

Sequential Ring

Description

Ring multiple phones sequentially when calls are received

Function

Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings.

The 5 locations can be either a phone number or a SIP-URI. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your mobile phone, alternate business phone, or home phone.

The criteria for each Sequential Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.

Configuration/Operation

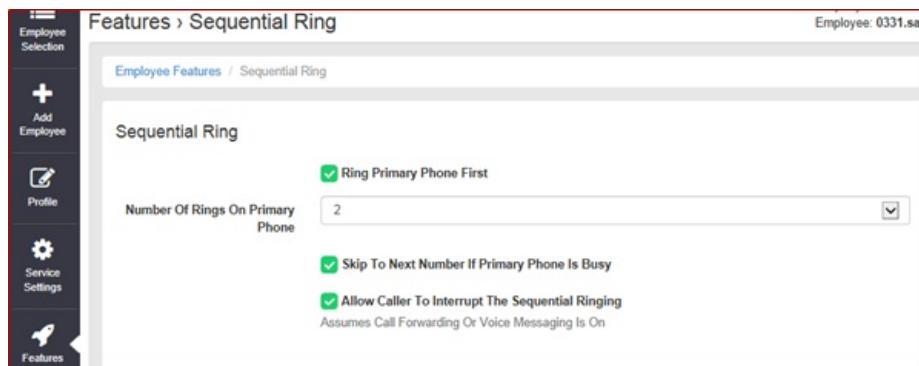
In the Business Portal navigate to:

- Employee > Features > Mobility > Sequential Ring

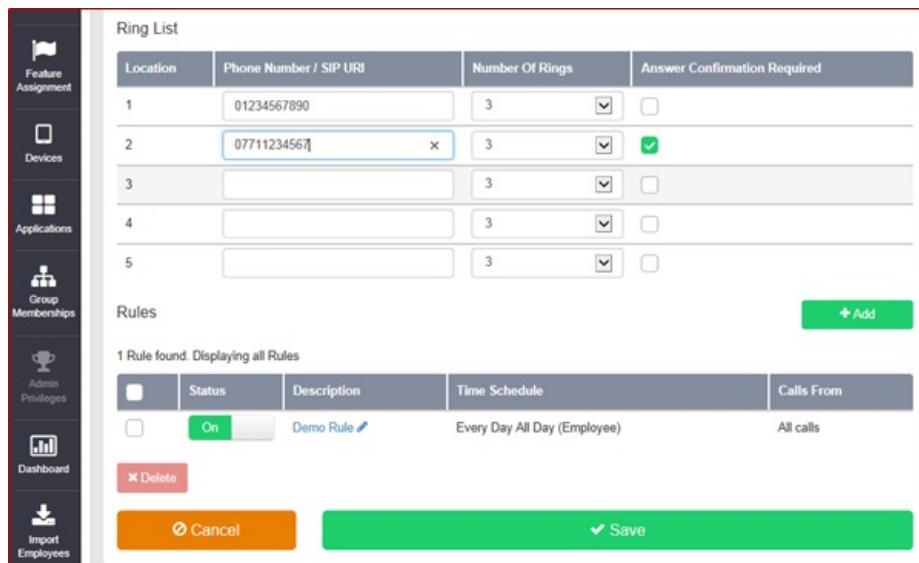


The screenshot shows the 'Features' section of the Business Portal. Under the 'Mobility' heading, there are several entries: 'Call Director', 'Hot Desking Host (On)', 'Remote Office (Off)', 'Sequential Ring (On)', and 'Shared Call Appearance'. The 'Sequential Ring (On)' entry is highlighted with a red box.

- Select Configure



The screenshot shows the 'Features > Sequential Ring' configuration page. Under the 'Sequential Ring' section, there are three checkboxes: 'Ring Primary Phone First' (checked), 'Number Of Rings On Primary Phone' (set to 2), 'Skip To Next Number If Primary Phone Is Busy' (checked), and 'Allow Caller To Interrupt The Sequential Ringing' (checked). A note below the checkboxes states: 'Assumes Call Forwarding Or Voice Messaging Is On'.



The screenshot shows the 'Ring List' configuration page. It displays a table with columns: Location, Phone Number / SIP URI, Number Of Rings, and Answer Confirmation Required. The table has five rows, each with a location number (1-5), a phone number, a ring count (3), and an unchecked checkbox for answer confirmation. Below the table is a 'Rules' section. It shows a single rule: '1 Rule found. Displaying all Rules'. The rule table has columns: Status, Description, Time Schedule, and Calls From. The status is 'On', the description is 'Demo Rule', the time schedule is 'Every Day All Day (Employee)', and the calls from are 'All calls'. There are buttons for 'Add', 'Delete', 'Cancel', and 'Save' at the bottom.

- Setup the sequential list of phone numbers
- The Number of rings at each location
- Select is Answer Confirmation is required.
 - Refer to the Answer Confirmation feature section in this guide.
- Add a rule or edit an existing rule
 - Sequential Ring cannot be activated without a rule being defined. It could be as simple as All Calls, All Day Every Day.

Edit Rule

*** Description** Demo Rule

Time Schedule Every Day All Day (Employee)

Phone Numbers

Accept Calls From All Phone Numbers Only These Phone Numbers Private Numbers Unknown Numbers

Specific Numbers

Maximum Allowed 12

Add Phone Number 01456789012

<input type="checkbox"/>	Phone Number
<input type="checkbox"/>	01345678902

- Every Rule must have a unique Description
- Select a Time schedule from the dropdown menu.
 - Note:- Time schedules have to be pre-configured (Please refer to the Site Features Guide for more details)
- If Rule is to cover 'All Calls' select the 'All Phone Numbers' radio button and click 'Save'
- If Rule is for specific phone numbers select the 'Only These Phone Numbers' and add the phone numbers (max of 12)

Edit Rule

*** Description** Demo Rule

Time Schedule Every Day All Day (Employee)

Phone Numbers

Accept Calls From All Phone Numbers Only These Phone Numbers Private Numbers Unknown Numbers

Specific Numbers

Maximum Allowed 12

Add Phone Number Telephone Number

<input type="checkbox"/>	Phone Number
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No Numbers Have Been Added Yet

- To add a phone number type the number into the box and click the '+' button

Add Phone Number 02345678901

- To delete a number select the right hand tick box and click delete
- To delete all numbers select the right hand tick box in the header bar and click delete.
- When you have completed the configuration Click 'Save'

