

Scheduling Custom Holidays or Closures in the M-Cloud Phone System

• Login to your Medtel Cloud Phone system using the URL and credentials provided by a Medtel Technician.

			English (US) 🗸
Username			
Password			
LOGIN			

- In the upper right corner, make sure to select **English (US)** for language. This setting will only change the wording of certain features, all menu options are in the same locations.
- Hover your cursor over Time in the main menu then select **Ring Modes**.

Medtel Communications ADMINISTRATION (admin - Admin Level: 1) Logout		🛉 System	Time	Users Gro	oup Settings	Trunks	Contact Center	Logs
			Ring Modes					
Time / Ring Modes			Time Frames / Ring Mode					
			Holidays					
Filter Profile: Default Filter Profile 💠	Colsolodate Day/Night Switching Days: Disabled	÷ (+)	Miscellaneous Timers					
Index	Ring Mode	Enable	Non Switching		Preset Holiday Mod	le		
1	Day Ops				0			
2	Tech 5-8				0			
З	Night Ops				0			
4	Holiday				0			
5	Inclement Weather				0			
б	Company Meeting							
7	Pre Closure Day	\checkmark			0		Ŵ	
8	Pre Closure Night				0		Ŵ	
9	Pre Closure 5-8				0		Ŵ	

- Standard systems will have a Day mode, Night mode, Holiday, and Inclement Weather Ring Mode.
- You may also have a Pre-Closure Day mode, Night mode and/or Pre-Holiday Day and Night modes.
- These messages were pre-configured by Medtel Onboarding or Technical Support. Please contact <u>Technical Support</u> or 800-404-9941 if you need assistance.
- Hover your cursor over Time and select **Holidays**. If the selected language is not English (US) it will be listed as Exceptional Switching Date in the menu.



- In the top left corner, you will see two drop-down options: Filter Profile: Default Filter Profile and a drop-down for **Preset Holidays/Custom Holidays**
- Select Custom Holidays



- Setting up Custom Holidays
 - In the Preset Holidays mode, the system automatically switches to closed mode on the Enabled holidays. These holidays are enabled/disabled by checking the boxes.
 - Use **Custom Holidays** mode to customize your open and closed schedule to accommodate early or special closures or modified business hours.

Medtel Communications ADMINISTRATION (sprewitt) Logout	4	System	Time	Users	Groups	Trunks	Access Control	Contact Center	Logs
Holidays									
Custom Holidays 🗸								1	est
Start Time	End Time	Mode	Re	eplace with mode		(Comment	[Delete
01/01/2024 8:30 am	01/01/2024 5:00 pm	Holiday Mode	▼ No	ne 🗸					Û
05/29/2023 8:30 am	05/29/2023 5:00 pm	Holiday Mode	▼ No	ne 🗸					Û

- To enter a custom holiday schedule, first enter the Start Time. Hover your cursor over Start Time and click to select the Month and Day, verifying the correct year. Set Time to 12:00 am using the Hour and Minute sliders.
- Next, hover your cursor over End Time and click to select the correct Month and Day, verifying the correct year for when you wish the custom holiday to end. Use your normal closing time for the end time. This will prompt the system to play your standard night greeting.

Holidays

01/01/2024 12:00 am	01/01	/2024 5:	00 pm			[Holida	y Mod
	0		Janu	ary 20	24		0	
05/29/2023 8:30 am	Su	Мо	Tu	We	Th	Fr	Sa	Mod
	_	1	2	3	4	5	6	F
07/04/2023 8:30 am	7	8	9	10	11	12	13	Mod
09/04/2023 8:30 am	14	15	16	17	18	19	20	Mod
	21	22	23	24	25	26	27	
11/23/2023 8:30 am	28	29	30	31				Mod
12/25/2023 8:30 am	Time	2	5:	:00 pn	n			Mod
	Hou	r				U		
	Minu	ute		-				_
	No	14/				Do	ne	
								╞



If you are using this with a preset holiday following the custom closure date, use 11:59pm as your end time. This will prompt the system to play the greeting for the upcoming preset holiday.

- Under the Mode column, hover over the drop-down window and click to select Holiday Mode.
- Use the Comment text box to label your entry.
- Click the blue Save button at the bottom of the screen to save your entries.

Note: Custom Holiday entries will override enabled Preset Holidays.

Below is a view of the Preset Holidays screen. The checked boxes indicate the observed holidays.

Time / Holidays				
Filter Profile: Default Filter Profile 🗘 Preset Holida	iys 🛟			Test
Preset Holidays Template: PresetHolidays_USA.json 🗘		Import From Template. Delete Al		
Index	Name	Description	Next Due Date	Enable
1	New Year's Day	January 1st	01/01/2025	
2	MLK Day	Third Monday of January	01/20/2025	
З	Presidents Day	Third Monday of February	02/17/2025	
4	Good Friday	Friday before Easter	04/18/2025	
5	Easter Sunday	First Sunday after Paschal Full Moon	04/20/2025	
б	Memorial Day	Last Monday of May	05/26/2025	
7	Juneteenth	June 19th	06/19/2024	
8	Independance Day	July 4th	07/04/2024	
9	Labor Day	First Monday of September	09/02/2024	
10	Columbus Day	Second Monday of October	10/14/2024	
11	Veterans Day	November 11th	11/11/2024	
12	Thanksgiving	Fourth Thursday of November	11/28/2024	
13	Black Friday	Day after Thanksgiving	11/29/2024	
14	Christmas Eve	December 24th	12/24/2024	
15	Christmas Day	December 25th	12/25/2024	۵

