

Feature Overview

The Do Not Disturb (DND) feature enables you to send all calls directly to voice mail. When this feature is enabled, your phone will not ring. If in a Hunt Group, Call Center or Call Queue, DND will suppress ringing on the user phone, and the call will continue to ring on the other numbers in the hunt group/call queue.

Feature Prerequisites

Before the Do Not Disturb 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, Standard, or Hosted PRI - User)

DND Functionality when a Telephone Number is Shared or Un-Shared:

The DND feature, on BroadCloud supported devices, functions differently depending on whether or not it is enabled locally on the device itself (LOCAL) or via the BroadCloud portal (NETWORK), and also, whether the User's Telephone number is used by a single device / client or by multiple devices / clients.

A telephone number used on a Single device / client:

1. In an NON-SHARED environment: (DND enabled at the LOCAL level)

When the DND button is activated on the device, any incoming calls to that telephone number will follow the normal Voice Messaging treatment for busy calls.

2. In an NON-SHARED environment: (DND enabled at the NETWORK level)

When the DND button is activated through the BroadCloud portal, any incoming calls to that telephone number will follow the normal Voice Messaging treatment for busy calls.

A telephone number used on Multiple devices / clients:

1. In an SHARED environment: (DND enabled at the LOCAL level)

When the DND button is activated on the device, Incoming calls will not ring the device, however, there is still an incoming visual alert if the device is a desk phone. Also, all other devices configured with this telephone number, including mobile and desktop clients, **WILL** ring.

2. In an SHARED environment: (DND enabled at the NETWORK level)

When the DND button is activated through the BroadCloud My Phone portal, Incoming calls will not ring the device or any of the other shared devices / clients, and any incoming calls to that telephone number will follow the normal Voice Messaging treatment for busy calls.

LOCAL enablement of DND can be accomplished via the following client:

- IP Desk Phone (Applicable for Polycom VVX, Cisco, Aastra, and SNOM IP Phones)

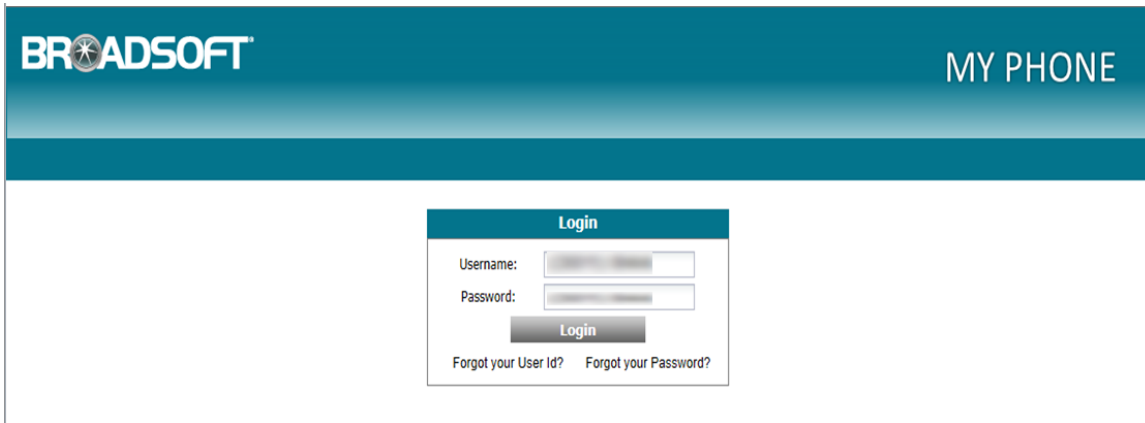
Do Not Disturb

NETWORK enablement of DND can be accomplished via the following clients:

