

Example Schedules and Events

This guide covers specific schedule and events examples. Please see our Setting Up Schedules and Events guide for more information on various terms and settings available.

Important Information

- Access to the online Frontier Portal will be required for some of these topics:
<https://frontier.iinet.net.au/>
- For information on how to find your Frontier Portal login details and your voice mail passcode, please see [here](#).

What we'll cover:

1. Schedules and Events Keywords
2. Business Hours 9AM-5PM
3. After Hours 5PM-9AM
4. Holiday

Schedules and Events

Below are the locations where you can assign your schedules to.

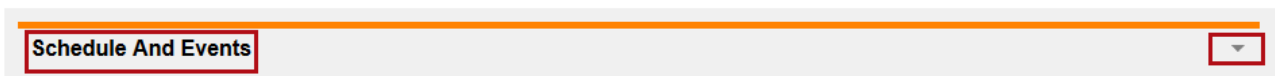
- **Business Hours Schedules**
 - These schedules are set from business open to business close. (e.g. 9.00-17.00)
 - Business Hours Schedules are most useful for the following BizPhone Features:
 - Auto Attendants
 - User Simultaneous Ring
 - User Sequential Ring
 - Priority Alert
 - Call Notify
 - Call Forward Selective
- **After Hours Schedules**
 - These schedules should be separated into AM and PM Events when created.
 - AM times should be from Midnight to business open (e.g. 0.00 – 9.00)
 - PM times should be from business close to before midnight (e.g. 17.00 – 23.59)
 - You will also may to create a separate weekend Event
 - After Hours Schedules are most useful for the following BizPhone Features:
 - Call Forwarding Selective
 - Normally when setting up After Hours Voicemail diversions
 - Call Notify
- **Holiday Schedules**
 - These schedules are used for Public Holidays or Holiday Periods.
 - They can only be used for Auto Attendants or Hunt Groups and perform After Hours/Busy treatment respectively.
 - Hunt Group Holiday Schedule only runs if the Time Schedule is not currently active or assigned.

Business Hours 9AM-5PM Schedules and Events

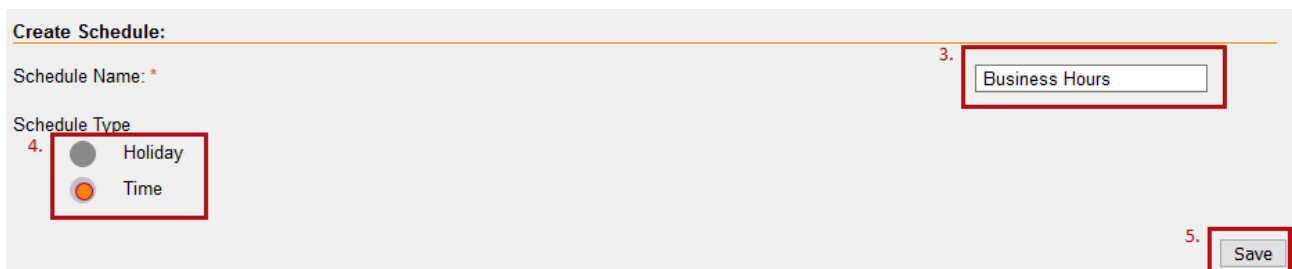
Setting up schedules and events for your Business Hours. The event created within this schedule will continue to repeat every week, indefinitely.

Business Hours 9AM – 5 PM Schedule

1. Login to your BizPhone Frontier Portal. See our [Introduction to Frontier Guide](#) for more information.
2. Select the arrow on the right of Schedules and Events

