

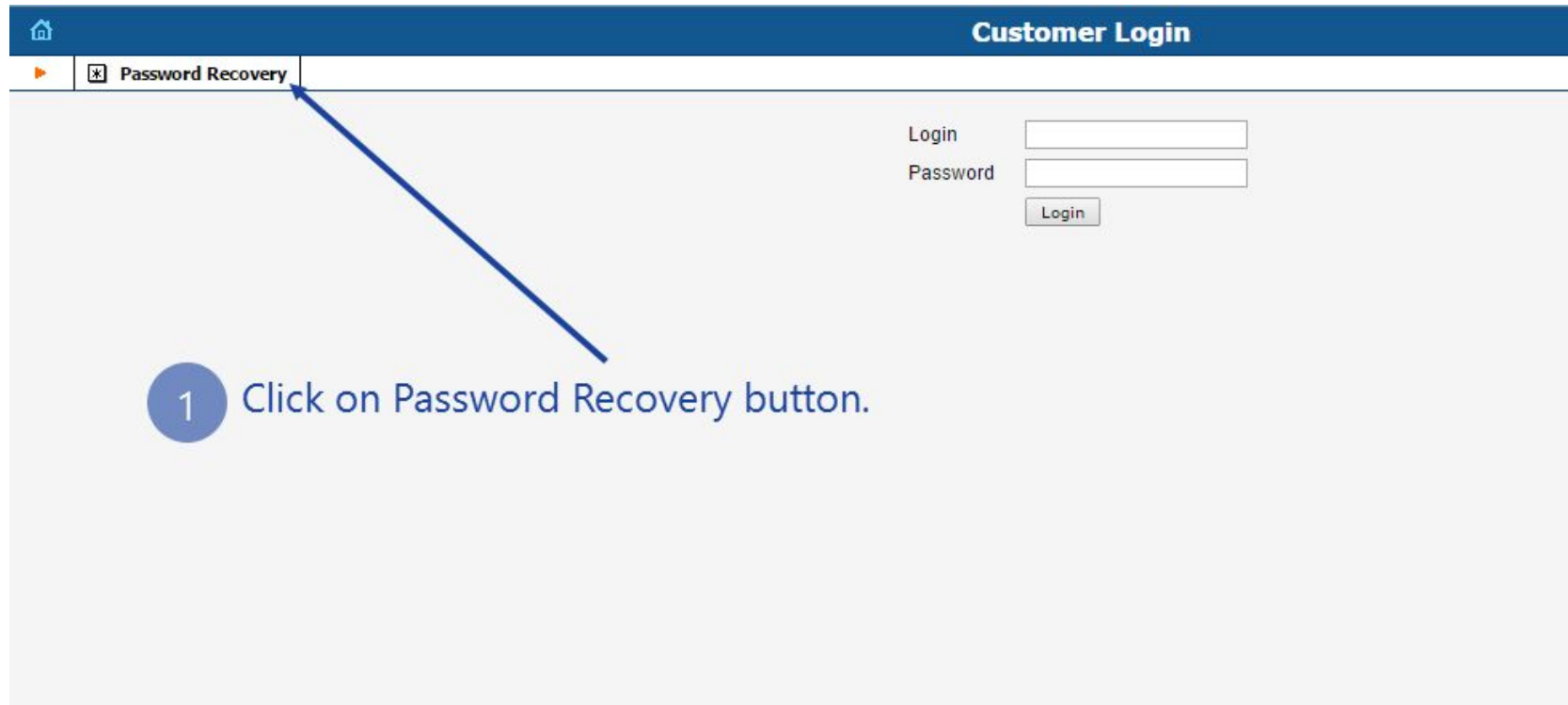
# How To Guide

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How to change ring strategy of my toll free number?

# Step1: Login to Self-Care Access

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The screenshot shows a web browser window with a dark blue header containing a home icon and the text "Customer Login". Below the header, a tab labeled "Password Recovery" is active. The main content area features a login form with two input fields: "Login" and "Password", and a "Login" button. A blue arrow points from a circular callout containing the number "1" to the "Password Recovery" button. The callout text reads "Click on Password Recovery button."

Kindly go to the login page on <http://customer.therealpbx.com> and click on password recovery

# Step 1: Go to IP Centrex

The screenshot displays the 'Customer Self-Care Portal' interface. At the top, the balance is shown as '0.00 USD'. Below this, there are navigation tabs: 'Dashboard', 'My Profile', 'IP Centrex', and 'Billing Information'. The 'IP Centrex' tab is highlighted with a blue arrow pointing to it from a callout box at the bottom left. The main content area includes a 'Recent Calls' table and a 'Contact Information' section.

**Recent Calls**

Date/Time	Account ID	From	To	Duration	Cost, USD	Play
2016-09-20 06:34:57	007008009	18888929646	007008009	1:00	0.00000	

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**Contact Information**

Contact: Test Account  
Address: 2969 Oneill Drive  
Email: [realpbx2007@gmail.com](mailto:realpbx2007@gmail.com)

**1** Go to IP Centrex

# Step 2: Locate your Toll Free Number

**Phone Lines**

Configure	ID	Idle, days	Available Funds, USD	Type
	007008009	0	Unlimited	Credit
	18004452650	0	Unlimited	Credit

