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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

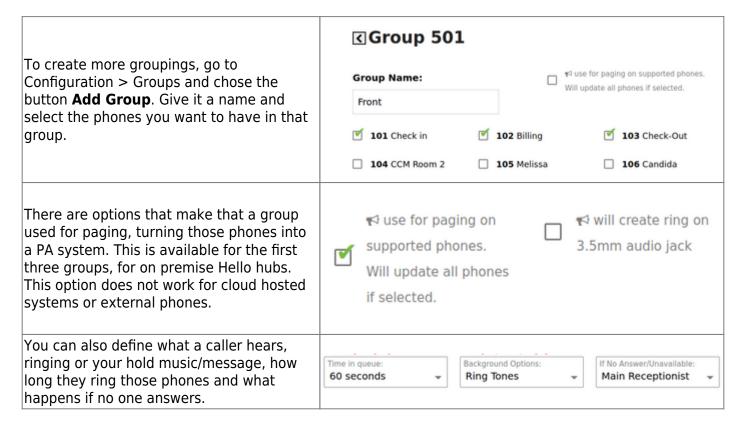
501 Customer Service

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.



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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