



Cloud Voice – Alternative numbers

1 What is it?

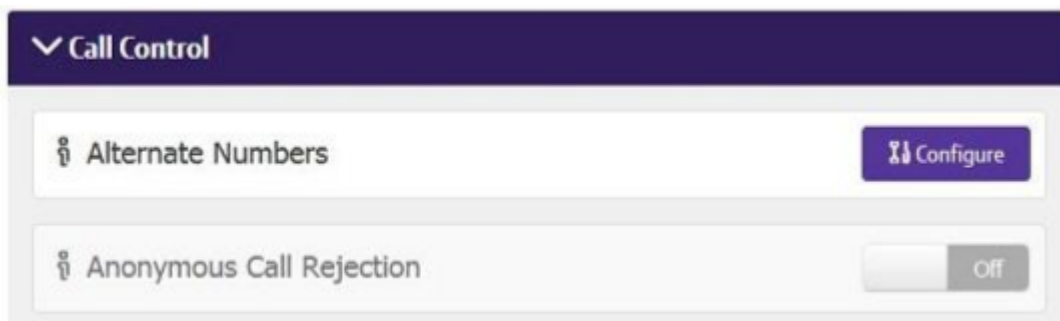
Note: although Cloud Voice labels these as 'Alternate Numbers', they are not alternate; they are alternative.

With this feature you can specify up to 10 alternative numbers that will ring if you don't answer your main phone. If you make an outgoing call from one of your alternative numbers your Calling Line Identity (CLI) will always show as that of your main phone number.

Only unassigned numbers on your site are available in the dropdown list for assigning as alternative numbers.

2 How do I add an alternative number?

1. Login to the [BT Cloud Voice portal](#)
2. Select **Employees**
3. Select the employee you're after
4. Select '**Features**' and then '**Alternate Numbers**'



5. Click **Configure**

Alternate Numbers

Use Distinctive Ring Patterns

Numbers

+ Add

Alternate Number	Extension	Ring Pattern
No Alternate Numbers Found		

✓ Save

⊗ Cancel

- If you want each alternative number to have a distinctive ring, tick the '**Use distinctive ring patterns**' check box

Note: while your main number will have a 'normal' ring, you can choose from three ring patterns for alternative number:

- Long-long
- Short-short-long
- Short-long-short

- Click '**+Add**'

New Alternate Number ×

* **Alternate Number**

None

* **Extension**

Extension

* **Ring Pattern**

Normal

✓ Save

⊗ Cancel

-
8. From the '**Alternate Number**' list box, select a phone number for your new alternate number.

Type a phone number extension in the extension field if required.

9. From the '**Ring Pattern**' dropdown, select a ring pattern for your new alternative number
10. Click '**Save**'