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RING CENTRAL CONFIGURATION GUIDE: NIGHTRINGER GROUP CONFIGURATIONS

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CyberData Corporation
3 Justin Court
Monterey, CA 93940
(831) 373-2601

RingCentral Configuration Guide: Nightringer Group Configurations
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Revision Information

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1.0 Introduction

What is Nightringer?

CyberData paging and intercom products offer a secondary Nightringer extension in addition to the primary extension used for device-specific paging and two-way communication functions. The Nightringer for your device can play a customizable ring tone when an incoming call is detected. Implementing a Nightringer will be useful in noisy environments, such as a warehouse or shipping dock, where personnel may not be able to hear a phone ring.

Before You Start

Review the respective operation guide and RingCentral configuration document for your product. The SIP configuration for the Nightringer extension may vary by product and firmware version. This document assumes you have registered the Nightringer extension with RingCentral.

Group Configurations

There are two types of group configurations applicable to Nightringer extensions on CyberData paging and intercom products.

- Ring Group
- Call Queue

A **Ring Group** configuration will allow you to group the Nightringer extension with a specific User's phones. When all phones in the group are set to ring *simultaneously*, an incoming call to the user's internal extension or DID number will ring all phones in the group and the Nightringer. The Nightringer will play a ring tone until a phone answers in the group answers the call or the call is diverted to voice mail.

A **Call Queue** configuration will allow you to add the Nightringer extension to a group of users. When the call queue is configured to transfer incoming calls to group members *simultaneously*, the Nightringer will ring until a group member answers the call, the call is diverted to voicemail, or the call is forwarded to a different phone number.

> **Note:** If you are using *Rotating* or *Fixed Order* call handling transfer methods for the call queue, you may find it best to use a ring group to assign the Nightringer to one appropriate user in the call queue instead of adding the Nightringer to the call queue.

2.0 Ring Group Configuration

Use the following instructions to configure a ring group that includes the Nightringer extension and a specific User's phones.

1. From the RingCentral Admin Portal, select the **[n] Users** menu and select the extension you want to ring at the same time as the Nightringer.

