

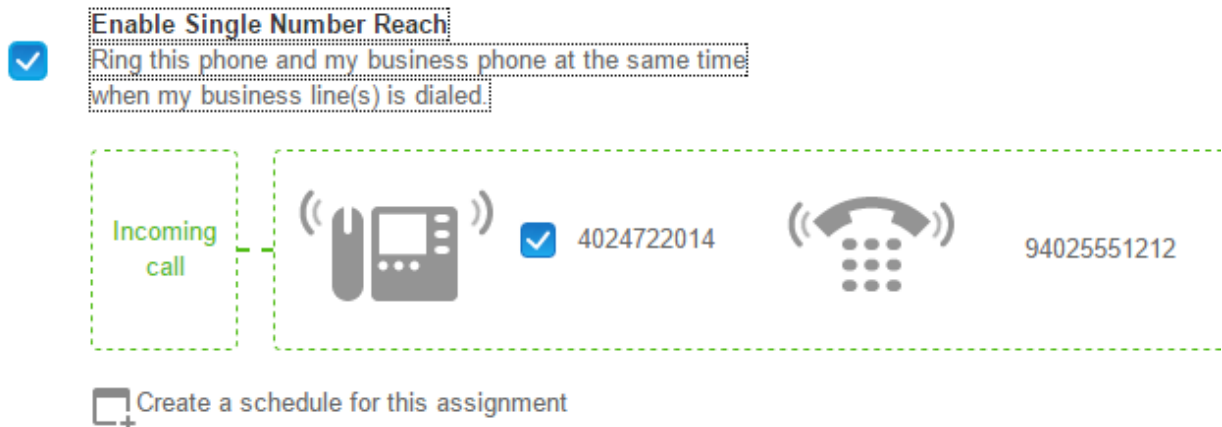
# Single Number Reach (Simultaneous Ring)

## Overview

Single Number Reach is a method of configuring the CallManager so that whenever a call is received on a specific line it will simultaneously ring not only the number called but other numbers designated by the end user (for example, when enabled, Single Number Reach will ring both your desk phone and your cell phone simultaneously).

## To Enable Single Number Reach in the Self-Care Portal

1. Click on “Phones” tab at top of page
2. Click on “My Phones”
3. Click on “Add an Additional Phone” button in the “Additional Phones” section towards the bottom of the page
4. Type in the phone number of the device you want calls to go to
  - a. Type the number as though you were dialing it from your desk (i.e. 94025551212)
  - Or
  - b. If when you are calling others at UNL on the Cisco CallManger from this number and would like their caller id to display your desk phone number, you may enter the number using the E.164 format (i.e. +14025551212)
5. Enter a Description, if you wish
6. Click on the box beside “Enable Single Number Reach”
7. Make sure a checkmark appears next to the your desk phone number.



8. If you wish to create a schedule to designate specific times that both your desk and additional device (i.e., cell phone) will ring, click on the box beside “Create a schedule for this assignment.”
  - a. Follow the instructions in the pop-up box. Be mindful that the times are formatted in military time (24-hours vs. a.m. and p.m.)
  - b. Set the Time zone to the correct zone

## Add a New Schedule ✕

What would you like to call this Schedule?

Workday Schedule

Ring only during specific times
 Ring all the time

|                                     |           |       |   |    |       |   |
|-------------------------------------|-----------|-------|---|----|-------|---|
| <input checked="" type="checkbox"/> | Monday    | 07:45 | ▼ | to | 17:00 | ▼ |
| <input checked="" type="checkbox"/> | Tuesday   | 07:45 | ▼ | to | 17:00 | ▼ |
| <input checked="" type="checkbox"/> | Wednesday | 07:45 | ▼ | to | 17:00 | ▼ |
| <input checked="" type="checkbox"/> | Thursday  | 07:45 | ▼ | to | 17:00 | ▼ |
| <input checked="" type="checkbox"/> | Friday    | 07:45 | ▼ | to | 17:00 | ▼ |
| <input type="checkbox"/>            | Saturday  | 00:00 | ▼ | to | 24:00 | ▼ |
| <input type="checkbox"/>            | Sunday    | 00:00 | ▼ | to | 24:00 | ▼ |

Time zone: (GMT-6:00) America/Chicago ▼

Save
Cancel

- c. Click the Save button to save and close your schedule.
9. Click the Save button to save and close your additional number.

### To Disable Single Number Reach in the Self-Care Portal

1. Click on "Phones" tab at top of page
2. Click on "My Phones"
3. In the "Additional Phones" section click on button of the additional phones you wish to disable Single Number Reach on.
4. From the popup menu choose "Edit".
5. Uncheck the "Enable Single Number Reach" checkbox
6. Click Save

The Single Number Reach feature is now disabled.

Be sure to log out of the Self-Care Portal and close the browser.

## Advanced Options

There are a few additional options available to you if you need to control any of the timing delays used by Single Number Reach or if you would like to change the method of accepting Single Number Reach calls.

NOTE: Several of these settings by default are configured to prevent callers from reaching the voicemail of the additional phone. They instead try to guide callers back to the voicemail of the desk phone.

1. While creating, or editing an additional number click on the “Advanced Timing” link at the bottom of the window.

Wait  seconds before ringing this phone when my business line is dialed.

**Prevent this call from going straight to this phones voicemail by:**

using a time delay of  seconds to detect when calls go straight to voicemail

requiring you to respond to a prompt to be connected

Stop ringing this phone after  seconds to avoid connecting to this phones voicemail.

**Save** **Cancel**

2. If you would like to change how long CallManager waits after starting to ring your desk phone before it starts to ring the additional phone change the “Wait \_\_\_\_\_ seconds before ringing this phone .... “. By default, this is set to 4.0 seconds but can be reduced to 0.0 if you would like them to both start ring immediately.
3. You can choose between two methods of preventing calls from going immediately to the additional phones voicemail.

Option 1: Using a time delay of \_\_\_\_\_ seconds to detect when calls go straight to voicemail.

Option 2: Requiring you to respond to a prompt to be connected

NOTE: When a call is received on the additional phone there is no way to tell if the person called the additional phone directly or if the call came via Single Number Reach. Option 2 allows you to know what way a call reached the additional phone.

4. Generally, if CallManager stops ringing an additional phone after 19 seconds it will avoid the call going to the additional phones voicemail. If this is not the case you can reduce “Stop ringing this phone after \_\_\_\_\_ seconds ... “ timer.
5. Press the save button at the bottom of the advanced call timing window.
6. Press the save button at the bottom of the Additional Phone window.