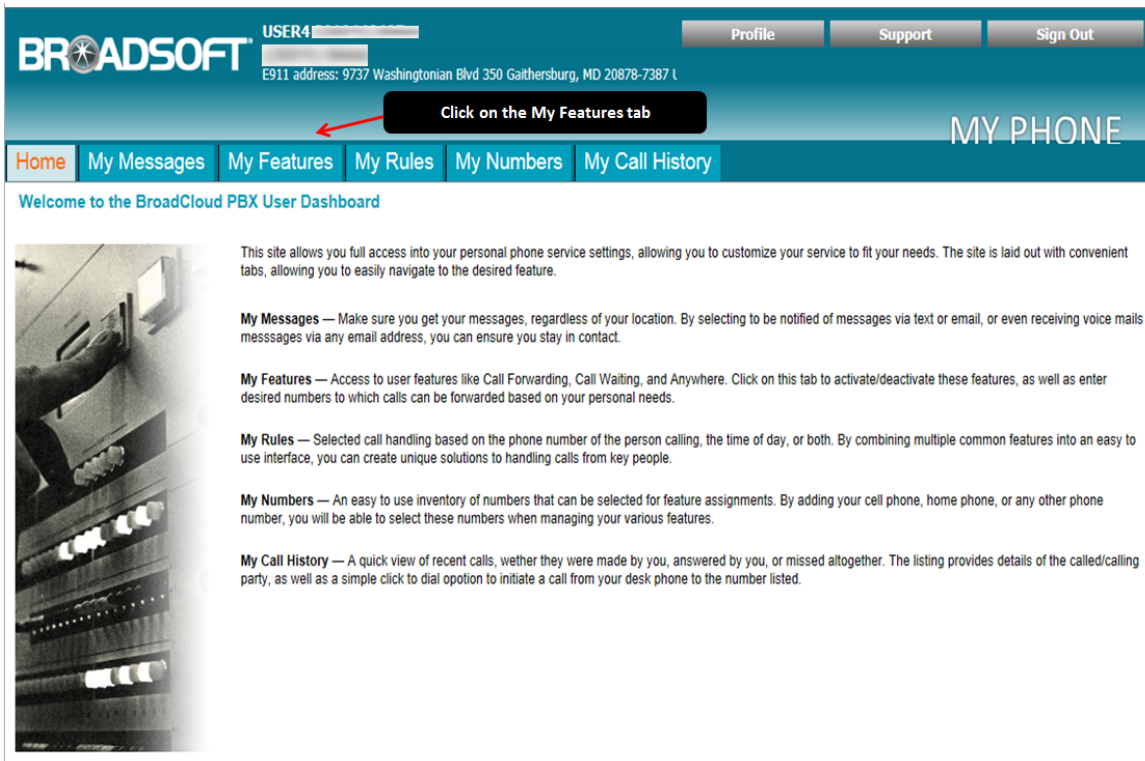
- BroadCloud - My Phone portal
- Dialer Plugin for Google Chrome
- Feature Access Codes *78 (Activate)/*79 (Deactivate)
- UC Mobile / UC Desktop Clients

Setting up DND via the BroadCloud - My Phone portal: (LOCAL)

Step 1. Log in to My Phone



Step 2. Go to the My Features tab



Welcome to the BroadCloud PBX User Dashboard

This site allows you full access into your personal phone service settings, allowing you to customize your service to fit your needs. The site is laid out with convenient tabs, allowing you to easily navigate to the desired feature.

My Messages — Make sure you get your messages, regardless of your location. By selecting to be notified of messages via text or email, or even receiving voice mails messages via any email address, you can ensure you stay in contact.

My Features — Access to user features like Call Forwarding, Call Waiting, and Anywhere. Click on this tab to activate/deactivate these features, as well as enter desired numbers to which calls can be forwarded based on your personal needs.