2 Locate your TFN & click on configure

# Step 3: Go to IP Centrex

HNH Edit Phone Line: 18004452650

Dashboard My Profile IP Centrex Billing Information

Dashboard

Account ID: 18004452650 **3** Again go to IP Centrex Offline

**Recent Calls**

Date/Time	From	To	Duration	Cost, USD	Play
There is no data to display					

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**Brief Billing Info**

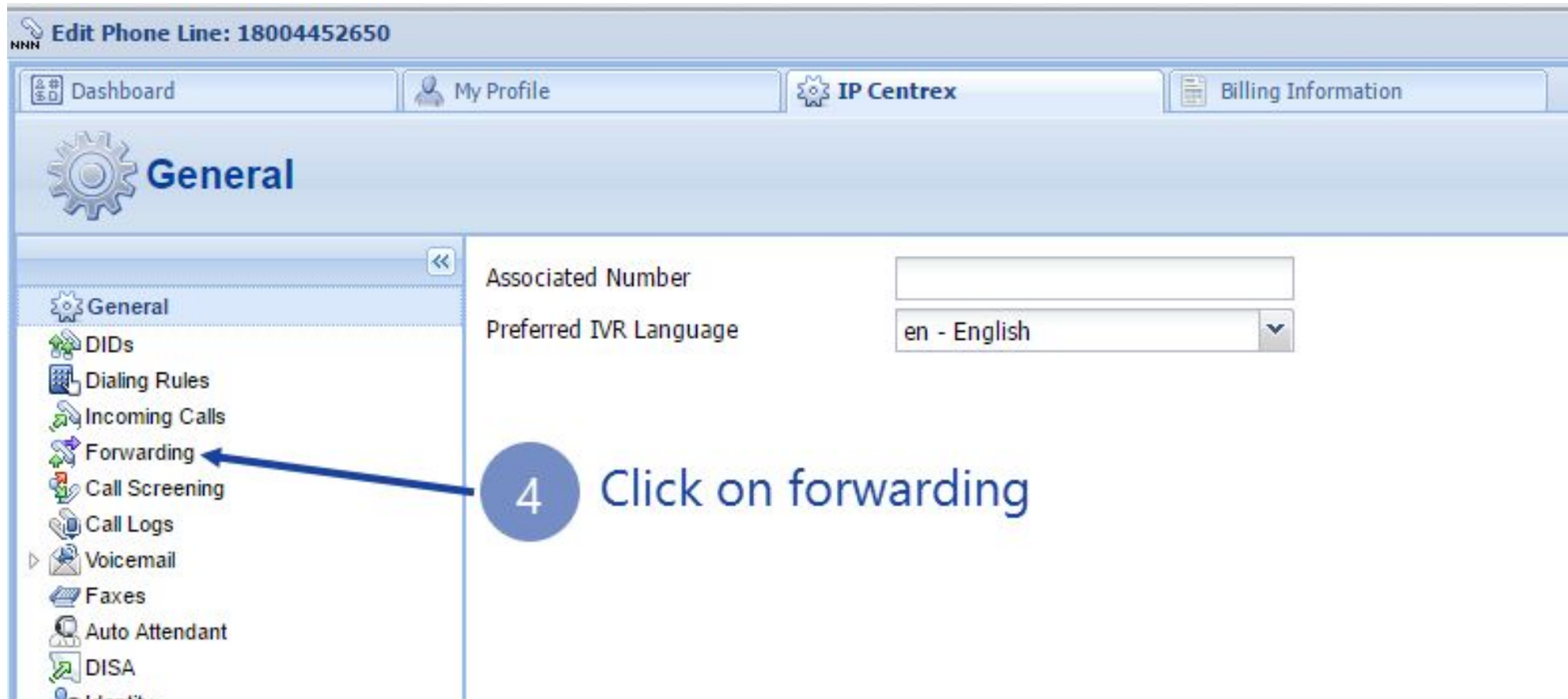
- Type
- Balance
- Refunds
- Non Call

**Contact Information**

Contact

**Member of Hunt**

# Step 4: Click on forwarding



The screenshot displays the 'Edit Phone Line: 18004452650' interface. At the top, there are navigation tabs for 'Dashboard', 'My Profile', 'IP Centrex', and 'Billing Information'. Below these is a 'General' section header with a gear icon. On the left, a sidebar lists various settings: 'General', 'DIDs', 'Dialing Rules', 'Incoming Calls', 'Forwarding', 'Call Screening', 'Call Logs', 'Voicemail', 'Faxes', 'Auto Attendant', and 'DISA'. The 'Forwarding' option is highlighted with a blue arrow pointing to it from a callout box. The callout box contains the number '4' and the text 'Click on forwarding'. The main content area shows fields for 'Associated Number' and 'Preferred IVR Language' (set to 'en - English').

# Step 5: Select Ring Strategy

The screenshot shows a web-based configuration interface for call forwarding. On the left is a navigation menu with options: General, DIDs, Dialing Rules, Incoming Calls, Forwarding (highlighted), Call Screening, Call Logs, Voicemail, Faxes, Auto Attendant, DISA, Identity, Music On Hold, and Emergency Calls. The main content area displays the current configuration: "Currently you are using Simultaneous forward ringing strategy." Below this, it states "There are no numbers in your ringing group." and "When your number is answered on your IP phone in 30 seconds, then forward the call to". A dropdown menu is open, showing three options: "Order" (with numbers 1, 2, 3), "Random" (with numbers 2, 1, 3), and "Simultaneous" (with numbers 1, 2, 3). A blue arrow points from the "Simultaneous" option to the "Save" button at the bottom of the page. The "Save" button is located in a footer bar that also contains "Add New Number", "Page 1 of 1", and a refresh icon.

Edit	Order	Description	Ring Schedule
	↓	Extension	Ring Schedule Ring for: Calling Party
	↑	91989898XXXX Mobile number 1	Ring Schedule Ring for: Calling Party

5 From here you can select the strategy you require.

6 After selecting the strategy, click on save.

Save Page 1 of 1