUENTLY ASKED QUESTIONS .....	9

# CONDITIONS PAGE

Log in to the User Panel with your username and password.

Username *	<input type="text"/>
Password *	<input type="password"/>

Click the **Conditions** button on the left-hand menu to view a list of conditions and information.



Click the edit button on the Condition you would like to manage.



Click the **X** if you would like to delete an existing Condition.

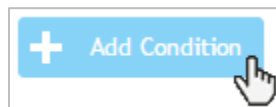


The green dot will be prominent if the condition is active.

A red dot will be prominent if the condition is inactive.



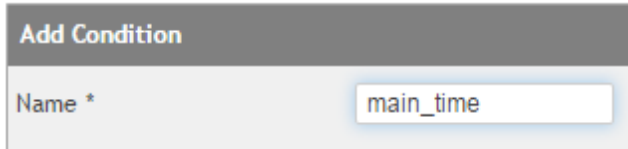
Click the **Add Condition** button to create a new condition.



# CREATING A TIME CONDITION

To select when a number or extension can be reached:

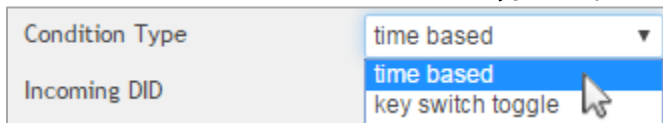
Enter a title for your condition in the **Name** field.



**Add Condition**

Name \*

Select **time based** from the **Condition Type** dropdown menu.

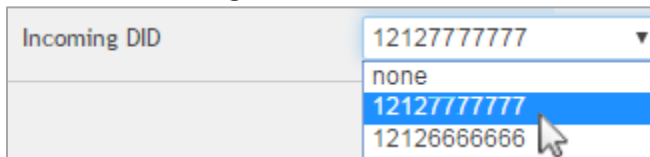


Condition Type

Incoming DID

key switch toggle

Select an **Incoming DID**.



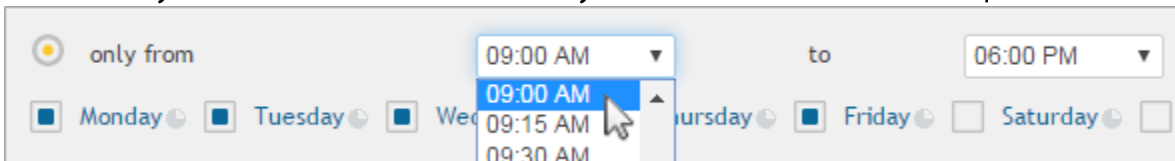
Incoming DID

none

1212777777

1212666666

Click the **only from** radio button and select **only from** and **to** times from the drop down menus.



only from  only to

Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

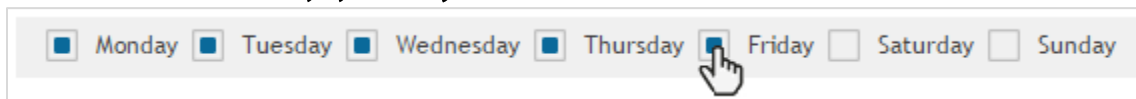
09:00 AM to 06:00 PM

09:00 AM

09:15 AM

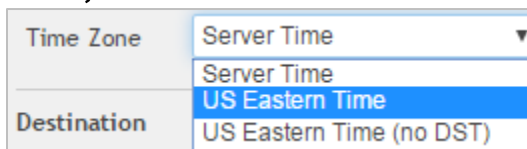
09:30 AM

Click to choose which days your **only from** and **to** times should be active.



Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

Select your **Time Zone**.



Time Zone

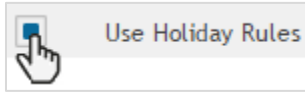
Server Time

US Eastern Time

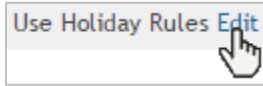
Destination

## USING HOLIDAY RULES

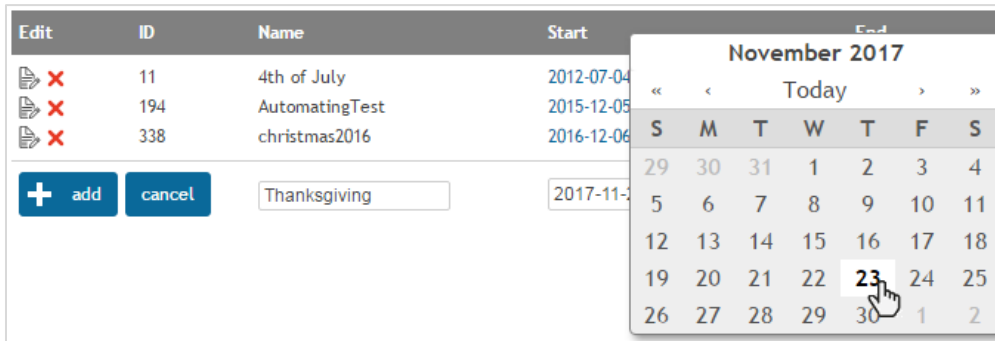
1. Click **Use Holiday Rules** to exclude availability on specific days.



