



# **Gear up your PBX**

## **Cut Costs, Boost Profits**

Version 20160226

# **Ring Groups**



# Goal of this Module

- Fully Leverage Ring Group Calls
  - Ringing Strategies
  - Ring Group Options
- Using Paging Groups
  - Alert Paging Group
  - Multicast Paging Group

# Concept: Ring Group

- Merges Multiple Extension Numbers into one single number
- 2 Ringing Strategies
  - Ring All
  - Prioritized Hunt



# Creating a Ring Group

- Management Console → Ring Groups → **Add Ring Group**
- Ring Group Name → Seen On Agents Display

### General

Calls to this ring group will ring on all extensions until one of the group members answers or the timeout is reached.

Name

Virtual Extension Number

Ring Strategy

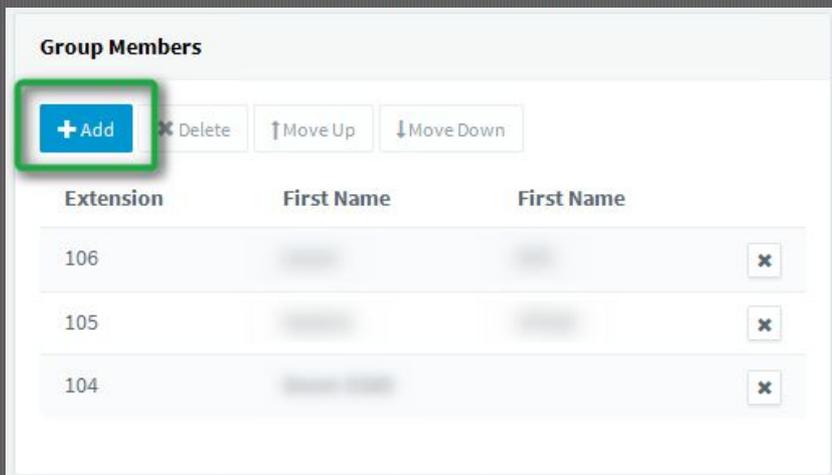
Ring Time (Seconds)

# Concept: Group Members

- Answer Ring Group Calls
- One Call per Member
  - If Busy No Retargeting
  - Use Queues
- Part of Multiple Ring Groups

# Ring Group - Members

- **General** tab
  - **Add** Agent
  - Member Order Influences Prioritized Hunt Ringing Strategy

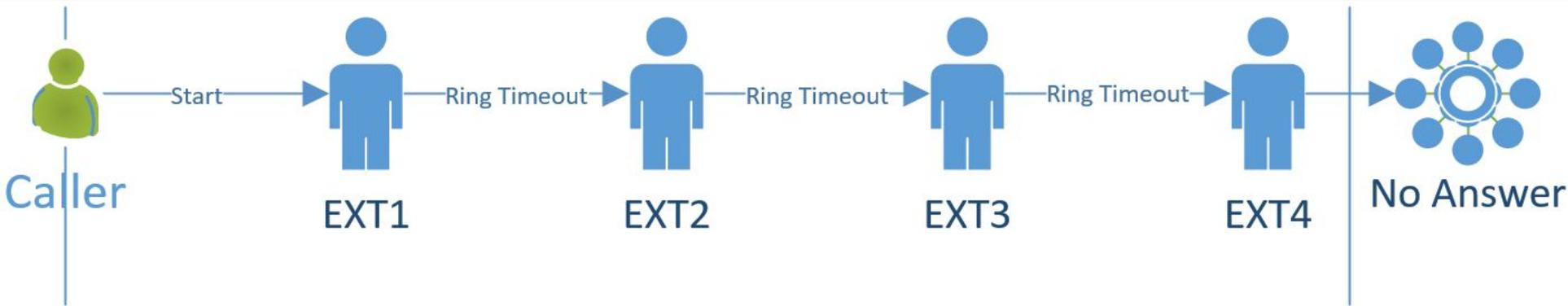


The screenshot displays the 'Group Members' interface. At the top, there are four buttons: '+ Add' (highlighted with a green box), 'x Delete', '↑ Move Up', and '↓ Move Down'. Below the buttons is a table with three columns: 'Extension', 'First Name', and 'First Name'. The table contains three rows of data, each with a delete button (x) on the right.

