This article pertains to the Sylantro/Unity telephone system. MIT is currently transitioning from the Sylantro/Unity telephone system to the BroadSoft system. To learn about the transition, determine which system you are on, or access additional resources for both systems, see the KB article Transition to MITvoip BroadSoft Cloud.

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Overview

Use the Ring Time setting to specify how long your phone rings before forwarding to voice mail (or another number, if you have configured a forwarding sequence). You can set the ring time for each number in your profile.

What Ring Time Is and Isn't

Ring time is how many seconds MITvoip tries to reach you at that phone number. However, this does not necessarily mean that your phone will actually ring for that long. You might find that some devices - especially cell phones - don't ring as long as you would expect. This is because it can take several seconds for a call to "find" your device after it has connected to your number.

To solve this problem, choose a longer ring time setting for mobile phones.

Setting Ring Time

1. Access the MITvoip Console and open the My Profile pane.
2. Open the Phone Numbers sub-pane.
3. To the right of the number you want to configure, click on the Ring Time pull-down list and select a time. The options range from 4 seconds to 32 seconds at 4-second intervals.
4. Click the Save Changes button.