FREUND

SIP Extension

DND functionality explained

INTRODUCTION

Freund SIP servers offer a Do Not Disturb (DND) function. This comes very handy when users do not want to receive calls to their Integra VoIP application.
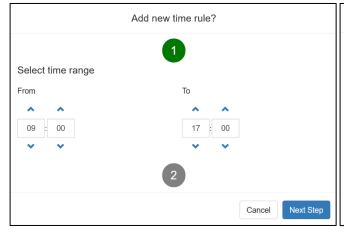
DND function is configured on Extension level on Mobile type of extension:
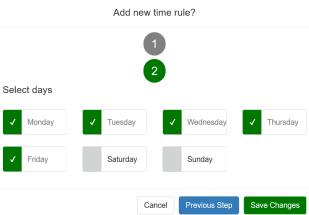
1. Click on Extensions
2. Click on Edit extension
3. Click on DND Scheduler tab
4. Click on Enable DND scheduler

CONFIGURING THE DND FUNCTION

Clicking on Add New will display a page for configuring the DND.

If user wants his DND function to be turned ON and OFF in span of one day, simply enter Start and End time and click on Next. A window will appear where you will select on which day of the week the selected time period will be valid for.

<table>
<tr>
<td>

Add new time rule?

1

Select time range

From   To

09 : 00   17 : 00

2

Cancel   Next Step
</td>
<td>

Add new time rule?

1

2

Select days

✓ Monday   ✓ Tuesday   ✓ Wednesday   ✓ Thursday

✓ Friday   Saturday   Sunday

Cancel   Previous Step   Save Changes
</td>
</tr>
</table>

However, if user wants his DND to start on one day and end on another, setting up becomes a little more complicated.

We will first explain how to set it up and then we will describe why we have set it the way we did.

Example case scenario:

Customer **uses his work phone during work** and wants it **silenced when he is off work**. On Monday, he **starts working at 8:00** and **ends his work at 16:00**. In this case, we will set his DND on **Sunday during whole day**. On Monday, we will set his DND like this: **START TIME: 16:00 END TIME 8:00**.

The reason it's made this way is because the **DND algoritm**, when going through the time table, **looks at both start time and end time** – Meaning DND will already be ON when Monday arrives. Now as we said, customer works **from 8:00** which is also time **when DND turns itself off** and customer can receive calls on his work phone. Now **comes the 16:00** when customer is going off work and **DND algorithm 'sees' in the time table that at 16:00 is supposed to turn the DND on**.

✓ Enable DND scheduler						

Add New

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
16:00 - 08:00 ✕✏	16:00 - 08:00 ✕✏	16:00 - 08:00 ✕✏	16:00 - 08:00 ✕✏	16:00 - 08:00 ✕✏	00:00 - 00:00 ✕✏	00:00 - 00:00 ✕✏

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