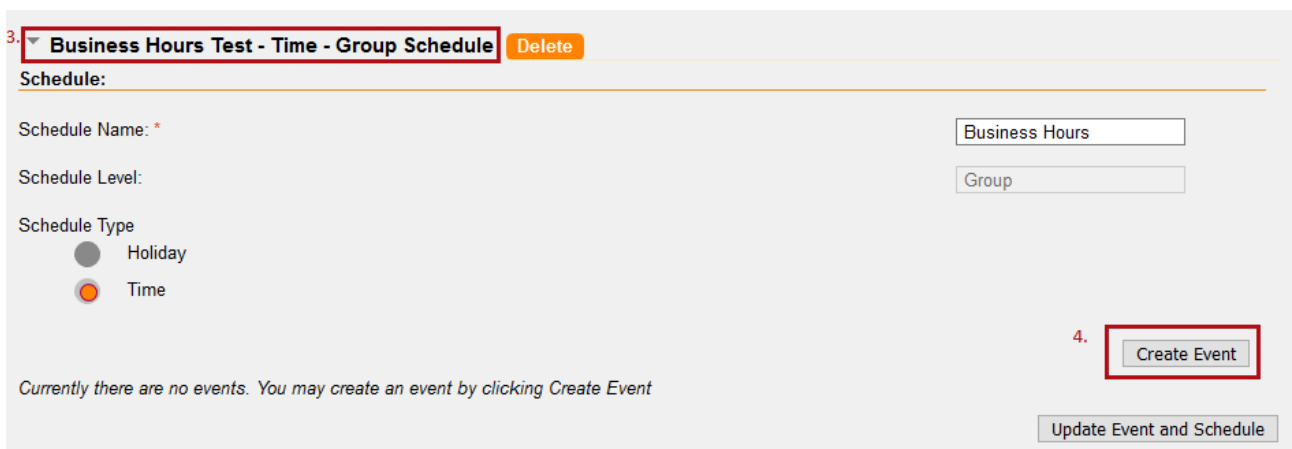


3. In the Create Schedule section enter the Schedule Name as "Business Hours"
4. Set the Schedule Type to Time
5. Select Save

A screenshot of the 'Create Schedule' form. The form has a title 'Create Schedule:'. Below the title are three fields: 'Schedule Name: *' with the value 'Business Hours' (annotated with a red box and '3.'), 'Schedule Type' with two radio buttons: 'Holiday' (unselected) and 'Time' (selected, annotated with a red box and '4.'), and a 'Save' button (annotated with a red box and '5.').

Business Hours 9AM – 5PM Event

1. After saving the Business Hours Schedule
2. Navigate back to Schedules and Events
3. Select your created Schedule
4. Select Create Event

A screenshot of the 'Business Hours Test - Time - Group Schedule' page. The page title is 'Business Hours Test - Time - Group Schedule' (annotated with a red box and '3.') and has a 'Delete' button. Below the title is the 'Schedule:' section with three fields: 'Schedule Name: *' with the value 'Business Hours', 'Schedule Level:' with the value 'Group', and 'Schedule Type' with two radio buttons: 'Holiday' (unselected) and 'Time' (selected). At the bottom right is a 'Create Event' button (annotated with a red box and '4.'). At the bottom center is the text 'Currently there are no events. You may create an event by clicking Create Event'. At the bottom right is an 'Update Event and Schedule' button.

5. Enter the Event Name as "Mon-Fri"
6. Set the Start Date and End Date as today's date
7. Set All day event to the grey, off-position

- a. Set the **Start Time** to 9.00 AM
 - b. Set the **End Time** to 5.00PM
8. Set the **Recurrence Pattern** to Weekly
 - a. Set **Recurring Interval** to 1
 - b. Set Monday – Friday to the red, on-position
 - c. Leave the **Recurrence End Date** blank to allow the event to last indefinitely
9. Click **Save** to save your Event

Create Event:

Event Name: *

Start Date: *

End Date: *

All day event

Start Time: *

End Time: *

Recurrence Pattern

Recurring Interval: Every Week(s)

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Recurrence End Date:

Currently there are no events. You may create an event by clicking Create Event

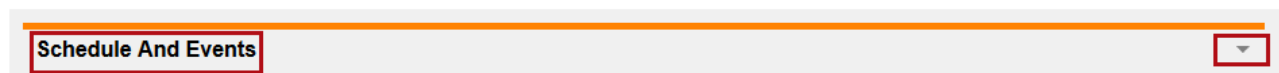
10. You can now assign your schedule.

After Hours 5PM – 9AM Schedules and Events

Setting up schedules and events for your After-Hours schedule. The event created within this schedule will continue to repeat every week, indefinitely.

After Hours 5PM – 9AM Schedule

1. Login to your BizPhone Frontier Portal. See our [Introduction to Frontier Guide](#) for more information.
2. Select the arrow on the right of Schedules and Events



3. In the Create Schedule section enter the **Schedule Name** as “Business Hours”
4. Set the **Schedule Type** to Time
5. Select Save

Create Schedule:

Schedule Name: * 3.

Schedule Type

4. Holiday
 Time

5.

After Hours 5PM – 9AM Events

1. After saving the After-Hours Schedule
2. Navigate back to Schedules and Events
3. Select your created Schedule
4. Select Create Event

5. After Hours - Time - Group Schedule

Schedule:

Schedule Name: *

Schedule Level:

Schedule Type

Holiday
 Time


4.


