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| **Phone User - Call Rules** |
| This Quick reference guide is designed to give immediate information as to which call rules will suit your call control needs. Your personal  ***Call Rules***  Control what happens to your incoming calls.  **Note:** By default, regardless of date and time:  If your Status is Do Not Disturb, queue calls are declined and direct calls go immediately to voicemail. Otherwise, all calls go to voicemail after 5 rings. |

***Activating Call Rule Sets***

To activate a rule set for a specific period of time, you need to define how long it will be active. Click its **Activate** button, and specify:

* Duration of time that begins immediately and runs as long as indicated.
* A date on which the rule deactivates. At 12:00 AM on that date, the rule is deactivated.

You can see the Active state of the rule set in the Call Rule Sets list:

***Unanswered* *Call Rule Sets***

Specify what happens when a call reaches your extension and you are not already on a call. You can set up actions that happen after a certain number of rings, or actions that happen immediately.

***Busy Call Rule Sets***

Are triggered when your extension is active in some way (on the phone, phone is ringing, one or more calls on hold, etc.). Switchvox only uses these rule sets if you have **Use Unavailable Call Rule Sets** set to **NO**. **Unavailable** means that your phone extension isn't active any way, but you did not answer the phone.

***Send to Voicemail Rule Sets***

This action sends a call to your voicemail so the caller can leave a message. Use your Voicemail Greeting Rules to determine what greeting is played.

***Call Forward***

This action forwards a call to another local Switchvox extension. The extension can be another phone, a call queue, or any other type of extension. Once a call is forwarded to the extension, the call rules for that extension are followed.

***Call Cascade Set***

This action rings another extension or an external phone number (i.e., your mobile phone). If the call isn’t answered, then it is passed on to the next action.

If you cascade to a Switchvox extension (local or peered), that extension's call rules are ignored.

This action depends on your Outgoing Call Provider: if your provider supports it, you can stack several rules to try and reach you at several phone numbers.

***Secret Code***

This action prompts the caller to enter a secret code, then passes the caller to the next action. If the caller cannot enter the correct secret code after the specified number of tries, then you can specify what to do with the call.

***Ring All***

This action simultaneously rings up to 3 extensions or external phone numbers.

If you ring a Switchvox extension (local or peered), that extension's call rules are ignored.

**IMPORTANT:** A Ring All action must include your main extension if you want that phone to ring.

If you need to ring more than 3 phones, you may set up subsequent Ring All actions that ring those additional phones. In this case, the first set of phones ring, and then the second set of phones ring.

***Decline***

This action declines incoming calls.

For Direct Calls, you can indicate the number of silent rings to be played to the caller after the call is declined.

***Call Blocking***

Switchvox lets you specify phone numbers for which you do not want to accept calls. You can block specific phone numbers, or any numbers that begin with the same prefix. You can also choose how Switchvox handles the blocked calls.

***Messages/Prompts***

These sound prompts are used in your Call Rules' *Secret Code* [CDATA[ ]]actions. You can change the prompts by recording your own sound over your phone, or uploading a new sound file.