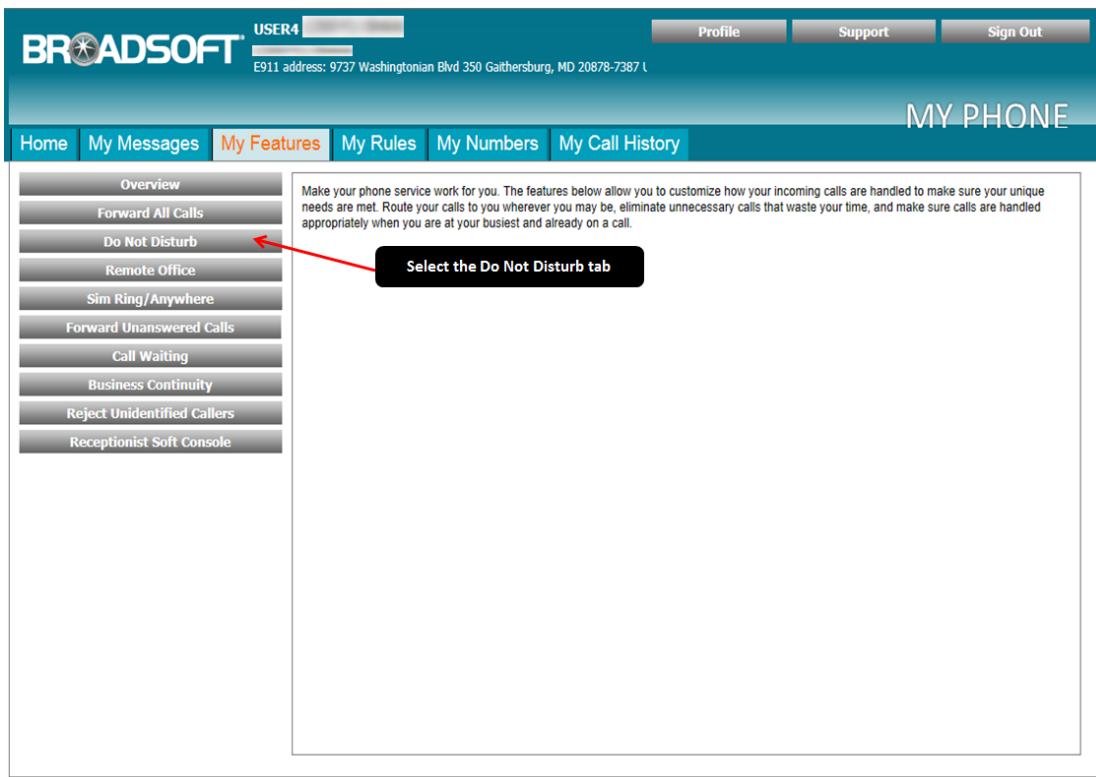
My Rules — Selected call handling based on the phone number of the person calling, the time of day, or both. By combining multiple common features into an easy to use interface, you can create unique solutions to handling calls from key people.

My Numbers — An easy to use inventory of numbers that can be selected for feature assignments. By adding your cell phone, home phone, or any other phone number, you will be able to select these numbers when managing your various features.

My Call History — A quick view of recent calls, whether they were made by you, answered by you, or missed altogether. The listing provides details of the called/calling party, as well as a simple click to dial option to initiate a call from your desk phone to the number listed.

