

Time Conditions

Control when inbound calls can reach your extensions through customized schedules and instant availability settings.

GET STARTED

1. Log into the OMNI Panel using your username and password.
2. Click the **Manage Enterprises** link under the Enterprises header.
3. Type your enterprise name into the search bar, then click the arrow to access your panel when it appears.
NOTE: Do not click an automatically populated enterprise name, as this will take you to the Edit Enterprise section of the OMNI Portal. When searching for your enterprise, click the **Search** key instead.
4. In the Enterprise Panel, click the **Extensions** link.
5. Type the name or number of the extension you would like to access into the Search text field, and click the arrow when it appears to access this extension's user panel.

CREATE A CONDITION

Click the **Conditions** link on the left-hand menu to view the **Manage Conditions** page.

Click the **Add Condition** button to set up a new condition and select one of the following options to manage incoming calls:

Time Based: Control which days and times your extension can be reached.

Key Switch Toggle: Dial a programmed number to manually activate or deactivate extension availability.

Combined: Use a key toggle to turn off the preset **Time Based** condition.

Each condition can be set up using the instructions found in this guide.

On the **Manage Conditions** main page:

- The **green** dot indicates the condition is active.
- The **red** dot indicates the condition is inactive.
- The **yellow** dot indicates the alternate destination feature is active.

Click the **pencil** edit icon to adjust an existing condition.

Click the red **x** to delete an existing condition.

TIME BASED CONDITION SETUP

To select when a number or extension can be reached:

1. Select **Time Based** from the **Condition Type** dropdown menu.
2. Enter a title for your condition in the **Name** field.
3. Select an **Incoming DID**.
4. Select a time frame and **Time Zone**, then select the days your condition should be active.

CONDITION DESTINATIONS

1. Select an **On Destination** (extension, mailbox, etc.) from the associated dropdown menu to determine where the call arrives. *Make another selection if a secondary dropdown menu appears.*
2. Select an **Off Destination** from the associated dropdown for an alternate endpoint.
Make another selection if a secondary dropdown menu appears.
3. Click **Update Condition** when finished.

HOLIDAY RULES SET UP

1. Click the **Use Holiday Rules** box.
2. Click the **Edit** hyperlink next to the Holiday Rules text.
3. Click the **Add** button on the new page and enter a name and date range.
4. Click the **Edit** button to adjust the **Name** and **Start** and **End** dates, or click the red **x** to delete.

CONDITIONS SET UP

To record **VOICE PROMPT** instructions for your Toggle:

Dial ***987**.

- Record one informational prompt detailing the toggle condition.
- Record one prompt that lists which digit **activates** or **deactivates** the condition when dialed.
- Record two prompts that announce whether your **Time Based** condition is **On** or **Off**.
- Record one more prompt to announce which digit activates the **Alternate** toggle function.

To rerecord your prompts, navigate to the **Voice Prompts** page in the Features section of your Enterprise panel and dial the assigned star code.

To create a **TOGGLE FEATURE** that lets you instantly turn an extension on or off:

1. Select **Key Switch Toggle** from the **Condition Type** dropdown menu.
2. Enter a name for your toggle condition in the **Name** field and select an **Incoming DID**.
3. Enter an available **Extension** that can be called to access the toggle feature.
4. Select one **On** and one **Off** destination for inbound calls, and choose one **Alternate** call destination.
5. Select the initial prompt greeting you recorded from the **Toggle Prompt** dropdown list.
6. Select **1** from the **On Digit** menu to activate the condition when this number is dialed. Next, select the **On** status greeting you recorded from the **On Condition** prompt list.
7. Select **2** from the **On Digit** menu to activate the condition when this number is dialed. Next, select the **Off** status greeting you recorded from the **Off Condition** prompt list.
8. Select **3** from the **Alternate Destination** menu list to reach the alternate destination when this number is dialed. Next, select the **Alternate** destination prompt you recorded from the **Alternate** menu.
9. Click **Update Condition** when you are done.

To create a **COMBINATION CONDITION** and manually toggle when Time of Day conditions are active:

1. Select **Combined** from the **Condition Type** menu.
2. Enter a name for your condition in the **Name** field and select an **Incoming DID**.
3. Follow the **Time of Day** instructions to set the preferred availability times and days and the **Key Switch** instructions to set the toggle functions and destinations.
4. Click **Update Condition** when done.