SMART CHOICE
You Manage the Business. We Connect It.

RING GROUPS

A set of designated extensions to field incoming calls on a main or specific line and allow for easier call flow.

Get Started

1. Log into the **OMNI Panel** using your username and password.
2. Click the **Manage Enterprises** link under the **Enterprises** header.

3. Type your enterprise name into the search bar and click the arrow to access your panel when the name appears.
   NOTE: Do not select **Auto Populate**, as this will lead to the **Edit Enterprise** section of the **OMNI Portal**. When searching for an enterprise, click the **Search** key instead.

Create a Group

1. On the new page, click the **Groups** button on the left hand side.
2. Click the **Add New Groups** button on the **Manage Groups** page.
3. In the **Add Group** page, enter the name, extension, and additional settings or information.
4. Select a **Group Type** from the following options:
- **Ring Only**
- **Ring & Mailbox**
- **Mailbox only**
- **Page group**

Add and Remove Group Members

1. Select a user from the dropdown menu under the **Members** header and click the **+add** button.
2. Click the **Update Group** button at the bottom of the page when you have added the appropriate members.
3. To remove a group member, click the red **x** on their listing line.

Choose a Ring Strategy

Select an option from the **Ring Strategy** menu:
- **Ring All:** Incoming call will reach on each phone simultaneously.
- **Sequential:** Incoming calls will cycle through group phones in a predetermined order. Each phone will ring for the duration selected in the **Voicemail/Ring Timeout** setting. To determine or adjust the sequential order, use the arrows to move extensions up and down in the Members list.
- **Round Robin:** Each phone will ring in an indeterminate order for the duration selected in the **Voicemail/Ring Timeout** setting.

Set Up a Timeout Function

- Set the **Voicemail/Ring Timeout** to determine how long* the phone will ring before the voicemail or preferred timeout function occurs.
- Make a selection from the Upon Timeout dropdown menu to choose what happens after the **Voicemail/ Ring Timeout** expires. If necessary, select a parameter from the second list. If **mailbox** is selected, it must be labelled **default**.
  15 seconds equates to 3-4 rings. Adjust this time to suit your preferences.

Timeout Functions:
- hangup
- condition
- conference room
- directory
- extension forward
- queue
- group
- input option
- IVR greeting
- mailbox forward
- voice prompt

Edit an Existing Group

- Click the edit button next to the group you would like to adjust and make any necessary changes on the group's page.

Copy an Existing Group

1. Click the Copy Group button and select a group from the dropdown menu to create a new ring group that is similar to an existing one.
2. Enter a name and preferred extension for the new group, then click **Copy Group**.
3. Once the new group has been created, edit group details and add or remove members.