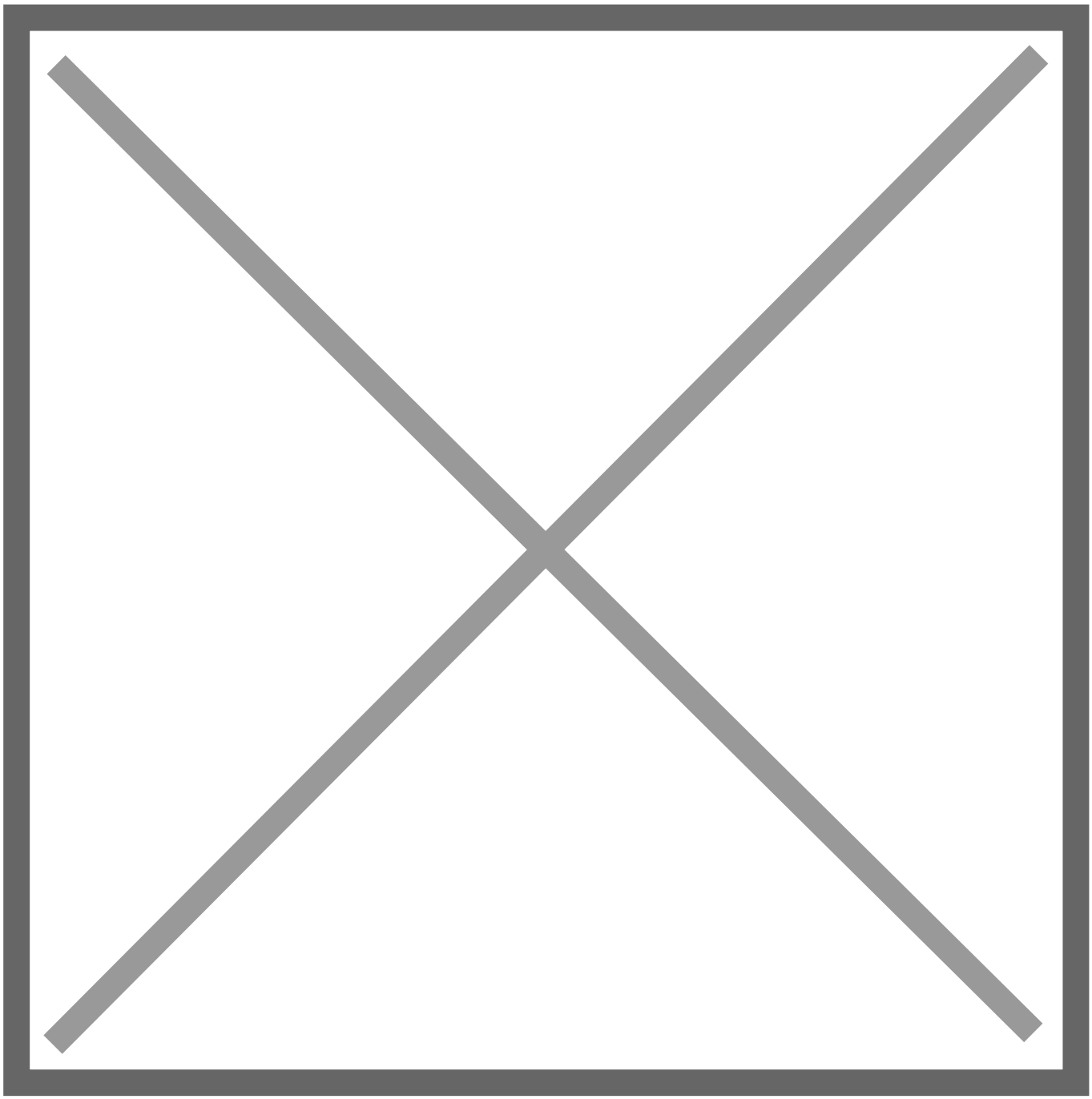
How to Manually Override Office Hours in 3CX V20



