## Configuring the NetVanta 7000 Series Ring Groups and Operator Groups



Quick Configuration Guide

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NOTE

While navigating the Web graphical user interface (GUI) you will notice question mark symbols that indicate additional information is available. Simply place your cursor over the symbol to view the additional information.

# **Ring Groups**

A ring group defines a group of user accounts that can be called in a coordinated way with a single extension. Ring group's extensions must be unique and cannot begin with a 0 or a 9. Extensions are defaulted to be one more than the highest number ring group extension currently configured, or 8001 if no ring groups are configured. Ring group members can log in when they want to receive calls to the group, and log out when they do not want to receive group calls. There are four **Ring Groups Types** to select from when creating a new ring group:

#### **Linear Hunt Group**

Calls will be distributed to members in the order to which they were added to the ring group.

### All Ring

Calls will ring all members, and the first extension to answer will receive the call.

#### **Uniform Call Distribution (UCD)**

Calls will be distributed to members in the order to which they were added, but in a uniform, round-robin fashion.

#### **Executive Ring**

Calls will ring both the executive's and assistant's extensions, but use the executive's call coverage.

Use the following steps to create and configure ring groups:

- 1. Open a Web GUI session. If you need assistance, follow the steps in the *NetVanta 7000 Series Web GUI Quick Configuration Guide* available on the AOS Documentation CD shipped with your unit or on the Web at <u>www.adtran.com</u>.
- Select Voice > Ring Groups on the main GUI menu to display the menu below. Enter the Extension, Description, and Ring Group Type, and select Add to display the Edit Ring Group menu (see Figure 2 on page 3) and create a new ring group.



Figure 1. Add New Ring Group Menu

**Extension** specifies a number associated with the ring group. The new ring group's extension must be unique, and cannot begin with a 0 or a 9.

**Description** is the optional setting used to identify the ring group.

Ring Group Type specifies the distribution method for incoming calls to ring group members.

3. Configure the members settings for this ring group, and select the **Add Members** button on the **Member** List tab to add the members to this ring group.

■ System	Ring Groups > '4567'	]
■ Voice		
Stations	Edit Ring Group "4567"	
User Accounts	the difference is an Constitution of a difference is a difference of a difference of	
IP Phone Configs	Use this page to configure the members and settings for this ring group	
Ring Groups	Basic Ring Group Information	
Operator Group	4 diaits, must	
Trunks	Extension: x4567 be unique 🕐	
Trunk Accounts	Ontional	
Trunk Groups	Description: description for	
Shared Line Accounts	this ring group	Optional. Select
Applications Voicemail Settings	Primary Email: Used for system	the Add DID
Auto Attendants	correspondence	Number button
Audio Promote	DID Number Valid?	
Dial-By-Name Dirs	There are no configured DID numbers.	to configure DID
Status Groups	DID Numbers:	number(s) for
System Setup	Add DID Number	this account.
Classes of Service		
System Modes	Alias	
Dial Plan	Aliases: There are no aliases for this account.	Ontional Colort
ISDN Num Templates	Add Alize	Optional. Select
Codec Lists	Add Allas	the Add Alias
System Speed Dial	Max Inbound Calls: 1	_button and enter
Call Coverage Lists		the new alias for
System Parameters	Ring Group Type: Linear Hunt Group 💟	this account in
SIP Server Settings	Caller ID Prefix: 🔽	the non-un hox
SIP Proxy Settings		
SIP Client Locations	Member List Call Coverage VM Settings VoIP Settings	
VoIP Settings		
Email Alerts	Add Members	Select the
Reports Extensions List	Novo Last Namo Eirst Namo Evt Logged	Add Members
SIP Registration List		button to assign
RTP Channel Stats	▼ jones oliver <u>4545</u> ✓ Log Out Delete	momboro to the
RTP Session Stats	▲ V Lever Drew 2007 ✓ Log Out Delete	
Trunk Statistics	▲ ▼ Smith Joe 1212 ✓ Log Out Delete	ring group.
Voicemail Status	Thomas Jessica 1012 / Log Out Delete	
SPRE Command List		
	Cancel Apply	
■ Data		

Figure 2. Edit Ring Group Menu

**Description** is the optional setting used to identify the ring group.

Primary Email specifies the email address used for correspondence with the system.

**DID Numbers** configures DID numbers for this account. A number is considered valid if it matches any trunk's DID prefix and digit count. If no DID information has been configured in the **Trunks** menu, then all numbers are considered valid.

Aliases specifies alternate numbers that may be dialed to call this account. Alias numbers are only routed calls if users and trunk routing fails to match.

**Max Inbound Calls** specifies the number of concurrent inbound calls allowed into this group (1 through 9). The maximum inbound calls allowed should be one or two times the number of ring group members. The default is 1. Any further concurrent calls will go directly to call coverage.

Ring Group Type specifies the distribution method for incoming calls to ring group members.

**Caller ID Prefix** enables the "GRP\_" caller ID prefix for all group members when receiving a call on the group's extension to be displayed. In firmware A2.03 or later, a configurable alphanumeric string (up to 40 characters in length) is available in the CLI only.

4. After selecting the **Add Members** button, the menu below will appear. Select the check box next to the member's name to add them to the ring group's membership. Select **Add Selected Users** to add the group members, and return to the previous menu on page 3. Also, check to make sure the new members appear in the table below the **Add Members** button.

