
Feature Overview

Priority Alert is a premium user level feature in VoiceStream PBX that allows a user's phone to ring with a different cadence based on pre-defined criteria. This feature can be used as a way to quickly notify the user that a specific number is calling or when a call is from inside your group or outside your group. The criteria for each Priority Alert entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria (i.e. phone number and day of week and time of day) for an entry must be true for the phone to ring with a different tone.

Feature Prerequisites/Restrictions

- The only ring pattern used for Priority Alert is the Bellcore-dr2 ringtone. In the Polycom endpoints, Bellcore-dr2 translates to the Medium Double Trill ring type. In the Cisco SPA 5xx endpoints, Bellcore-dr2 is one of the ring type options in the list.
- Ten digit numbers are required in the criteria settings
- Supported station types: Premium User, Standard User, and Hosted Square Key
- Feature interaction/precedence
 - o Alternate Numbers – Priority Alert has precedence over the Alternate Number feature. If an incoming call meets an active Priority Alert criteria, the alert type sent to the end-point will be Bellcore-dr2.
 - o Hunt Group – When a call to a Hunt Group is presented to a user in the Hunt Group, the user's Priority Alert service is inhibited. This means that any Priority Alert settings for the user are not applied to the call.
 - o Call Center – When a call to a Call Center is presented to a user in the Call Center, the user's Priority Alert service is inhibited. This means that any Priority Alert settings for the user are not applied to the call. If a customer wants to have a distinctive ring for calls from the Call Center, they should use the Call Center distinctive ring settings.
 - o Call Waiting – Priority Alert applies to waiting calls and applies distinctive ring per the defined criteria.
 - o Remote Office – If Remote Office is enabled, the Priority Alert feature is not applied on incoming calls.
 - o Shared Call Appearance – Priority Alert applies to all shared call appearance locations for the user. The shared endpoint must support the service.
 - o Simultaneous Ringing/Anywhere/Mobility – Priority Alert only applies to the main endpoint and not to secondary locations.

Feature Operation

Priority alert when enabled and configured will ring the end-user phone with a distinctive ring allowing the user to know that a specific person or group of people are calling within a specified time period.

Feature Setup

Step 1. Log in to My Phone



MY PHONE

Login

User Name:

Password:

[Forgot Your Password?](#)

[Language - English Change](#)

Step 2. Go to the My Rules tab

Language : English (United States) Profile Support Sign Out

My Phone

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

Welcome to the O1 Phone / Voice Stream 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.

