

Do Not Disturb

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Information About Do Not Disturb

Do Not Disturb on SCCP Phone

The Do Not Disturb (DND) feature allows phone users to disable audible ringing for incoming calls. When DND is enabled, incoming calls do not ring on the phone, however there is visual alerting and the call information displays, and a call can be answered if desired. When a local IP phone calls another local IP phone that is in the DND state, the message “Ring out DND” displays on the calling phone indicating that the target phone is in the DND state.

Phone users can toggle DND on and off by using the DND softkey in the idle or ringing call states. A SSCP phone user can toggle DND on or off in the ringing state only if DND in not already active on the phone. If DND is already active when a new call comes in, the SCCP phone user cannot change the DND state by pressing the DND softkey.

If an SSCP phone user toggles DND on during an incoming call, the DND state remains active for the current call only. If a SIP phone user toggles DND on during an incoming call, the DND state remains active during the current call and for all future calls until the user explicitly toggles DND off.

Pressing the DND softkey during an incoming call forwards the call to the call-forward no answer destination if Call Forward No Answer is enabled. If Call Forward is not enabled, pressing the DND softkey disables audible ringing and visual alerting, but the call information is visible on the phone display.

In Cisco CME 3.2.1 and later versions, DND can be blocked from phones with the feature-ring function. A feature ring is a triple-pulse ring, a type of ring cadence in addition to internal call and external call ring cadences. For example, an internal call in the United States rings for 2 seconds on and 4 seconds off (single-pulse ring), and an external call rings for 0.4 seconds on, 0.2 seconds off, 0.4 seconds on, and 0.2 seconds off (double-pulse ring).

The triple-pulse ring is used as an audio identifier for phone users. For example, each salesperson in a sales department could have an IP phone with a button sharing the same set of ephone-dns with the sales staff and another button for their private line for preferred customers. To help a salesperson identify an incoming call

to his or her private line, the private line can be configured with the feature-ring function. You can disable the DND function on feature-ring lines. In the preceding example, salespeople could activate DND on their phones and still hear calls to their private lines.

Do Not Disturb on SIP Phone

In Cisco Unified CME 7.1 and later versions, the Do Not Disturb (DND) feature for SIP phones prevents incoming calls from audibly ringing a phone. When DND is enabled, the phone flashes an alert to visually indicate an incoming call instead of ringing and the call can be answered if desired. The message "Do Not Disturb is active" displays on the phone and calls are logged to the Missed Calls directory.

In versions earlier than Cisco Unified CME 7.1, the DND feature blocks incoming calls to a SIP phone with a busy tone. Cisco Unified CME rejects calls to all lines on the phone and plays a busy tone to the caller. Received calls are not logged to the Missed Calls directory on the phone.

DND applies to all lines on the phone. If DND and Call Forward All are both enabled on a phone, Call Forward All takes precedence on incoming calls.

You must enable DND for a SIP phone through Cisco Unified CME. The DND softkey displays by default on supported SIP phones in both the Ringing and idle states. You can remove or change the order of this softkey using a voice register template.

A phone user can toggle DND on and off at the phone by using the DND softkey. If a SIP phone user activates DND during an incoming call, the DND state remains active during the current call and for all future calls until the user explicitly toggles DND off.

If a phone user toggles DND on or off at the phone, Cisco Unified CME restores the DND state after the phone resets or restarts, if you save the running configuration before Cisco Unified CME reboots.

For configuration information, see Configure Do Not Disturb on SIP Phones, on page 5.

Table 1: DND Feature Comparison for SIP Phones, on page 2 compares the DND configuration for SIP phones with different phone load versions:

Table 1: DND Feature Comparison for SIP Phones

	Cisco Unified IP Phone 7911, 7941, 7961, 7970, or 7971 with 8.3 Phone Load	**Cisco Unified IP Phone 7911, 7941, 7961, 7970, or 7971 with 8.2 Phone Load or Cisco Unified IP Phone 7940 or 7960**
DND support	**dnd** command in voice register pool mode	**dnd** command in voice register pool mode
DND softkey display	**softkey idle** and **softkey ringIn** command in voice register template mode	**dnd-control** command in voice register template mode
Behavior when configured	Ringer is turned off for incoming calls. Visual alerting is provided.	Call is rejected and busy tone is played to the caller.

