

## 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.

<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 data-bbox="418 730 756 787">  <b>Group 501</b> </div> <div data-bbox="418 856 631 892"> <b>Group Name:</b> </div> <div data-bbox="418 909 850 982"> <input type="text" value="Front"/> </div> <div data-bbox="987 856 1458 919"> <input type="checkbox"/>  use for paging on supported phones. Will update all phones if selected.         </div> <div data-bbox="418 1024 1406 1144"> <table border="0"> <tr> <td><input checked="" type="checkbox"/> <b>101</b> Check in</td> <td><input checked="" type="checkbox"/> <b>102</b> Billing</td> <td><input checked="" type="checkbox"/> <b>103</b> Check-Out</td> </tr> <tr> <td><input type="checkbox"/> <b>104</b> CCM Room 2</td> <td><input type="checkbox"/> <b>105</b> Melissa</td> <td><input type="checkbox"/> <b>106</b> Candida</td> </tr> </table> </div>	<input checked="" type="checkbox"/> <b>101</b> Check in	<input checked="" type="checkbox"/> <b>102</b> Billing	<input checked="" type="checkbox"/> <b>103</b> Check-Out	<input type="checkbox"/> <b>104</b> CCM Room 2	<input type="checkbox"/> <b>105</b> Melissa	<input type="checkbox"/> <b>106</b> Candida
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<input type="checkbox"/> <b>104</b> CCM Room 2	<input type="checkbox"/> <b>105</b> Melissa	<input type="checkbox"/> <b>106</b> Candida					
<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 data-bbox="370 1360 883 1627"> <input checked="" type="checkbox"/>  use for paging on supported phones. Will update all phones if selected.         </div> <div data-bbox="987 1360 1471 1480"> <input type="checkbox"/>  will create ring on 3.5mm audio jack         </div>						

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>Time in queue: <b>60 seconds</b> ▼</p>	<p>Background Options: <b>Ring Tones</b> ▼</p>	<p>If No Answer/Unavailable: <b>Main Receptionist</b> ▼</p>
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**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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