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Groups

Groups (5– series numbers) allow you to have multiple phones ring at the same time for an incoming call. You can create multiple groups, select extensions you want for them, and then they can be used by a receptionist or by an internal person, i.e., "call down to billing at 503!" Typical uses are for grouping extensions by job function/department (Receptionists, Sales, Support, Accounting).

Groups

500 All

501 Customer Service

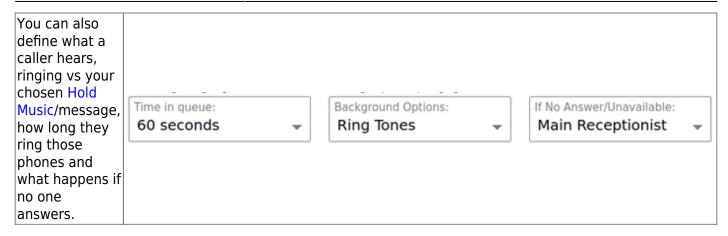
502 Sales

503 Shop Floor

All ring-u systems include the default group **500**, which includes all real extensions.

Note - Do not include cell phones in ring groups! Each cell phone requires an additional line and their call handling logic may disrupt the intended function of the group.

To create more groups, go to Configuration > Groups and chose the button Add Group. Name your new group, select the phones you want to have in that group.	[∢Group 501				
	(Group Name:			♥ use for paging on supported phones. Will update all phones if selected.	
	0	▼ 101 Check in 104 CCM Room 2	✓ 102 Billing☐ 105 Melissa	e	103 Check-Out 106 Candida	
There are options that make that a group used for paging, turning those phones into a PA system. This is available for the first three groups, for onpremises Hello Hubs. This option does not work for cloud hosted systems or external phones.	ď		es.		create ring on n audio jack	



A note on ring times - as a rule, we recommend ring times of 30 seconds or more. Ring times of 15 & 20 seconds are technically possible, but may simply be too short of a time for VOIP systems to process effectively. If you must use a 15 or 20 second ring, make sure your voicemail is configured.

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