

Distinctive & Priority Ringing

323 Mark Simcoe Mon, Feb 15, 2021 [Feature guides](#), [User Features](#) 1509

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

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 (off) Configure

- Select Configure

Company: Sales Demo
Employee: 0331.sales

Employee Selection

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"/>	On	test edit	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**

Time Schedule

Phone Numbers

Use Phone Numbers

Specific Numbers

Maximum Allowed 12

Add Phone Number

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

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

<input checked="" type="checkbox"/>	Phone Number
<input checked="" type="checkbox"/>	07890654321

- When all changes have been completed click 'Save'

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