

Simultaneous Ring

Overview

Simultaneous Ring (also known as Sim Ring) is a Mobility feature that, when enabled, rings your office phone and another phone of your choice at the same time. Additionally, rules can be assigned to this feature so calls will ring your Simultaneous Ring phones only during certain times of the day, days or the week, or from specified phone numbers. Specific criteria must be assigned to activate the feature. The criteria for each Simultaneous 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 the Simultaneous Ring service to be used.

Feature Prerequisites

- Each location number should be entered as a 10-digit number.
- At least one criterion must be entered to activate the feature. The default recommended criterion is From Any Phone Number with an Every Day All Day schedule.
- The Simultaneous Ring feature has the following interaction/precedence with other features:
 - **Alternate Numbers** – Simultaneous Ring can be used with Alternate Numbers and applies to all alternate numbers for a user.
 - **BroadWorks Anywhere** – If the Simultaneous Ring feature is configured with the same number as BroadWorks Anywhere, Simultaneous Ring takes precedence over BroadWorks Anywhere.
 - **Call Center** – When a call to a Call Center is presented to a user in the Call Center, the user's Simultaneous Ring service is inhibited. This means that any Simultaneous 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 Simultaneous Ring.
 - **Call Forward Busy** – Simultaneous Ring has precedence over Call Forwarding Busy. Only if all locations are busy, does Call Forwarding Busy have a chance to execute (otherwise, no-answer processing is always applied). Note however that the Simultaneous Ring locations can have Call Forwarding Busy themselves, in which case the call is forwarded if the location is busy.

- o **Call Forwarding No Answer** - Simultaneous Ring has precedence over Call Forwarding No Answer. Once Simultaneous Ring has finished ringing all its locations, normal no-answer processing occurs and Call Forwarding No Answer can then forward the call.
- o **Call Forwarding Not Reachable** – If active, Simultaneous Ring runs before the Call Forwarding Not Reachable service is invoked. If all of the destinations are not reachable, the Call Forwarding Not Reachable feature will forward the call to the destination number.
- o **Call Forwarding Selective** – Call Forwarding Selective on the base location takes precedence over Simultaneous Ring. If Call Forwarding Selective is assigned to other locations rang by Simultaneous Ring, the call may be forwarded unless Answer Confirmation is applied to the location.
- o **Calling Plans** - Simultaneous 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 Simultaneous Ring service may be inhibited.
- o **Directed Call Pick-up/Directed Call Pick-up with Barge-in** – Another user using Call Pickup can still pick up a call to a user being alerted by Simultaneous Ring.
- o **Do Not Disturb** – Do Not Disturb has precedence over Simultaneous Ring.
- o **Hunt Group** – When a call to a Hunt Group is presented to a user in the Hunt Group, the user's Simultaneous Ring service is inhibited.
- o **Remote Office** – Simultaneous Ring takes precedence over Remote Office.
- o **Selective Call Acceptance/Selective Call Rejection** – These services take precedence over Simultaneous Ring.
- o **Shared Call Appearance** - The Shared Call Appearance locations are alerted in addition to the Simultaneous Ring locations.
- o **Sequential Ring** - Simultaneous Ring will alert all Sim Ring locations during the Base location phase of Sequential Ring. Sequential Ring will then hunt to additional locations once the base location timer is complete.
- o **Voice Messaging** - If a Simultaneous 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 Simultaneous Ring destinations to prevent calls from immediately going to voicemail.

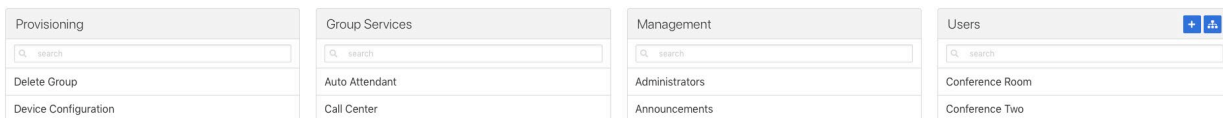
Feature Operation

- When a caller dials a user that has Simultaneous Ring enabled, all locations will ring simultaneously
- If a call is answer by any of the numbers in the locations list, the search is stopped.
- After all numbers have been tried but are not answered, the caller is provided with the user's no answer processing (e.g. voicemail in most cases)