Auu	iembers to king t	aroup		
Click on one or more rows to select user extensions to add as members of this ring group. <b>Hint: Use the Shift key to select ranges of users.</b>				
	Port 0/1	Analog FXS	2001	^
	Port 0/2	Analog FXS	2002	
	Redirect	AA	6003	_
	Taylor	John	2004	
	Wales	Patrick	2013	
	Williams	Sarah	2006	
	Wilson	Mark	2012	~
A	dd Selected Users	Cancel	Clear Selection	ns

Figure 3. Add Members to Ring Group Menu

- 5. Select the **Call Coverage** tab at the bottom of the **Edit Ring Group** menu to configure the call coverage for this ring group. See Figure 2 on page 3 for the complete **Edit Ring Group** menu.
- 6. The call coverage defines the actions taken after there is no answer to an incoming call. Use the **Call Coverage** tab to select the action(s) to take when the call into the ring group is not answered. Selected actions on the list are executed in the order displayed.

Memb	er List Call Covera	ge VM Settings Vo	IP Settings	
	Action ⑦		# of Rings 🕐	
Ring th	is ring group's extensio	n (x4567)	3	
Then	Go to Auto Attendant	DefaultAA 💌		Delete
Then	Ring Operator	~	2 times	Delete
Then	Go to Voice Mail	✓ x 4500		Delete
Then	Busy Signal	~		
		*		
🕂 <u>Nigh</u>	<u>ut</u>			
+ Lune	<u>ch</u>			
• <u>Wee</u>	kend			
+ <u>Cust</u>	<u>tom1</u>			
± Custom2				
<u>Custom3</u>				
• <u>0ve</u>	rride			
		Cancel Apply		

Figure 4. Edit Ring Group Menu Call Coverage Tab

7. Optional. Select the VM Settings tab and configure the ring group voicemail settings.

Member List Call Coverage VM Settings VoIP Settings		
Voicemail PIN: ••••	0	The voicemail class of service (CoS) must be configured if voicemail is being used for this ring group
VM Class of normal_voicemail	0	
VM Operator Assist #: 0	0	
New User I Enabled	0	
Play Envelopes: 🔽 Enabled	0	
Auto-play CEnabled	0	
Authentication: Extension + Password 💌	0	
Greeting Method: Standard 💌	0	
Notification Type Primary Email: Do not email 💌	0	
Cancel Apply		

Figure 5. Edit Ring Group Menu VM Settings Tab

8. Optional. Select the **VoIP Settings** tab to configure SIP identities for this account. To add a new SIP ID, select the **Add SIP Identity** button.



Figure 6. Edit Ring Group Menu VoIP Settings Tab

9. Optional. After the Add SIP Identity menu appears, enter the new SIP ID settings for this account.

Add SIP Identity	
SIP Identity:	0
Associated SIP Trunk: T01 - Service Provider	0
Trunk 🗹 Enabled	0
Trunk ③ Not Set Authentication: ○ Set	
User: Password:	0
Add SIP Identity Cancel	

Figure 7. Add SIP Identity Menu

10. Select **Apply** at the bottom of the **VoIP Settings** menu tab to save the ring group configuration. The configuration must be saved to nonvolatile memory to retain changes after a power cycle or reboot. Select **Save** at the top right of the current menu. A confirmation message appears if the save is successful.



Figure 8. Configuration Successfully Saved Message

11. Select **OK** to close the window and return to the previous menu. Look for the *Configuration Successfully Saved* message to confirm the new configuration has been saved.

## **Operator Group**

The operator group is a subset of a **Ring Groups** functionality. The operator group is always tied to extension zero (0). Calls from the operator group have a special ring cadence called priority ring. A priority ring has two short rings, a long ring, and then silence. It has the same settings as normal ring groups (settings such as **DID**, **Member List**, **Numbers**, and **Call Coverage**). Use the following steps to configure the members and settings for the **Operator Group**.

1. Navigate to **Voice > Operator Group** to configure the members and settings for the operator group.

■ System	Configure Operator Group	
■ Voice		
Stations	Configure Operator Group	
User Accounts	Use this page to configure the members and actings for the exercise group	
IP Phone Configs	ose this page to configure the members and settings for the operator group	
Ring Groups	Operator Group Information	
Operator Group		
Trunks	DID Number Valid?	
Trunk Accounts	DID Numbers: DID numbers.	
Trunk Groups	Add DID Number	
Shared Line Accounts		
Applications	Alias	
Voicemail Settings	There are no aliases for this account.	
Auto Attendants	Allases:	
Audio Prompts	Add Alias	
Diai-By-Name Dirs		
Status Groups	Primary Email: Used for system	
Classes of Service	Max Jahaund	
System Modes	Calls:	
Dial Plan	Orana Taras All Directory	
ISDN Num Templates	Group Type: All Ring	
Codec Lists	Caller ID Prefix: 🔽 🔞	
System Speed Dial		
Call Coverage Lists		
System Parameters	Member List Coll Coverses V/M Settings V/oIB Settings	Select the Log Out
SIP Server Settings	Member List Call Coverage VM Settings Volr Settings	or Log In buttons to
SIP Proxy Settings	Add Members	temporarily change
SIP Client Locations	Lorent	
VoIP Settings	Move Last Name First Name Ext Logged	the status of the
Email Alerts	Port 0/1 Analog EXS 2001 / Log Out Palete	group members.
Reports		
Extensions List	Port u/2 Analog FX5 2002 X Log In Delete	
SIP Registration List	Cascal Maply	
RTP Channel Stats	Cancer	
RTP Session Stats		

Figure 9. Configure Operator Group Menu

2. The operator group settings and configuration is comparable to the ring group setup. Refer to steps 3 through 11 (starting on page 3) for assistance setting up the operator group.

#### Sample Command Line Interface (CLI) Configuration

Use the following configuration script to create a ring group:

voice trunk T04 type sip sip-server primary 172.16.100.4 registrar primary 172.16.100.4 exit voice ring-group 4567 ! *Configuring the SIP identity is optional.* sip-identity 4400 T04 register type linear login-member 2004 max-inbound 10 coverage aa coverage operator rings 2 coverage vm exit