2. Select **Call Handling & Forwarding** from the extension's menu.

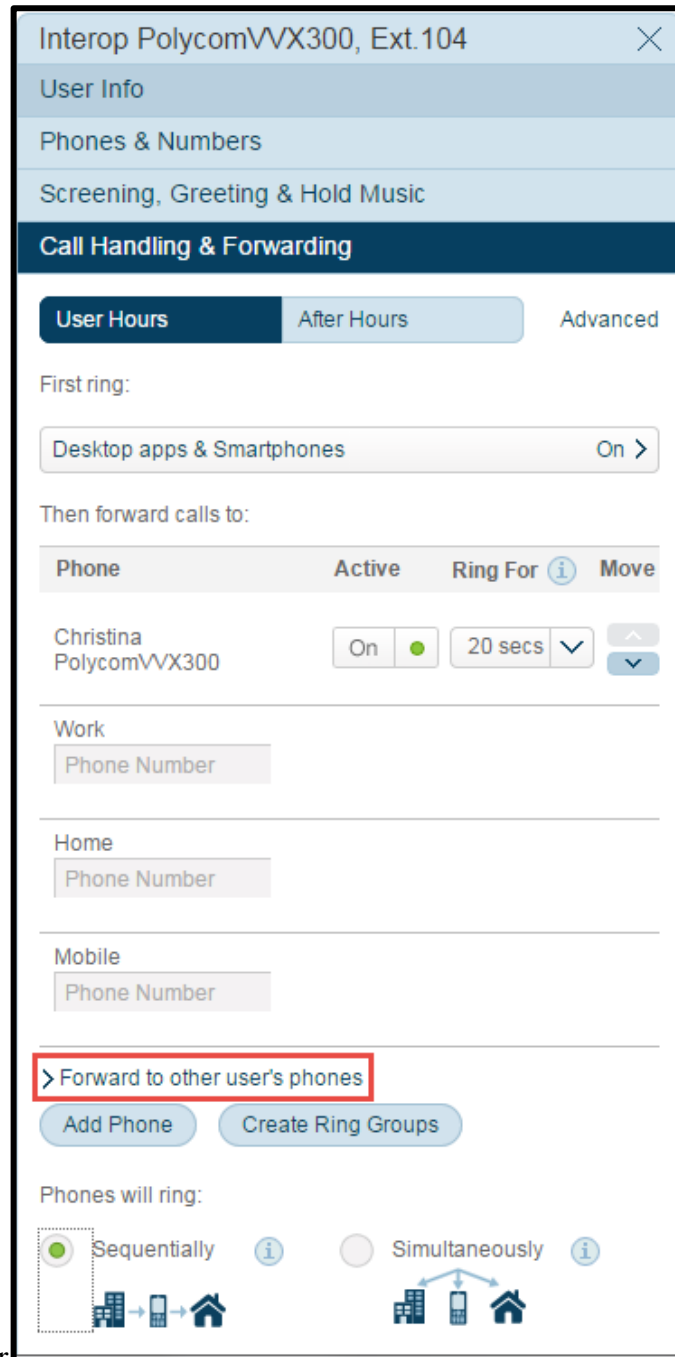**Figure 2-1. User Menu – Call Handling & Forwarding**
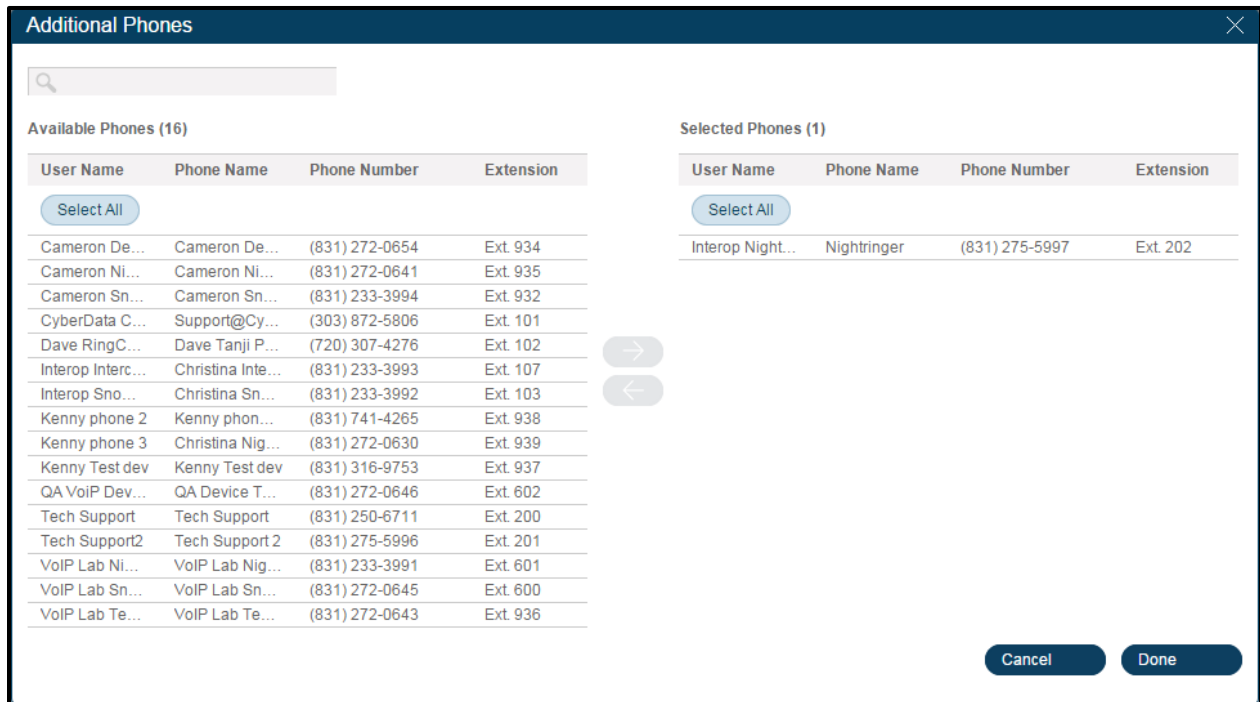
3. Select the link to *Forward to other user's phone* and an **Additional Phones** pop-up window should appear.

