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October 2026



Evonex Night Mode

A Setup and User Guide for Administrators

Document Version Control

Document Version	Date of Publication	Author	Comments
1.0	November 2022	MF	Initial release of Night Mode capability
1.1	October 2026	MF	Addition of Service Codes and BLF keys to facilitate Night Mode Absolute functionality

Contents

Document Version Control ***1***

Introduction ***3***

How do I set it up? ***4***

Enabling Night Mode for each DDI **6**

Adding DDIs to a Night Mode call group **6**

Call Routing **7**

Administrators and Modes Operators **8**

How do I use it? ***9***

Toggle Night Mode Profile: Forward **9**

With a Service Code: 9

With a BLF key: 10

Toggle Night Mode Profile: Absolute **10**

With a Service Code: 10

With a BLF key: 11

Via Portal: 11

Introduction

Night Mode is a simple and easy-to-use way of enabling and disabling an 'out-of-hours' mode for a DDI or group of DDIs. It is an alternative to Time Based Routing (AKA Scheduling) which is extremely flexible but can be too complicated for some organisations.

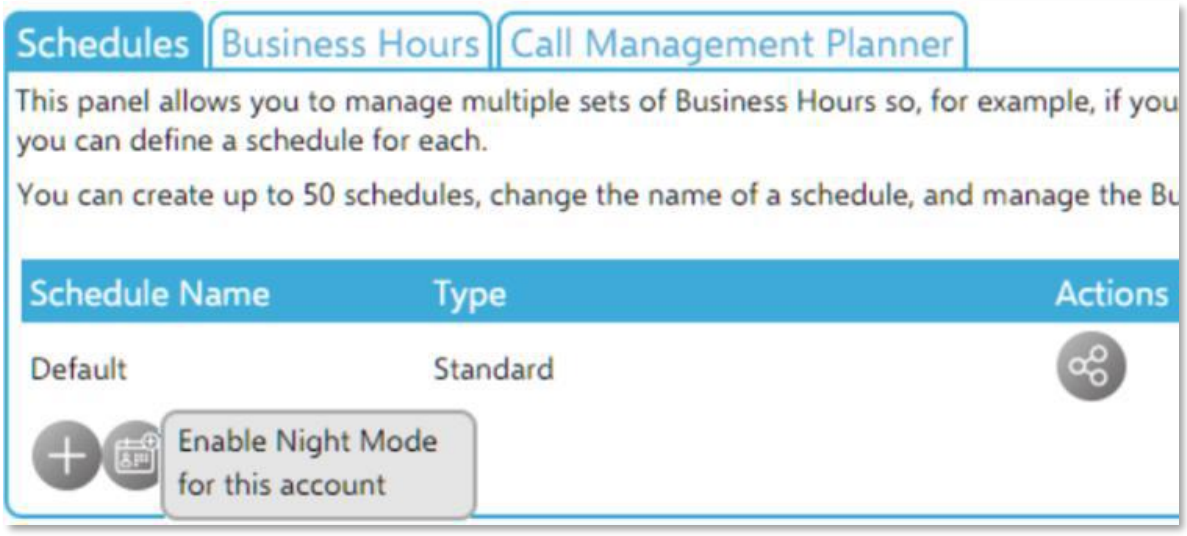
As such, no dates or times can be associated with a Night Mode profile and they are enabled and disabled either via Service Codes, BLF keys, or via the Portal.

Up to 8 different Night Mode profiles can be configured to allow for alternate call routing in different scenarios, for example; Lunch, Meeting, Extended Hours, etc.

