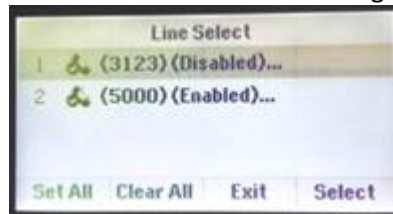
	TOWN OF OLD SAYBROOK Information Technology	<h1>Phone Tips</h1>
	Do Not Disturb - BEWARE !!!	

The “**Do Not Disturb**” (“**DND**”) feature can be useful, but be beware of what the feature really does...

- “**DND**” will silence ringing of a line/number **on all phones where it appears**. If you set “**DND**” on a shared department number which appears on multiple phones none of the phones will ring when the number is called.
- You can enable “**DND**” for all lines coming to a phone or...
- You can enable “**DND**” on an individual line/number while leaving other lines/numbers to remain ringing.
- If you wish to avoid interruptions, temporarily reducing the volume on the ringer may be a safer option.

To enable/disable “Do Not Disturb” (try it, but be careful)...

1. “**DND**” appears as a soft key on your main dialing screen. Select the **DND** soft key.
2. You will next see a “Line Select” screen which shows the current “**DND**” status. In the example below...
 - a. “**DND**” is **Enabled** for extension 5000. This number will not ring on any phones where it appears when called.
 - b. “**DND**” is **Disabled** for extension 3123. This number rings normally when called.



3. As shown in the example above the “Line Select” screen also has the following soft key options...
 - a. **Set All** which turns on “**DND**” for all lines/numbers on the phone (and everywhere else they appear).
 - b. **Clear All** which turns off “**DND**” for all lines/numbers on the phone (and everywhere else they appear).
 - c. **Select** which allows you to enable or disable “**DND**” on an individual line/number.
4. Be careful out there.

If you have difficulty working through these instructions please reply to this email or call the IT Department (ext. 5000) for assistance.

