

How to Setup a Ring Group

A Ring Group refers to a method for distributing phone calls from a single DID to a group of several extensions and or external (off-net) numbers.

Note: Simultaneous Ring limit varies between 17-22 devices. There is an application-wide character limit, and the number of devices will vary based on factors such as if you're using 3, 4 or 10-digit extensions, Ring All User Devices. Exceeding this limit is not advised and is done at one's own risk.

To configure a Ring Group, first create a Routing User. For the purpose of this example, we will assume that we wish to distribute calls to several members of a company's Sales Department.

Add a User



First Name

Sales

Last Name

Department

Extension

4800

Note: Cannot be changed

Department

Email Address(es)

sales@skyswitch.com



User's Scope

Basic User

Enable Voicemail

Add Phone Extension

Cancel

Add User

Edit the User's Answering Rules

Name ^	Extension	Department
Sales Department	4800	



- Profile
- Answering Rules**
- Voicemail
- Phones

For the routing user, you created, configure a Simultaneous Ring Group that includes all of the extensions and/or off-net numbers that you want to forward the call to.

Edit Answering Rule



When busy Extension, number or phone

When unanswered Extension, number or phone

When offline Extension, number or phone

Simultaneous ring Include user's extension

Ring all user's phones

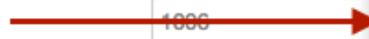
Answer confirmation for offnet numbers

1003	🕒 0	+
1004	🕒 0	✖
1005	🕒 0	✖
1006	🕒 10	✖

Just ring user's extension

Cancel **Save**

**To delay ringing extensions
select the number of seconds
using the slider**



Note: The extensions that you input in the Simultaneous Ring Group will be the only ones that will ring upon a call into the ring group. So if the user has 3 devices (i.e. 100, 100a, and 100b) and you only input 2 of those into the ring group then the third will not ring. Also, if you are using ReachUC you should include the extension with the 'm' suffix (e.g. 100m) to make sure your devices that are using ReachUC will be included.

Edit Answering Rule

When unanswered Extension, number or phone

When offline Extension, number or phone

Simultaneous ring Include user's extension

Ring all user's phones

Answer confirmation for offnet numbers

1003	🕒 0	+
1003m	🕒 0	+
1003h	🕒 0	+
1004	🕒 0	+