

## Groups

Groups allow you to have multiple phones ring at the same time for an incoming call. You create a group, select extensions you want for that group, and then they can be used by a receptionist or by an internal person, "call down to billing at 503!"

Typical uses are a group of phones for 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.

<p>To create more groupings, go to Configuration &gt; Groups and chose the button <b>Add Group</b>. Give it a name and select the phones you want to have in that group.</p>	<div> <div> <b>Group 501</b> </div> <div> <b>Group Name:</b> <input type="text" value="Front"/> <div> <input type="checkbox"/> use for paging on supported phones. Will update all phones if selected. </div> </div> <div> <div> <input checked="" type="checkbox"/> <b>101</b> Check in </div> <div> <input checked="" type="checkbox"/> <b>102</b> Billing </div> <div> <input checked="" type="checkbox"/> <b>103</b> Check-Out </div> <div> <input type="checkbox"/> <b>104</b> CCM Room 2 </div> <div> <input type="checkbox"/> <b>105</b> Melissa </div> <div> <input type="checkbox"/> <b>106</b> Candida </div> </div> </div>
<p>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 on premise Hello hubs. This option does not work for cloud hosted systems or external phones.</p>	<div> <div> <input checked="" type="checkbox"/> use for paging on supported phones. Will update all phones if selected. </div> <div> <input type="checkbox"/> will create ring on 3.5mm audio jack </div> </div>
<p>You can also define what a caller hears, ringing or your hold music/message, how long they ring those phones and what happens if no one answers.</p>	<div> <div>Time in queue: <b>60 seconds</b></div> <div>Background Options: <b>Ring Tones</b></div> <div>If No Answer/Unavailable: <b>Main Receptionist</b></div> </div>

**A note on ringtimes** - as a rule, we recommend ring times of 20 seconds or more. Ring times of 15 seconds are technically possible, but may simply be too short of a time for some users. If you must use a 15 second ring, make sure your voicemail is configured.

From:  
<https://wiki.ring-u.com/wiki/> - **support wiki**

Permanent link:  
<https://wiki.ring-u.com/wiki/doku.php?id=ring-groups&rev=1654802158>

Last update: **2022/06/09 19:15**