

Distinctive & Priority Ringing

323 Mark Simcoe Mon, Feb 15, 2021 [Feature guides](#), [User Features](#) 1260

Distinctive & Priority Ringing

Description

Allows you to make your phone ring with a different ring cadence. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group.

Function

The criteria for each Priority Alert 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 true for the phone to ring with a different tone (phone number and day of week and time of day).

The change in ring on the phone is only a change in the ringing cadence it does not change the ringing tone applied.

Some Handsets support the use of different ring tones based on the Calling Line ID. This is a phone feature and not a feature of the WHC service.

Configuration/Operation

Configuration is in the Employee section of the Business Portal and requires that a Time schedule has been pre-configured.

Please refer to the section on Time Schedules in the Site Features Guide.

In the Business Portal, navigate to:

- Employees > Features > Call Control
- Scroll Down to Distinctive & Priority Ringing

Company: Sales Demo
Employee: 0331.sales

Employee Selection

Add Employee

Profile

Service Settings

Features

List Grid

Filter

> Mobility

▼ Call Control

Alternate Numbers [Configure](#)

Anonymous Call Rejection ☐ Off

Directed Call Pickup With Barge-In [Configure](#)

Distinctive & Priority Ringing [Configure](#)

Do Not Disturb (on) [Configure](#)

- Select Configure

Company: Sales Demo
Employee: 0331.sales

Employee Selection

Add Employee

Profile

Service Settings

Features

Feature

Features > Distinctive Ringing

Employee Features / Distinctive Ringing

Distinctive & Priority Ringing

Rules [+ Add](#)

1 Rule found. Displaying all Rules

	Status	Description	Time Schedule
<input type="checkbox"/>	<input checked="" type="checkbox"/> On	test test	Every Day All Day (Employee)

[Delete](#)

[Cancel](#)

- To add a new 'Rule' click the '+ Add' button
- To Edit an Existing 'Rule' select the description of the rule.

- To Activate/Deactivate a 'Rule' use the slide button under the status field
- To Delete a 'Rule' select the left hand tick box and click the 'x Delete' button

Edit Rule

Description

test

Time Schedule

Every Day All Day (Employee)

Phone Numbers

Use Phone Numbers

Specific Numbers

Maximum Allowed

12

Add Phone Number

Telephone Number

+

	Phone Number
<input type="checkbox"/>	01234567890

x Delete

Cancel

Save


When adding a new 'Rule'



- Type a description on the rule in the box provided.
- Select a time schedule from the dropdown box.
- Time schedule must be pre-configured for the customer's site.
- When adding a new 'Rule' or editing an existing one.
- To add a new phone number enter the details in the box provided and Click the button
- To delete a phone number select the number using the right hand side tick box and click the 'x Delete' button
- To delete all numbers select the tick box in the header bar and then click the 'x Delete' button

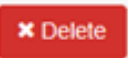
See Below

Specific Numbers

Maximum Allowed 12

Add Phone Number 

	Phone Number
	07890654321



- When all changes have been completed click 'Save'

Online URL: <https://kb2.ic.uk/article.php?id=323>