


How to Create a Simultaneous Ring Group:

1. Go to extensions, click on the gear cog on the upper right hand corner (underneath options and above search), and click add.

Extensions 

Search

Type (All)

Name	Extension	Type	Owner	Caller ID
Perk 2	222	Call Park	Max Training Lab	N/A
Kepa Arrizabalaga	225	Personal	Kepa Arrizabalaga	(480) 887-4812 (Test Call)
Cesar Azpilicueta	228	Personal	Cesar Azpilicueta	(480) 482-7542 (Test Call)
FWD to Cell	230	Auto Attendant (Menu)	Max	N/A
Super Frank	235	Personal	Super Frank	(907) 313-7806 (Kepa CPU)

2. Change the type to “Simultaneous Ringing” and then choose the extension number, and click next (owner only matters if this ring group will be taking voicemails).

Add an Extension

Define Extension **Assign Extension**

Type

Name

Extension

Owner

3. Click “next” and then “finish”.
4. This will open up the simultaneous ring group, click on the gear cog all the way on the right (middle of the page) and click “add extensions” to begin to add users to this ring group.

Max Available Options

Simultaneous Ringing Extension (Training Sim)

Configure

Ring Timeout	Schedule	Active
30 seconds	Always	✓
30 seconds	Always	✓
30 seconds	Never	
30 seconds	From 5:00 AM to 9:00 AM on Monday	
1 minute	Always	✓

5. Change the final destination type to match where you want the call to go if it is not answered (extension, personal number, voicemail, or none).

Options

Final Destination Type Voicemail Kupa A (1906)

Incoming Call Name Display Called Name

Incoming Call Number Display Called Number

Advanced Simultaneous Ringing

Ring Timeout Override 45 seconds

6. Adjust the ring timeout override to change how long it rings on everyone's phone.