Figure 2-2. Call Handling & Forwarding – Forward to Other User's Phones
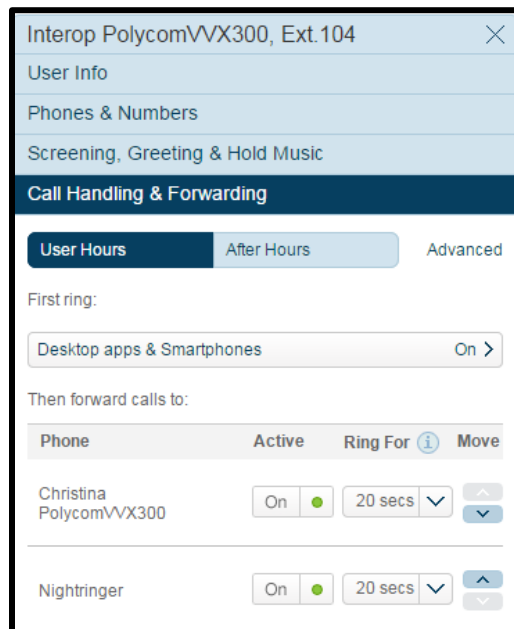
4. Move the Nightringer from **Available Phones** to **Selected Phones** and click Done

Figure 2-3. Additional Phones

5. Verify the Nightringer is now listed under Phone.

Figure 2-4. Nightringer Added as Phone

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6.   Scroll down and click the button to **Create Ring Groups**

Figure 2-5. Create Ring Groups

7. A **Create Ring Groups** pop-up window should appear. Check the boxes next to the phone and the Nightringer and then click **Group**.

Figure 2-6. Create Ring Groups – Select Phones

Create Ring Groups   ✕

Select the phones you'd like to ring as a group: ⓘ

✔ Christina PolycomVVX300   (831) 975-2610

✔ Nightringer   (831) 275-5997

(Group)   (Ungroup)

Cancel   Done
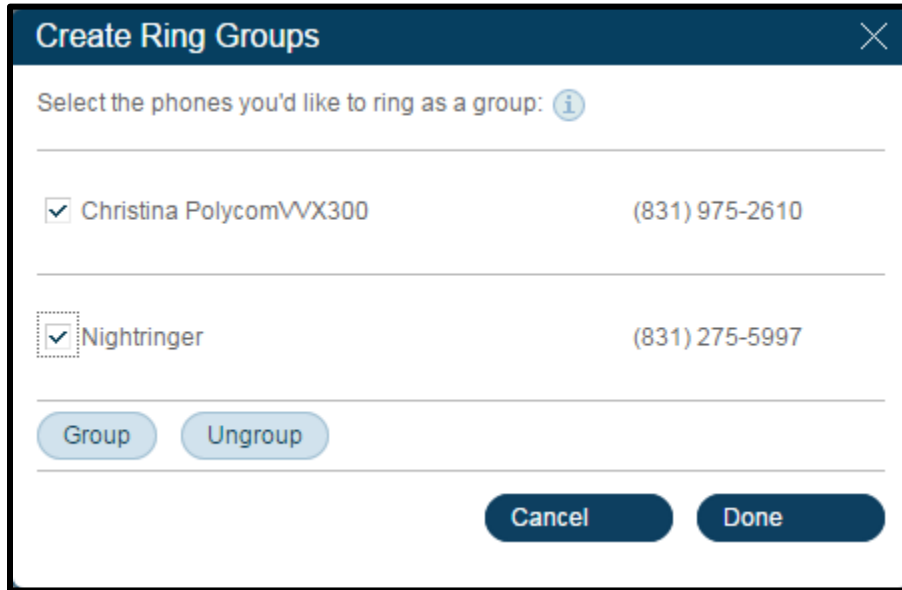
8. The phones should now appear as grouped. Check the box for the Group and click **Done**.

