

Feature Overview

Sequential Ring is a Altus Voice user level feature that allows a user to create a list of up to 5 additional numbers (six total) to ring in a specific order when they receive an incoming call. Specific criteria must be assigned to activate the feature. The criteria for each Sequential Ring entry can be calls from any number or 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 Sequential Ring service to be used.

Feature Prerequisites/Restrictions

- Each destination number should be entered as a 10-digit number NANP number or an E.264 international number.
- The timing for how long a destination will ring is controlled by a number of rings settings for each destination. The valid range is 2 to 20 rings.
- At least one criterion in My Phone under My Rules must be entered to activate the feature. The default criterion is From Any Phone Number with an Every Day All Day schedule.
- The Sequential Ring feature has the following interaction/precedence with other features:
 - Alternate Numbers – Sequential Ring can be used with Alternate Numbers and applies to all alternate numbers for a user.
 - BroadWorks Anywhere – If the Sequential Ring feature is configured with the same number as BroadWorks Anywhere, Sequential Ring takes precedence over BroadWorks Anywhere. The typical scenario involves ringing the base location first (and all the other BroadWorks Anywhere locations at the same time). As soon as Sequential Ringing is alerting the next location, all the BroadWorks Anywhere functionality is turned off.
 - Call Center – When a call to a Call Center is presented to a user in the Call Center, the user's Sequential Ring service is inhibited. This means that any Sequential Ring settings for the user are not applied to an incoming call from a Call Center.
 - Call Forwarding Always – If Call Forwarding Always is active on the main location, it takes precedence over Sequential Ring. If Call Forwarding Always is active on any other destination numbers for Sequential Ring, the Sequential Ring location rings as usual and will hunt to the next location if the call is unanswered (Diversion Inhibitor enabled)
 - Call Forward Busy – Sequential Ring has precedence over Call Forwarding Busy. Only if all locations are busy (or if the base location is busy with the Sequential Ring set up not to continue) does Call Forwarding Busy have a chance to execute (otherwise, no-answer processing is always applied). Note however that the Sequential Ring locations can have Call Forwarding Busy themselves, in which case the call is forwarded if the location is busy.
 - Call Forwarding No Answer - Sequential Ring has precedence over Call Forwarding No Answer. Even if the base location is configured as a Sequential Ring location to be attempted, a timeout causes Sequential Ring to attempt the next location. Once Sequential Ring has finished going over all its locations, normal no-answer processing occurs and Call Forwarding No Answer can then forward the call (a no-answer timer is not restarted prior to that).
 - Call Forwarding Not Reachable – If active, Sequential Ring runs before the Call Forwarding Not Reachable service is invoked. If all of the destinations, including the base locations, are not reachable, the Call Forwarding Not Reachable feature will forward the call to the destination number after the Sequential Ring feature hunts through the list.
 - Call Forwarding Selective – Call Forwarding Selective on the base location takes precedence over Sequential Ring. If Call Forwarding Selective is assigned to other locations visited by Sequential Ring, the Sequential Ring timer applies as usual and hunts to the next location if the call is not answered before the timer expires.