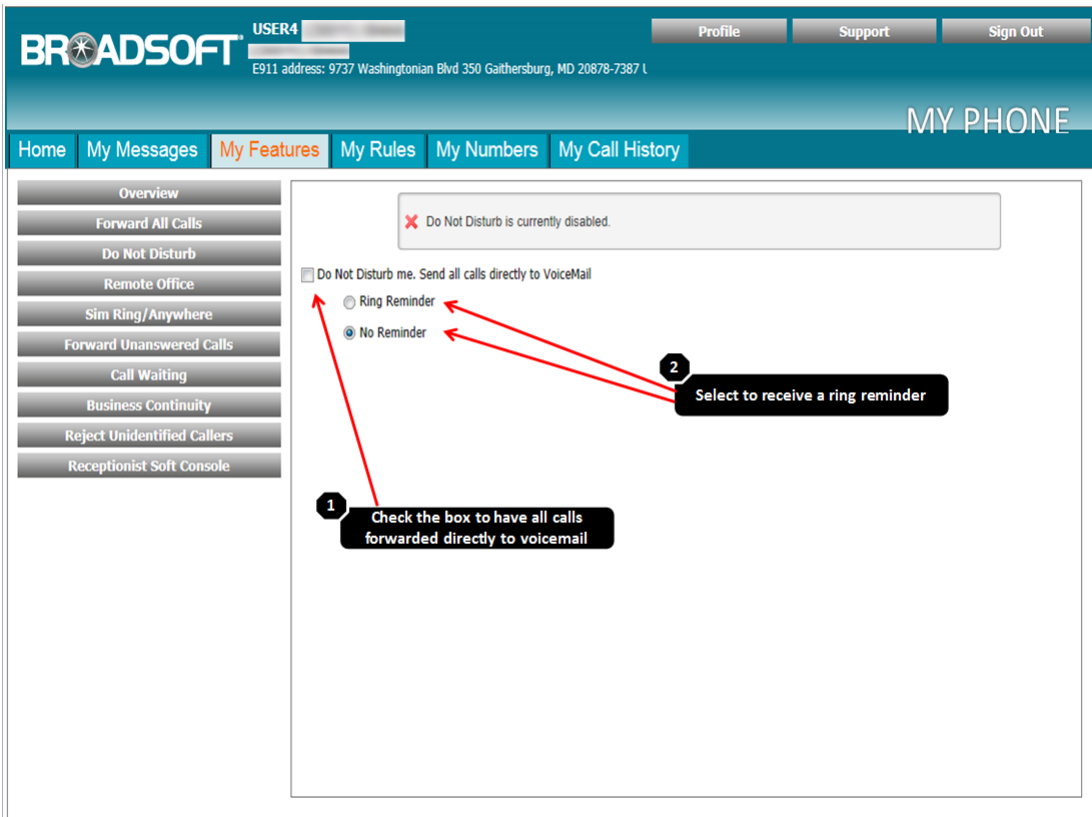
Do Not Disturb

Step 3. Go to the Do Not Disturb feature window



The screenshot shows the Broadsoft My Phone user interface. At the top, there is a header with the Broadsoft logo, user information (USER4), and navigation links for Profile, Support, and Sign Out. Below the header is a navigation bar with tabs for Home, My Messages, My Features, My Rules, My Numbers, and My Call History. The My Features tab is selected. On the left side, there is a list of features: Overview, Forward All Calls, Do Not Disturb, Remote Office, Sim Ring/Anywhere, Forward Unanswered Calls, Call Waiting, Business Continuity, Reject Unidentified Callers, and Receptionist Soft Console. A red arrow points to the Do Not Disturb tab. A black callout box with white text says "Select the Do Not Disturb tab". To the right of the feature list, there is a text box that reads: "Make your phone service work for you. The features below allow you to customize how your incoming calls are handled to make sure your unique needs are met. Route your calls to you wherever you may be, eliminate unnecessary calls that waste your time, and make sure calls are handled appropriately when you are at your busiest and already on a call."

Step 4. Configure your Business Continuity settings.



Setting up DND via the BroadCloud PBX Dialer for Chrome(TM): (NETWORK)

- For instructions on enabling DND on the Chrome Dialer, please see the [BroadCloud PBX Dialer for Chrome\(TM\) User Guide](#)

Setting up DND via the Feature Access Codes: (NETWORK)

- For instructions on enabling DND via Feature Access Codes, please see the [Feature Access Codes Quick Reference Guide](#)

Setting up DND via the UC Mobile Client: (NETWORK)

- For instructions on enabling DND on the UC Mobile Client for iPhone, please see the [BroadCloud UC-Mobile for iPhone User Guide](#)

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- For instructions on enabling DND on the UC Mobile Client for Android, please see the [BroadCloud UC-Mobile for Android User Guide](#)

Setting up DND via the UC Desktop Client: (NETWORK)

- For instructions on enabling DND on the UC Desktop Client, please see the [BroadCloud UC-Desktop Client User Guide](#)