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!"
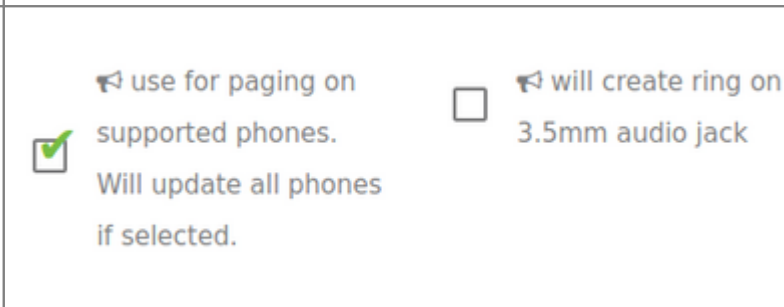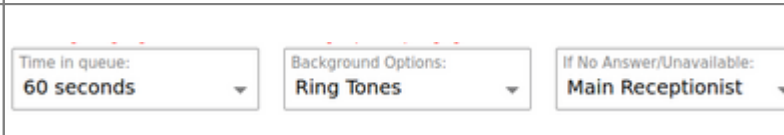Typical uses are a group of phones for Receptionists, Sales, Support, Accounting…

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.

To create more groupings, go to Configuration > Groups and chose the button **Add Group**. Give it a name and select the phones you want to have in that group.	**◁ Group 501** **Group Name:** Front ☐ use for paging on supported phones. Will update all phones if selected. ☑ **101** Check in ☑ **102** Billing ☑ **103** Check-Out ☐ **104** CCM Room 2 ☐ **105** Melissa ☐ **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 on premise Hello hubs. This option does not work for cloud hosted systems or external phones.	☑ 📢 use for paging on supported phones. Will update all phones if selected. ☐ 📢 will create ring on 3.5mm audio jack
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.	Time in queue: 60 seconds ▾ Background Options: Ring Tones ▾ If No Answer/Unavailable: Main Receptionist ▾

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.