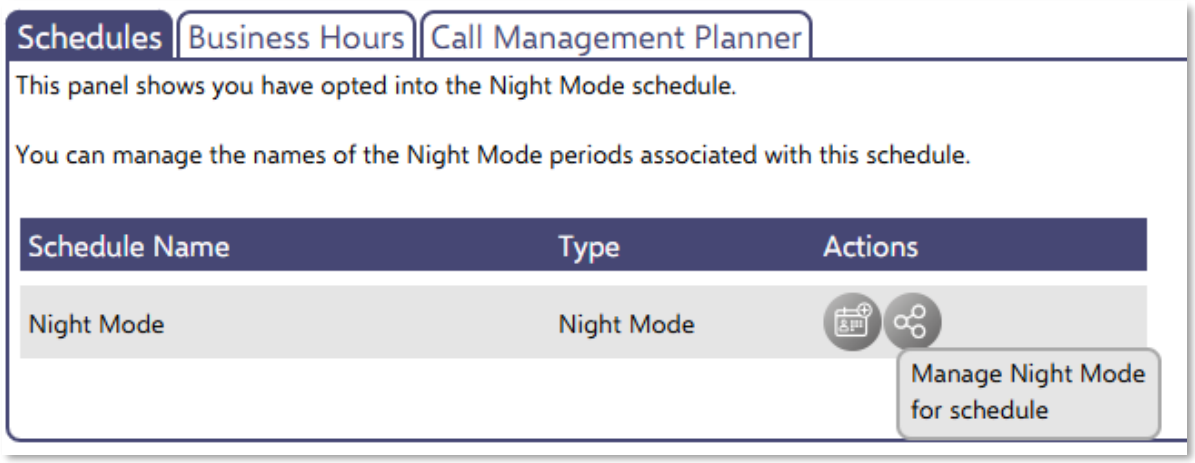
How do I set it up?

Time Based Routing and Night Mode can not both be available at the same time. The default for all customer accounts is that time-based routing is enabled. If you with to use Night Mode instead, you will need to disable time-based routing and enable Night Mode.

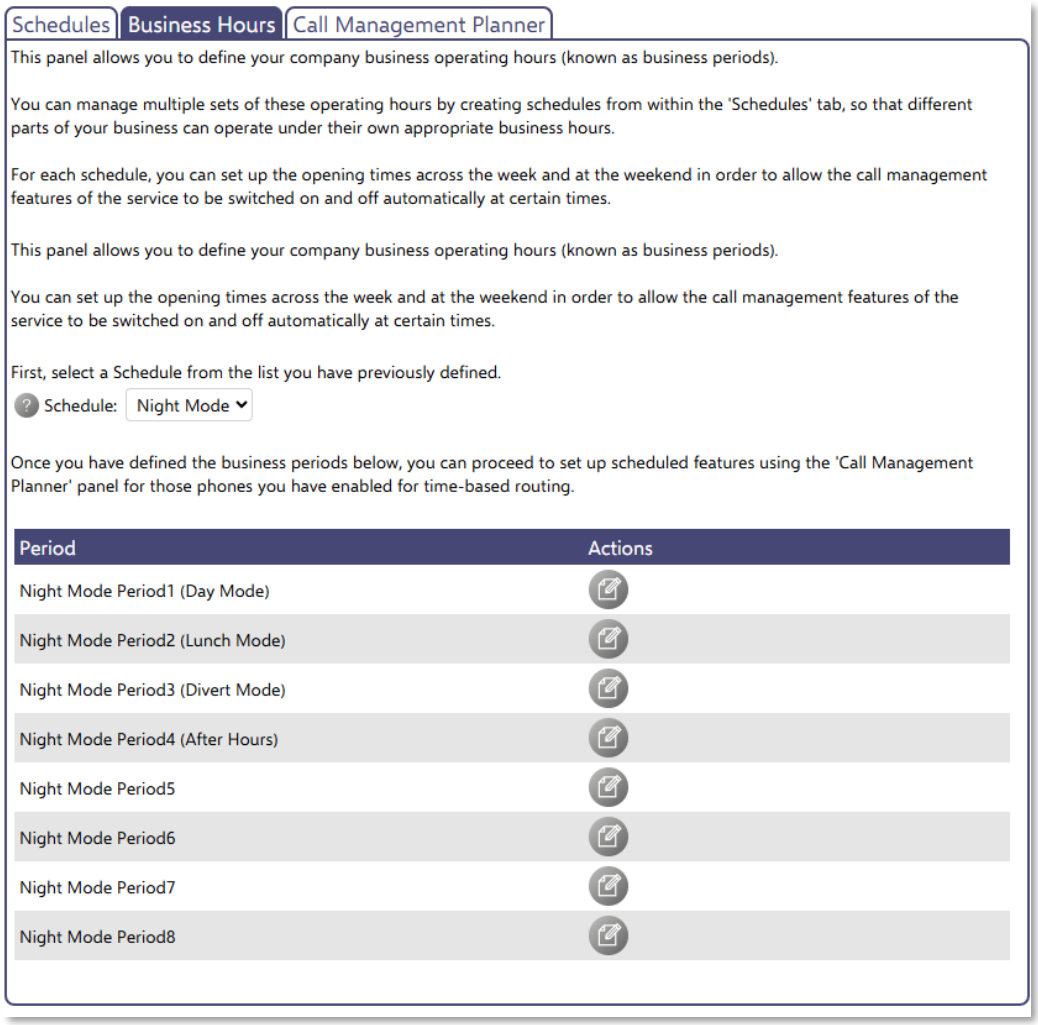
Go to **Company Features > Scheduling > Schedules**. If no previous Time-Based Routing settings have been made (the only schedule that exists is 'Default' and its settings have not been modified), the **'Enable Night Mode for this account'** button will be available.



