



Configuring Do Not Disturb

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This chapter describes the do-not-disturb feature in Cisco Unified Communications Manager Express (Cisco Unified CME).

Finding Feature Information in This Module

Your Cisco Unified CME version may not support all of the features documented in this module. For a list of the versions in which each feature is supported, see the [“Feature Information for Do Not Disturb” section on page 1069](#).

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Information About Do Not Disturb

To configure do not disturb, you should understand the following concept:

- [SCCP: Do Not Disturb, page 1061](#)
- [SIP: Do Not Disturb, page 1062](#)

SCCP: Do Not Disturb

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 soft key in the idle or ringing call states. A SCCP phone user can toggle DND on or off in the ringing state only if DND is 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 soft key.

If an SCCP 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 soft key 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 soft key 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.

SIP: Do Not Disturb

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 soft key displays by default on supported SIP phones in both the Ringing and Idle states. You can remove or change the order of this soft key using a voice register template.

A phone user can toggle DND on and off at the phone by using the DND soft key. 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 the [“SIP: Configuring Do Not Disturb” section on page 1065](#).

Table 45 compares the DND configuration for SIP phones with different phone load versions:

Table 45 *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 soft key 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.

How to Configure Do Not Disturb

This section contains the following tasks:

- [SCCP: Blocking Do Not Disturb, page 1063](#) (required)
- [SCCP: Verifying Do Not Disturb, page 1065](#) (optional)
- [SIP: Configuring Do Not Disturb, page 1065](#) (required)

SCCP: Blocking Do Not Disturb

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

Prerequisites

- 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 [“Configuring Call Transfer and Forwarding” on page 763](#). No other configuration is necessary for basic DND.

Restrictions

- Phone users cannot enable DND for a shared line in a hunt group. The soft key displays in the idle and ringing states but does not enable DND for shared lines in hunt groups.

SUMMARY STEPS

1. **enable**
2. **configure terminal**

3. **ephone** *phone-tag*
4. **no dnd feature-ring**
5. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	enable Example: Router> enable	Enables privileged EXEC mode. <ul style="list-style-type: none">Enter your password if prompted.
Step 2	configure terminal Example: Router# configure terminal	Enters global configuration mode.
Step 3	ephone <i>phone-tag</i> Example: Router(config)# ephone 10	Enters ephone configuration mode. <ul style="list-style-type: none"><i>phone-tag</i>—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.

Examples

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
```

SCCP: Verifying Do Not Disturb

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
```

SIP: Configuring Do Not Disturb

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

Prerequisites

- Cisco CME 3.4 or a later version.
- Cisco Unified CME 7.1 or a later version to use the DND soft key.
- Call-forwarding busy must be set for a SIP IP phone to use DND to forward calls. For configuration information, see [“Configuring Call Transfer and Forwarding”](#) in the *Cisco Unified CME System Administrator Guide*.

Restrictions

- In versions earlier than Cisco Unified CME 7.1, you enable the DND soft key on SIP phones by using the **dnd-control** command.
- If you enable DND on the phone and remove the DND soft key, 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 soft key on the phone.

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

	Command or Action	Purpose
Step 1	enable Example: Router> enable	Enables privileged EXEC mode. <ul style="list-style-type: none"> Enter your password if prompted.
Step 2	configure terminal Example: Router# configure terminal	Enters global configuration mode.
Step 3	voice register template <i>template-tag</i> Example: Router(config)# voice register template 5	Enters ephone-template configuration mode to create an ephone template. <ul style="list-style-type: none"> <i>template-tag</i>—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 soft keys 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 soft keys 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 <i>phone-tag</i> Example: Router(config)# voice register pool 1	Enters voice register pool configuration mode to set parameters for the SIP phone.

	Command or Action	Purpose
Step 8	dnd Example: Router(config-register-pool)# dnd	Enables DND on the phone. <ul style="list-style-type: none"> If Call Forward No Answer is not configured for the extension, pressing the DND soft key mutes the ringer for incoming calls.
Step 9	template <i>template-tag</i> Example: Router(config-register-pool)# template 5	Applies the ephone template to the phone. <ul style="list-style-type: none"> <i>template-tag</i>—Unique identifier of the template that you created in Step 3
Step 10	end Example: Router(config-register-pool)# end	Returns to privileged EXEC mode.

Examples

The following example shows DND is enabled on phone 130, and the DND soft key 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 soft key, they do not receive calls on any extension on their phones. When they use the HLog soft key, 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 [“Configuring Call Coverage Features” on page 845](#).

Call Forwarding

To use the DND soft key to forward calls, enable call-forwarding no-answer for SCCP phones or call-forward busy for SIP IP phones. See [“Configuring Call Transfer and Forwarding” on page 763](#).

Feature Access Codes (FACs)

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

- DND—**7

See [“Configuring Feature Access Codes” on page 1139](#).

Soft-Key Display

You can remove or change the position of the DND soft key. See “Customizing Soft Keys” on page 1335.

Additional References

The following sections provide references related to Cisco Unified CME features.

Related Documents

Related Topic	Document Title
Cisco Unified CME configuration	<ul style="list-style-type: none"> • Cisco Unified CME Command Reference • Cisco Unified CME Documentation Roadmap
Cisco IOS commands	<ul style="list-style-type: none"> • Cisco IOS Voice Command Reference • Cisco IOS Software Releases 12.4T Command References
Cisco IOS configuration	<ul style="list-style-type: none"> • Cisco IOS Voice Configuration Library • Cisco IOS Software Releases 12.4T Configuration Guides
Phone documentation for Cisco Unified CME	<ul style="list-style-type: none"> • User Documentation for Cisco Unified IP Phones

Technical Assistance

Description	Link
<p>The Cisco Support website provides extensive online resources, including documentation and tools for troubleshooting and resolving technical issues with Cisco products and technologies.</p> <p>To receive security and technical information about your products, you can subscribe to various services, such as the Product Alert Tool (accessed from Field Notices), the Cisco Technical Services Newsletter, and Really Simple Syndication (RSS) Feeds.</p> <p>Access to most tools on the Cisco Support website requires a Cisco.com user ID and password.</p>	http://www.cisco.com/techsupport

Feature Information for Do Not Disturb

Table 46 lists the features in this module and enhancements to the features by version.

To determine the correct Cisco IOS release to support a specific Cisco Unified CME version, see the *Cisco Unified CME and Cisco IOS Software Version Compatibility Matrix* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.

Use Cisco Feature Navigator to find information about platform support and software image support. Cisco Feature Navigator enables you to determine which Cisco IOS software images support a specific software release, feature set, or platform. To access Cisco Feature Navigator, go to <http://www.cisco.com/go/cfn>. An account on Cisco.com is not required.

**Note**

Table 46 lists the Cisco Unified CME version that introduced support for a given feature. Unless noted otherwise, subsequent versions of Cisco Unified CME software also support that feature.

Table 46 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) soft key on SIP phones.
	3.2.1	DND bypass for feature-ring phones was introduced.
	3.2	DND was introduced.

