Ring Groups:

It allows you to route calls to multiple phones at the same time.

When you create a ring group, you assign it a virtual extension number.

To add a ring group:

1. In the 3CX Management Console, select “Ring Groups” > “Add Ring Group.”
2. Now enter the ring group options:

Name – Enter a friendly name for the ring group.

Virtual extension number – Accept the default or specify a different one.

Ring strategy – Select the appropriate ring strategy for this ring group:

Prioritized Hunt – Start ringing on the first extension, then the second etc.

Ring all – All phones will ring at the same time.

Ring time – Specify how long the phones should ring for.

1. In the section “Group members” add the extensions that should be part of this ring group. Move the extensions up or down to configure the priority of an extension.

In the “Direct Inbound Dialing” section, optionally assign a DID number to the ring group.

In the “Destination if no answer” section, you can define what should happen if the call does not get answered by the ring group.

Paging:

It allows someone to ring a group of extensions and make an announcement via the phone speaker.

To use the Paging feature, you type the dial code plus the virtual extension number, e.g. \*9800.

It requires a phone that supports intercom and that is configured to allow it.

To add a paging group:

1. Click on “Ring Groups” and then select “Add Paging.”
2. Now enter the ring group options:

Name – Enter a friendly name for the paging group.

Virtual extension number – Accept the default or specify an extension number.

Ring strategy:

Paging

Paging Multicast - Suitable for large paging groups. Requires phones to support multicast.

1. In the section “Group members” add the extensions that should be paged.

The user that will use intercom/paging must have has the right to do so. Go to “Extensions” > “Edit Extension” > “Rights,” and check the “Can Intercom” option.

You can configure the Paging dial code in “Settings” > “Dial Codes.”

Intercom

It allows a phone system user to make an announcement to a single extension. In this scenario the audio is two ways, and the called party can respond immediately without picking up the handset.

To call a user via the intercom function, add the paging/intercom prefix to the extension number.

You can configure the intercom dial code in “Settings” > “Dial codes” > “Paging.” The user that will use intercom must have the right to do so. Go to “Extensions” > “Edit Extension” > “Rights,” and check the “Can Intercom” option.