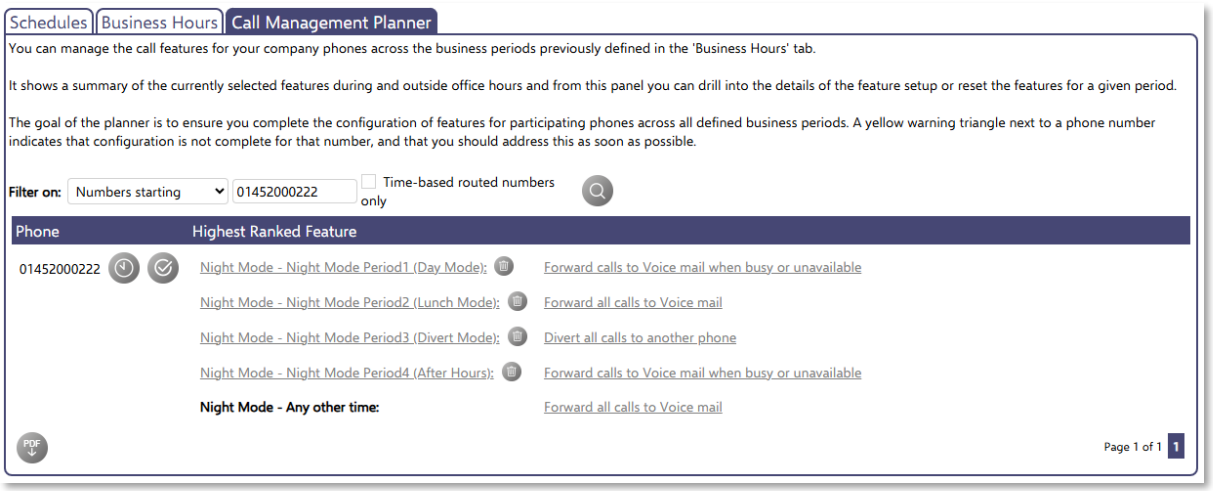
Click the button which will remove the TBR controls and allow you to manage Night Mode profiles and disable Night Mode (to go back to using TBR controls instead).



Up to 8 Night Mode Profiles can be utilised and you can give each one a name that matches its intended purpose. Some examples are shown below.

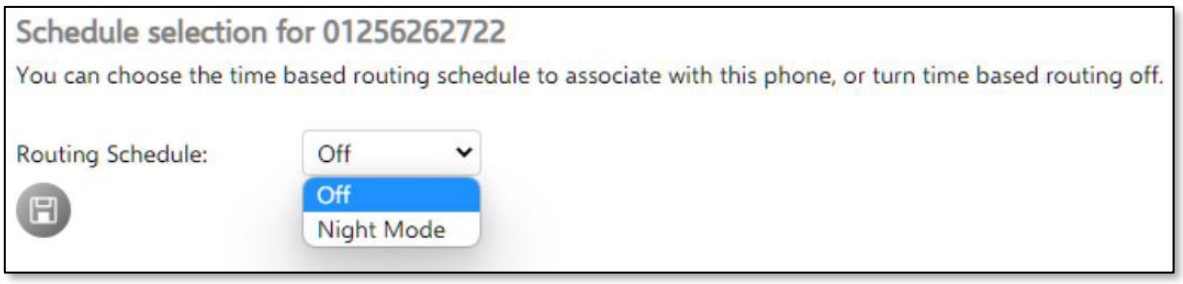


You can apply multiple Night Mode profiles to a DDI, and you may also remove the profiles you do not wish to apply to a DDI. It may help to use the Call Management Planner **(Company Features > Scheduling > Call Management Planner)** to view the currently selected profile for each DDI. Note, the currently selected Night Mode profile will be in bold.



