

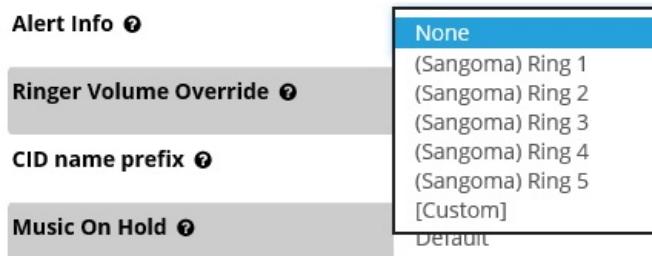
# Making your phones ring differently depending on who is calling

If you want to have different types of calls cause different ringing then this is actually a function of the handset and not the system however there is a way to have the system request the handset to use particular sounds and ringing tones.

The information provided below is for reference

This is not supported directly for 3rd party handsets but the function exists within the system, firmware changes may alter the requirements so please use with care.

Throughout the system you will see in a number of places the option "alert-info" this is where you can request in the SIP headers that the handset use a different ring tone for this call.



## For Sangoma Handsets

Simply select one of the built in tones to set, if using another tone select custom and the box will change from a drop down to a text entry where you can specify the required tone.

## For Polycom Handsets

Select custom and the box will change from a drop down to a text entry where you can specify the required tone, for reference here is a page the covers the Polycom Handsets for distinctive ringing:

<http://community.polycom.com/t5/VoIP/FAQ-How-can-I-change-my-Ringtone-or-Ring-in-a-special-manner-for/td-p/5167>  
(<http://community.polycom.com/t5/VoIP/FAQ-How-can-I-change-my-Ringtone-or-Ring-in-a-special-manner-for/td-p/5167>)

The entries permitted at the time of the above article were;

- Silent
- Low Trill
- Low Double Trill
- Medium Trill
- Medium Double Trill
- High Trill
- High Double Trill
- Highest Trill
- Highest Double Trill
- Beeble
- Triplet
- Ringback-style
- Low Trill Precedence
- Ring Splash

## Where is it applicable?

You can find this option in various places;

## Inbound Routes

### Route: Support Group

General	Advanced	Privacy	File
Description	Support		
DID Number	0178266		
CallerID Number	ANY		
CID Priority Route	Yes		
Alert Info	None		

## Ring Groups: Edit 7722

Used as Destination by 2 Objects (Click to Expand)

Group Description	Account		
Extension List	772		
Ring Strategy	ring		
Ring Time (max 300 sec)	30		
Announcement	No		
Play Music On Hold	Ring		
CID Name Prefix	Account		
Alert Info	No		

## Queues Edit: 7766

Used as Destination by 7 Objects (Click to Expand)

General Settings	Queue Agents	Timing & Agent Options	Capacity Options	Caller Announcement
Queue Number	7766			
Queue Name	Support			
Queue Password	*****			
Call Confirm	Yes			
Call Confirm Announce	Default			
CID Name Prefix	Support:			
Wait Time Prefix	Yes			
Alert Info	None			

As a footnote this option essentially means that your default ring tone becomes your internal / any other call tone and the new alert-info will be the ring for calls relating to this line / function / group.

Posted by: Mark Simcoe - Wed, Aug 9, 2017 at 4:38 PM. This article has been viewed 5322 times.

Online URL: <https://kb.ic.uk/article/distinctive-ring-different-ringing-for-types-of-calls-134.html> (<https://kb.ic.uk/article/distinctive-ring-different-ringing-for-types-of-calls-134.html>)