Figure 2-7. Create Ring Groups - Group

Create Ring Groups   ✕

Select the phones you'd like to ring as a group: ⓘ

Christina PolycomVVX300   (831) 975-2610

✔

Nightringer   (831) 275-5997
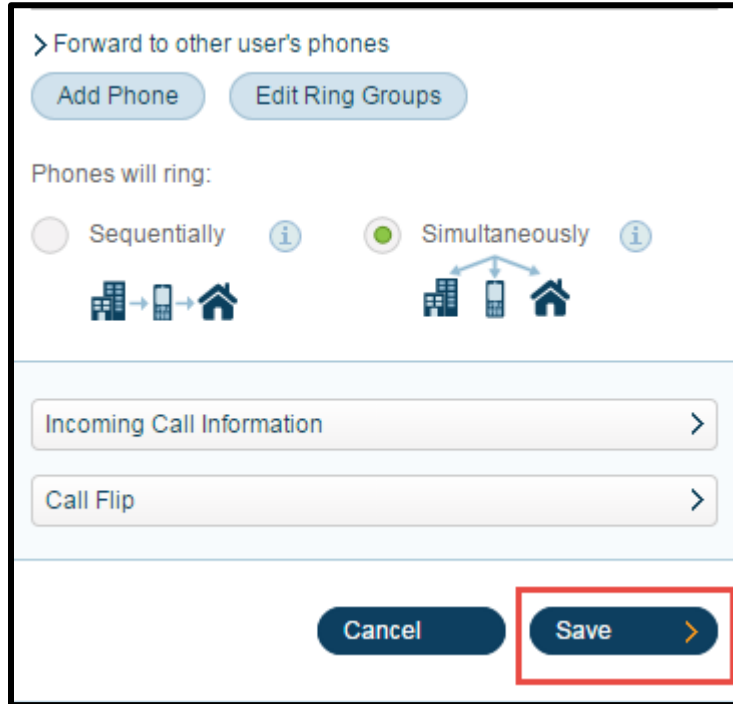
(Group)   (Ungroup)

Cancel   Done

9. Under **Call Handling & Forwarding**, the phones should now appear as grouped.
    Select the button to ring all phones *Simultaneously*.

Figure 2-8. Call Handling & Forwarding - Simultaneously
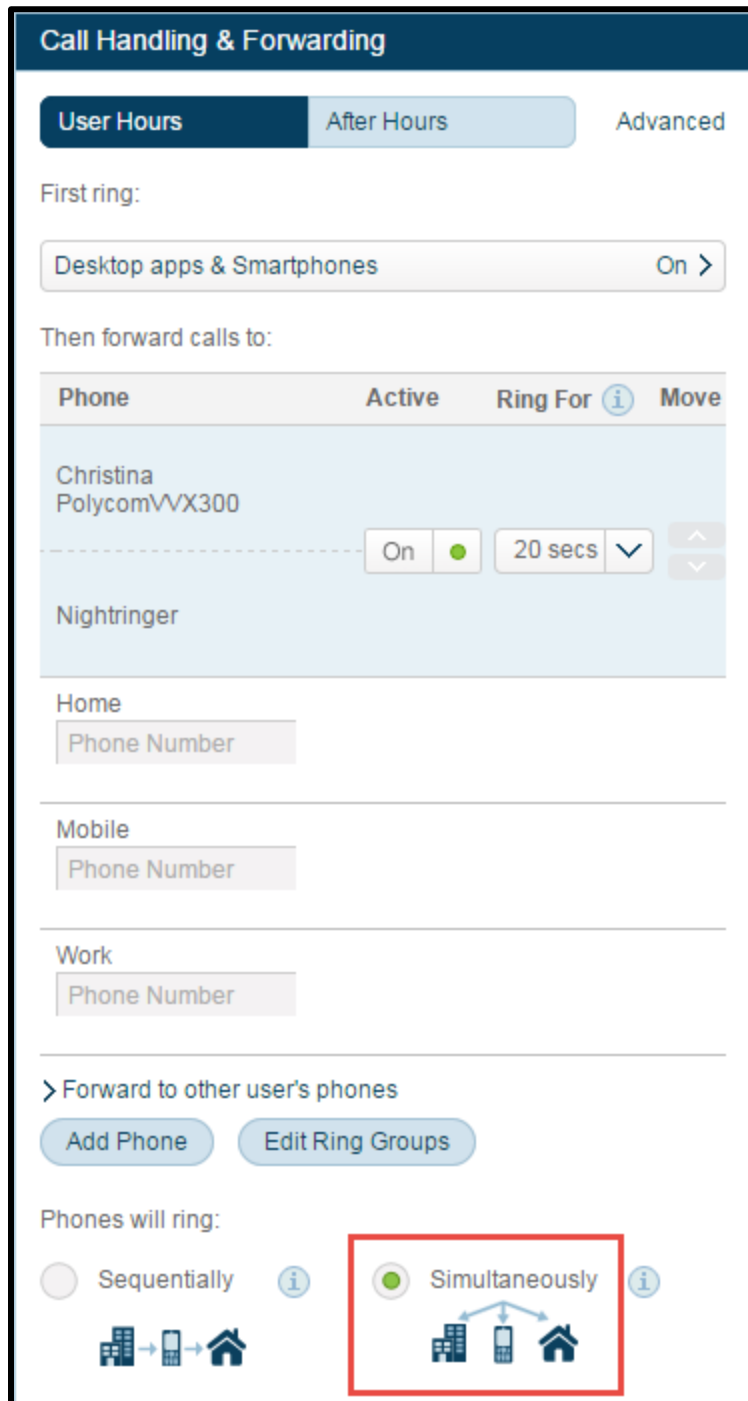
10. Scroll down to the bottom of the **Call Handling & Forwarding** menu and click Save to save your changes.