Currently there are no events. You may create an event by clicking Create Event

5. Enter the **Event Name** as “Mon-Fri AM”
6. Set the **Start Date** and **End Date** as today’s date
7. Set **All day event** to the grey, off-position
 - a. Set the **Start Time** to 0.00
 - b. Set the **End Time** to 9.00
8. Set the **Recurrence Pattern** to Weekly
 - a. Set **Recurring Interval** to 1
 - b. Set Monday – Friday to the red, on-position
 - c. Leave the **Recurrence End Date** blank to allow the event to last indefinitely
9. Click **Save** to save your Event

Create Event:

Event Name: *

Start Date: * 

End Date: * 

All day event

Start Time: *

End Time: *

Recurrence Pattern

Recurring Interval: Every Week(s)

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday


Recurrence End Date:


Currently there are no events. You may create an event by clicking Create Event

10. Repeat steps 2-4 to create a second Event
11. Enter the **Event Name** as "Mon-Fri PM"
12. Set the **Start Date** and **End Date** as today's date
13. Set **All day event** to the grey, off-position
 - a. Set the **Start Time** to 17.00
 - b. Set the **End Time** to 23.59
14. Set the **Recurrence Pattern** to Weekly
 - a. Set **Recurring Interval** to 1
 - b. Set Monday – Friday to the red, on-position
 - c. Leave the **Recurrence End Date** blank to allow the event to last indefinitely
15. Click **Save** to save your Event

Create Event:

Event Name: *

Start Date: * 

End Date: * 

All day event

Start Time: *

End Time: *

Recurrence Pattern

Recurring Interval: Every Week(s)

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Recurrence End Date:

16. Repeat steps 2-4 to create a third Event
17. Enter the **Event Name** as "Weekend"
18. Set the **Start Date** and **End Date** to today's date
19. Set **All day event** to the grey, off-position
20. Set a random **Start Time – End Time**
21. Set **All day event** to the red, on-position
22. Set the **Recurrence Pattern** to Weekly
 - a. Set **Recurring Interval** to 1
 - b. Set Saturday & Sunday to the red, on-position
 - c. Leave the **Recurrence End Date** blank to allow the event to last indefinitely
23. Click **Save** to save your Event

Create Event:

Event Name: *

Start Date: *

End Date: *

All day event

Start Time: *

End Time: *

Recurrence Pattern

Recurring Interval: Every Week(s)

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Recurrence End Date:

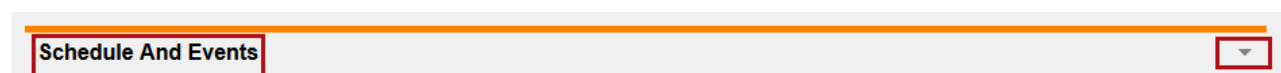
24. Your Schedule can now be assigned

Holiday Schedules and Events

Setting up a Holiday event that repeats annually for 25/12.

Holiday Schedule

1. Login to your BizPhone Frontier Portal. See our [Introduction to Frontier Guide](#) for more information.
2. Select the arrow on the right of Schedules and Events



3. In the Create Schedule section enter the Schedule Name as Holidays
4. Set the Schedule Type to Holiday
5. Select Save

Create Schedule:

Schedule Name: * 3.

Schedule Type 4.

Holiday

Time

5.

Holiday Event

1. After saving the Holiday Schedule
2. Navigate back to Schedules and Events
3. Select your created Schedule
4. Select Create Event

3 **Holidays - Holiday - Group Schedule** Delete

Schedule:

Schedule Name: *

Schedule Level:

Schedule Type

Holiday

Time

4. Create Event

Currently there are no events. You may create an event by clicking Create Event

Update Event and Schedule

5. Enter an Event Name as "Holiday"
6. Set the Start Date and End Date as 25/12
7. Set All day event to the grey, off-position
8. Set a random Start Time – End Time
9. Set All day event to the red, on-position
10. Set the Recurrence Pattern to Yearly
 - a. Set Recurring Interval to 1
 - b. Set On Day to 25
 - c. Set Month of to December
 - d. Leave the Recurrence End Date blank to allow the event to last indefinitely
11. Click Save to save your Event
 - e. Click Update Event and Schedule when making changes to already saved Events

Create Event:

Event Name: *

Start Date: *

End Date: *

All day event

Start Time: *

End Time: *

Recurrence Pattern

Recurring Interval: Every Year

On Day: of month

Month of

Recurrence End Date:

Cancel Save

Currently there are no events. You may create an event by clicking Create Event

Update Event and Schedule

12. Your schedule is now ready for use.

If you have a BizPhone query which has not been covered in this guide, please head over to our [BizPhone Support Resources](#) page to locate the PDF user guide for your handset/user model, along with the Admin user guide for help with setting things up such as Hunt Groups, Auto Attendants and Schedules. You can also contact the iiNet Biz Support team directly by calling 13 86 89.