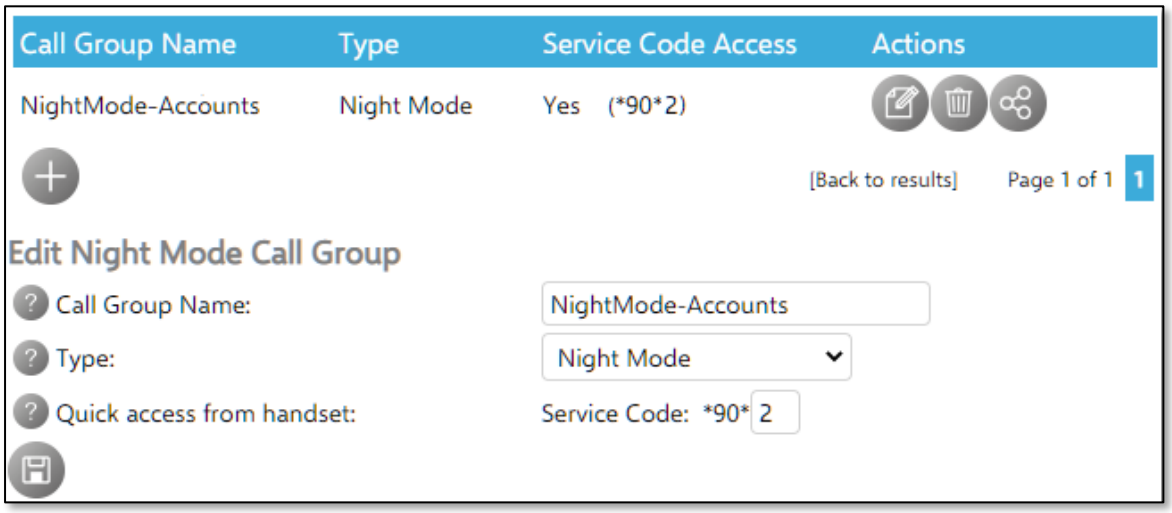
Enabling Night Mode for each DDI

Go to **Company Features > CLI Maintenance**, find the CLI you want to modify and click the 'Choose appropriate routing schedule for this phone' button then select 'Night Mode' from the drop-down menu.



Adding DDIs to a Night Mode call group

Optionally, if you want Night Mode activation and de-activation to apply to more than one DDI at a time, you may create a 'Night Mode Call Group'. Add the DDIs with Night Mode enabled as members of the group and define your desired Service Code digit(s) for the group. Supported digits are between 1 and 99 and apply to both the ***90* Night Mode Forward** and ***94x* Night Mode Absolute** functions.



