

Alternate Number

283 Mark Simcoe Mon, Feb 15, 2021 [Feature guides](#), [User Features](#) 1252

Description

The Alternate Numbers feature allows Users to specify the Alternate Numbers they can use with their phone service. Users can configure up to ten Alternate Numbers. The Alternative number will call the User's Primary Line appearance and a distinctive ring pattern is applied to differentiate the call.

Function

Normal ringing is provided for incoming calls to the primary phone number and Users have the option of selecting from 3 distinctive ring patterns for calls to their subsequent alternate numbers. The distinctive ring patterns available are:

- Normal
- Long-Long
- Short-Short-Long
- Short-Long-Short

Only numbers that are Reserved for the Site but unassigned to Site features or Users are available in the dropdown list for assigning as Alternate Numbers. Alternate Numbers will appear in the CDR billing files.

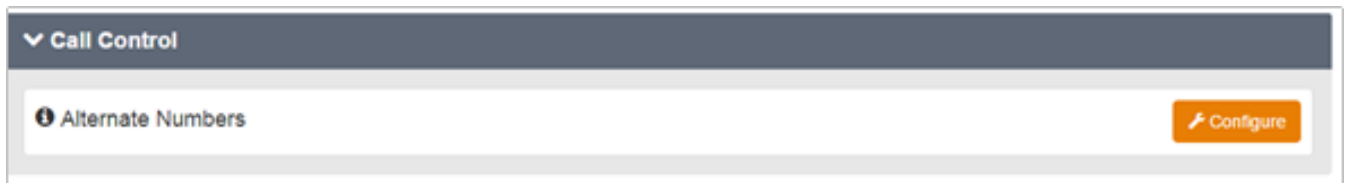
For outgoing calls from the User, the User's primary phone number is the calling line identity NOT the alternative number. See Additional Line if you need to call out as this number.

Configuration/Operation

The User can select the feature setting Alternate Numbers in the Business Portal on their User Features page.

In the Business Portal, navigate to:

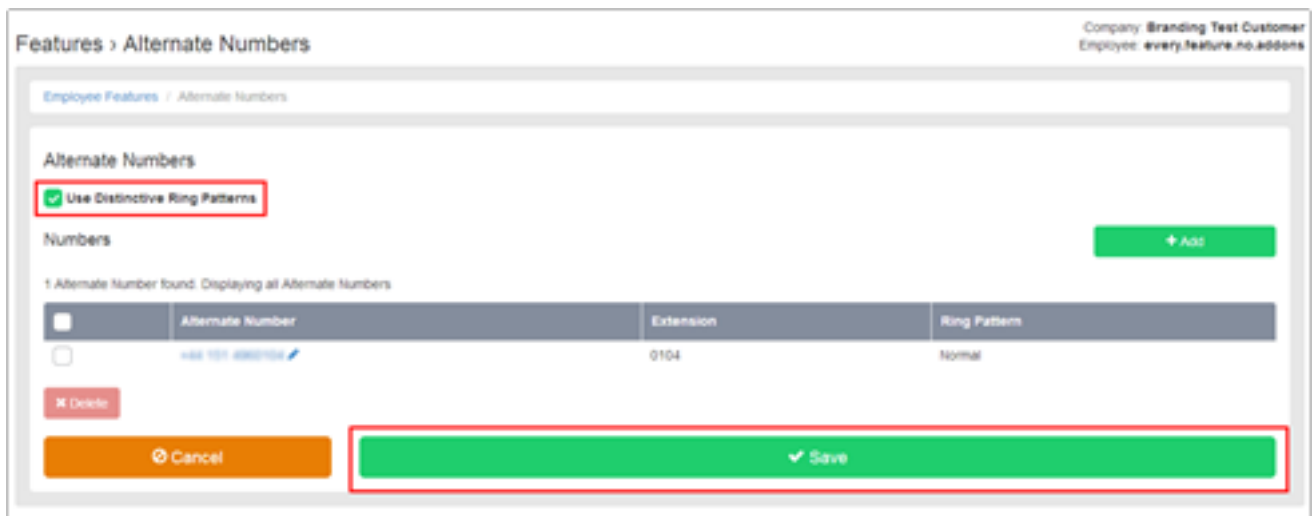
- Employees (select employee) > Features > Alternate Numbers



