

Hosted PBX by Golden West

Working with Time Frames

When you create a new time frame, you assign a unique name to it and then specify one of the following times associated with the time frame:

- **Always** = time frame applies to all hours of every day (24/7/365).
- **Days of the week and times** = commonly used to define office open hours such as Monday–Friday 9am – 5pm. Each day has its own check box. Check the days to which the time frame will be applied, and then use slide bars to define the time ranges for each checked day.
- **Specific dates or range** = commonly used to define holidays or other special events such as New Year’s or a training closure. Use pop-up calendars to select the To and From dates when the time range will apply.

When you check a check box, a blue control bar covers the times 9AM to 5PM for that day. Drag this control to change the time according to your requirements. If you need to add more ranges for a day, click the following icon to the right of the time range:



- **Specific dates or ranges** = allows you to specify a time range for the time frame by selecting starting and ending dates from a pop-up calendar.

The following example shows a time frame called **Open Hours**, which covers 9AM to 5PM hours for the days Monday through Friday.

This time frame might be used with another time frame called **Holiday**, which covers holiday periods. You might even create a time frame called **Closed Hours** (default already exists), which would be an “Always” rule, but would not always be active since it can be set for lower priority than **Holiday** or **Open Hours**.