Out of office site intercept

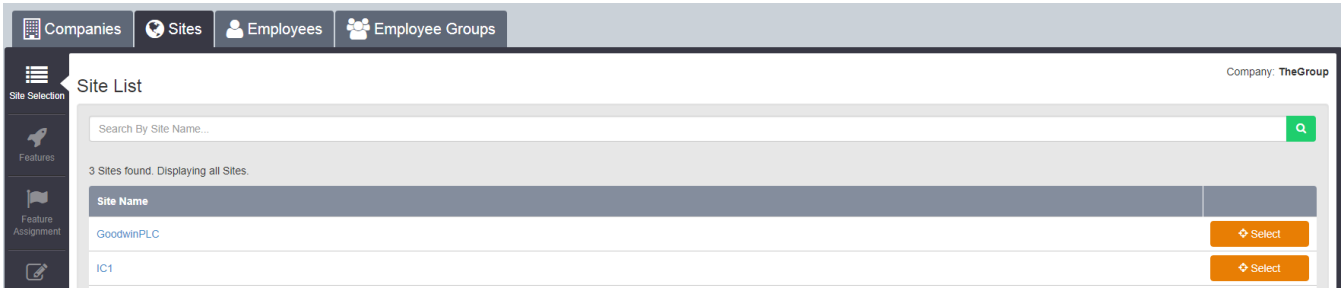
186 Keira Tait Thu, Mar 29, 2018 IP Voice Services (IPVS) 2276

Only enable this at the time you want it on, so if you are away at Easter, and want to set it at 5PM. You must do this before you leave at that time

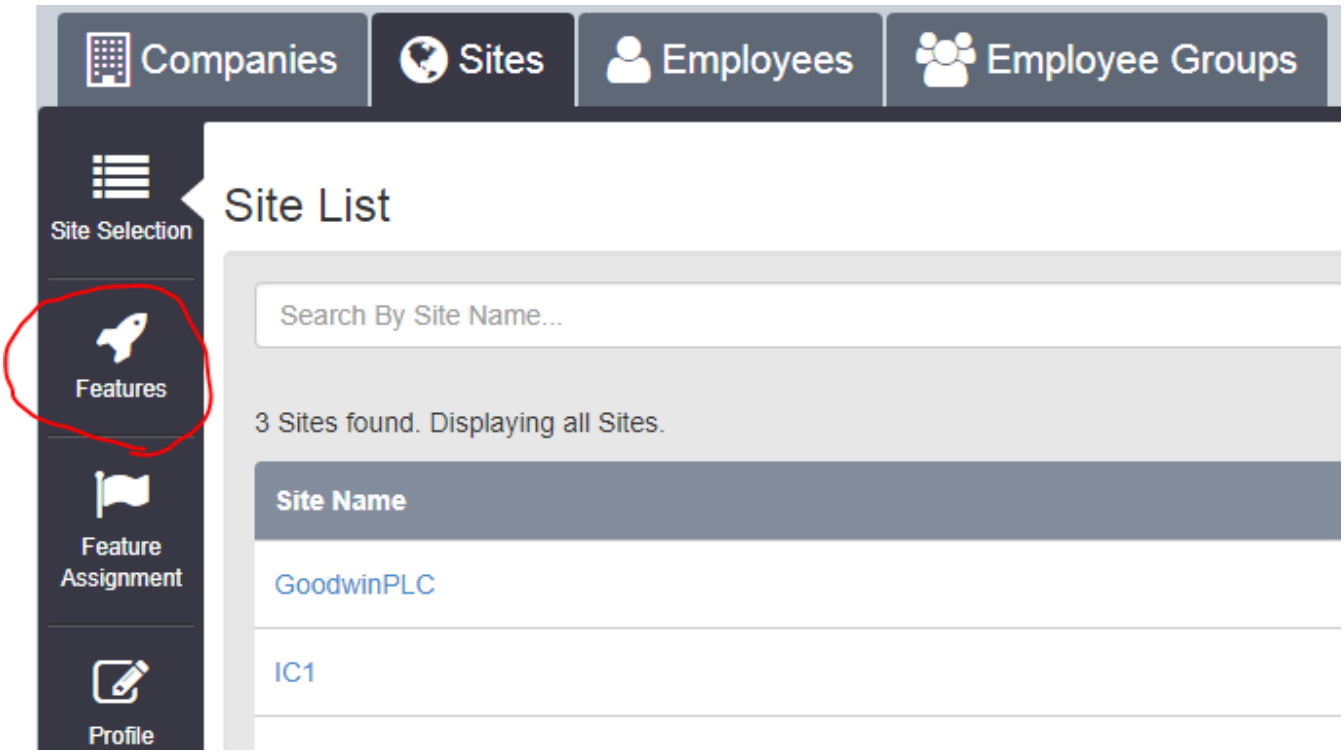
First off, you need to get the correct file type. The IPVS platform accepts the file type of CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes that is no greater than 1000kb

Once you have your file, log into the business portal at https://portal.yourservices.co.uk/businessportal and sign in with your username/password.

When you are logged in, search for the site you wish to upload the Hold music to or just hit the search button, to show all sites in your company and select the appropriate one.



Once the site is selected, click the features tab



You are then looking for "site intercept", select configure.



You want to turn on site intercept, and select use personal announcement if you have your own Audio file, this will present callers with the Audio file who call.

If you do not use the personal announcement, it will simply do nothing with the call.

Online URL: https://kb2.ic.uk/article.php?id=186