

Updating Cloud After Hours Queue

01/05/2024 6:14 pm EST

1. Within your browser of choice, enter the following IP in the address bar:

fp. <http://172.16.142.92/>

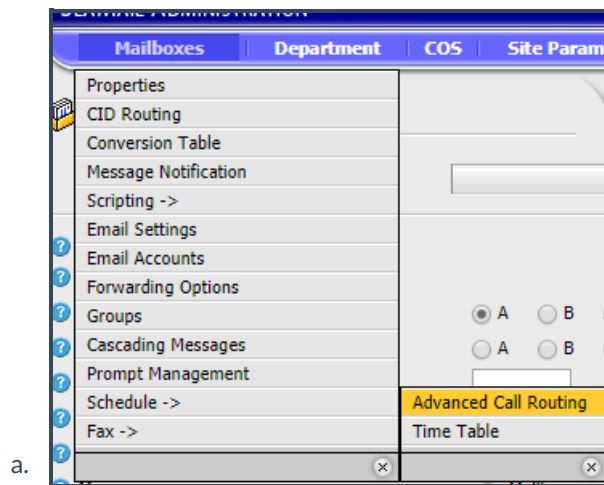
2. Enter the credentials that have been shared

3. In the top left, click Mailboxes > Properties

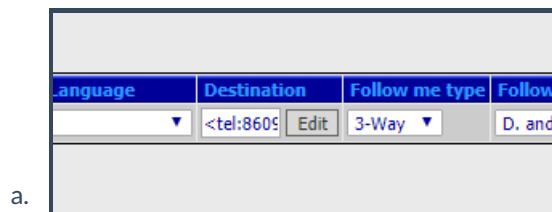
4. In the top left, you will see a field with the number "100" in there, replace this with 4755 and then click Go. After you have clicked Go, be sure that 4755 is now populated in that field.

a. 4755 is the extension used for after hours support.

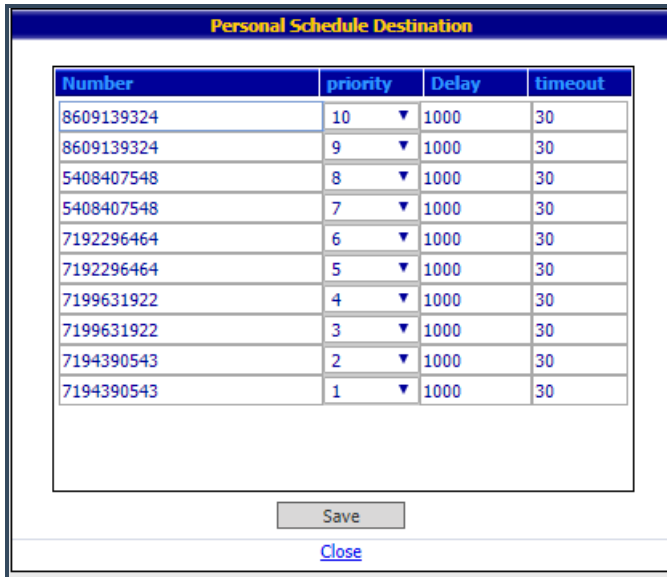
5. Click Mailboxes > Schedule > Advance Call Routing



6. Once that this page, Under the Destination column, click Edit



7. A window labeled, "Personal Schedule Destination" will pop up with the phone numbers.



a.

8. Priority 10 will be the first call and Priority 1 will be the last

a. Currently the phone will call the user twice in a row. Be sure you enter the call twice.

9. Adjust the calls call order

a. Contact information below:

i. Allen Roberts – 5408407548

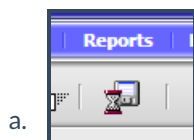
ii. Josh Brennan – 7199631922

iii. Shaun Blair – 7194390543

iv. Wendy Weston – 8609139324

10. After you have the queue set up, click Save at the bottom of the “Personal Schedule Destination” window.

11. Next, click the Save icon at the top. It is an hourglass with a floppy disk



a.

12. To ensure that the settings stuck, move to the next mailbox and back using the arrow keys to the right of the Save

a.



13. Click Edit under Destination again and make sure queue is correct.