

Distinctive ring tones (Alert Info)

The **Alert Info** field is used to configure distinctive ring tones for incoming calls. This field is present in the following PBX Configuration pages:

- Inbound Routes
- Queues
- Ring Groups
- Follow Me
- Parking Lot
- Directories

An example is shown here:

The screenshot shows a web form titled "Add Directory". Below the title is a horizontal line. Underneath, there is a section header "- Directory General Options" followed by another horizontal line. Below this line are four input fields, each with a label and a question mark icon:

- Directory Name [?]
- Directory Description [?]
- CallerID Name Prefix [?]
- Alert Info [?]

This field supports values entered in the following format:

1. <supported identifier>
2. [any prefix]info=<supported identifier>
3. [any prefix]info = <supported identifier>
4. Bellcore-<supported identifier>
5. <supported string>

6. [any prefix]<supported string>

Where the supported identifiers are (case insensitive):

- r0 - r7
- dr0 - dr7
- ring0 - ring7

and the supported strings are (case sensitive):

- internal or Internal (equivalent of ring0)
- external or External (equivalent of ring1)
- group or Group (equivalent of ring2)
- queue or Queue (equivalent of ring3)

Nortel Phones

For **Nortel IP phones**, use the identifiers **R0 - R7**.

For **Norstar Digital phones**, use the identifiers **R0 - R3**.

For **Meridian Digital phones**, ring tones can only be configured on the phone itself.

SIP Phones

For SIP phones, refer to the phone manufacturer's technical guide or website for the required identifier strings.
