Alternate Numbers

Feature Overview

Businesses may require that multiple numbers ring into the same phone. Your clientele may span multiple local calling areas and you have chosen to market different numbers in different areas. The Alternate Numbers feature allows multiple phone numbers to ring into the same phone with different ring tones to distinguish what lines are being called. All that is required is the extra phone number(s), new stations or lines are not required.

Feature Prerequisites

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

- At least one inbound number must be available to be assigned to a station (Premium, Hosted Square Key, or Hosted PRI User)
- At least one additional Phone number (DID) must be available to be assigned as an Alternate Number
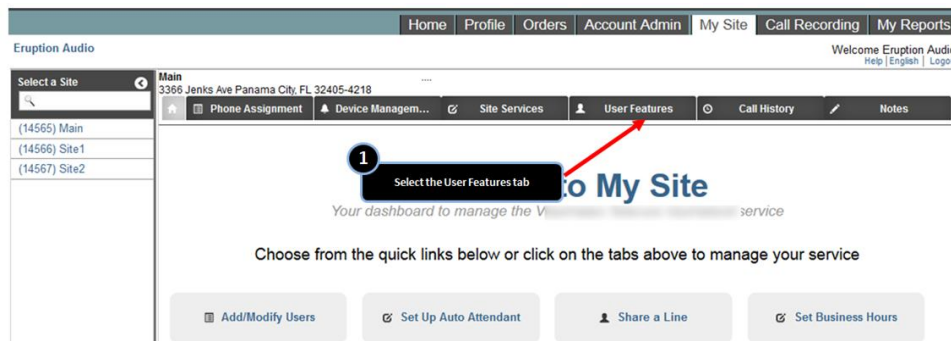
Feature Setup

Configure as a Site Administrator

To use this service, log in to My Account, and then simply follow the steps detailed below.

Step 1: Go to My Site and Select a Site
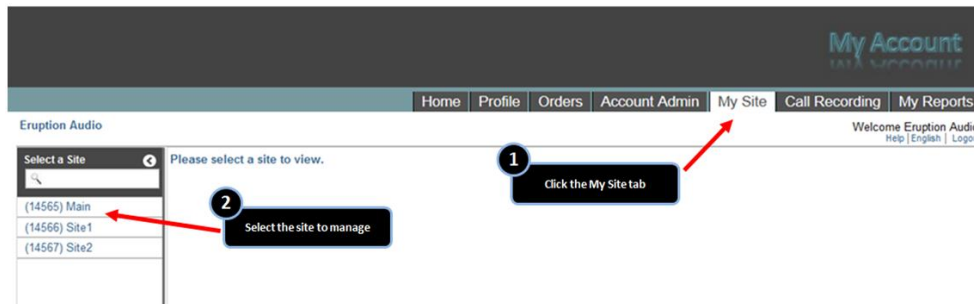
Step 2: Select User Features and then the Sharing tab

Step 3: Select a station to configure and select the "View/Edit Rules" button

Step 4: Select the numbers desired to ring on the designated phone

Step 5: Choose your distinctive ring for each number and close the window
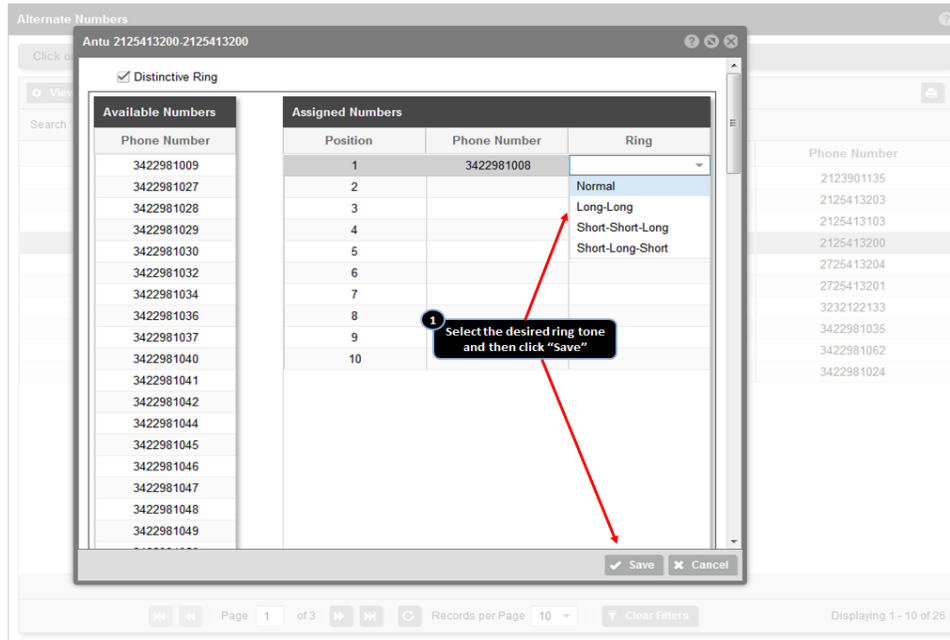
Check the Distinctive Ring Feature

Distinctive Ring enables you to assign a specific ring pattern to that number. This tone will identify that a call is coming from that specific alternate number.

Select the Ring Pattern

Use the drop-down menu to select the ring pattern (normal, long-long, short-short-long, or short-long-short).