

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 > Groups and chose the button Add Group. Give it a name and select the phones you want to have in that group.</p>	<div style="border: 1px solid #ccc; padding: 10px;"> <h3 style="margin: 0;">⏪ Group 501</h3> <p>Group Name: <input type="text" value="Front"/></p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 45%;"> <p><input type="checkbox"/> use for paging on supported phones. Will update all phones if selected.</p> </div> <div style="width: 45%; text-align: right;"> <p><input type="checkbox"/> use for paging on supported phones. Will update all phones if selected.</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 30%;"> <p><input checked="" type="checkbox"/> 101 Check in</p> <p><input type="checkbox"/> 104 CCM Room 2</p> </div> <div style="width: 30%;"> <p><input checked="" type="checkbox"/> 102 Billing</p> <p><input type="checkbox"/> 105 Melissa</p> </div> <div style="width: 30%;"> <p><input checked="" type="checkbox"/> 103 Check-Out</p> <p><input type="checkbox"/> 106 Candida</p> </div> </div> </div>
<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 style="border: 1px solid #ccc; padding: 10px;"> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 45%;"> <p><input checked="" type="checkbox"/> use for paging on supported phones. Will update all phones if selected.</p> </div> <div style="width: 45%; text-align: right;"> <p><input type="checkbox"/> will create ring on 3.5mm audio jack</p> </div> </div> </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: 60 seconds ▼</p>	<p>Background Options: Ring Tones ▼</p>	<p>If No Answer/Unavailable: Main Receptionist ▼</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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