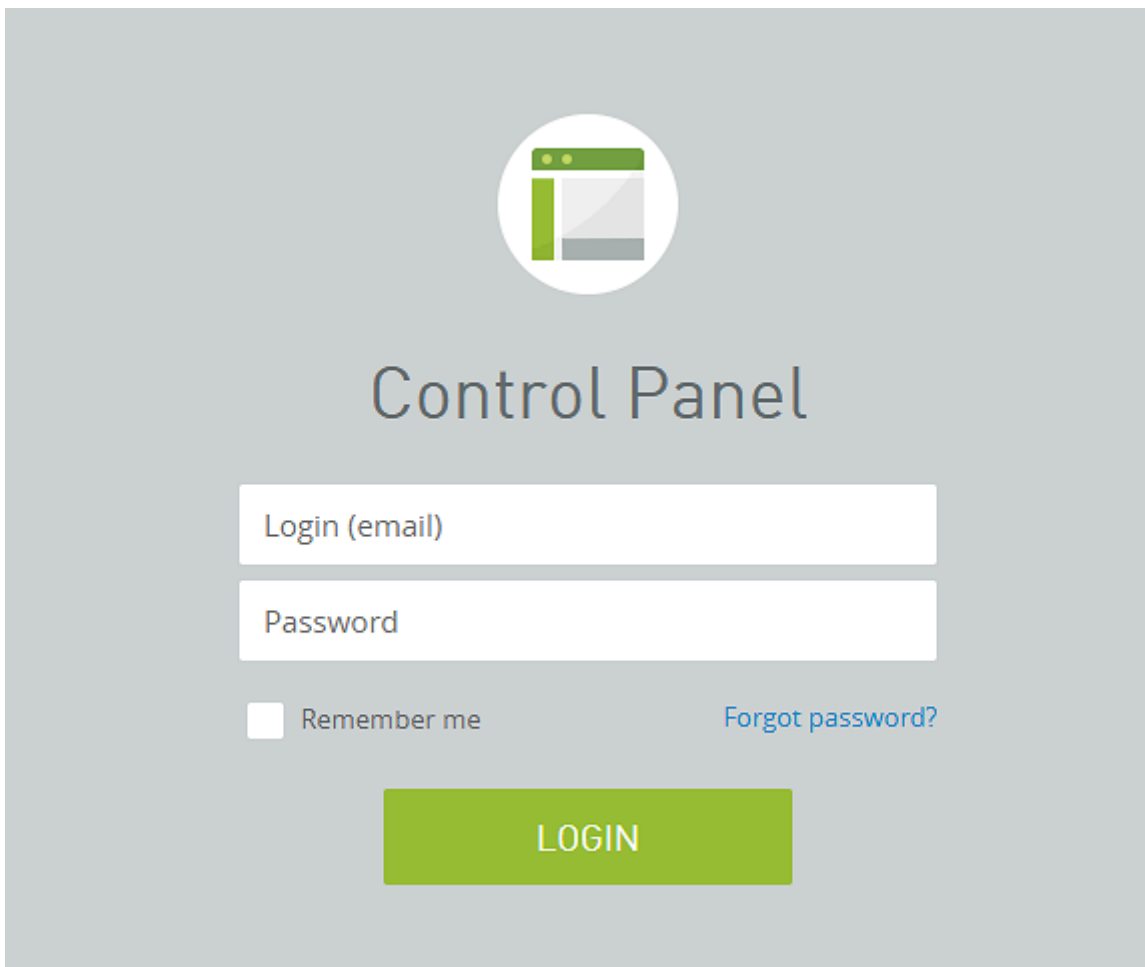


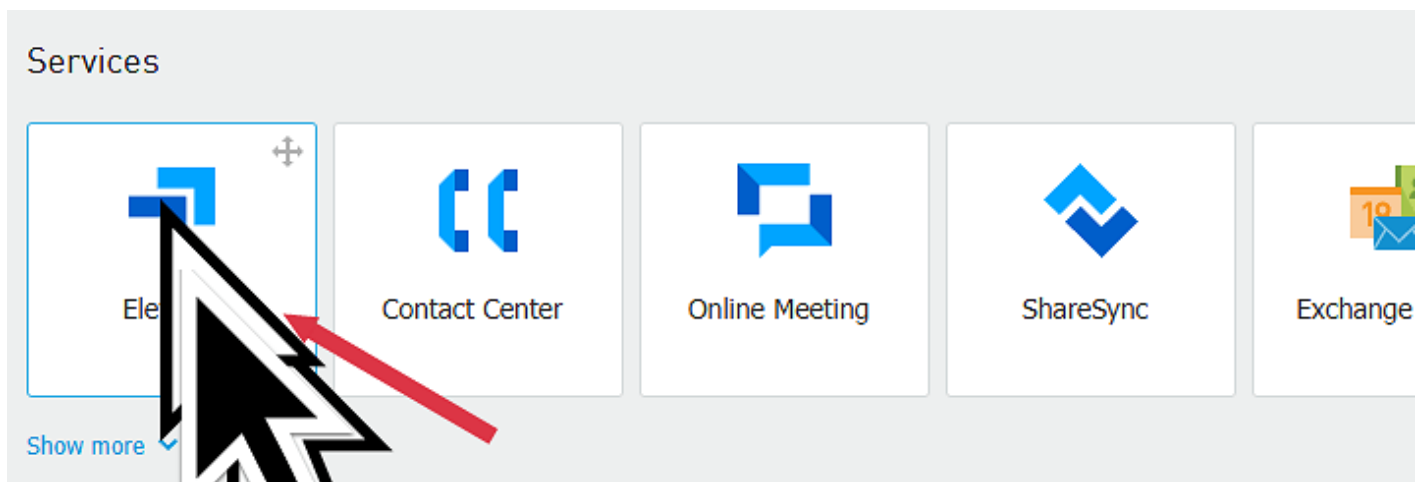
Edit On-Call Schedule in Elevate

1. Log in to the Elevate admin panel

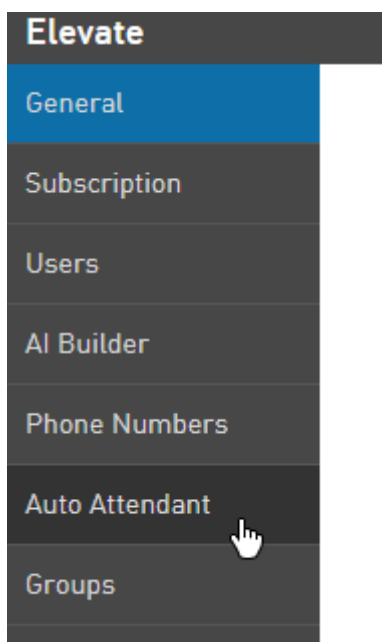
Go to: <https://cp.serverdata.net/>

A screenshot of the Elevate Control Panel login page. The page has a light gray background. At the top center is a circular logo containing a stylized green and white icon. Below the logo, the text "Control Panel" is displayed in a large, dark gray font. Underneath, there are two white input fields: the first is labeled "Login (email)" and the second is labeled "Password". Below the "Login (email)" field, there is a small white checkbox followed by the text "Remember me". To the right of the checkbox is a blue link that says "Forgot password?". At the bottom center, there is a green rectangular button with the word "LOGIN" in white capital letters.

2. Click "Elevate"



3. Click "Auto Attendant" on the left hand side



4. Click "OnCallAA"

IMPORTANT: Until the final switchover, please click "TempPreSetup"

Utilize this section to create and manage Auto Attendants, Auto Attendant redirects, Receptionist groups and menu recording settings.

+ Create Auto Attendant

Search

☐	Name	Number	Extension	Receptionist groups	Call routing override
☒	OnCallAA	+18142214156	100	Receptionist groups	101 (TempPreSetup)
☐	TempPreSetup	+18142973008	101	Receptionist groups	Disabled

Delete

1 - 2 of 2

5. Click the time slot you want to edit

< To Auto Attendants

OnCallAA

Business hours Events Receptionists [Settings](#)

Business Hours are menus that contain call routing instructions and contain schedules that repeat on a weekly basis. Schedule conflicts are resolved by the menu's order in the list. Drag a menu above another menu to ensure its schedule takes priority. Once you have built several menus, use the calendar view to see which menu will actively route calls at any given time. After hours are defined as any time not covered by all other business hours menus. For more information, please see the [setup video](#) or the [knowledge base](#).