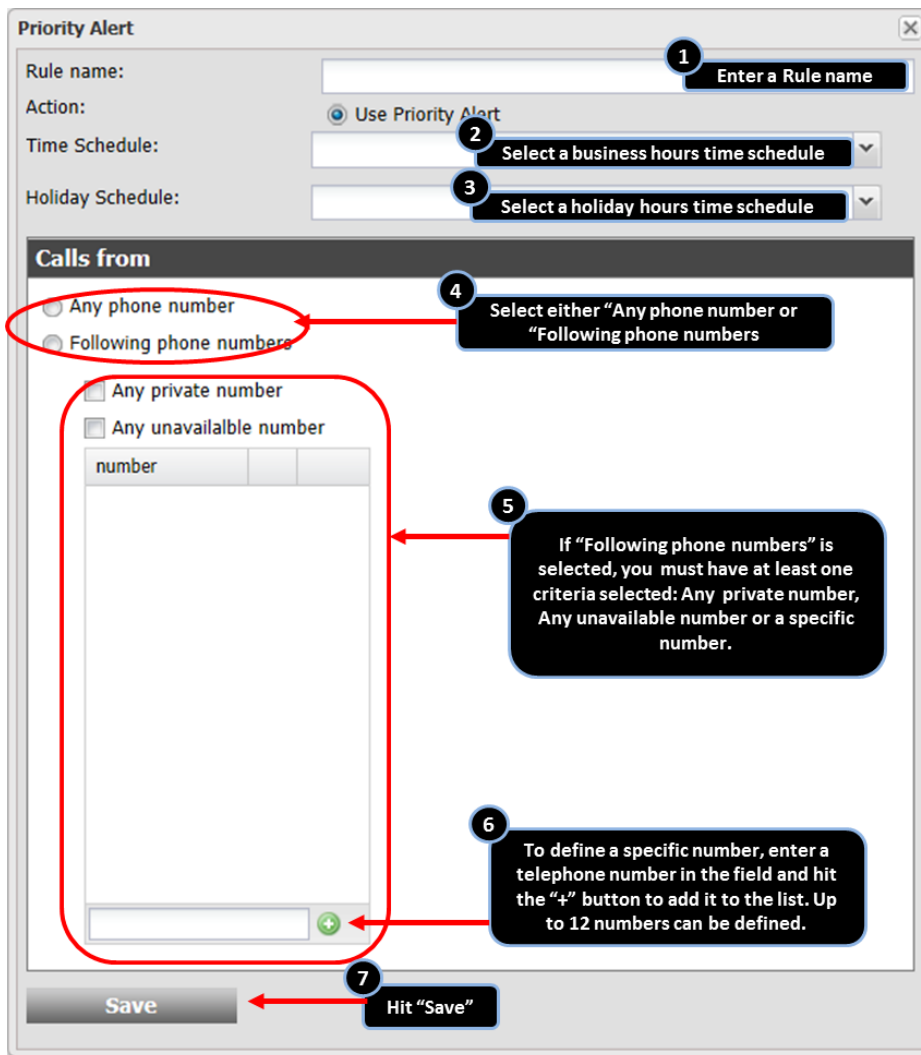
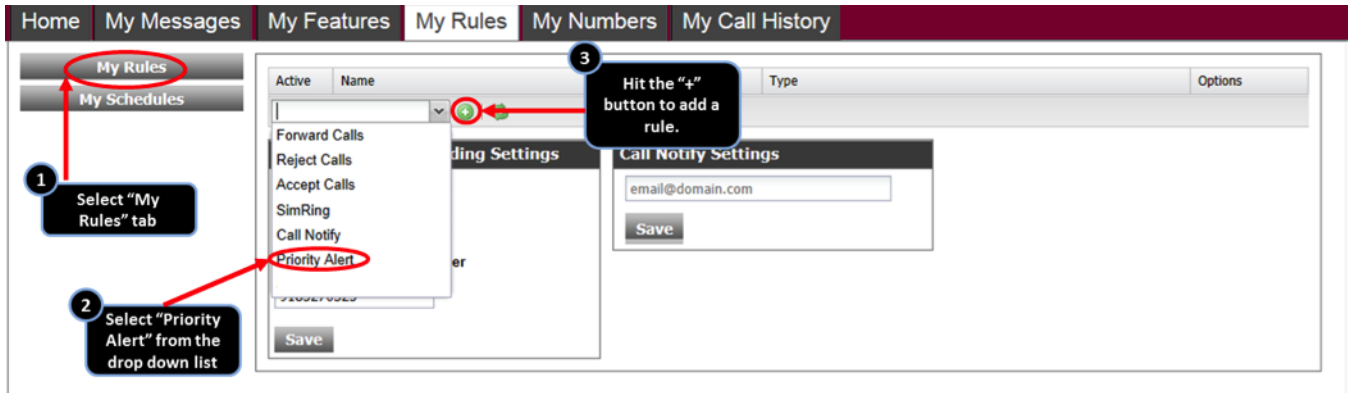
My Features — Access to user features like Call Forwarding, Call Waiting, and Anywhere. Click on this tab to activate/deactivate these features, as well as enter desired numbers to which calls can be forwarded based on your personal needs.

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. Add Priority Alert Rule





For additional information on setting schedules, please refer to the [My Rules QRG](#).

Step 4. After the rule is saved it appears in the list of rules. Go to the rule list to edit or delete the rule.

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

My Rules My Schedules

Active	Name	Type	Options
<input checked="" type="checkbox"/>	Priority Alert	Priority Alert	 

Priority Alert

Selective Call Forwarding Settings

Active

Ring Reminder

Default "forward to" number



9185270325

Save

Call Notify Settings

email@domain.com

Save

1 Hit  to delete the rule or  to edit the rule