Feature Setup

1. Go to the group admin dashboard.

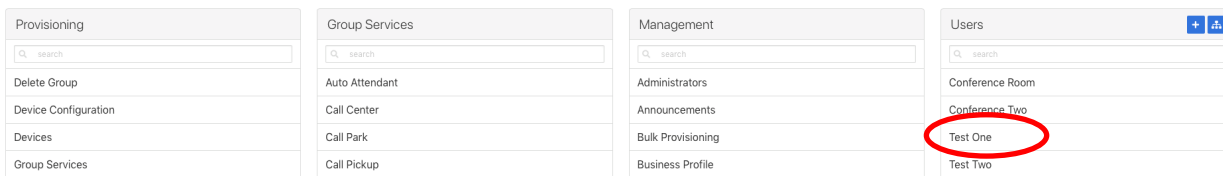
Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev



The screenshot shows a dashboard with four main panels: Provisioning, Group Services, Management, and Users. Each panel has a search bar and a list of items. The Users panel is highlighted with a blue plus icon in the top right corner.

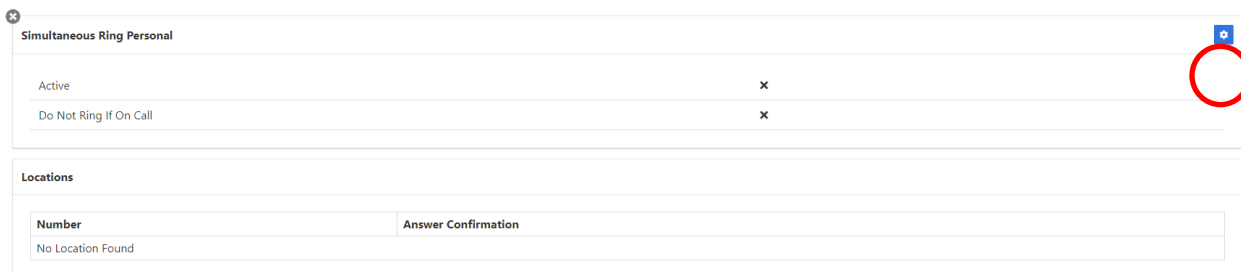
2. Select the user or service on which you want to set up Simultaneous Ring.

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



The screenshot shows the same dashboard as before, but the 'Test One' item in the Users panel is circled in red, indicating it has been selected.

3. Click **Service Settings** in the left column navigation.
4. Select **Simultaneous Ring** from the services list.
5. Click the gear icon in the Simultaneous Ring Settings heading to configure the service.



The screenshot shows the 'Simultaneous Ring Personal' settings page. It has a heading with a gear icon circled in red. Below the heading are two rows of settings: 'Active' with a toggle switch and 'Do Not Ring If On Call' with a toggle switch. Below this is a 'Locations' section with a table that has columns for 'Number' and 'Answer Confirmation'. The table currently shows 'No Location Found'.

6. Configure the Simultaneous Ring Settings

- *Is Active* – Activates the service
- *Do Not Ring If On Call* – Inhibits the service when already on a call
- *Number* – The additional number to be rang.
- *Answer Confirmation*– If enabled the answering location will require a digit to be dialed when picking up the call. This protects against a location’s voicemail box mistakenly answering the call.

7. Click **Save** to retain changes.

8. Click the plus button in the **Simultaneous Ring Criteria** section and create a criteria for selecting calls to apply Simultaneous ring processing to.

Sequential Ring Criteria +

Active	Name	Time Schedule	Holiday Schedule	Do Not Ring Sequentially
No Sequential Ring Criteria Found				

- *Is Active* – Must be selected for the criteria to take effect
- *Blacklisted* – If selected, Simultaneous Ring will NOT be activated when the criteria is met.
- *Description* – The name of the criteria
- *Time Schedule* – The times during which you want calls to forward. (The desired schedule must be created prior to completing this step unless the *Every Day All Day* option is used.)
- *Holiday Schedule* – If a schedule is selected in the *Holiday Schedule* field, Simultaneous ring will only process during the time that overlaps between the *Time Schedule* and *Holiday Schedule*.
- *Calls From* – This defines what calling phone numbers will be forwarded. (Specific numbers or area codes can be defined using variables.)
 - For example, to forward all calls from the 812 area code, **812XXXXXXXX** could be entered as one of the numbers in this section.
 - Only 12 numbers / area codes can be defined per criteria so multiple matching criteria should be made if more than 12 are needed.
- If multiple criteria are created, they will execute in listed order. In the case of conflicting rules, the criteria higher in the list will take precedent.

9. Click **Save** to retain changes.