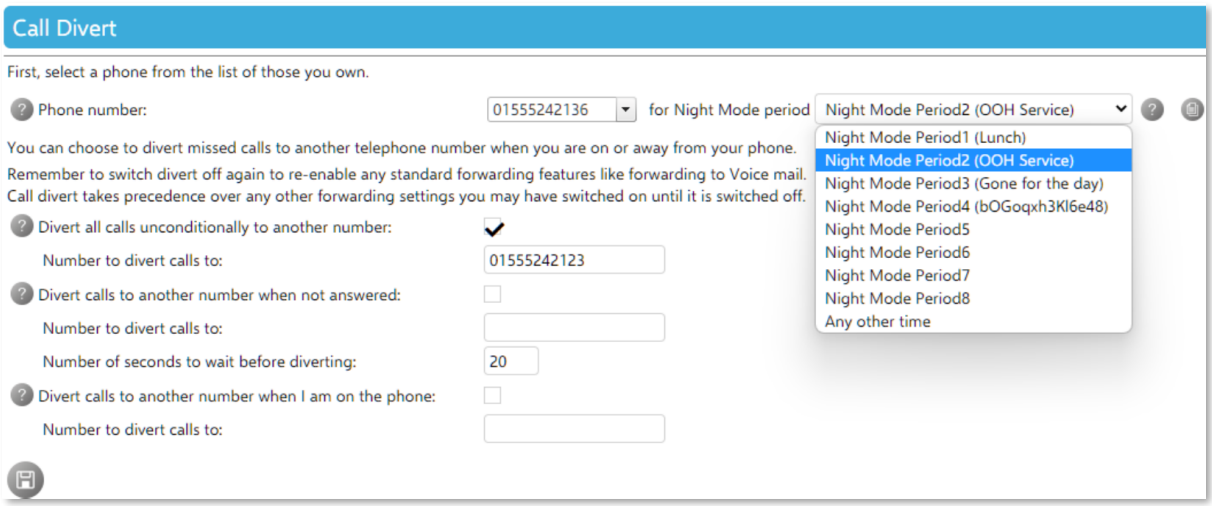
Call Routing

You may configure the appropriate call routing for any of the available Night Mode profiles on a per DDI basis. The call routing features that include Night Mode control are:

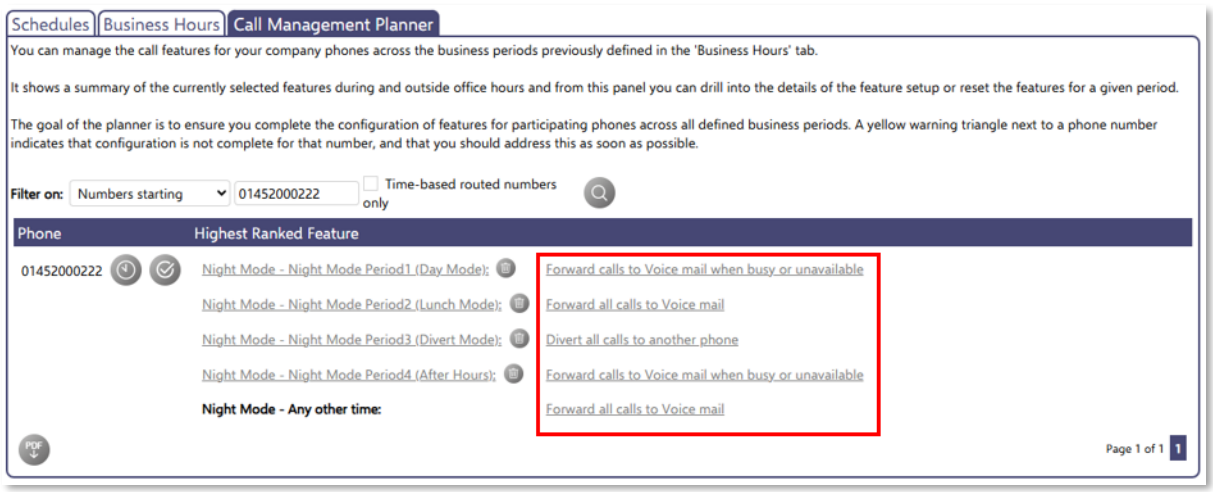
- Call Divert
- Call Forwarding
- Voicemail Forwarding
- Auto Attendant

For each of the above, select the DDI you want to apply a Night Mode profile to, then select the appropriate profile from the drop-down menu.

The Call Divert feature is shown here as an example.



Use the Call Management Planner to check the configured all routing. Click the hyperlink of each highest ranked feature to navigate to that call routing feature.



Administrators and Modes Operators

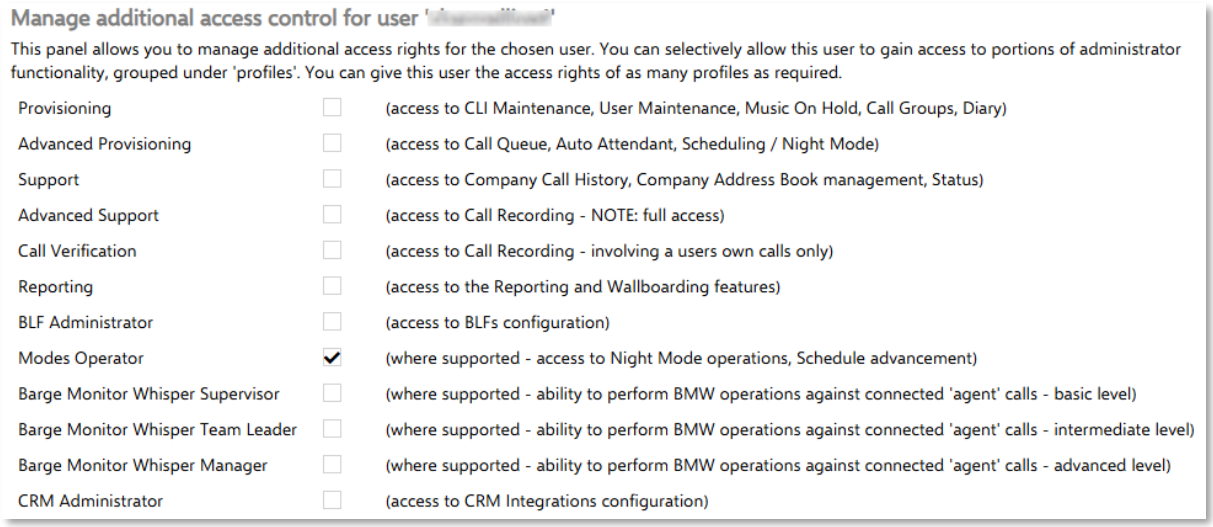
Only **Customer Administrators** or Users with elevated **'Modes Operator'** additional access permissions can enable or disable Night Mode profiles.