Figure 2-9. Call Handling & Forwarding - Save

11. **Make a test call** to the phone's extension. The Nightringer should ring while the phone is ringing. If the Nightringer is not ringing, make sure you have completed step 3 and set all phones to ring *Simultaneously*.

3.0 Call Queue Configuration

Use the following instructions to configure a call queue that includes Nightringer and a number of extensions.
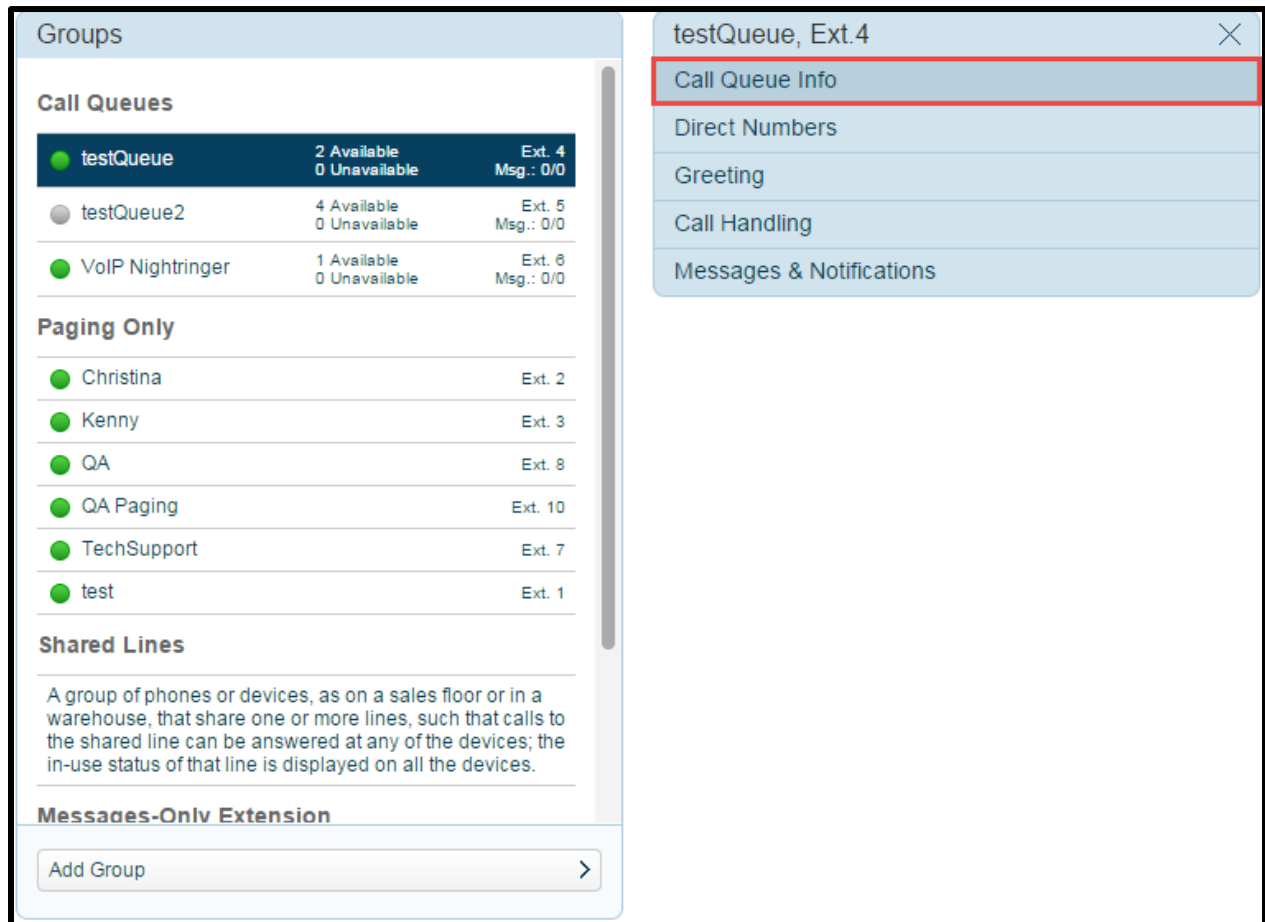
1. From the RingCentral Admin Portal, select the **[n] Groups** menu.

