

The Play Busy Rule

This page contains instructions on how to set up the Play Busy rule.

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Overview

When the Play Busy rule is in place, VoipNow plays a busy signal to let the caller know that the number they are trying to reach is engaged in another call.

Rule structure

The Play Busy rule structure is:

<Play busy> when CallerID **<callerID_action>** **<number>** and call is in time interval **<time_interval>**.

Add in position **<rule_position>**. Can be managed from the extension with keypad code **<key_value>**. **<Do not follow>** other rules when call is not completed.

Rule options

This table contains parameters you can change for setting up the Play Busy rule.

| Option | Description |
|--------------------------------|--|
| <callerID_action> | <p>Specify if the Play Busy rule will be performed for the incoming calls that match or do not match the expression you will set later for all incoming calls, regardless of their CallerID:</p> <ul style="list-style-type: none">• Matches: The incoming call matches the number specified in the following text box.• Does not match: The incoming call does not match the number specified in the following text box.• Is anonymous: The incoming call does not have any CallerID information. If this option is selected, the following text box will be grayed out.• Is any - The Play Busy rule will be used for all incoming calls, no matter their CallerID. If this option is selected, the following text box will be grayed out. <p>Default value: Is any.</p> |
| <number> | <p>Specify an extension number or a regular expression the incoming call will be matched to.</p> <p>Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the Is anonymous option to route anonymous calls.</p> <p>Pay attention to the <number> entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.</p> <p>The number entry supports the Asterisk number matching.</p> |
| <time_interval> | <p>Choose the time interval during which the incoming calls must be checked.</p> <p>Default value: Anytime.</p> |
| <rule_position> | <p>Specify the position of the rule in the list.</p> <p>The rule's position in the group is very important because it defines the order in which VoipNow Professional verifies the call rules in case an incoming call is received.</p> <p>Each rule is checked in turn and all rules are final (meaning that the program stops checking as soon as the first rule is matched).</p> |
| <key_value> | <p>Specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing *74 <key_value>.</p> <p>The Can be managed from the extension with keypad code <key_value> text is only displayed for Phone Terminal extensions.</p> |
| <Do not follow> | <p>This rule is considered final and, if the call is not completed, no other rules will apply.</p> |

Related topics

[The Play Congestion rule](#)

[The Hang Up rule](#)

[The Transfer To rule](#)

[The Cascade rule](#)

[The Authenticate rule](#)

The Set Call Priority rule