Configure Do Not Disturb

Blocking Do Not Disturb on SCCP Phone

To block DND on phones that have buttons configured for feature ringing, perform the following steps. DND is enabled by using the DND softkey on Cisco Unified IP phones that support softkeys.

Restriction

- Phone users cannot enable DND for a shared line in a hunt group. The softkey displays in the idle and ringing states but does not enable DND for shared lines in hunt groups.
- DND is not supported for Analog SCCP devices.

Before you begin

- Cisco Unified 3.2.1 or a later version.
- Phone line must be configured for feature ring with the button f command.
- Call-forwarding no-answer must be set for a phone to use DND to forward calls. For configuration information, see Configure Call Transfer and Forwarding. No other configuration is necessary for basic DND.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone** *phone-tag*
4. **no dnd feature-ring**
5. **end**

DETAILED STEPS

Procedure

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**ephone** *phone-tag*	Enters ephone configuration mode.

	Command or Action	Purpose
	Example: `Router(config)# ephone 10`	• *phone-tag*—Unique sequence number that identifies the ephone to be configured.
Step 4	**no dnd feature-ring** **Example:** `Router(config-ephone)# no dnd feature-ring`	Enables ringing on phone buttons configured for feature ring when the phone is in DND mode.
Step 5	**end** **Example:** `Router(config-ephone)# end`	Returns to privileged EXEC mode.

Example

In the following configuration example, when DND is activated on ephone 1 and ephone 2, button 1 will ring, but button 2 will not.

```
ephone-dn 1
 number 1001

ephone-dn 2
 number 1002

ephone-dn 10
 number 1110
 preference 0
 no huntstop

ephone-dn 11
 number 1111
 preference 1

ephone 1
 button 1f1
 button 2o10,11
 no dnd feature-ring

ephone 2
 button 1f2
 button 2o10,11
 no dnd feature-ring
```

Verify Do Not Disturb on SCCP Phones

show ephone dnd

Use this command to display a list of SCCP phones that have DND enabled.

```
Router# show ephone dnd

ephone-1 Mac:0007.0EA6.353A TCP socket:[1] activeLine:0 REGISTERED
mediaActive:0 offhook:0 ringing:0 reset:0 reset_sent:0 paging 0 debug:0
```

```
IP:1.2.205.205 52486 Telecaster 7960  keepalive 2729 max_line 6 DnD
button 1: dn 11 number 60011 CH1 IDLE
```

Configure Do Not Disturb on SIP Phones

To enable the Do Not Disturb (DND) feature on a SIP phone, perform the following steps.

Restriction

- In versions earlier than Cisco Unified CME 7.1, you enable the DND softkey on SIP phones by using the **dnd-control** command.
- If you enable DND on the phone and remove the DND softkey, the user cannot toggle DND off at the phone.

Cisco Unified IP Phone 7911G, 7941G, 7941GE, 7961G, 7961GE, 7970G, and 7971GE

- For SIP phones using firmware 8.3 or a later version, the DND feature prevents calls from ringing; it does not block calls or play a busy tone to the caller.
- If DND is disabled by a phone user, it is not enabled after the phone resets or restarts. DND must be enabled both in Cisco Unified CME*and* by using the DND softkey on the phone.