Figure 3-1. Groups Menu
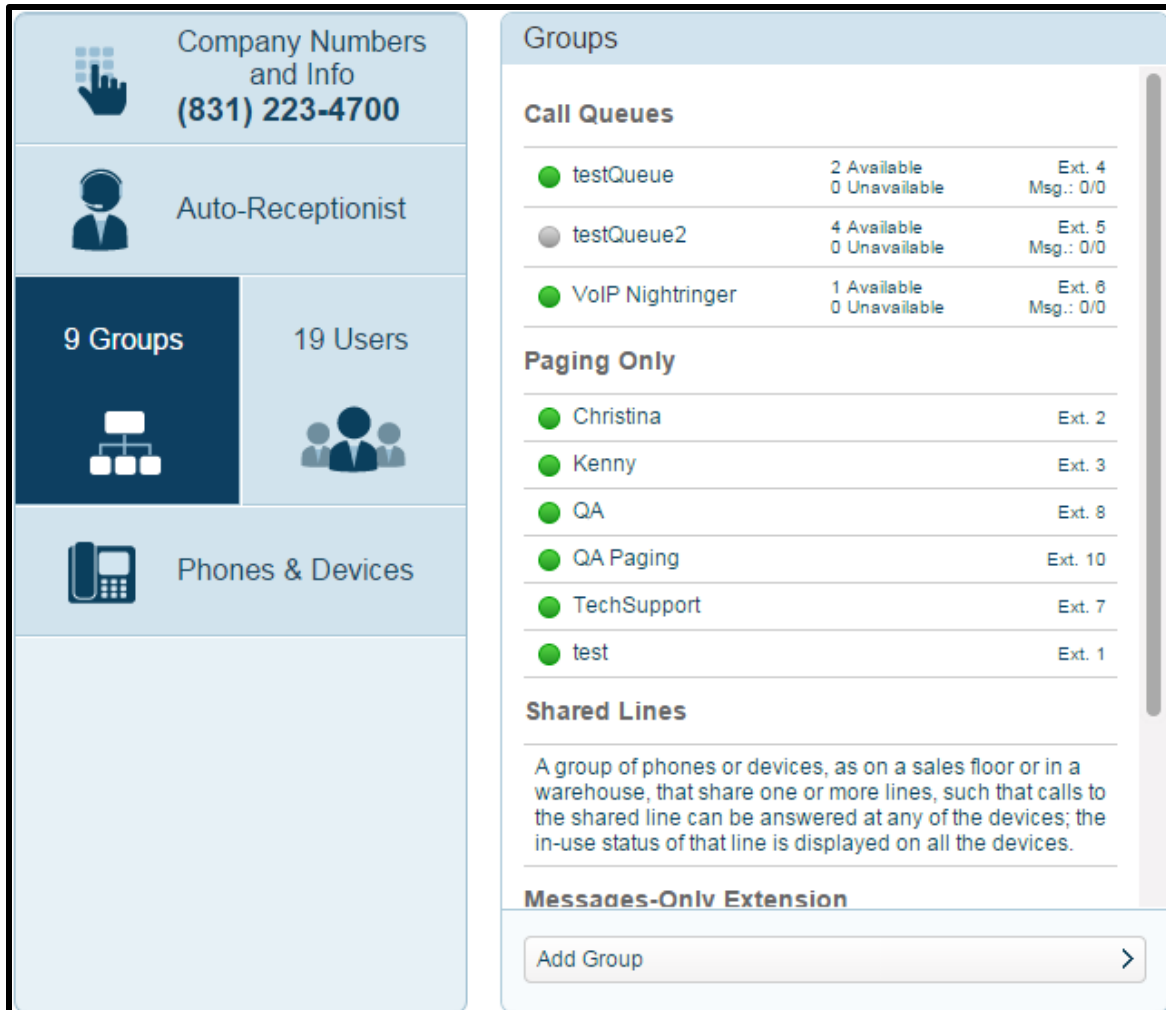
2. Select the desired call queue and select **Call Queue Info**.

