

How to set different ringtones for internal versus external calls

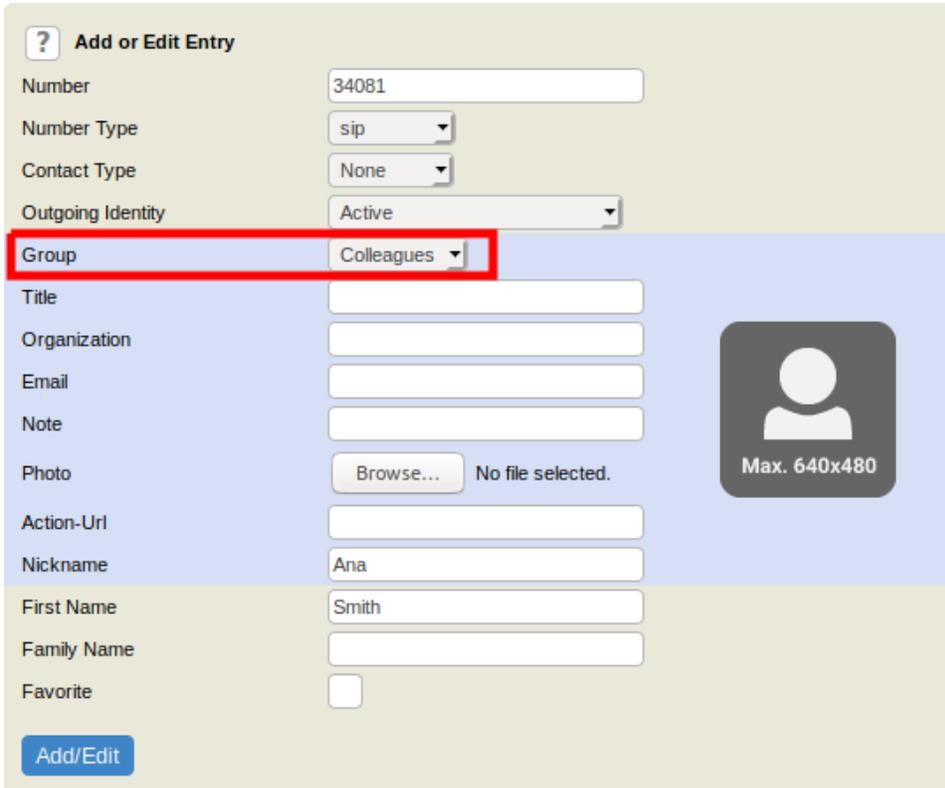
Some users prefer to have different ringtones in order to differentiate external calls from internal calls. Another usage would be to set to use the "Silent" ringtone only for calls from external numbers.

To use different ringtones for external vs. internal calls there are two possibilities:

Add the internal numbers to the Directory (manually or by importing csv)

You can set different ringtones for certain contact groups in the phone's Directory.

1. Under **Directory Add or Edit Entry**, add all internal numbers as new contacts with Group: "**Colleagues**"



The screenshot shows the 'Add or Edit Entry' form. The 'Group' dropdown menu is highlighted with a red box and set to 'Colleagues'. Other fields include: Number (34081), Number Type (sip), Contact Type (None), Outgoing Identity (Active), Title, Organization, Email, Note, Photo (Browse... No file selected.), Action-Url, Nickname (Ana), First Name (Smith), Family Name, and Favorite (checkbox). A blue 'Add/Edit' button is at the bottom left.

2. Assign ringtone by identity

- a. Current FW version (10.1.64.14):

Under **Identity Audio Ringtone**, set the ringtone you want to use for external calls:



The screenshot shows the 'Audio Ringtone' settings page. The 'Ringtone' dropdown menu is highlighted with a red box and set to 'Ringer 4'. Other settings include: Custom Melody URL, Ring After Delay (s), and Suppress Ringtone During Hold (radio buttons for on/off). A blue 'Apply' button and a blue 'Play Ringer' button are at the bottom.

- b. Previous FW version: Under **Identity Ringtone**, set the Ringtone to the ringtone that you would like to have for external calls:

[Login](#) [Features](#) [SIP](#) [NAT](#) [RTP](#)

Login Information

Identity active on off ?

Displayname ?

Account ?

Password ?

Registrar ?

Outbound Proxy ?

Failover Identity ?

Authentication Username ?

Mailbox ?

Conference Server ?

Ringtone ?

3. Under **Preferences -> Audio -> Directory Ringtones -> Colleagues**, set the ringtone that you would like to have for internal calls (calls from colleagues):

Directory Ringtones

Friends ?

Family ?

Colleagues ?

Work ?

VIP ?

With this setup: if a colleague calls, the phone will use Ringer 4, otherwise it will use Ringer 1. If you have too many colleagues to enter all numbers manually, you can also import a .csv list.

Automatic feature on PBX

The second option must be supported by your PBX/phone system. The PBX can send the SIP Alert-Info header within the SIP INVITE method sent to the phone. In this header, the PBX can mark what kind of call it is. Here is an example of the SIP Alert-Info header in a call that is marked as external:

```
Alert-Info:<http://www.notused.com>;info=alert-external
```

Similar for internal calls:

```
Alert-Info:<http://www.notused.com>;info=alert-internal
```

Then, you can select the desired ringtones on the phone under **Preferences -> Audio -> Alert-Info Ringer**:

Alert-Info Ringer

Alert Internal Text ?

Alert Internal Ringer ?

Alert External Text ?

Alert External Ringer ?



Further Information

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