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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

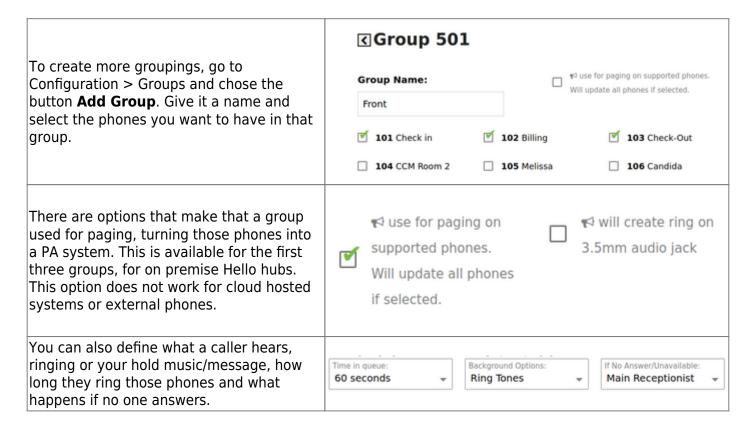
500 All

501 Customer Service

502 Sales

503 Shop Floor

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



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.

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