

Mode Switching - IVR / Regular Hours / After Hours, Holidays

The phone systems **PBXSystem.ca** set-up includes a **MODE SWITCHING** function. This allows a user to manually or automatically schedule mode changes for different days of the week, office hours and after hours, as well as holiday events. These modes will sometimes be programmed on "Phone Buttons" as speed dials, if requested, to manually change modes when pressed. Or, you can switch modes by dialing an asterisk * code. The **BASE MODES** we configure are:

- Default Mode = *61 - Regular Hours Mode**
- MODE 1 = *62 - usually After Hours Mode**
- MODE 2 = *63 - usually Holiday Mode**

These Modes can be customized, and changed as required. You are also NOT LIMITED to just these three modes. You can have multiple modes to change as required. MODES should only be set-up and limited to what you specifically need - look for the SET GLOBAL INBOUND MODE button on the main INBOUND ROUTES page:

The screenshot displays the 'Set Global Inbound Mode' configuration page. The sidebar menu on the left includes 'System Status', 'Extension/Trunk', 'Extensions', 'Extension Groups', 'Analog Trunks', 'VoIP Trunks', 'SLA Station', 'Outbound Routes', 'Inbound Routes' (highlighted), 'Call Features', and 'PBX Settings'. The top navigation bar shows 'Inbound Routes' with a yellow circle and downward arrow, and buttons for '+ Add', 'Blacklist', 'Set Global Inbound Mode', 'Import', 'Export', and 'Filter'. The main configuration area includes:

- Enable Inbound Multiple** (checked)
- Mode:** (indicated by a yellow circle and downward arrow)
- Inbound Mode:** (indicated by a yellow circle and rightward arrow) set to 'Default Mode'
- * Inbound Default Mode:** *61 (with red text 'DIAL CODES for switching' pointing to the field)
- * Mode 1:** *62
- * Mode 2:** *63
- * Mode 3:** *64
- * Mode 4:** *68
- * Mode 5:** *69
- * Mode 6:** *70
- * Mode 7:** *71

Red minus signs are visible to the right of the mode 2 through 7 fields. A red line is drawn vertically from the 'DIAL CODES for switching' text down to the *71 field.

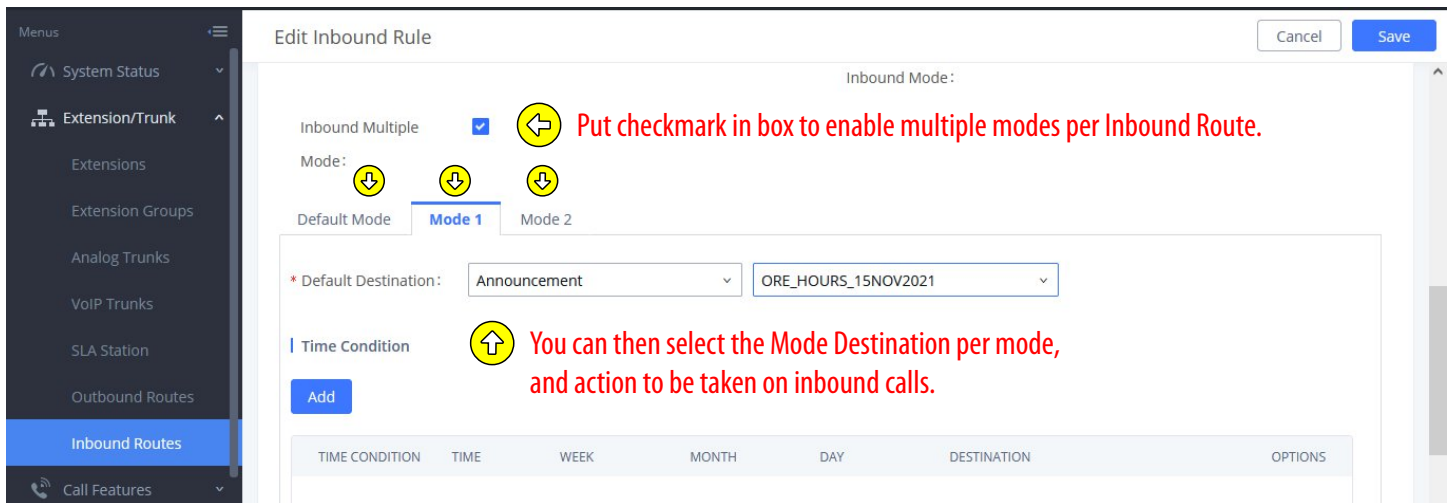
Mode Switching - Setting up INBOUND MODE on ROUTES

Mode Switching is “customizable per your company needs”. As mentioned, it can take place manually or automatically based on Office Hours, Holiday Scheduling and other factors - too many to go into here.