Figure 3-2. Call Queue Menu

3. Select **Call Queue Members** and a **Call Queue Members** pop-up window will appear.

Figure 3-3. Call Queue Info – Call Queue Members

Note: The number of members appears to the right. This queue was previously created.

4. Move the Nightringer extension and any phones you would like to ring in the call queue from the **Available Members** list to the **Selected Members** list. Then, click Save to save and return to the call queue's menu.

Figure 3-4. Call Queue Members

5. Select **Call Handling** from the call queue's menu

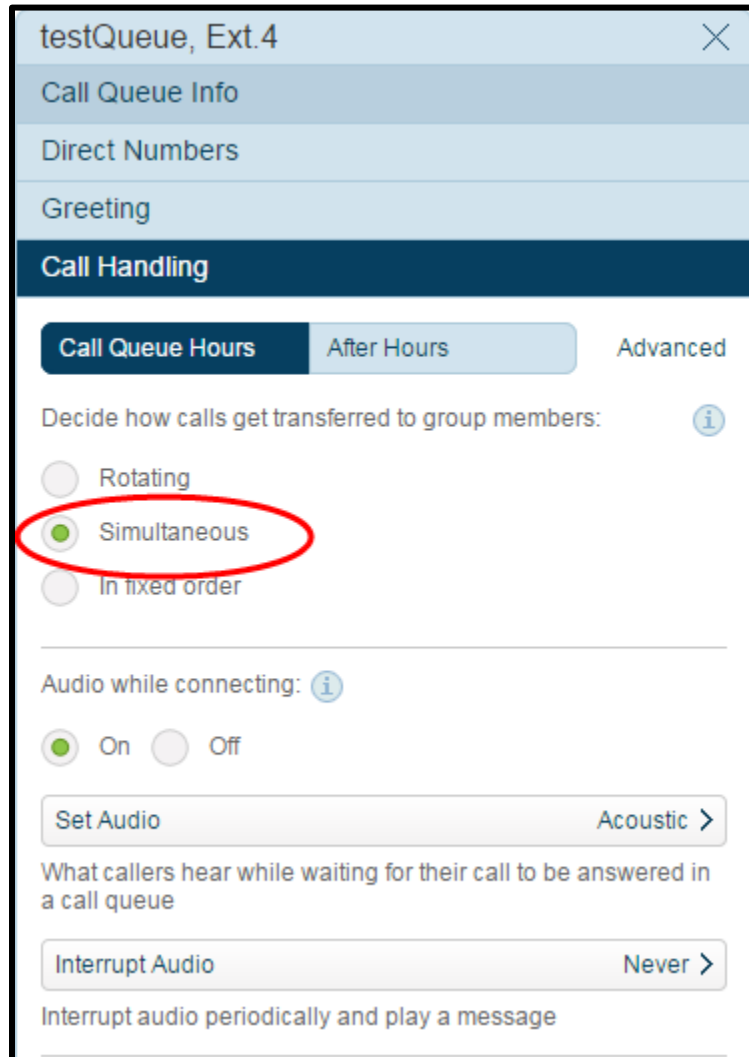**Figure 3-5. Call Queue Info - Call Handling**

6. Select the button to ring phones *Simultaneously*.

Figure 3-6. **Call Handling – Simultaneous**

4.0 Contact CyberData Corporation

Sales

For sales-related questions, please visit our [Contact CyberData Sales](#) web page for more information.

Technical Support

For CyberData Technical Support, please submit a [Contact CyberData VoIP Technical Support](#) form on our website.

The CyberData VoIP Technical Support Contact form initiates a troubleshooting ticket which CyberData uses for quality assurance purposes.

Additionally, the Contact VoIP Tech Support form tells us which phone system you are using, the make and model of the snetwork switch, and other essential troubleshooting information we need to efficiently assist with a resolution. Please also include as much detail as possible in the Describe Problem section of the form. Your installation is extremely important to us.

Documentation Feedback

We realize changes to the software or hardware of the RingCentral Cloud PBX solution may render this document obsolete. We welcome and encourage documentation feedback to ensure continued applicability.