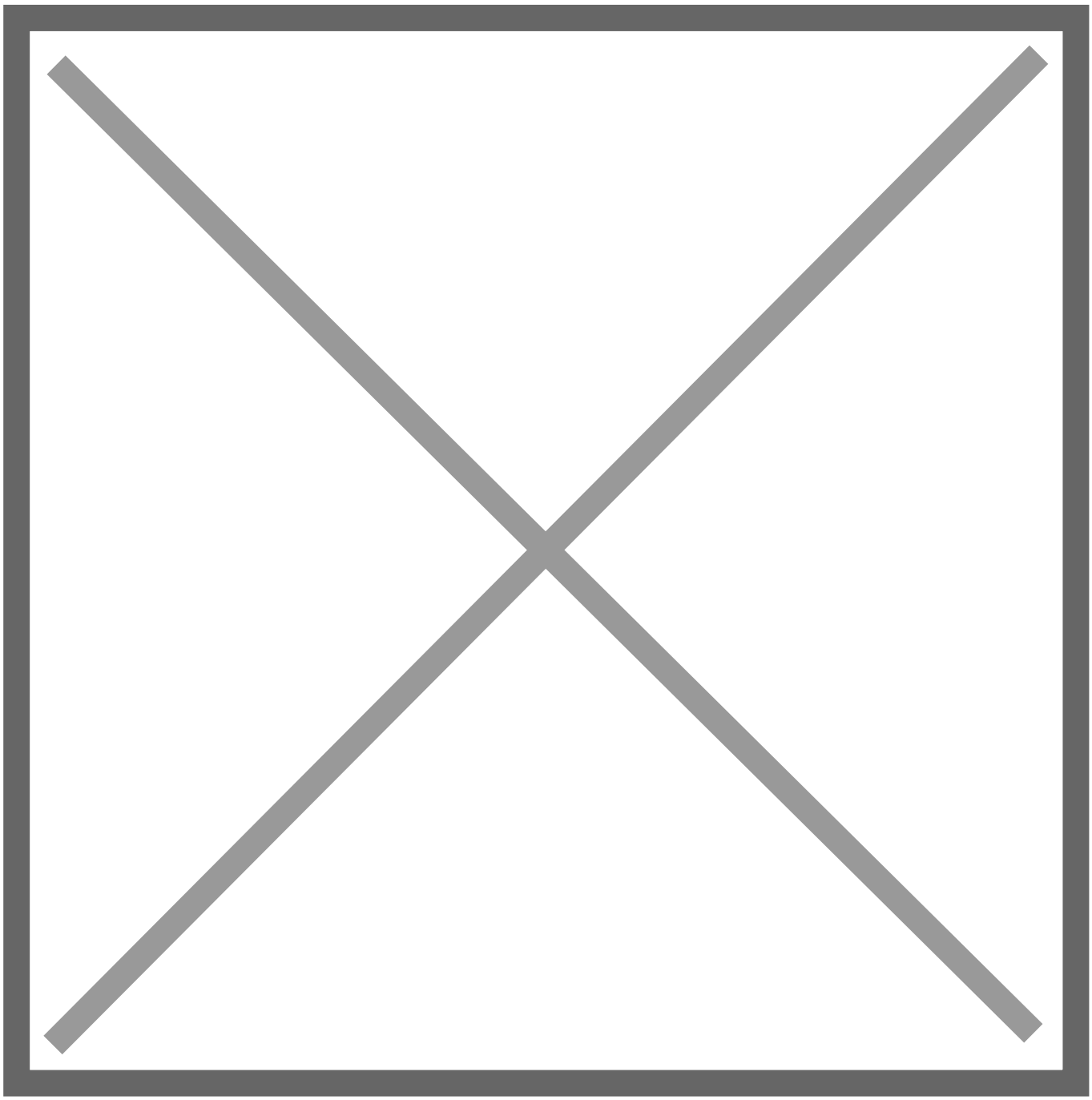
To override office hours, you need to log in to the Web Client:

