

Incoming Call Rules

This page contains instructions on how to filter incoming calls with the help of rules that define the way you want to be reached.

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Overview

VoipNow allows you to filter an extension's incoming calls. As a result, when a caller is trying to reach the extension, VoipNow can perform a set of predefined actions.

For instance, let us assume that from 9:00 to 17:00, the extension owner is working in another office, waiting for an important call. All he has to do is define a rule that will transfer all the calls from his personal extension to the one in his new office.

The incoming call rules can only be set up for the following extension types:

- Phone terminal
- Queue
- IVR
- Voicemail
- Conference
- Calling Card

To set up such rules for an extension, click the Incoming Call Rules in the Telephony area of that extension. The **Edit Incoming Call Rules** page allows to:

- view the existing incoming call rules
- define new rules
- change the existing rules' priorities
- edit the rule's parameters
- remove existing incoming call rules

Add an incoming call rule

The **Add Incoming Call Rules** section provides the controls required to define one or more incoming call rules.

Add Incoming Call Rule

Play busy ▾

when CallerID is any ▾ [] and call is in time interval anytime ▾ .

– +

Add in position 2 . Can be managed from the extension with keypad code [] .

Do not follow ▾ other rules when call is not completed.

Cancel OK

Screenshot: Adding an incoming call rule

You can add up to 20 rules at the same time by using the +/- icons. When editing an existing incoming call rule, these icons will be grayed out.

VoipNow allows you to choose from a list of rules. Please follow the links below to find out more details on how to set up each rule:

- [The Play Busy Rule](#)
- [The Play Congestion Rule](#)
- [The Hang Up Rule](#)
- [The Transfer To Rule](#)
- [The Cascade Rule](#)
- [The Authenticate Rule](#)
- [The Set Call Priority Rule](#)

After configuring the desired incoming call rules, click **OK** to add them to the list or **Cancel** to return to the previous page without saving them.

To edit the rule parameters, click the action link. The rule will be displayed at the top of the page, in the **Edit Incoming Call Rule** section.

Enable/Disable rule

Enable/Disable via Web Interface

The **Existing Incoming Call Rules** table allows you to enable or disable a specific rule with a simple click on the **S** (Status) icon. This icon reflects the status of the rule:



for enabled/click the icon to disable the rule.



for disabled/click the icon to enable the rule.



for disabled Voicemail/if the call is set to be transferred to Voicemail and the Voicemail is disabled, this rule will be ignored.

Please note that VoipNow automatically enables newly added rules. To disable the rule, simply click the corresponding icon.

Enable/Disable via Phone Terminal

You can also enable/disable the routing rule from the phone terminal pad by dialing ***74 <key>**.

The **<key>** can be set up on rule creation or it can be modified from the web interface: in the **Key** column of the **Existing Incoming Call Rules** table fill in a new value and click the [Apply the changes](#) link available on the right side of the list table.

Change rule position

The rule's position inside the group defines when a certain rule will be checked. For instance, 2 means that, when an incoming call is received, the rule will be verified second, after the one from the first position.

The position of the rule is mentioned in the **No** column of the **Existing Incoming Call Rules** table.

You can use the ▲ ▼ icons from the **P** column of the **Existing Incoming Call Rules** table to change the position of the rule inside the group. The number of changes is displayed on top of the table. To validate such changes, click the [Apply the changes](#) link.

If there are many rules, displayed on several pages, you cannot move them from one page to another. Just add the rule in the new position and remove it from its former position.

Remove rule

To remove a certain incoming call rule:

1. Select the incoming call rule in the **Existing Incoming Call Rules** table and click the [Remove selected](#) link.
2. Click **OK** in the pop-up window to confirm the removal. If you do not want to delete these records, click **Cancel**.

Related topics

[The Play Busy rule](#)

[The Play Congestion rule](#)

[The Hang Up rule](#)

[The Transfer To rule](#)

[The Cascade rule](#)

[The Authenticate rule](#)

[The Set Call Priority rule](#)