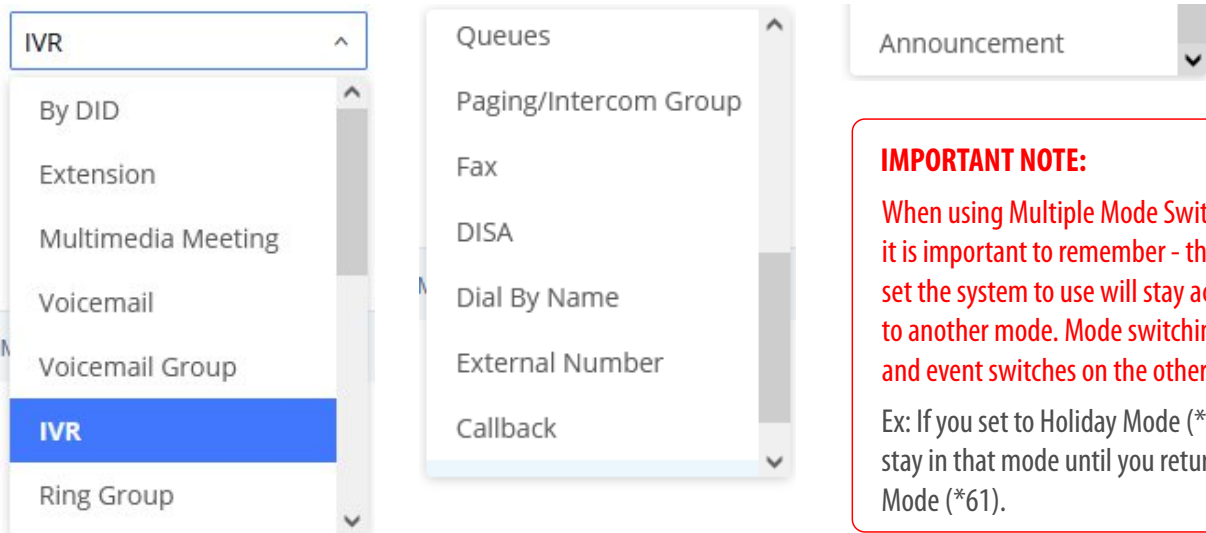
There are also multiple other “Features” you can access to set-up your required Inbound Mode on all, or single inbound routes and lines, depending on your needs. We have outlined the options below. Because there are many ways to do Mode Switching functions - it is best to discuss with us, what your needs are to ensure it all functions correctly, or have us set them up for you.

To change, or set-up - go to [INBOUND ROUTES / SELECT YOUR ROUTE](#) (Click the EDIT ICON beside the desired route)

Once in the route editing - scroll down to where you see [INBOUND MULTIPLE MODE](#) and [check off the enable box](#). You can then see the [Default Mode / Mode 1 / Mode 2](#) tabs activate to access them:



Multiple Options available under the Mode Selection Menu - depending on your specific company needs:



IMPORTANT NOTE:
When using Multiple Mode Switching functions, it is important to remember - the mode you select / set the system to use will stay active until you switch to another mode. Mode switching overrides ALL time and event switches on the other inactive modes.
Ex: If you set to Holiday Mode (*63) the system will stay in that mode until you return, and dial Default Mode (*61).

PBX MODE SWITCHING - ARE CUSTOMIZABLE

Your PBX Phone System allows for what is called MODE SWITCHING.

Mode switching allows you to put your system into different modes for non-scheduled or customized answering process, and other select features.

OUR STANDARD SET-UP for changing MODES is shown below...

IMPORTANT NOTE: When you dial any of these codes - wait for the audio message: "SET SUCCESS" - then hang up the call.

DIAL *61 - REGULAR / DEFAULT MODE - as you normally use the system day in / day out.

DIAL *62 - AFTER HOURS MODE - sets it PERMANENTLY until you use *61 or switch to a different mode.

DIAL *63 - HOLIDAY MODE - sets it PERMANENTLY until you use *61 or switch to a different mode

DIAL *64 - ALL CALLS RING ALL PHONES - a special mode which changes the system to allow ALL INCOMING CALLS to ring ALL PHONES. This feature is seldom used, but is sometimes needed for two step web authentication these days. Normally you would switch back to *61 / Regular Mode right after using it.

IMPORTANT NOTES:

The above codes are some STANDARD MODES we will usually set-up on your phone system.

These codes can be customized for different events or requirements. We can also add additional dial mode codes (up to 10 in total only) should you want different modes for different reasons.

The following additional *disabled* Mode Switching codes are available: *69 to *71, *74 to *76

Some may include permanent office closures, extended or seasonal holidays, or after hours / weekend call processing changes your company may require.

Contact us to discuss your requirements and options needed to determine if a specific call function is available to use in mode switching!
