

Sequential Ring

344 Mark Simcoe Mon, Feb 15, 2021 [User Features](#) 617

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

Employee Selection | Add Employee | Profile | Service Settings | **Features** | Employee: 0331.sale

List | Grid

▼ Mobility

- Call Director [Configure](#)
- Hot Desking Host (On) [Configure](#)
- Remote Office (Off) [Configure](#)
- Sequential Ring (On) [Configure](#)**
- Shared Call Appearance [Configure](#)

- Select Configure

Employee Selection | Add Employee | Profile | Service Settings | **Features** | Employee: 0331.sale

Features > Sequential Ring

Employee Features / Sequential Ring

Sequential Ring

Ring Primary Phone First

Number Of Rings On Primary Phone:

Skip To Next Number If Primary Phone Is Busy

Allow Caller To Interrupt The Sequential Ringing
Assumes Call Forwarding Or Voice Messaging Is On

Ring List

Location	Phone Number / SIP URI	Number Of Rings	Answer Confirmation Required
1	01234567890	3 <input type="checkbox"/>	<input type="checkbox"/>
2	07711234567 <input type="text"/>	3 <input type="checkbox"/>	<input checked="" type="checkbox"/>
3	<input type="text"/>	3 <input type="checkbox"/>	<input type="checkbox"/>
4	<input type="text"/>	3 <input type="checkbox"/>	<input type="checkbox"/>
5	<input type="text"/>	3 <input type="checkbox"/>	<input type="checkbox"/>

Rules + Add

1 Rule found. Displaying all Rules

<input type="checkbox"/>	Status	Description	Time Schedule	Calls From
<input type="checkbox"/>	<input checked="" type="checkbox"/> On	Demo Rule ✎	Every Day All Day (Employee)	All calls

- 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

✕

+

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

✕ Delete

✕ Cancel

✓ Save

- 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

Time Schedule ▼

Phone Numbers

Accept Calls From

All Phone Numbers

Only These Phone Numbers

Private Numbers

Unknown Numbers

Specific Numbers

Maximum Allowed 12

Add Phone Number +

	Phone Number
No Numbers Have Been Added Yet	

✕ Cancel
✔ Save

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

Add Phone Number ✕ +

- 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'

Online URL: <https://kb2.ic.uk/article.php?id=344>