Therefore, you may elevate the permissions of a user (Reception for example) so that they may enabled and disable Night Mode profiles as well as an Administrator. Reception would not gain any other permissions unless they are specifically selected.

In the portal, navigate to **Company Features > Users** and click the **'Additional access control'** button for the user you wish to grant additional access to.



Then tick the 'Modes Operator' check box.



How do I use it?

There are Service Codes and BLF keys available that allow activation of any Night Mode profile from any configured desk phone or Evonex Connect.

There are two methods of operation for Night Mode; **Night Mode Forward** or **Night Mode Absolute.** Use either one of these functions, not both. Using a combination will cause the incorrect colours to be displayed on configured Night Mode BLF keys.

Also, please make sure that you do not add the same DDIs into more than one Night Mode group and avoid adding DDIs to a Night Mode Call Group that already have different Night Mode profiles associated with them. This will cause anomalies with the Night Mode profile activation and deactivation functionality.

Toggle Night Mode Profile: Forward

Night Mode Forward is a function that cycles through the configured Night Mode profiles for a DDI or group of DDIs. Each time you dial the Service Code or press the corresponding BLF key, you will forward the DDI or group of DDIs to the next available profile, then to 'Profile off' or 'Any other time'.

With a Service Code:

This table details the available Service Codes and their associated parameters.

Function of Night Mode Profile	Night Mode Forward Service Code (DDI)	Night Mode Forward Service Code (Group)
Cycle through configured profiles then 'Any Other Time' (Profile off)	***90 <Extn>** or **<DDI>**	***90* <1-99>** (as per Night Mode Call Group Service Code)

To cycle through each configured Night Mode profile for an individual DDI:

- Dial *90 followed by the DDI number or extension number.
- You will hear an audible announcement advising you of the active profile (1 to 8 or off).
- Each time you dial the code, the DDI will forward to the next configured profile, then to 'off'.

To cycle through each configured Night Mode profile for a group of DDIs:

- Dial *90*xx where xx is the Service Code digits as configured on the Night Mode call group.
- You will hear an audible announcement advising you of the active profile (1 to 8 or off).
- Each time you dial the code, the DDIs in the group will forward to the next configured profile, then to 'off'.

With a BLF key:

To cycle through each configured Night Mode profile for an individual DDI:

- Press the BLF key for the DDI number or extension number.
- The BLF Key will turn red when one of the profiles 1-8 is active
- The BLF key will turn green when none of the profiles are active (profile off)
- You will hear an audible announcement advising you of the active profile (1 to 8 or off).
- Each time you press the BLF key, the DDI will forward to the next configured profile, then to 'off'.

To cycle through each configured Night Mode profile for a group of DDIs:

- Press the BLF key for the Night Mode call group.
- The BLF Key will turn red when one of the profiles 1-8 is active
- The BLF key will turn green when none of the profiles are active (profile off)
- You will hear an audible announcement advising you of the active profile (1 to 8 or off).
- Each time you press the BLF key, the DDI will forward to the next configured profile, then to 'off'.

Toggle Night Mode Profile: Absolute

Night Mode Absolute is a function that jumps directly to one of the configured Night Mode profiles for a DDI or group of DDIs. Each time you dial the Service Code or press the corresponding BLF key, you will toggle between that specific profile being on or off (AKA 'Any other time').