2. Click the **Edit** hyperlink.



3. To create a new Holiday Rule, click the **add** button and enter the name and date range.

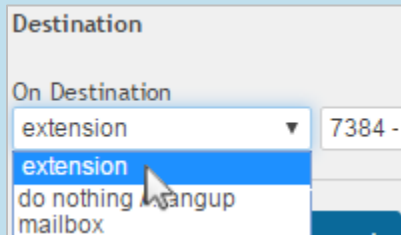


4. Click the **edit** button to adjust the name and date range, or click the **X** to delete.

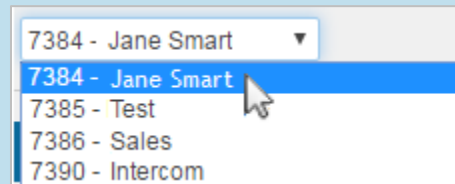


## TIME OF DAY CONDITION DESTINATIONS

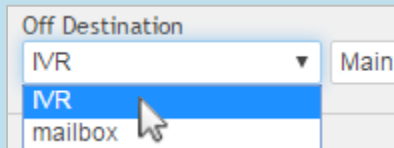
Select an **On Destination** from the associated dropdown menu to determine where the call arrives.



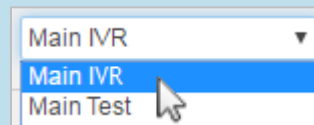
If necessary, make a selection from the next dropdown menu.



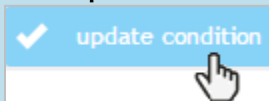
Select an **Off Destination** from the associated dropdown for an alternate end point.



If necessary, make a selection from the next dropdown menu.



Click **Update Condition**.



# CREATING A KEY SWITCH TOGGLE

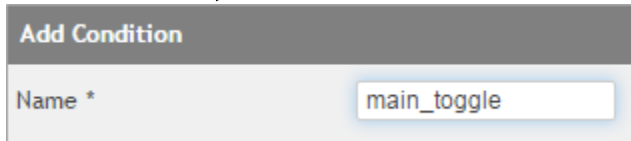
## RECORDING A VOICE PROMPT

The Key Switch Toggle function requires three Voice Prompts. Dial \*987 to record a prompt that informs the user of which buttons to press for activation and deactivation. Make sure to also record two more separate prompts that announce On Condition and Off Condition.

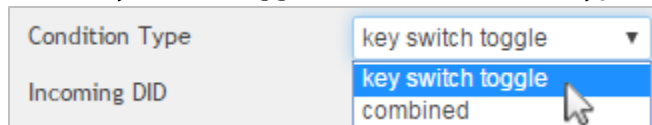
The prompts will be stored and can be renamed in the **Voice Prompts** directory found in the User Panel's **Features** section. After recording, existing prompts can be rerecorded for adjustments by dialing the assigned star code in the Voice Prompts listing.

To manually toggle whether a number or extension is available:

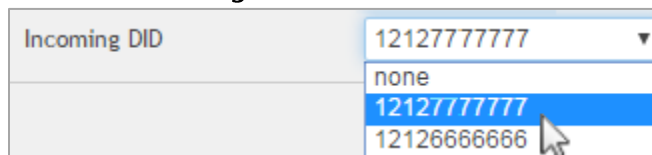
Enter a name for your condition in the **Name** field.



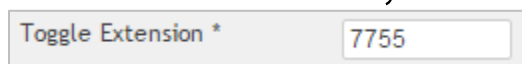
Select **key switch toggle** from the **Condition Type** dropdown menu.



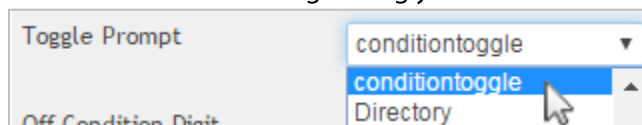
Select an **Incoming DID**.



Enter an available extension in your network to choose where the toggle feature will be reached.



Select the informational greeting you recorded from the **Toggle Prompt** dropdown list.



Click the play button to hear the prompt.



### KEY SWITCH STATUS

Key switch toggle can be dialed from any phone in your network.

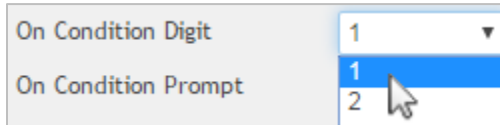
If the green dot is prominent, the On Condition is active.



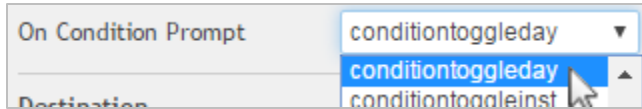
If the red dot is prominent, the Off Condition is active.



Select **1** from the **On Condition Digit** dropdown menu to activate the condition with this number.

