

## 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
- Feature Access Codes \*78 (Activate)/\*79 (Deactivate)
- Dialer Plugin for Google Chrome
- UC Mobile / UC Desktop Clients

## Setting up DND via the VoiceStream – My Phone portal: (LOCAL)

### Step 1. Log in to My Phone



My Phone

**Login**

User Name:

Password:

[Forgot Username?](#)    [Forgot Password?](#)

Language - English (United States) [Change](#)

### Step 2. Go to the My Features tab



Language : English (United States)

Profile

Support

Sign Out

My Phone

Click on My Features tab

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. Go to the Do Not Disturb feature window

The screenshot shows the 'My Phone' interface with the 'My Features' tab selected. A callout box with a '1' points to the 'Do Not Disturb' option in the left-hand menu. Another callout box with a '2' points to the 'Do Not Disturb' option in the main content area, with the text 'Select the Do Not Disturb tab'.

### Step 4. Configure your Business Continuity settings.

The screenshot shows the 'Do Not Disturb' configuration window. A message at the top states 'Do Not Disturb is currently disabled.' Below this, there are three options: 'Do Not Disturb me. Send all calls directly to VoiceMail' (with an unchecked checkbox), 'Ring Reminder' (with an unselected radio button), and 'No Reminder' (with a selected radio button). Callout boxes provide instructions: '1 Check the box to have all calls forwarded directly to voicemail' points to the checkbox, and '2 Select to receive a ring reminder' points to the 'Ring Reminder' radio button.