

RING GROUPS

MANUAL

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SET UP RING GROUPS

If you are a system administrator, you may create a network whose included extensions ring when one extension is called.

Log into the Admin Panel with your username and password.

Enterprise Panel Login

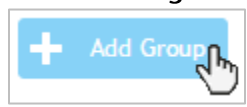
Username *

Password *

Click the **Groups** button on the left hand side.



On the **Manage Groups** page, click the **Add New Groups** button.



In the **Group Name** text box, enter the preferred name for your new ring group.

Edit Group

Group Name *

In the **Group Extension** text box, enter an available extension.

Group Extension *

In the **CID Prepend** text box, enter the name that will appear on group member phone displays.

CID Name Prepend

Select an **Incoming DID** (Direct Inward Dial) number if you would like the group to ring directly using a DID. (Please note this step is not required.)

Incoming DID

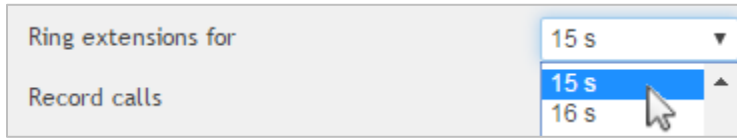
none

none

12125555555

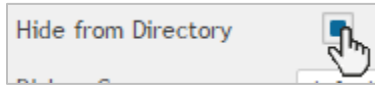
Deliver Messages

Set the **Voicemail/Ring Timeout** to determine how long* the phone will ring before the voicemail or preferred timeout function occurs.

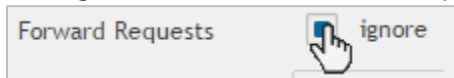


*15 seconds equates to 3-4 rings. Adjust this time to suit your preferences.

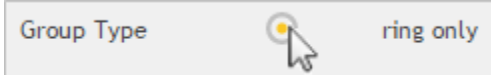
Enable **Hide from Directory** to keep this ring group from being found in a directory search.



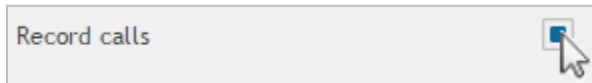
Click **ignore** to disable **Forward Requests**.



In the **Group Type** section, click the **ring only** radio button.

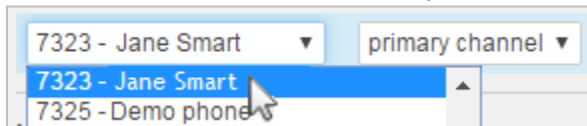


Enable **Record calls** to send recorded conversations to your voicemail inbox.

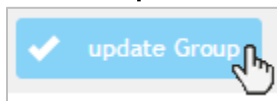


ADDING MEMBERS

Select a network user from the dropdown list.

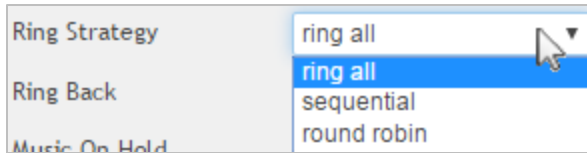


Click the **Update Group** button at the bottom of the page.



RING STRATEGY

Make a selection from the **Ring Strategy** dropdown menu to determine how incoming calls ring within the group.



Ring All: Incoming calls will ring on each group member’s phone.

Sequential: Incoming calls will cycle through the group phones in a predetermined order. Each phone will ring for the duration determined in the **Voicemail/Ring Timeout** function.

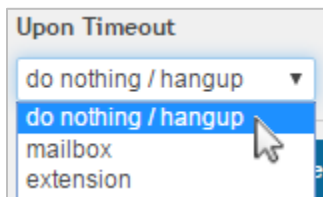
To determine or adjust the order, use the arrows to move the extensions shown in the list up and down.



Round Robin: Each phone will ring in an indeterminate order for the duration set through the **Voicemail/Ring Timeout** function.

UPON TIMEOUT

Make a selection from the **Upon Timeout** dropdown menu to choose a function for after the timeout expires. If necessary, select a parameter from the second list. If **mailbox** is selected, it must be labelled **default**.



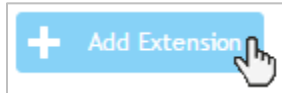
CREATING ALL-GROUP VOICEMAIL FORWARDING

Before you set up group voicemail, create a general voicemail box.

Navigate to the admin panel and click **Extensions**.



Scroll down to the bottom of the page and click **Add Extension**.



In the new page, enter an available number in the **Extension** field.

Extension *

Enter a related name for the extension in the **Name** field.

Name *

In the **Email Address** field:

Add one email address for one specific user.

Or:

Confer with the IT admin at the customer site to create a distribution list that forwards the voicemail to multiple emails.

To forward voicemails to all members in the group, navigate back to the **Groups** page and click the edit button for the group you have created.



Set up the voicemail pin.

Voicemail PIN

Click the **Greeting Mailbox** dropdown menu and select the extension for the previously created voicemail box. Ensure it is labeled (**default**.)

Greeting Mailbox

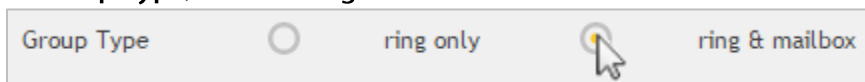
- 7180 - CustServVM (de
- 7180 - CustServVM (default)**
- 7180 - CustServVM (busy)
- 7050 - Mike Brown (default)

voicemail/ring timeout

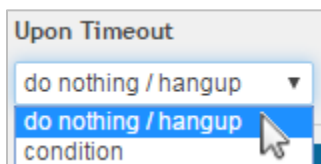
Set **Deliver Messages** to **to all Members**. The **to Greeting Mailbox** option forwards messages to one user voicemail box.



In **Group Type**, click the **ring & mailbox** radio button.



Make sure to select the **do nothing** option in the **Upon Timeout** dropdown menu. This will set the call to default to the mailbox entered above.



FREQUENTLY ASKED QUESTIONS

Question: How do I know who is calling?

Answer: Enter the Prepend Caller ID to define whether the caller is part of a different group.

Question: How do we know a group extension is free?

Answer: Dial the preferred extension and listen for the sped-up busy tone that signals an available extension.

Question: How do you test a group?

Answer: Dial the extension internally from your own network phone.

Question: How can I receive additional support?

Answer: You can reach Smart Choice Communications **24x7x365** at **(800) 217-3096**.