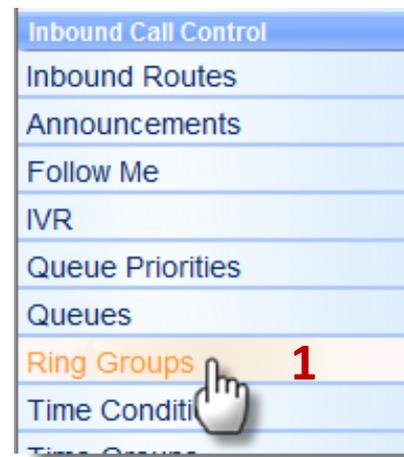


Adding a Ring Group

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



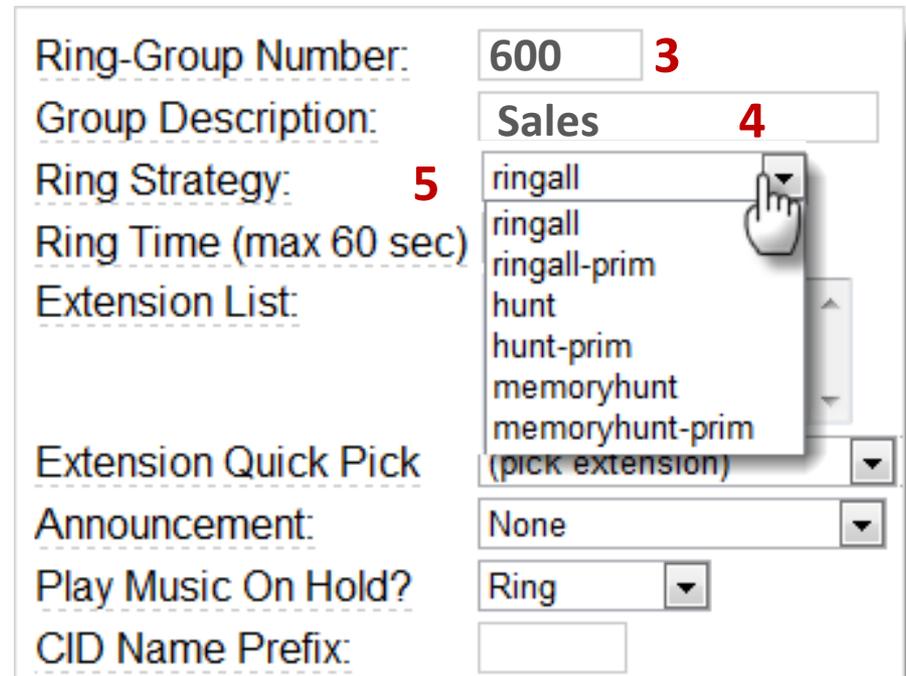
4. Enter a Description
5. Select a Ring Strategy

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.

[Click here](#) for description of all Ring Strategy options

A screenshot of the "Add Ring Group" form. The form fields are: Ring-Group Number: 600 (with a red number 3 next to it); Group Description: Sales (with a red number 4 next to it); Ring Strategy: ringall (with a red number 5 next to it and a dropdown menu open showing options: ringall, ringall-prim, hunt, hunt-prim, memoryhunt, memoryhunt-prim, and (pick extension)); 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 Ring Strategy dropdown menu.

Adding a Ring Group

- Adjust Ring Time, if necessary (Note: one ring takes about 2 seconds)
- Enter the Extensions that will ring from this Group.
Note: You can also include external numbers. Be sure to add “#” at the end.
- Use the “Quick Pick” drop-down to conveniently select from list of extensions
- Add a front-end Announcement message before phones ring (option)

- If you want callers to hear music instead of ringing, select “Default” from the drop down list (or, another file you have previously uploaded)

- 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:

<input type="radio"/>	Terminate Call:	Hangup	▼
<input checked="" type="radio"/>	Extensions:	<104> Ann Singh	▼
<input checked="" type="radio"/>	Voicemail:	<104> Ann Singh (busy)	▼
<input type="radio"/>	Announcements:	Please Hold	▼
<input type="radio"/>	Conferences:	Test <7000>	▼
<input type="radio"/>	IVR:	After-Hours	▼
<input type="radio"/>	Misc Destinations:	Dial-by-Name	▼
<input type="radio"/>	Queues:	Test <8000>	▼
<input checked="" type="radio"/>	Ring Groups:	Support <601>	▼
<input type="radio"/>	Time Conditions:	Business Hours	▼

Submit

Apply Configuration Changes

Apply Configuration Changes

Reloading will apply all configuration changes made in FreePBX to your PBX engine and make them active.

Continue with reload

Cancel reload and go back to editing