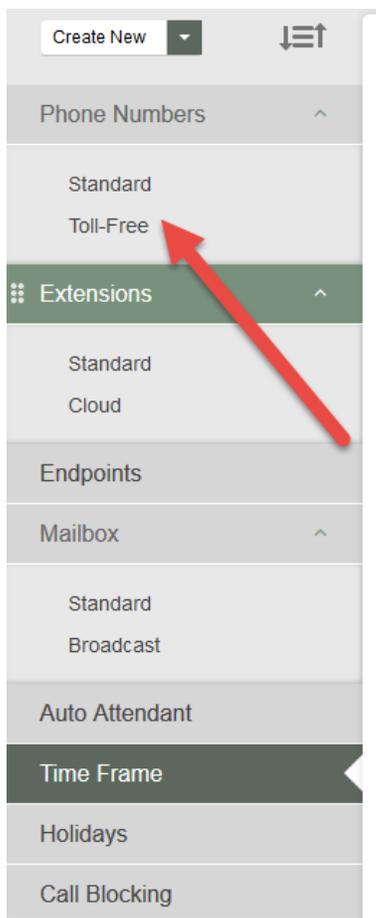


## **Modify Time Frames**

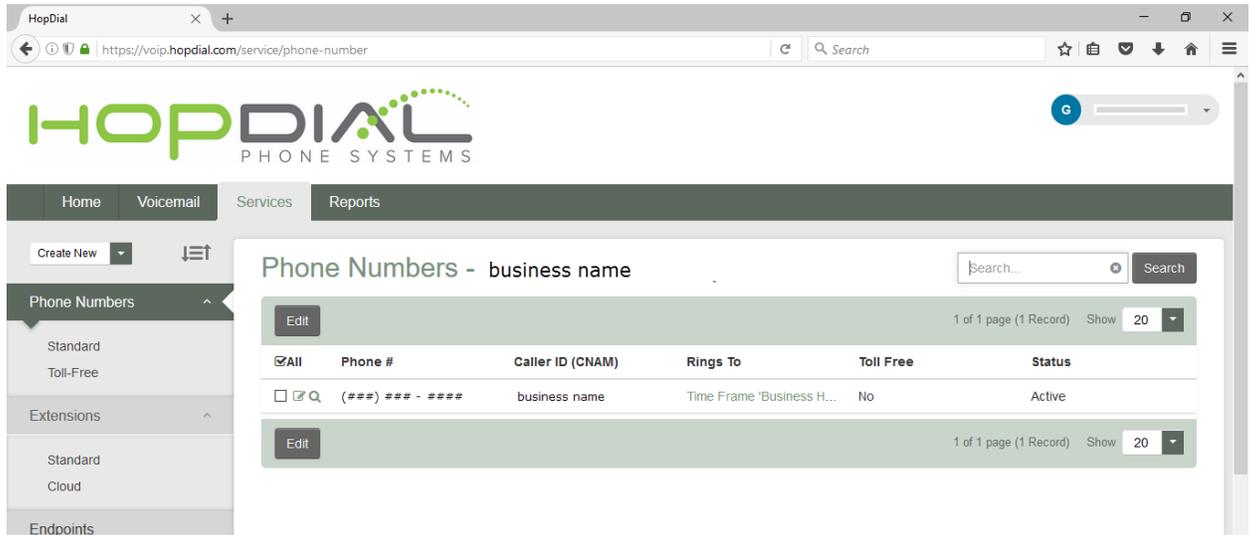
Your main number call routing can be modified at any time. This could be useful if you have unexpected office closures or need to make routing changes for any reason. Once the routing is modified, allow the system about 90 seconds to accept your changes, and test calling to ensure the routing behaves as expected. Contact us with any issues.

The below will show you where you can go within the portal to modify settings related to inbound call routing per phone number.

1. Login to your portal at <http://voip.hopdial.com>
  1. Contact [support@hopdial.com](mailto:support@hopdial.com) if you need help with your credentials.
2. Once logged in, press “Services” on the top menu, then “Standard” or “Toll-Free” under “Phone Numbers” on the left menu based upon the phone number’s routing you wish to edit.



- The next page will present your phone// numbers, and the current configuration of Caller ID and routing:



- By clicking the phone number you wish to edit, you are presented a screen where you are able to modify your Caller ID settings and your call routing:

### Caller ID Settings

Enter the the information you would like to use for caller ID on outbound calls. To use the default value setup for your account on the PBX Info screen, click the "Use Default" hyperlink.

**Caller ID (CNAM):**

**Internal Presentation:**

**Show Caller ID:**

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### Call Routing

**If Holiday:** Time Frame  Business Hours

**Route To:** Time Frame  Business Hours  This option must be set because this is an E911 callback number.

The routing options could send calls to ring groups, auto-attendants, outside numbers, etc.

- Once your routing options are set, and your hours are set, be sure to press “Save” at the bottom of the screen and wait 90 seconds to confirm the changes are behaving as expected.