Before you begin

- Cisco CME 3.4 or a later version.
- Cisco Unified CME 7.1 or a later version to use the DND softkey.
- Call-forwarding busy must be set for a SIP IP phone to use DND to forward calls. For configuration information, see Configure Call Transfer and Forwarding.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **voice register template** *template-tag*
4. **softkeys idle** {[**Cfwdall**] [**DND**] [**Gpickup**] [**Newcall**] [**Pickup**] [**Redial**]}
5. **softkeys ringIn** [**Answer**] [**DND**]
6. **exit**
7. **voice register pool** *phone-tag*
8. **dnd**
9. **template** *template-tag*
10. **end**

DETAILED STEPS

Procedure

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**voice register template** *template-tag* **Example:** `Router(config)# voice register template 5`	Enters ephone-template configuration mode to create an ephone template. • *template-tag*—Unique identifier for the ephone template that is being created. Range: 1 to 10.
Step 4	**softkeys idle** { [**Cfwdall**] [**DND**] [**Gpickup**] [**Newcall**] [**Pickup**] [**Redial**] } **Example:** `Router(config-register-temp)# softkeys idle`	Modifies the order and type of softkeys that display on a SIP phone during the idle call state.
Step 5	**softkeys ringIn** [**Answer**] [**DND**] **Example:** `Router(config-register-temp)# softkeys ringin dnd answer`	Modifies the order and type of softkeys that display on a SIP phone during the ringing call state.
Step 6	**exit** **Example:** `Router(config-register-temp)# exit`	Exits ephone-template configuration mode.
Step 7	**voice register pool** *phone-tag* **Example:** `Router(config)# voice register pool 1`	Enters voice register pool configuration mode to set parameters for the SIP phone.
Step 8	**dnd** **Example:** `Router(config-register-pool)# dnd`	Enables DND on the phone. • If Call Forward No Answer is not configured for the extension, pressing the DND softkey mutes the ringer for incoming calls.
Step 9	**template** *template-tag* **Example:** `Router(config-register-pool)# template 5`	Applies the ephone template to the phone. • *template-tag*—Unique identifier of the template that you created in Step 3, on page 6.

	Command or Action	Purpose
Step 10	**end** **Example:** `Router(config-register-pool)# end`	Returns to privileged EXEC mode.

Example

The following example shows DND is enabled on phone 130, and the DND softkey is modified in template 6, which is assigned to the phone:

```
voice register template  6
 softkeys idle  Gpickup Pickup DND Redial
 softkeys ringIn  DND Answer
!
voice register pool  130
 id mac 001A.A11B.500E
 type 7941
 number 1 dn 30
 template 6
 dnd
```

Where to Go Next

Agent Status Control for Ephone Hunt Groups and Cisco Unified CME B-ACD

Ephone hunt group agents can control their ready/not-ready status (their ability to receive calls) using the DND function or the HLog function of their phones. When they use the DND softkey, they do not receive calls on any extension on their phones. When they use the HLog softkey, they do not receive calls on hunt group extensions, but they do receive calls on other extensions. For more information on agent status control and the HLog function, see Call Coverage Features.

Call Forwarding

To use the DND softkey to forward calls, enable call-forwarding no-answer for SCCP phones or call-forward busy for SIP IP phones. See Configure Call Transfer and Forwarding.

Feature Access Codes (FACs)

DND can be activated and deactivated using a feature access code (FAC) instead of the DND softkey when standard or custom FACs are enabled. The following is the standard FAC for DND:

- DND **7

See Feature Access Codes.

Softkey Display

You can remove or change the position of the DND softkey. See Customize Softkeys.

Feature Information for Do Not Disturb

The following table provides release information about the feature or features described in this module. This table lists only the software release that introduced support for a given feature in a given software release train. Unless noted otherwise, subsequent releases of that software release train also support that feature.

Use Cisco Feature Navigator to find information about platform support and Cisco software image support. To access Cisco Feature Navigator, go to https://cfnng.cisco.com/. An account on Cisco.com is not required.

Table 2: Feature Information for Do Not Disturb

Feature Name	Cisco Unified CME Version	Feature Information
Do Not Disturb	7.1	Enhanced DND support on SIP phones to allow incoming calls to visually flash an alert.
	3.4	Added support for Do-not-disturb (DND) softkey on SIP phones.
	3.2.1	DND bypass for feature-ring phones was introduced.
	3.2	DND was introduced.