+ Create Business hours

Weekends

Custom time

...

Monday Evening

Custom time

...

Tuesday Evening

Custom time

...

Wednesday Evening

Custom time

...

Thursday Evening

Custom time

...

Working hours

08:30 AM - 04:30 PM, weekdays

...

After hours

24x7

...

Weekly, 2026

12 hours

24 hours

MON

TUE

WED

THU

FRI

SAT

SUN

07:00 AM

08:00 AM

09:00 AM

10:00 AM

11:00 AM

12:00 PM

01:00 PM

02:00 PM

03:00 PM

04:00 PM

05:00 PM

06:00 PM

6. At the bottom of the page that appears, click the text next to "Timeout"

Edit Business hours

Utilize this section to edit basic information for this Business Hours menu.
Please ensure the schedule is set for the times when this menu should route calls. You

Name	Tuesday Evening
Schedule ?	Custom time i
Status ?	✓ Enabled

Menu options

✓ [Dial by Extension enabled](#) ?

Greeting [▶ LifewayOCAA-IntroMG-861071-G711.org_.wav](#)

1 [🔊 Company Voice Mail](#)

2 [Not setup](#)

3 [Not setup](#)

4 [Not setup](#)

5 [Not setup](#)

6 [Not setup](#)

7 [Not setup](#)

8 [Not setup](#)

9 [Not setup](#)

0 [Not setup](#)

* [Not setup](#)

[Not setup](#)

Timeout [OnCall Phone \(600\)](#) ✕



7. Click the down arrow next to "destination"

Choose the user that you want the calls to go to. DO NOT change the "Route to" or "Timeout" options

Timeout



Please choose an action for this menu's timeout.

Timeout seconds

Route to

Destination

[X Clear timeout](#)

8. Click "Save changes" when you are finished

Timeout



Please choose an action for this menu's timeout.

Timeout seconds

Route to

Destination

[X Clear timeout](#)

9. That's it! The schedule has been changed.

Follow these steps to verify who is set to receive calls.

Revision #2

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