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 VoiceStream supported devices, functions differently depending on whether or not it is enabled locally on the device itself (LOCAL) or via the VoiceStream 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 VoiceStream 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 VoiceStream 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)
**NETWORK** enablement of DND can be accomplished via the following clients:

- VoiceStream - 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 VoiceStream – My Phone portal: (LOCAL)**

**Step 1. Log in to My Phone**

**Step 2. Go to the My Features tab**
Step 3. Go to the Do Not Disturb feature window

Select the Do Not Disturb tab