

Ring Again (Call Back)

Feature Description

When you call an internal Nortel extension and the extension is either busy or ringing, you can invoke the Ring Again (Call Back) feature. When the extension monitored by the Ring Again feature becomes available, you will be notified.

If Ring Again is activated when the dialed extension is busy, you will be notified when the extension becomes idle.

If Ring Again is activated when the dialed extension is ringing, you will be notified when there is activity on the phone and the phone becomes idle.



This feature is available to Nortel phones only.

Configuration

Feature key

If the phone has a Feature key, Ring Again can be activated or cancelled via the feature code **2** and **2#** respectively, no configuration is needed.

Softkey

If the phone has a Ring Again (RngAgn) softkey, Ring Again can be activated by pressing the softkey, no configuration is needed.

Programmable key

You can also program a Ring Again key to access the feature.

1. Open the UCx Web-based Configuration Utility
2. From the **PBX** tab, select **PBX Configuration**
3. From the left hand column, select **Extensions (Nortel)**
4. Click on the extension you want to modify
5. Scroll down to **Programmable Keys** section and select **Ring Again** for the desired key

Programmable Keys:

	Label	Digits	
Key 3: ?	<input type="text" value="RingAgain"/>	<input type="text" value="F2"/>	<input style="border: none; background-color: #f0f0f0;" type="text" value="Ring Again"/>
Key 4: ?	<input type="text"/>	<input type="text"/>	<input style="border: none; background-color: #f0f0f0;" type="text" value="- Choose Feature -"/>

Usage

Activating Ring Again

If the Nortel phone has a Feature key:

1. Dial an extension and receive either a busy or ringback tone
2. Press the **Feature** key and enter the Ring Again feature code **2**

If the Nortel phone has a softkey for the Ring Again feature:

1. Dial an extension and receive either a busy or ringback tone
2. Press the **RngAgn** softkey

If the Nortel phone has a programmed Ring Again key:

1. Dial an extension and receive either a busy or ringback tone
2. Press the **RingAgain** key

Cancelling Ring Again

Prior to notification, you can cancel Ring Again if the Nortel phone has a Feature key:

1. Press the **Feature** key and enter the Ring Again feature code **#2**

Upon notification, you can cancel Ring Again by responding **No** to the call back prompt.

Ring Again Notification

When the extension you want to reach is available, you will be notified and prompted to call back the extension.

- If you respond **Yes**, the feature will dial the extension immediately.
- If you respond **No**, Ring Again for that extension will be cancelled.