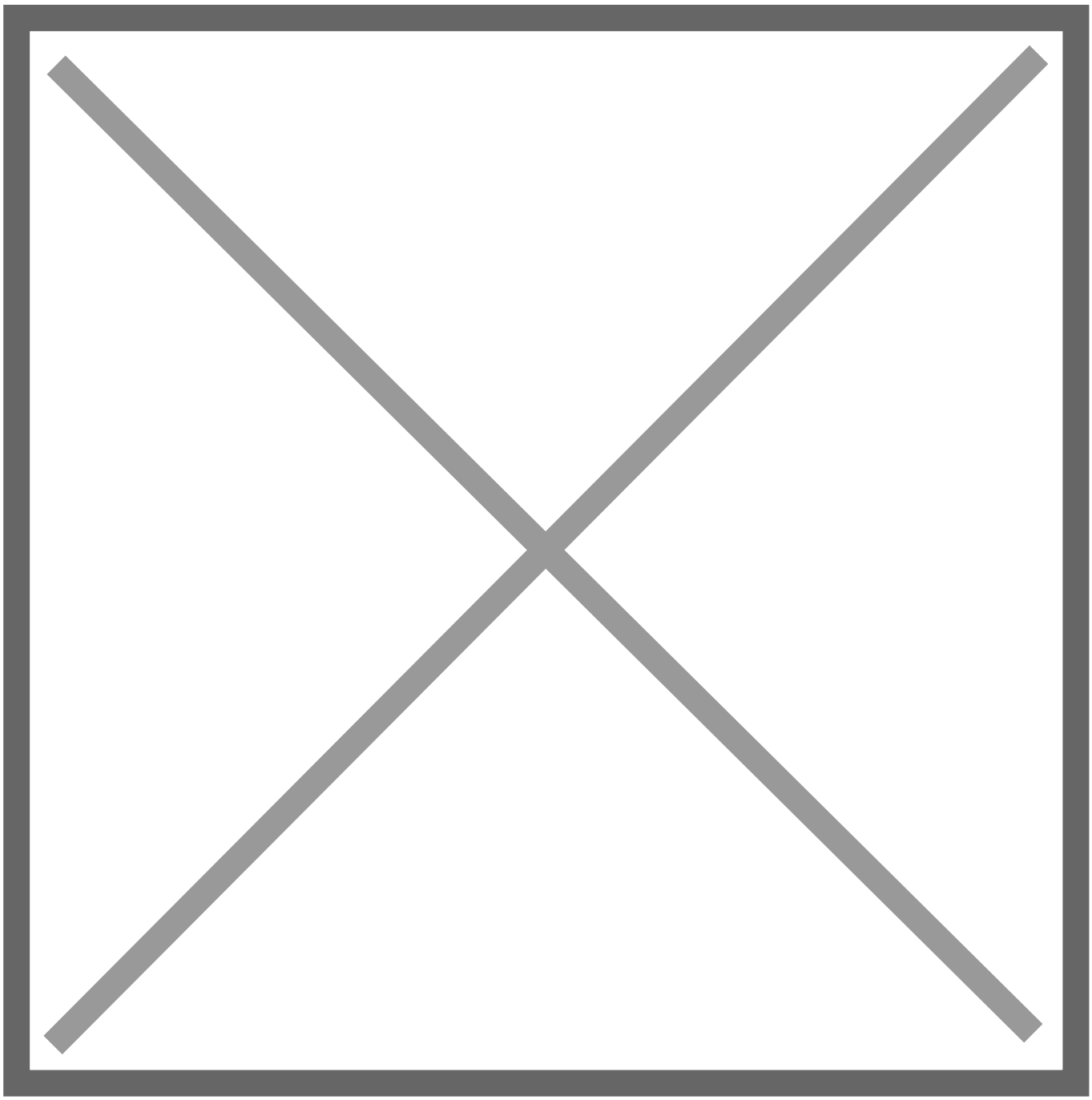
- Use your unique link to access your 3CX Web Client (e.g., https://yourdomain.3cx.us).

- Enter your email address or extension number as the username, and then the password.
- If you've forgotten your password, an authorized person can request a reset providing a unique email address linked to your extension.
- Only users with **Receptionist** or higher permissions can manually override office hours.

Once logged in, follow these steps (see below pictures for more information):

1. **Access User Status**
   - Click on user's status avatar (with the green square) in the top right-hand corner of the Web Client
2. **Select Override Option**
   - From the menu, choose **"Override Office Hours"**.
3. **Set Office Hours**
   - Click on the **"Override office hours to"** drop-down list.
   - Select **"Office is Closed"** to route calls as if it's after hours.
4. **Restore Default Hours**
   - To return to normal, select **"Reset default office hours"** from the same menu.
   - This will re-enable the automatic office hours switch.





Note: When you override office hours, the system stays in the selected mode (Open or Closed) until you manually switch it back or reset to default.

This allows you to quickly manage office hours without needing to reconfigure schedules.

Revision #3
Created 2025-04-21 14:52:16 UTC by Vox Tandem Admin
Updated 2025-04-21 14:59:34 UTC by Vox Tandem Admin