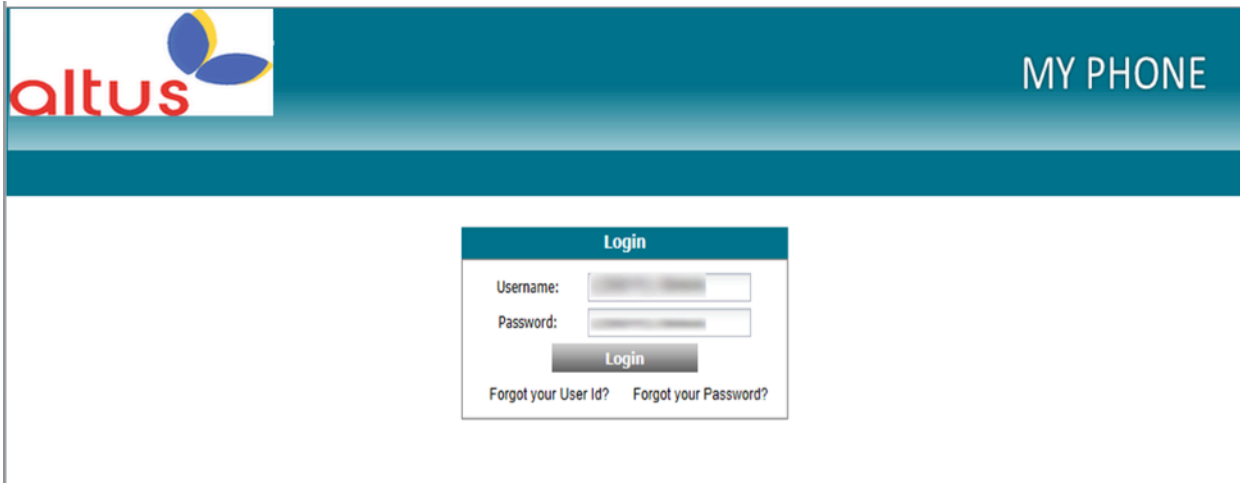
- Calling Plans - Sequential Ring calls are screened by the Transferred/Forwarded Calling Plan that applies to the user. If the user is not allowed to transfer specific types of calls, the Sequential Ring service may be inhibited.
- Directed Call Pick-up/Directed Call Pick-up with Barge-in – Another user using Call Pickup, no matter which location is being alerted, can still pick up a call to a user being alerted by Sequential Ring.
- Do Not Disturb – Do Not Disturb has precedence over Sequential Ring.
- Hunt Group – When a call to a Hunt Group is presented to a user in the Hunt Group, the user's Sequential Ring service is inhibited.
- Remote Office – Sequential Ring takes precedence over Remote Office.
- Selective Call Acceptance/Selective Call Rejection – These services take precedence over Sequential Ring.
- Shared Call Appearance - The Shared Call Appearance locations are alerted in addition to the base location when Sequential Ring handles an incoming call.
- Simultaneous Ring - Sequential Ringing has priority over Sim Ring. However, if the base location is alerted, then Sim Ring triggers and rings any simultaneous locations.
- Voice Messaging - If a Sequential Ring location rolls over to voice mail, the service ends and the caller is connected to voice mail. There is an option to enforce answer confirmation on Sequential Ring destinations to prevent calls from immediately going to voicemail.
- Note: A signaling issue with SONUS gateways has this feature development in jeopardy for SPs if their telephony provider has not upgraded. This is not an issue on the Verizon SIP Gateway service.

Feature Operation

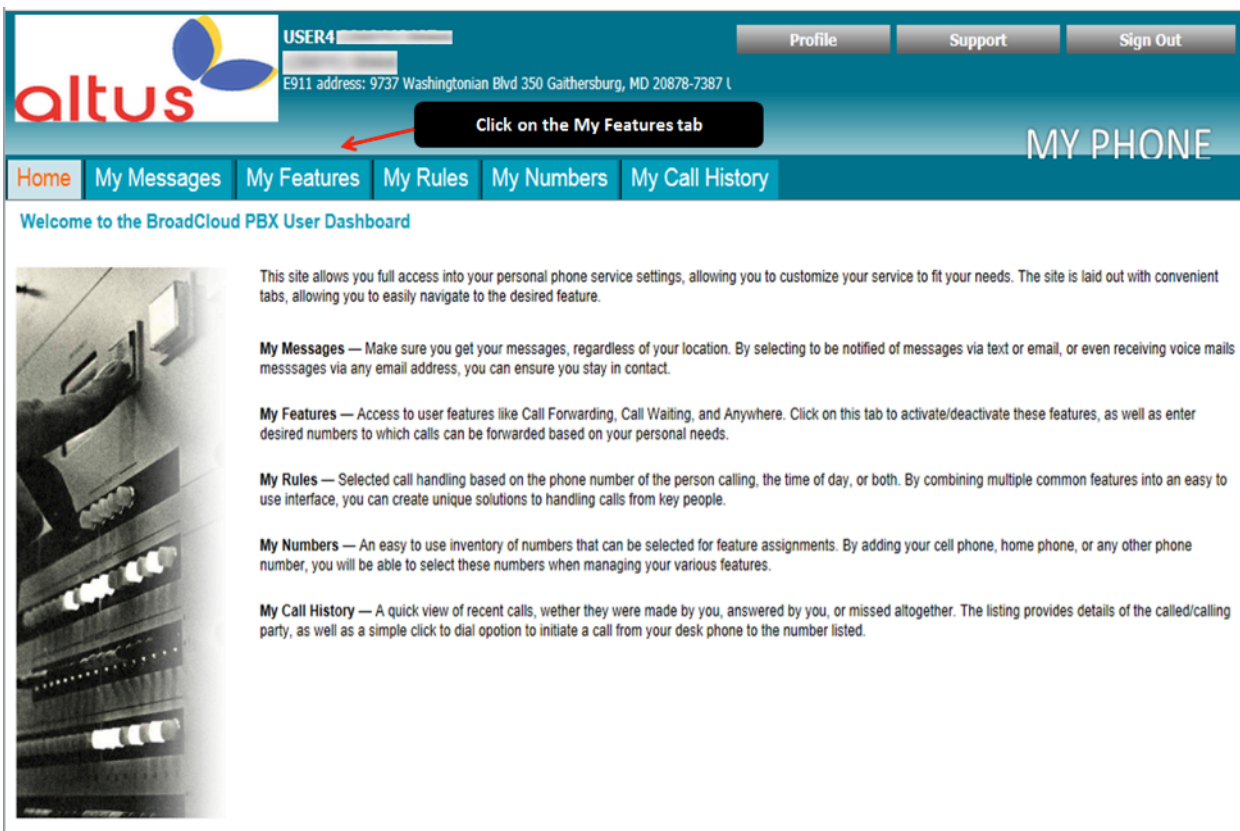
- When a caller dials a subscriber that has Sequential Ring enabled, the caller will hear an announcement asking them to stay on the line. If the interrupt setting is enabled, the caller will also hear a message to hit the pound button to interrupt the search if they desire.
- After the initial announcement, the caller will hear ringing.
- If a call is answer by any of the numbers in the search list, the search is stopped.
- Every 20 seconds, a comfort message will be played asking the caller to stay on the line.
- If the interrupt button “#” is hit, the caller will be provided with the subscriber's no answer processing.
- After all numbers have been tried but are not answered, the ringback or announcement is interrupted and the caller is provided with the subscriber's no answer processing (e.g. voicemail in most cases)

