

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 > Groups and chose the button Add Group. Give it a name and select the phones you want to have in that group.</p>	<p>Group 501</p> <p>Group Name: <input type="text" value="Front"/> <input type="checkbox"/> use for paging on supported phones. Will update all phones if selected.</p> <p><input checked="" type="checkbox"/> 101 Check in <input checked="" type="checkbox"/> 102 Billing <input checked="" type="checkbox"/> 103 Check-Out</p> <p><input type="checkbox"/> 104 CCM Room 2 <input type="checkbox"/> 105 Melissa <input type="checkbox"/> 106 Candida</p>
<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>	<p><input checked="" type="checkbox"/> use for paging on supported phones. Will update all phones if selected. <input type="checkbox"/> will create ring on 3.5mm audio jack</p>
<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>	<p>Time in queue: <input type="text" value="60 seconds"/> Background Options: <input type="text" value="Ring Tones"/> If No Answer/Unavailable: <input type="text" value="Main Receptionist"/></p>

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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