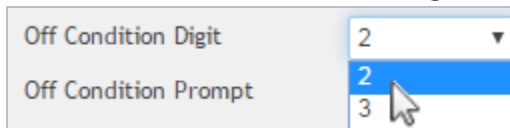


Select the **On Condition** greeting you recorded from the **On Condition Prompt** dropdown list.

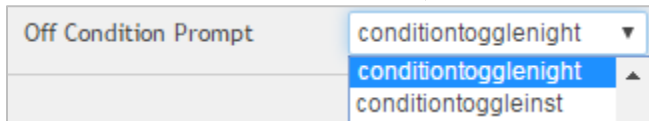


If desired, click the play button to hear the prompt.

Select **2** from the **On Condition Digit** dropdown menu to deactivate the condition with this number.



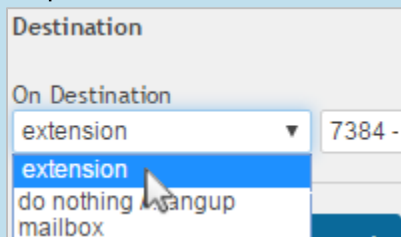
Select the **Off Condition** greeting you recorded from the **Off Condition Prompt** dropdown list.



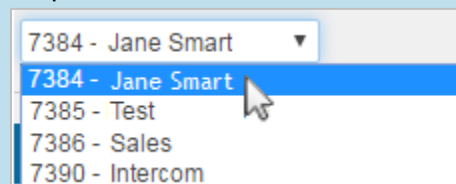
If desired, click the play button to hear the prompt.

## KEY SWITCH TOGGLE CONDITION DESTINATIONS

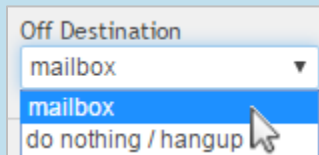
Select an **On Destination** from the associated dropdown menu to determine where the call arrives.



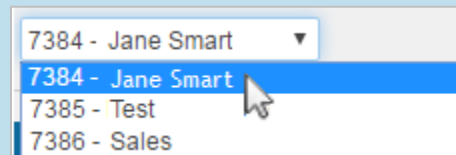
If necessary, make a selection from the next dropdown menu.



Select an **Off Destination** from the associated dropdown for an alternate end point.



If necessary, make a selection from the next dropdown menu.



Click **Update Condition**.

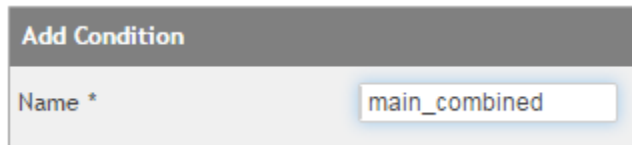


# CREATING A COMBINATION CONDITIONS

The Combination condition uses the Key Switch Toggle to turn Time of Day availability on or off.

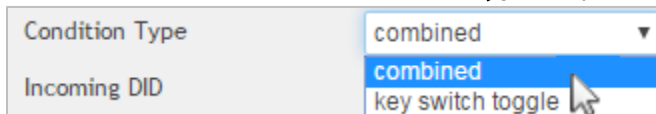
To manually toggle when Time of Day settings are active:

Enter a name for your condition in the **Name** field.



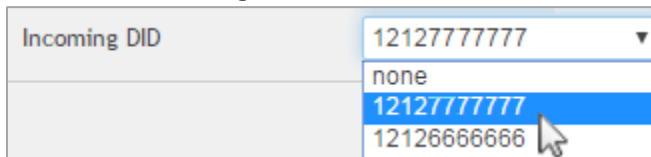
Add Condition	
Name *	main_combined

Select **combined** from the **Condition Type** dropdown menu.



Condition Type	combined ▼
Incoming DID	combined
	key switch toggle

Select an **Incoming DID**.



Incoming DID	1212777777 ▼
	none
	1212777777
	1212666666

Follow the **Creating a Time of Day Condition** instructions to set the preferred availability times and days.

Follow the **Creating a Key Switch Toggle Condition** to set the toggle functions and both **On** and **Off Destinations**.

Click **Update Condition** when done.



## FREQUENTLY ASKED QUESTIONS

**Question:** What should I do if my phone doesn't ring during the times I set?

**Answer:** If your phone rings or does not ring during the times you have selected, you may make adjustments in the Conditions panel.

**Question:** Will the condition hang up on my callers?

**Answer:** If the time condition is set to "do nothing/hang up," the system will disconnect the call. Please ensure the correct function is enabled for both **On** and **Off** destinations.

**Question:** If there's an emergency or inclement weather, can I change the time remotely?

**Answer:** Yes, you may log into your User Panel from any location with an internet connection.

**Question:** Can I change the on and off destination for an existing condition?

**Answer:** Yes, these can be changed in the User Panel by editing an existing condition.

**Question:** Do I have to use the key switch toggle at a designated time?

**Answer:** No, the key switch toggle can be used at any time.

**Question:** How can I receive additional support?

**Answer:** You can reach Smart Choice Communications **24x7x365** at **(800) 217-3096**.