Feature Setup

Step 1. Log in to My Phone



Step 2. Go to the My Features tab



Step 3. Enter configuration settings for Sequential Ring

| Location # | Number | Rings | Answer Confirmatic |
|------------|--------|-------|--------------------------|
| 1 | | 3 | <input type="checkbox"/> |
| 2 | | 3 | <input type="checkbox"/> |
| 3 | | 3 | <input type="checkbox"/> |
| 4 | | 3 | <input type="checkbox"/> |
| 5 | | 3 | <input type="checkbox"/> |

1. “Alert Base Location first for __ rings”: If checked, your base location will ring first before the other locations are tried. If not checked, your base location will not ring and Location # 1 will be tried first. This also sets the number of rings at your base location before ringing your other locations. (Note: changing this setting will also change the settings for rings before voicemail and the number of rings for forwarding of unanswered calls.) The maximum number of rings is 20.
2. “Continue search when I am on a call”: If the “Alert Base Location first” setting above is checked and you are on a call or your phone is unreachable, this setting, when checked, will send calls to your list of alternate locations. If not checked, calls will not be
3. “Enable caller to skip search and go to voice mail”: If checked, the caller may hit the “#” key to interrupt the search and be treated as if
4. Enter a list of 10-digit NANP numbers or E.264 International numbers to be rung in order from 1 to 5. Set the number of rings for each number (20 maximum). And check the “Answer Confirmation” box for the specific number if you desire. When enabled, Answer Confirmation requires the called party to hit a “1” on the keypad to receive the call. If the “1” is not entered, the call will continue through the list of sequential numbers. (This feature prevents calls from being placed into the voice mail of the alternate sequential numbers.)
5. Go To My Rules and create a rule for Sequential Ring. NOTE: THIS FEATURE WILL NOT OPERATE WITHOUT A CONFIGURED AND ACTIVATED RULE. This rule set the times

- Create a Rule
 - Rule Name – Enter a name for this rule.
 - Action – Displays that this rule is for Sequential Ring. The button will always be enabled.
 - Schedule – Choose either a Time Schedule or a Holiday schedule for this rule to follow. Personal schedules can be created by selecting the My Schedules tab. See the My Rules QRG for more information.
 - Time – Sets a time of day and day of week schedule
 - Holiday – Sets the days that will be denoted as Holidays
 - Calls From – Choose either “Any phone number” or “Following phone numbers” to select the numbers that will be valid for this rule.
 - Any Phone Number – If selected all calls from all numbers will follow this rule
 - Following Phone Number – If selected, choose Any private number and/or Any unavailable number and/or List of numbers
 - Any private number – All calls from private numbers will follow this rule.
 - Any unavailable number – All unavailable numbers will follow this rule.
 - List of numbers – Enter up to 12 numbers in this list
- Save the Rule
- Activate the Rule – Click the “Activate” checkbox next to the desired rule in the Rule List to enable. Uncheck the rule to disable.