Extension	First Name	First Name	
106			x
105			x
104			x

# Ringing Strategy - Prioritized Hunt

- Prioritized Hunt
  - Always rings **first available Member** in the list first
  - Next **available** Member in the list after Ring Time
  - Skips Busy Members



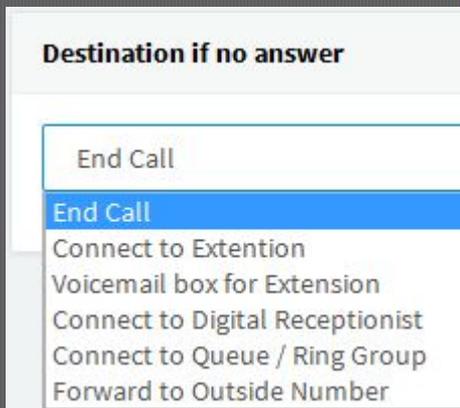
# Ringing Strategy - Ring All

- Ring All
  - Rings all available Agents **simultaneously** for Ring Time
  - First one that answers takes the call



# Ring Group Options

- Destination if No Answer
  - Caller is transferred to a preconfigured destination
  - When:
    - Ring All specific → Ring Time is reached
    - Prioritized Hunt specific → Iterated through all **available** Members without answer
    - General Reasons
      - All Members are **busy** (does not queue)
      - No Member **registered**



# Ring Group - Missed Call Handling

- Depends on Ringing Strategy
  - Ring All
    - Destination if No Answer
      - All Notified
    - Member Answers
      - No one Notified
  - Prioritized Hunt
    - Destination if No Answer
      - All Notified
    - Member Answers
      - Previous Polled Members Notified

# Ring Group - Dropped Call Handling

- Depends on Ringing Strategy
  - Caller Drops Call
    - Ring All
      - All Notified
    - Prioritized Hunt
      - Polled Members Notified

# Concept: Paging Groups

- Merges Multiple Extension Number
- Into One Single Number
- Calling the Paging Group
  - All Member Extensions **auto-answer**
  - **One-way** audio from Caller to Members
- 2 Types of Paging Groups
  - Alert
  - Multicast

# Paging: Alert or Multicast ?

- Alert (up to 64 Members)
  - Works with:
    - Local Extensions
    - Remote STUN Extensions
    - Remote SBC Extensions
- Multicast
  - Works with:
    - Local Extensions (Deskphones **only**)
    - Any Number of Extensions
    - Requires manual configuration of deskphones

# Creating an Alert Paging Group

- 3CX Management Console → Ring Groups → **Add Paging**  
→ Ring Strategy: Paging  
Paging Group Name  
→ Seen On Agents Display (only Direct / Non-Multicast)
- Add Group Members

**General**

Calls to this ring group will ring on all extensions until one of the group members answers or the timeout is reached.

Name

Virtual Extension Number

Ring Strategy

**Group Members**

Extension	First Name	First Name	
101			<input type="button" value="✕"/>
106			<input type="button" value="✕"/>
107			<input type="button" value="✕"/>

# Creating an Multicast Paging Group

- 3CX Management Console > Ring Groups > **Add Paging**  
→ Ring Strategy: Multicast Paging
- Paging Group Name
- Settings
  - IP → Multicast IP\*
  - Port → Any High Port
  - Codec → Audio Codec
  - Packet Time → **Always 20**
- Configure the deskphones manually

\* Check reserved Multicast IPs from IANA

**General**

Calls to this ring group will ring on all extensions until one of the group members answers or the timeout is reached.

Name

Virtual Extension Number

Ring Strategy

**Multicast options for Paging**

Requires compatible phones and additional configuration.

IP Address of multicast channel

Port of multicast channel

Codec

Packet time in milliseconds



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**More Training Material at:**  
**[www.3CX.com/3CXAcademy](http://www.3CX.com/3CXAcademy)**

