

Setting INTERNAL vs. EXTERNAL Ring Tones

Many users simply want a **different Ring Tone** notification for **INTERNAL calls** vs. **External calls** on individual phones. This is done directly through **each separate Extension phone in the phone's webGUI**. Login to the phone's webGUI via it's own IP address using the username (admin - by default) and the device password (found in your PBXSystem.ca Config Set-up Sheet).

Go to the options under: [Accounts / Accounts X / Call Settings / MATCH INCOMING CALLER ID](#).

In this section you can declare the internal extension pattern (for your system) and select a different custom ring tone for those calls. Internally, if your extension range is 100-199, declare a pattern of 1XX Matching Rule - and select or upload a custom ring tone. All calls from internal phones in the extension set will ring with the alternate or custom ring tone. All calls that do not show the 1XX header (IE: external calls) will ring with the default account ring tone for the phone.

NOTE: Some phone models allow for direct upload of compatible .WAV file format. Others need to be converted by PBXSystem.ca for you.

The screenshot displays the Grandstream GXP2170 webGUI interface. The top navigation bar includes 'STATUS', 'ACCOUNTS', 'SETTINGS', 'NETWORK', 'MAINTENANCE', and 'PHONEBOOK'. A dropdown menu for 'Account 1' is open, showing options for 'General Settings', 'Dialplan', 'Network Settings', 'SIP Settings', 'Audio Settings', and 'Call Settings'. The 'Call Settings' page is visible, with a left sidebar containing various settings categories. The 'Match Incoming Caller ID' section is highlighted, featuring a table with columns for 'Matching Rule' and 'Ringtone'. The first row shows a matching rule of '1xx' and a selected ringtone of 'RINGTONE16.wav'. A text box on the right explains that this specifies matching rules with numbers, patterns, or alert info to ring the selected ringtone. The 'Ring Timeout' is set to 60 seconds. Buttons for 'Save', 'Save and Apply', and 'Reset' are at the bottom.

Matching Rule	Ringtone
1 1xx	🔊 RINGTONE16.wav
2	🔊 Default Ringtone
3	🔊 Default Ringtone
4	🔊 Default Ringtone
5	🔊 Default Ringtone
6	🔊 Default Ringtone
7	🔊 Default Ringtone
8	🔊 Default Ringtone
9	🔊 Default Ringtone
10	🔊 Default Ringtone

Ring Timeout: 60

Buttons: Save, Save and Apply, Reset

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