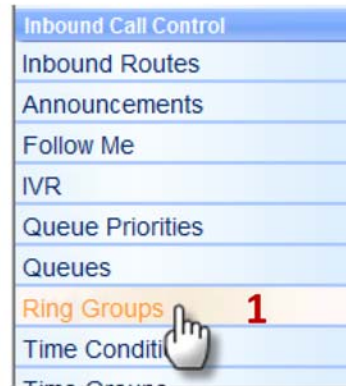
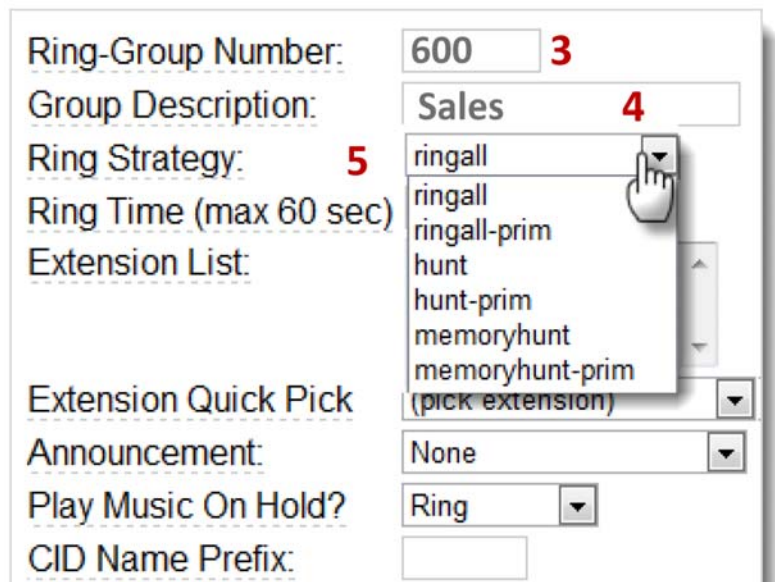


Adding a Ring Group

1. Select “Ring Groups”
2. Select “Add Ring Group”
3. Enter a Ring Group Number
Tip: start with 600. Customers will not see or use this number



4. Enter a Description
5. Select a Ring Strategy
Most common choices are:
ringall: All extensions ring simultaneously
hunt: Takes turns ringing each available extension, in the order as they appear on the list.

A screenshot of the "Add Ring Group" form. The fields are: Ring-Group Number: 600 (with a red "3" next to it); Group Description: Sales (with a red "4" next to it); Ring Strategy: ringall (with a red "5" next to it and a dropdown arrow); Ring Time (max 60 sec): (empty); Extension List: (empty); Extension Quick Pick: (pick extension) (with a dropdown arrow); Announcement: None (with a dropdown arrow); Play Music On Hold?: Ring (with a dropdown arrow); CID Name Prefix: (empty). A mouse cursor is pointing at the "ringall" option in the Ring Strategy dropdown.

Adding a Ring Group

6. Adjust Ring Time, if necessary (Note: one ring takes about 2 seconds)
7. Enter the Extensions that will ring from this Group.
Note: You can also include external numbers. Be sure to add “#” at the end.
8. Use the “Quick Pick” drop-down to conveniently select from list of extensions
9. Add a front-end Announcement message before phones ring (option)
10. If you want callers to hear music instead of ringing, select “Default” from the drop down list (or, another file you have previously uploaded)
11. Append the group name in front of the caller’s ID. Agent will see the call is coming in from the Ring Group:



Ring-Group Number:	<input type="text" value="600"/>
Group Description:	<input type="text" value="Sales"/>
Ring Strategy:	<input type="text" value="ringall"/>
Ring Time (max 60 sec)	<input type="text" value="20"/> 6
Extension List:	<input type="text" value="101"/> 7 <input type="text" value="102"/> <input type="text" value="2145553211#"/>
Extension Quick Pick	<input type="text" value="(pick extension)"/> 8
Announcement:	<input type="text" value="None"/> 9
Play Music On Hold? 10	<input type="text" value="default"/>
CID Name Prefix:	<input type="text" value="Sales"/> 11

Adding a Ring Group

12. Choose a Final Destination to send the caller to if the extensions are not able to pick up the call. Most common destinations are:

- Sending caller to a final **Extension** (if they don't answer, the extensions voicemail message would be played)
- **Voicemail** box, or
- **Another Ring Group**

13. To save your work:

Click Submit

Click Apply Configuration Changes

Click Continue with Reload

Destination if no answer:

Terminate Call: Hangup

Extensions: <104> Ann Singh

Voicemail: <104> Ann Singh (busy)

Announcements: Please Hold

Conferences: Test <7000>

IVR: After-Hours

Misc Destinations: Dial-by-Name

Queues: Test <8000>

Ring Groups: Support <601>

Time Conditions: Business Hours

Submit

Apply Configuration Changes

Apply Configuration Changes

Continue with reload

Cancel reload and go back to editing