

Alternate Numbers

Overview

The Alternate Number service allows additional numbers and/or extensions to be assigned to a user or group service.

Feature Notes:

- These numbers/extensions will work for both internal and external inbound calls.
- Up to 10 alternate numbers/extension can be added to a user or group service. This allows for a total of 11 if you include the default number and extension assigned as the user/service's address
- Distinctive ring patterns can be assigned to alternate numbers to help users differentiate what number is being called when their phone rings.

Feature Prerequisites

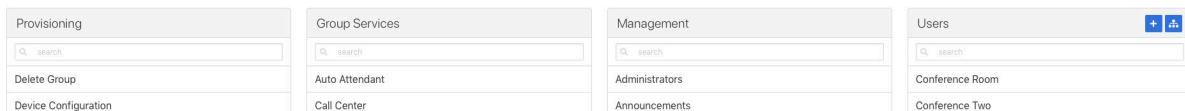
Before the Alternate Numbers service can be used the following conditions must be met:

- Users must have a Premium Seat

Feature Setup

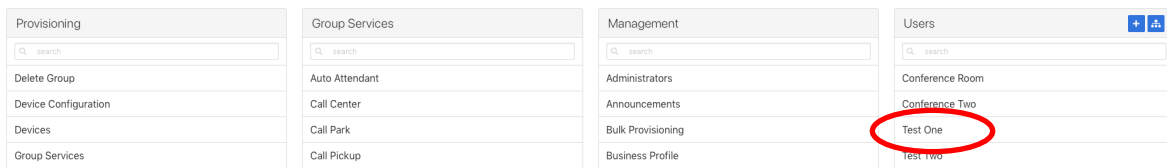
1. Go to the group admin dashboard

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev



2. Select the user or service on which you want to enable forwarding.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev



3. Click **Service Settings** in the left column navigation.

4. Select **Alternate Numbers** from the Services list.

Configure Services

Filter Results

Name	Description	Active
Alternate Numbers	Alternate Numbers	—
Anonymous Call Rejection	Anonymous Call Rejection	×
Authentication	Authentication	—
Automatic Callback	Automatic Callback	×
Automatic Hold/Retrieve	Automatic Hold/Retrieve	×
Barge-in Exempt	Barge-in Exempt	✓
BroadWorks Anywhere	BroadWorks Anywhere	—
Busy Lamp Field	Busy Lamp Field	—
Call Center	Call Center	—
Call Forwarding Always	Call Forwarding Always	×

5. Click the gear icon to configure settings.

- *Distinctive Ring Enabled* – Allows you to define distinctive ring patterns for alternate number entries

Settings

Distinctive Ring Enabled ✓

6. Click on the Number Entry you want to edit and configure the alternate number.

Alternate Entries

search Alternate Entries

#	Phone Number	Extension	Ring Pattern
1			
2			
3			
4			
5			
6			
7			
8			

- Phone Number – The additional number that will ring into the user/service
- Extension – Assigns an alternate extension that will ring to the user/service
- Ring Pattern – Lets you define the ring pattern used when this number/extension is dialed.

7. Click **Save** to apply changes.

8. Repeat these steps for each additional number you want to add to the user/service.