

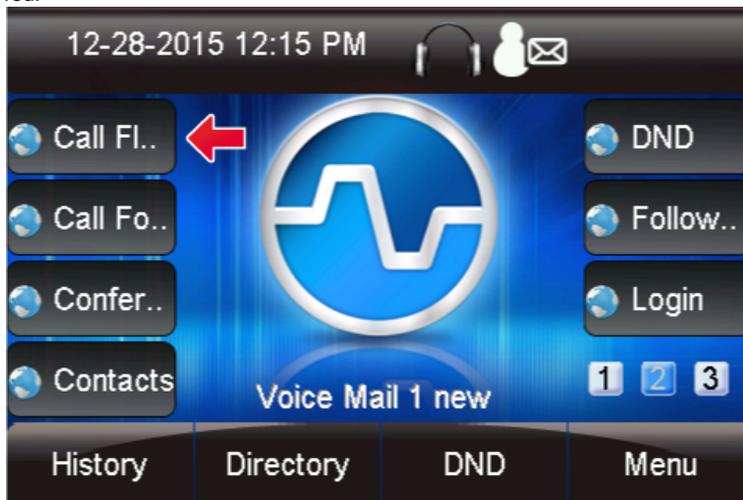
# Call Flow Control-Sangoma s305, s400/s405, s500 & s705

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- [Overview](#)
- [Viewing and Changing a Toggle](#)
- [COS to Restrict Which Toggles a User Can See](#)

## Overview

- Call Flow Controls allow you to change the destination of the call flow. A good example of this would be setting up a call flow control on your main number. In normal mode, the calls flow to a "Business Hours" IVR, but in override mode, the calls flow to a "Night" IVR. Since you don't hold regular hours, it's not possible to program an automated Time Condition for this, so you'll want to manually control this with a Call Flow toggle button. You could use this button to switch the phone system into override mode after hours and back to normal mode during business hours. When one or more of your call flows is in override mode, the light next to the programmed button will be red.

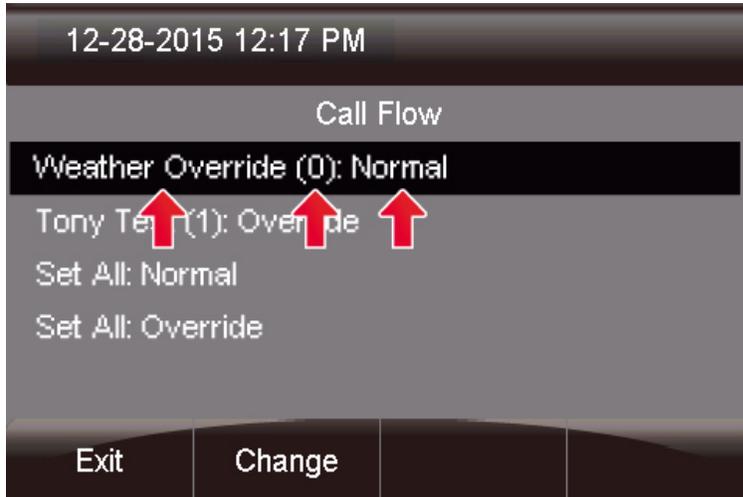


## Viewing and Changing a Toggle

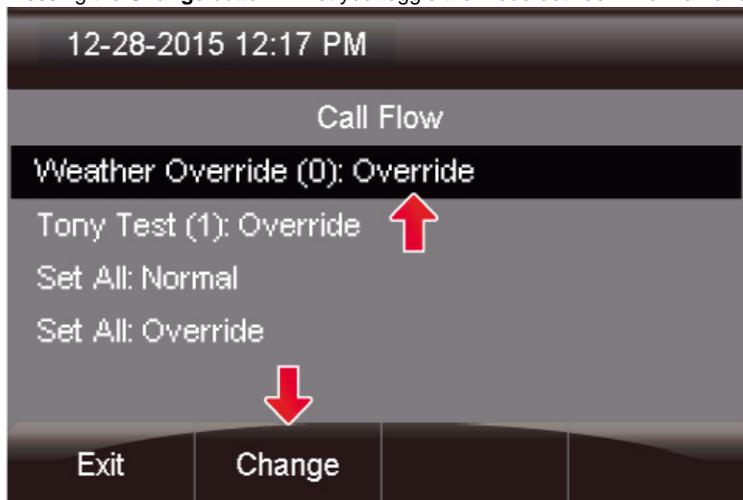
Pressing the Call Flow button will bring up a list of all call flows on your system. For each toggle, you can see the following:

- **Name:** This is the name of the Call Flow Control that you defined in your PBX GUI.
- **Index used:** In your GUI, when creating a Call Flow toggle, you define an index from 0-99 for each one. This index identifies the specific call flow and can be used in conjunction with a feature code. The call flow control toggle feature is \*28 followed by the index. For example, if the index is "0," you would dial a feature code of \*280 to toggle the call flow. If the index is "99," you would dial \*2899.

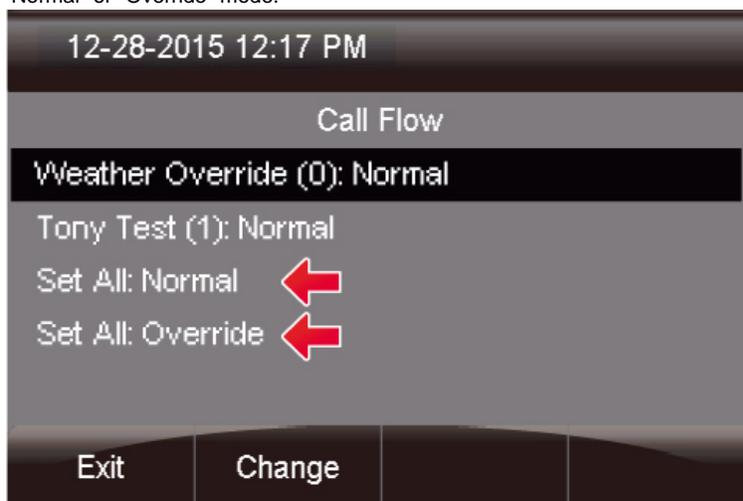
- **Current State:** Either "Normal" or "Override." This determines whether the call is routed to the normal destination or override destination.



- Pressing the **Change** button will let you toggle the mode between "Normal" and "Override."



- You can optionally use the **Set All: Normal** and **Set All: Override** options at the bottom to set all your call flow controls to either "Normal" or "Override" mode.



## COS to Restrict Which Toggles a User Can See

- If you purchased and set up Class of Service restrictions for any of the call flow control feature codes in the COS module, then the user will only be presented with call flow controls that they have permissions to see. Please see the [Class of Service-Admin Guide](#) for more information on using COS.