Call Control

Alternate Numbers Configure

- If you want to allow each alternate number to have a distinctive ring pattern, select the "Use distinctive ring patterns" check box.
- Click 'Save'



Features > Alternate Numbers Company: Branding Test Customer
Employee: every.feature.no.addons

Employee Features / Alternate Numbers

Alternate Numbers

☒ Use Distinctive Ring Patterns

Numbers + Add

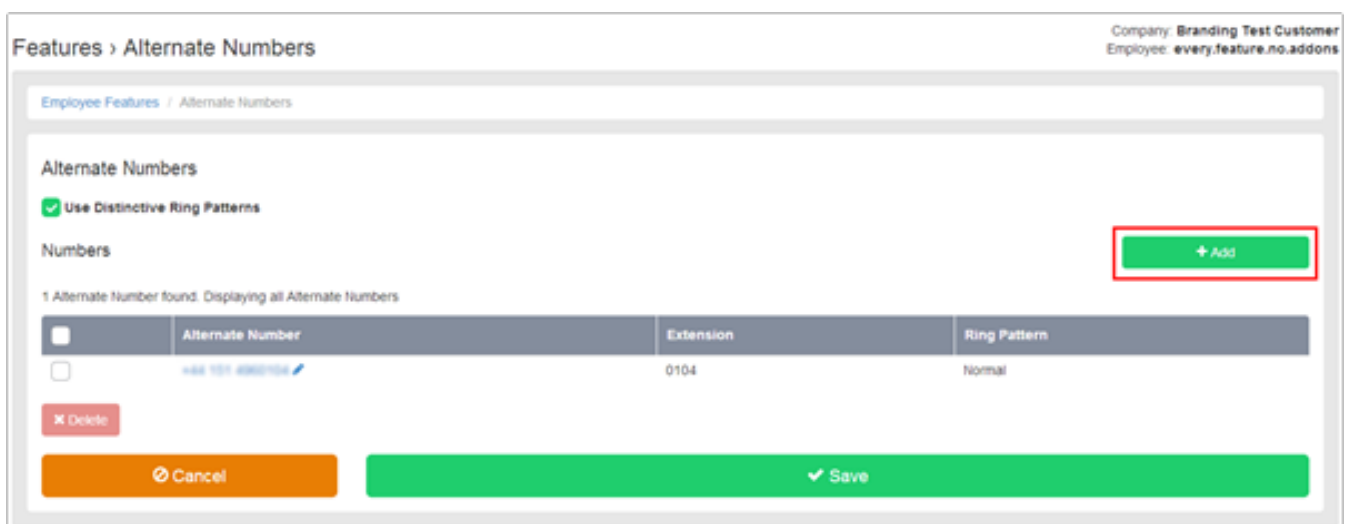
1 Alternate Number found. Displaying all Alternate Numbers

| | Alternate Number | Extension | Ring Pattern |
|--------------------------|------------------|-----------|--------------|
| <input type="checkbox"/> | +44 151 4860104 | 0104 | Normal |

✕ Delete

Cancel Save

- Click 'Add'



Features > Alternate Numbers Company: Branding Test Customer
Employee: every.feature.no.addons

Employee Features / Alternate Numbers

Alternate Numbers

☒ Use Distinctive Ring Patterns

Numbers + Add

1 Alternate Number found. Displaying all Alternate Numbers

| | Alternate Number | Extension | Ring Pattern |
|--------------------------|------------------|-----------|--------------|
| <input type="checkbox"/> | +44 151 4860104 | 0104 | Normal |

✕ Delete

Cancel Save

- From the Alternate Number list box, select a telephone number for your new alternate number.
- Type a telephone number extension in the Extension field if required.

New Alternate Number

* Alternate Number

None

* Extension

Extension

* Ring Pattern

Normal

Cancel

Save

- From the Ring Pattern list box, select a ring pattern for your new alternate number.
- Click Save.

Online URL: <https://kb2.ic.uk/article.php?id=283>