

Feature Overview

Simultaneous Ring is a mobility solution that lets end-users designate a single phone number for all incoming calls, regardless of which phone they are currently using – mobile, office, home, etc. End-users receive the added benefit of a common business calling “experience” across all devices (up to 10 phones).

NOTE: The Simultaneous Ring and Office Anywhere (Anywhere) features cannot be enabled at the same time. When you enable Sim Ring you will automatically disable the Anywhere feature and vice versa.

Feature Prerequisites

Before the Simultaneous Ring feature can be used the following conditions must be met:

- Simultaneous Ring is available for the following Hosted PBX Station Types (and SP Branded equivalents)
 - Basic Station
 - Standard Station
 - Premium Station
 - Hosted Square Key Package
 - Hosted PRI Station
- At least one landline or wireless number must be assigned to the Simultaneous Ring feature through the My Phone dashboard

Using Simultaneous Ring

Once the user has configured the Simultaneous Ring feature in the My Phone dashboard, the feature is ready for use. The following sections describe how to use the Simultaneous Ring feature.

Follow the procedure below to receive Simultaneous Ring calls.

1. Caller dials the BroadCloud PBX User
2. The Simultaneous Ring feature is invoked
3. All phones in the Simultaneous Ring list begin to ring
4. One of the phones answers the call and the others stop ringing

Simultaneous Ring QRG

Simultaneous Ring Notes:

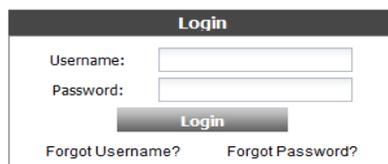
- *If a call is immediately intercepted by a voicemail system, which could occur when wireless phones are turned off or do not have service or when Do Not Disturb is enabled on the desktop phone, all other phones will immediately stop ringing. If the voicemail system answers quickly enough, the other phones may not ring at all.*
- *Numbers being included in the Simultaneous Ring feature can be included in multiple Simultaneous Ring lists.*
- *Simultaneous Ring does allow users to activate the “Do Not Simultaneous Ring if I’m on the phone” option.*

Feature Setup

Simultaneous Ring User Portal

The Simultaneous Ring feature is automatically available to all Executive, End by End and Hosted Square Key stations. The feature is controlled via the My Phone dashboard. To configure the Simultaneous Ring feature, the user must enter all landline and wireless phone numbers to which calls will be routed. A minimum of one number must be assigned by the user to enable the feature for that user. Multiple numbers (up to 8) can be assigned if the user requires multiple numbers to simultaneously ring when calls are received on their BroadCloud PBX desktop phone.

Step 1. Log in to My Phone

A screenshot of a login form titled "Login". It contains two input fields: "Username:" and "Password:". Below the fields is a grey "Login" button. At the bottom of the form, there are two links: "Forgot Username?" and "Forgot Password?".

Step 2. Go to the My Features tab

Sample User
850559152
E911 address: 3366 Jenks Ave Panama City, FL 32364

Profile Support Sign Out

My Phone

Home My Messages **My Features** My Rules My Numbers My Call History

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.

Step 3. Select the Sim Ring /Anywhere Feature tab

Step 4. Configure your Sim Ring settings.

1 of 12 SimRing Locations in use.
1 Anywhere Locations in use.

Active	Number	Type	Answer Confirmation	Incoming Calls	Options
<input checked="" type="checkbox"/>	1234567899	Sim Ring	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1234567890	Anywhere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5551234567 SimRing

Global Sim Ring Settings

Enable SimRing

Do not ring other phones when I am on a call

1 Enable the Simultaneous Ring feature

2 Decide if your other phones should ring if you are on your office phone

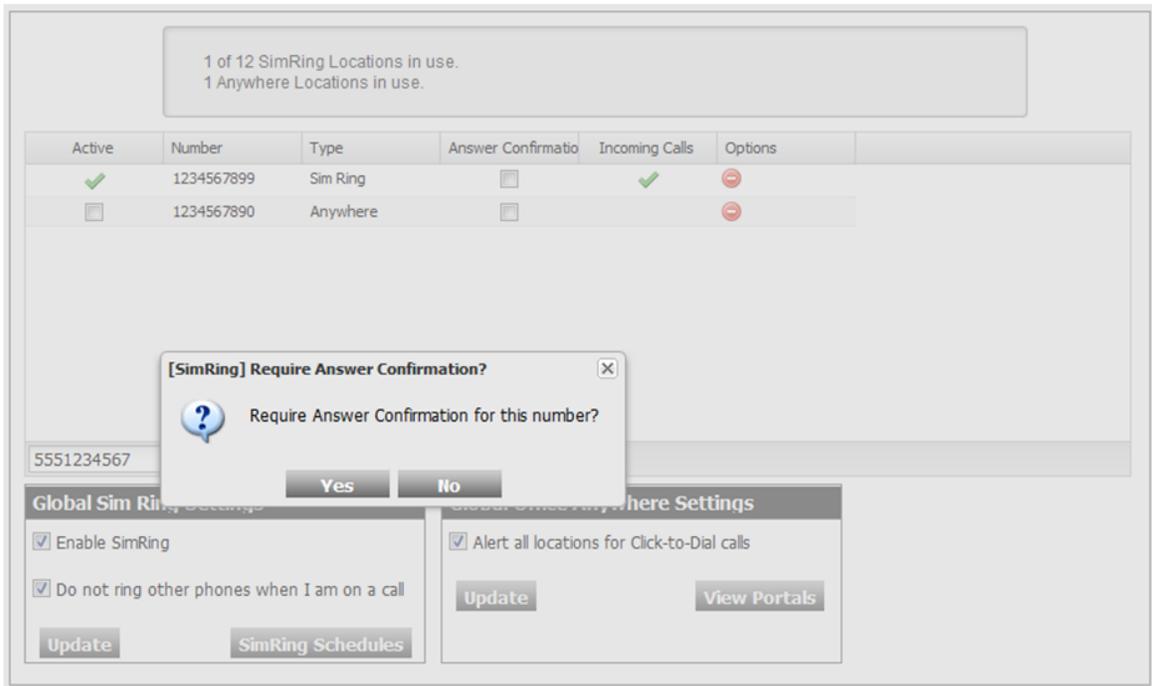
3 Enter the phone number to ring, select SimRing from the dropdown box and click on the Add button

Simultaneous Ring QRG

Check the “Do not ring other phones when I am on a call” checkbox.

Select this option if you do not want your Sim Ring numbers to ring while you are on an active call on your desktop phone.

NOTE: If you receive an incoming call and are unable to answer either on your desktop phone or any of your Sim Ring numbers, the caller will reach your voicemail.



“Require Answer Confirmation” for this number?

If selected this option requires the mobile phone number to press 1 before the call is connected