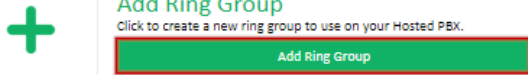


A ring group is a collection of extensions or external numbers that will be called simultaneously. This page, under *Hosted PBX > Ring Groups* allows you to add, reconfigure or manage ring groups on your PBX.

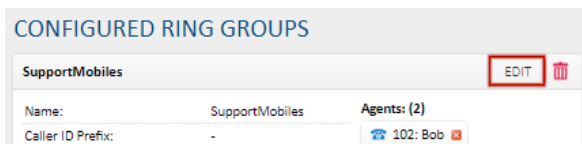
Adding a Ring Group

To add a new ring group, click the *Add Ring Group* button at the top of the page. For configuration options, see the section below.



Managing an Existing Ring Group

To edit a ring group that was previously created, locate the ring group and click *Edit*. See the following section for configuration options.



Ring Group Configuration Options

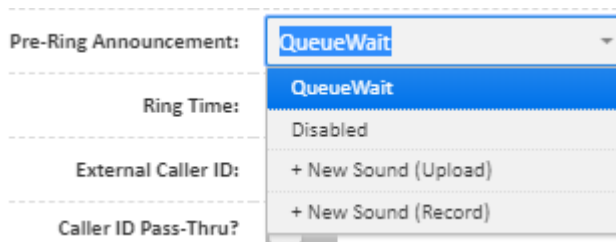
Ring Group Name allows a reference name to be specified for the ring group. This will display on the configured ring groups list and anywhere that setting a destination to a ring group is available.

Ring Group Name:

A *Caller ID Prefix* alters the caller ID shown to any member extensions, prefixing this before the caller's number. For example, this could be 'Supp' for a support ring group. For more information on Caller ID prefixing, please see [What is a Caller ID Prefix?](#)

Caller ID Prefix:

With *Pre-Ring Announcement*, a sound file can be played to an incoming caller before the member agents begin ringing. This could be, for example, a message thanking callers and asking them to please hold. If the greeting you would like to play isn't already in your PBX, you can upload it from the computer by selecting *New Sound (Upload)*, or a new sound can be recorded from any extension connected to your service by choosing *New Sound (Record)*.



The *Ring Time* field specifies how long the agents should ring for, before the calls moves on to the timeout destination.

Ring Time:

If any external numbers are members of this ring group, the caller ID that is shown to them for any calls originating from this ring group can be specified in *External Caller ID*. Default will use the account-wide default caller ID for the call. For more information on managing the Caller ID options, see [Changing Outbound Caller ID](#).

External Caller ID:	DEFAULT
Caller ID Pass-Thru?	DEFAULT
Timeout Destination:	0413
AGENTS	
Agent	+ New Number (Verify)
	DIDs
Agent	0730
Agent	+ New DID (Standard)
Agent	+ New DID (Toll-Free)

In addition to the above caller ID, *Caller ID Pass-Thru* can be enabled to send the original caller's number to any external agents, instead of the default caller ID. [Caller ID Pass thru on Forwarded and Diverted Calls](#) has more information.

Caller ID Pass-Thru?

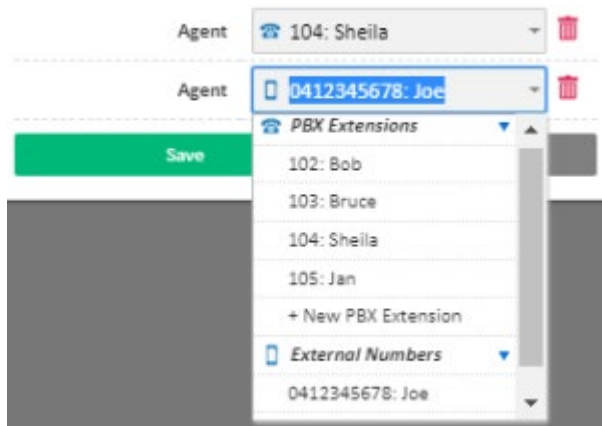
The *Timeout Destination* specifies what should happen to the call if none of the agents answer, or if all of the agents are busy or disconnected. This may be a voicemail, a queue, etc.

Timeout Destination:	Queue
AGENTS	
Agent	Ring Groups
Agent	Queues
Agent	IVR Menus
Agent	Voice Mailboxes
Agent	Queue
Agent	+ New Voice Mailbox
Save	
	Page Groups
	Time Switches

Adding or removing members from the queue is done in the *Agents* section. For each additional agent to be added, click the *Agents +* button.

AGENTS

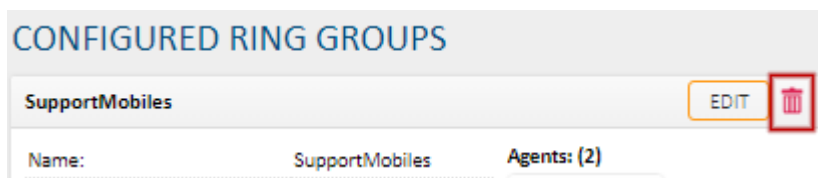
For each added agent field, select the desired member of the queue. This can be any extension or external number configured on your PBX



Click *Save* once changes are complete.

Removing a Ring Group

To delete a ring group, find the ring group in the list, then click the *Remove* button.



Example Ring Group

This example will setup a Support ring group, containing two extensions and an external number. The caller ID internally will be prefixed to identify the queue, and external caller ID will be set to a support specific phone number. Finally, if the call goes unanswered, it will be passed to a voicemail.

Field	Value	Note (for details, see relevant section above)
Name	Support	this is the ring group's display name in the PBX
Caller ID Prefix	SUP	Updates the caller ID for internal agents
Pre-Ring Announcement	Disabled	Do not play a message to the caller when their call is passed to the ring group
Ring Time	25 Sec	Ring all agents for 25 sec, before moving to the timeout destination
External Caller ID	0712345678	Caller ID when ringing an external agent will be 0712345678, to identify the call as being from the support ring group
Caller ID Pass-Thru	Off	Send the 'External Caller ID' instead of the original caller's ID
Timeout Destination	Voice Mailboxes > Support Voicemail	Send the call to the support voicemail if unanswered
Agents	PBX Extensions > 102: Bob	Call Bob's extension on an incoming call
Agents	PBX Extensions > 104: Sheilla	Call Sheila's extension on an incoming call
Agents	External Numbers > 0412345678: Joe	Call Joe's mobile on an incoming call

CONFIGURE RING GROUP
X

Ring Group Name:

Caller ID Prefix:

Pre-Ring Announcement:

Ring Time:

External Caller ID:

Caller ID Pass-Thru? off

Timeout Destination:

AGENTS +

Agent ✖

Agent ✖

Agent ✖

Save
Cancel