

Day / Night Mode

<https://campus.barracuda.com/doc/46892559/>

This article refers to Barracuda Phone System firmware 3.1.002 or higher.

Day / Night provides more flexibility to end-users to change Advanced Call Router call flows without being constrained to administrator-set ACR time of day or day of week rules. The Admin user or other users who are a member of a group with the **Switch Mode** or **Administrator** permission [enabled](#) can change the current system mode on the **Configuration > System** page. Additionally these users can also change the system mode from **Day** to **Night** or vice versa by dialing ***663** from their telephone keypad.

Consider the following scenario:

- During Day mode the phone system should deliver calls x100, a group of users, and if the call is not answered, send the call to a x200's voicemail
- During Night mode the phone system should deliver calls to an outside call answering service at 18005551212.
- John Smith at x300 should have the ability to change the system mode.

In order to facilitate this scenario you first configure the Advanced Call Router for Day/Night mode:

1. As a admin user on the **Extension > Advanced Call Routers** page, click **Create Advanced Call Router**.
2. Provide a ACR name in the **Router Name** field that is meaningful to you (i.e. *Main Inbound*)
3. In the **Default Action Set** name field type *Night Callflow*.
4. Click **Create**.
5. Click the **Add a Rule** button. In the **Time/Number Rule** column, uncheck the **(All Modes)** checkbox and then check **Day**.
6. In the **Action Set** column, leave the drop-down set to **(New Action Set)** and type *Day Callflow* in the empty text box to the right.
7. Click the **Add** button.
8. Click either **Manage Action Sets** buttons.
9. Click anywhere on the *Day Callflow* row. Then configure this action set per the scenario:
 1. Click the **Create an Action** button. From the **Action** column drop-down box select **Try Calling an Extension**. Select the **Extension** widget, type *100*, and then click the **Add** button.
 2. In the **Final Action** section, in the drop-down box labeled **If the call is not answered** select **Transfer to Person's Voicemail** and in the **Extension** widget type *200*.
10. Use the breadcrumbs at the top of the page to navigate back to the **Manage Router Action Sets**. Click anywhere on the *Night Callflow* row. Then configure this action set per the scenario:

1. In the **Final Action** section, in the drop-down box labeled **If the call is not answered** select **Transfer to Extension or Number** and in the **Destination** field type *18005551212*, and then click the **Add** button.

Finally you configure the Group extension to allow mode switching:

1. As an admin user on the **Extensions > Groups** page, click **Create a New Group**.
2. Provide a Group name that is meaningful to you (i.e. *Switch Mode Group*), select **Single Extension** from the **Extension Type** drop-down, type *100* in the **Extension** field and then click **Create**.
3. Click the **Add a Member** button and in the **Select a Person** widget, type *John Smith* or *300* and then click the **Add** button.
4. Click the **Add a Permission** button and then in the drop-down select **Switch Modes** and then click **Add**.

Effectively, when night mode is enabled, the *Day Callflow* action set will never be used and the phone system will default to the **Default Action Set** ('*Night Callflow*'). The Barracuda Phone System, out of the box, has the system mode set to **Day**. If you wish to change the mode John Smith can select the system mode on **Configuration > System** or by dialing ***663** from his telephone keypad.

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