

Distinctive Ringing

Distinctive ringing can help you audibly distinguish different types of calls, for example, internal calls, or calls routed to specific callflows. They can act as a means to draw attention without the need to refer to the screen.

Provisioned Phones

Telecoms → VoIP → Edit VoIP Account → Devices → Edit Device → Settings → Distinctive Ringing (tick box)

For phones provisioned through the control panel, distinctive ringing can be enabled to separate internal and external calls. Simply visit the settings page for the device in question, and enable the distinctive ringing tick box.

Call Flow

Telecoms → VoIP → Edit VoIP Account → Call Flow → Edit Call Flow

Distinctive ringing can be applied within a call flow. Simply drag in the distinctive ringing node into a flow. You are required to enter in the notification code based on your manufacture of phone. Open the modal for examples to use.

Use

Set an Alert-Info SIP Header that can be used by your device to play a distinct ringtone. The following format can be used depending on the manufacturer:

- Yealink & Grandstream: info=Bellcore-drX (where X starts from 1 up to the device available ringtones).
- Snom & Gigaset: ;info=alert-event
- Polycom: info=event

If a device does not recognize that header, it would simply ignore it and play the default ringtone.

If you have different device manufacturers, you can concatenate multiple headers inside the same Distinctive Ringing box (i.e. ";info=alert-event;info=Bellcore-dr3")D

