

# Distinct ringtones for internal and external calls

Introduced in version 4.4.0, snom and polycom phones will ring slightly differently for calls that are from internal or external sources. The incoming SIP messages are modified to include an "Alert-info" header.

To enable, disable or change any of the settings, go to the Proxy settings of your System found in System -> Servers -> (your server name) -> SIP Proxy  
And you should see these settings:

**SIP PROXY**

Servers ▶ openuc.ezuze.com ▶ SIP Proxy [Hide Advanced Settings](#)

Default Serial Fork Expiration:  (Default: 20)  
Number of seconds that each phone in a sequential series is allowed to ring with no answer before the next alternative is tried. The most common case for this is a user with one phone and a voice mailbox - the phone will ring for this many seconds and then roll over to voice mail.

Default Expiration:  (Default: 300)  
Number of seconds a call is allowed to go unanswered; if this many seconds pass, the call request is returned with an error.

Authenticate Dialog Event Subscriptions:  (Default: checked)  
Warning: By turning off authentication, external users will no longer be challenged for any credentials when subscribing for dialog events. Dialog event notifications contain private call/dialog data, which could be used for malicious purposes. Turning off authentication may compromise the privacy of this system.

SIP Port:  (Default: 5060)

TLS SIP Port:  (Default: 5061)

Enable bridge-proxy relay:  (Default: unchecked)

Enable for internal calls:  (Default: unchecked)

Internal call field value:  (Default: <http://internal.call>;info=alert-internal;x-line-id=0)  
The default value was chosen to satisfy the requirements of Snom and Polycom phones and RFC 3261.

Enable for external calls:  (Default: checked)

External call field value:  (Default: <http://external.call>;info=alert-external;x-line-id=0)  
The default value was chosen to satisfy the requirements of Snom and Polycom phones and RFC 3261.

When the field already exists:  (Default: Leave it as it is)  
Phones can be configured to send their own Alert-info field or other redundant proxies could already have inserted the field.

To change the ring tones for polycom phones, look in the polycom settings:  
Polycom Phone settings -> Sound Effects -> (show advanced...)  
The internal ring tone defined there is only used if the proxy is set to tag internal calls.