

Hosted PBX by Golden West

Changing the Active Answering Rule

You can define multiple answering rules, but only one rule can be active at a time. The active rule is the first rule with a matching time frame. Best practices dictate that you order answering rules according to how specific they are, with the most specific time frames (for example, Holidays) at the top.

Assume today is Monday, July 4th. In this example, the **Holidays** and **Open** time frames could match the time and date conditions for July 4th. If **Holidays** is the first rule, however, it becomes the active rule. But if **Open** is the first rule, **Open** becomes the active rule.

To specify a rule other than the top one as the active rule:

1. In the **Answering Rules** tab, find the rule you want to designate as the active rule.
2. On the left side of the **Answering Rules** tab, hover the mouse over the up/down arrows for that rule (the pointer changes to a 4-headed arrow).

Pointer is hovering here

Time Frame	Description
◆ Open Active	Simultaneously ring x102
◆◆ Holidays	Simultaneously ring x102, x111, x111a, (425) 200-7345

3. Hold down your mouse button, drag the rule to the top row, and then release the mouse button. A message tells you that the answering rules have been reprioritized and prompts you to click **Save**.

Message that active rule has been reprioritized

You have reprioritized your answering rules. When you are done, save the changes you have made.	
Time Frame	Description
◆◆ Holidays	Simultaneously ring x102, x111, x111a, (425) 200-7345
◆ Open Active	Simultaneously ring x102

4. Click **Save**. The **Active** designation appears next to the topmost time frame.

Time Frame	Description
◆◆ Holidays Active	Simultaneously ring x102, x111, x111a, (425) 200-7345
◆ Open	Simultaneously ring x102