Simultaneous Ring

345 Mark Simcoe Mon, Feb 15, 2021 User Features 386

Simultaneous Ring

Description

• Ring multiple phones simultaneously when calls are received.

Function

Simultaneous Ring Personal allows you to list up to 10 phone numbers you would like to ring in addition to your primary phone when you receive a call.

This feature is helpful when you are not at your phone but you would like your mobile phone to ring when you get a call. You can also turn off simultaneous ring when you are at your desk on a call.

The criteria for each Simultaneous 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 Simultaneous 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.

Warning

If your mobile phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on your mobile phone messaging system. Please refer to the Answer Confirmation feature to avoid this.

For SIPT users this feature will not work for internal calls between PBX users that do not pass through the WHC platform.

Configuration/Operation

From The Business Portal either navigate to:

• Employees > Dashboard > Sim Ring

pplications	Dications Quick Feature Management				
Group emberships	Call Forwarding Always Off Phone No Save	Remote Office Off Phone No	✓ Save	Do Not Disturb	
Jashboard	CLI Display Off	Sim Ring		Call Director	

Note: - You can switch Simultaneous ring On/Off in this Window.

Or

Navigate to:

• Employees > Features > Mobility > Simultaneous Ring

Employee	Features	Employee: 0331.sales
Selection	List Grid	T
Add Employee	✓ Mobility	
Profile	Call Director	F Configure
٠	Hot Desking Host (On)	F Configure
Service Settings	Remote Office (0ff)	F Configure
Features	Sequential Ring (On)	
Feature Assignment	Shared Call Appearance	
	Simultaneous Ring (Off)	F Configure

• Click Configure

Simultaneous Ring				
Settings On't Rin Ring All 1	ng If I'm Already On A Call My Simultaneous Ring Numbers			
Simultaneous Numb Phone Number / SIP URI	01234567890		×	+ Add
Phone Nur 077112345 X Delete	mber / SIP URI	Answer Confirmation Required		
⊘ Cancel		✓ Save		

- Turn on Simultaneous Ring
- 'Settings' Allows you to choose the treatment of an incoming call if you are

already on an existing cal

- To Add a location enter the phone number in the box provided and click 'Add'
- Select Answer Confirmation if required
- See Answer Confirmation Service in an earlier section of this guide.
- To Delete a location select the right hand tick box next to the entry and click 'Delete'
- To Delete ALL entries select the right hand tick box in the header bar and click 'Delete'

	Phone Number / SIP URI	Answer Confirmation Required
	07711234567	
× Delete		

• When all configuration is complete click 'Save'

From Office UC Clients

All Office UC clients support configuration and control of Simultaneous Ring

Please refer to the relevant Office UC guide for details.

Below are screen shots of Office UC for Windows Desktop and Office UC for iPhone

• Windows desktop:- Call Settings > Simultaneous Ring Personal

Call Settings			×	
Call Director	This service allows you to list up	to 10 phone numbers or SIP URI		
Remote Office	addresses you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn this service off at your desk on a call. □ Enabled □ Do not ring my simultaneously ringing numbers if I'm already on a call.			
Forward Calls				
Do Not Disturb				
Hide Number	Answer confirmation required	Phone Number / SIP-URI		
		01245327090		
Simultaneous Ring Personal				

• iPhone:- Settings > Call Settings > Simultaneous Ring



Online URL: <u>https://kb2.ic.uk/article.php?id=345</u>