With a Service Code:

This table details the available Service Codes and their associated parameters.

Function of Night Mode Profile	Toggle Night Mode Absolute Service Code (DDI)	Toggle Night Mode Absolute Service Code (Group)
Toggle Profile 1 (on/off)	***941 <Extn>** or **<DDI>**	***941* <1-99>** (as per Night Mode Call Group Service Code)
Toggle Profile 2 (on/off)	***942 <Extn>** or **<DDI>**	***942* <1-99>** (as per Night Mode Call Group Service Code)
Toggle Profile 3 (on/off)	***943 <Extn>** or **<DDI>**	***943* <1-99>** (as per Night Mode Call Group Service Code)
Toggle Profile 4 (on/off)	***944 <Extn>** or **<DDI>**	***944* <1-99>** (as per Night Mode Call Group Service Code)
Toggle Profile 5 (on/off)	***945 <Extn>** or **<DDI>**	***945* <1-99>** (as per Night Mode Call Group Service Code)
Toggle Profile 6 (on/off)	***946 <Extn>** or **<DDI>**	***946* <1-99>** (as per Night Mode Call Group Service Code)
Toggle Profile 7 (on/off)	***947 <Extn>** or **<DDI>**	***947* <1-99>** (as per Night Mode Call Group Service Code)
Toggle Profile 8 (on/off)	***948 <Extn>** or **<DDI>**	***948* <1-99>** (as per Night Mode Call Group Service Code)

To jump directly to a configured Night Mode profile for an individual DDI:

- Dial *94x where x is the Night Mode profile, followed by the DDI number or extension number.
- You will hear an audible announcement advising you of the active profile (1 to 8 or off).
- Each time you dial the code, the DDI will toggle between the profile being on or off.

To jump directly to a configured Night Mode profile for a group of DDIs:

- Dial *94x*yy where x is the Night Mode profile and yy is the Service Code digits as configured on the Night Mode call group.
- You will hear an audible announcement advising you of the active profile (1 to 8 or off).
- Each time you dial the code, the DDIs in the group will toggle between the profile being on or off.

With a BLF key:

To jump directly to a configured Night Mode profile for an individual DDI:

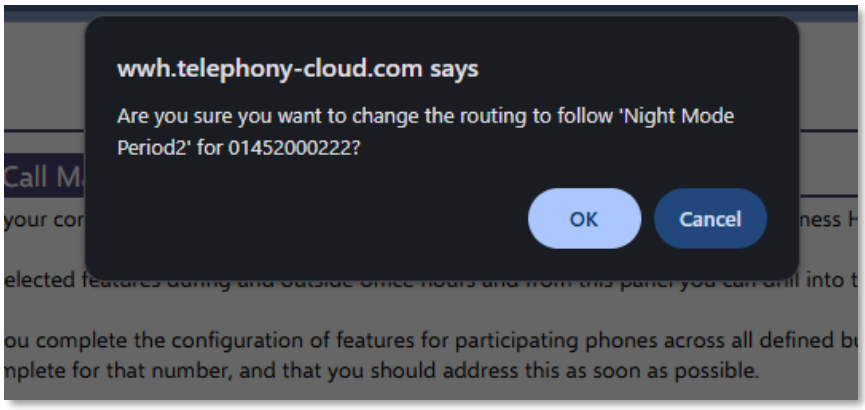
- Press the BLF key for the DDI number or extension number.
- The BLF Key will turn red when one of the profiles 1-8 is active
- The BLF key will turn green when none of the profiles are active (profile off)
- You will hear an audible announcement advising you of the active profile (1 to 8 or off).
- Each time you press the BLF key, the DDI will toggle the profile on or off.

To jump directly to a configured Night Mode profile for a group of DDIs:

- Press the BLF key for the Night Mode call group.
- The BLF Key will turn red when one of the profiles 1-8 is active
- The BLF key will turn green when none of the profiles are active (profile off)
- You will hear an audible announcement advising you of the active profile (1 to 8 or off).
- Each time you press the BLF key, the DDIs in the group will toggle the profile on or off.

Via Portal:

From the portal, to change the Night Mode profile for a DDI, go to **Company Features > Scheduling > Call Management Planner.** Next to the DDI you want to change, the currently selected Night Mode profile will be in bold. Click the hyperlink for one of the other Night Mode profiles, you will be asked to confirm, select OK.



END