

# How To Guide

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How to change Ring Strategy in Call Monitoring Portal.

# Login to the Call Monitoring Portal

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TheRealPBX  
Click, Connect, Communicate

Username

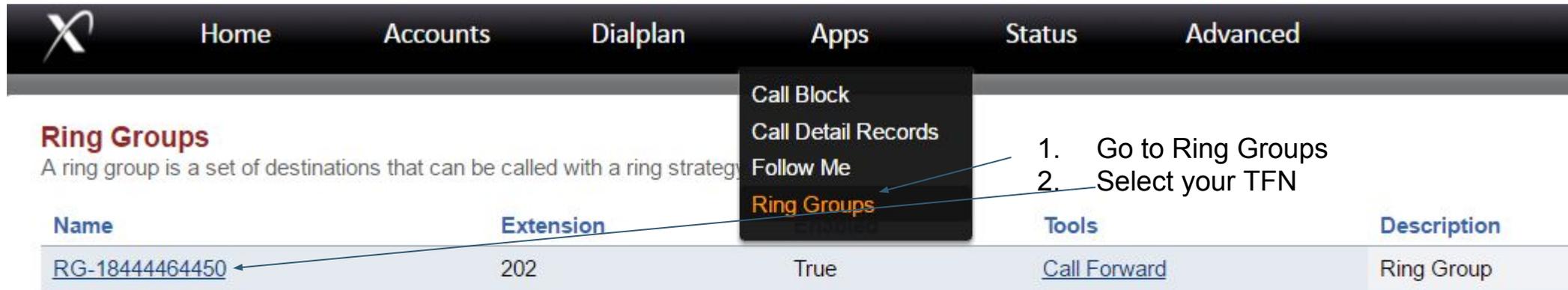
Password

LOGIN

The image shows a login form for TheRealPBX. The form is centered on a grey background. It features the company logo at the top, followed by the tagline 'Click, Connect, Communicate'. Below this are two input fields: one for 'Username' and one for 'Password'. At the bottom of the form is a black button with the word 'LOGIN' in white capital letters.

Login to the Call Monitoring portal using the credentials provided in your email.

# Go to Ring Groups & Select your TFN?



The screenshot shows a web interface with a dark navigation bar at the top containing tabs: Home, Accounts, Dialplan, Apps, Status, and Advanced. The 'Apps' tab is active, and a dropdown menu is open, listing 'Call Block', 'Call Detail Records', 'Follow Me', and 'Ring Groups'. The 'Ring Groups' option is highlighted in orange. Below the navigation bar, the 'Ring Groups' section is visible, featuring a table with columns for Name, Extension, Tools, and Description. A table row shows 'RG-18444464450' with extension '202' and tool 'Call Forward'. A list on the right side of the page contains two steps: '1. Go to Ring Groups' and '2. Select your TFN'. Blue arrows point from the 'Ring Groups' dropdown option to the first step, and from the 'Call Forward' tool link to the second step.

Home Accounts Dialplan Apps Status Advanced

**Ring Groups**  
A ring group is a set of destinations that can be called with a ring strategy.

Name	Extension	Tools	Description
<a href="#">RG-18444464450</a>	202	<a href="#">Call Forward</a>	Ring Group

1. Go to Ring Groups
2. Select your TFN

# Add Number in Destination

 [Home](#) [Accounts](#) [Dialplan](#) [Apps](#) [Status](#) [Advanced](#)

## Ring Group

A ring group is a set of destinations that can be called with a ring strategy.

<b>Name</b>	<input type="text" value="RG-18444464450"/> <small>Enter a name.</small>																				
<b>Extension</b>	<input type="text" value="202"/> <small>Enter the extension number.</small>																				
<b>Strategy</b>	<input type="text" value="Simultaneous"/> ▾ <small>Select the ring strategy.</small>																				
<b>Destinations</b>	<table><thead><tr><th>Destination</th><th>Delay</th><th>Timeout</th><th>Prompt</th><th></th></tr></thead><tbody><tr><td><input type="text" value="18001234567"/></td><td><input type="text" value="0"/> ▾</td><td><input type="text" value="30"/> ▾</td><td><input type="text"/></td><td><input type="button" value="X"/></td></tr><tr><td><input type="text" value="911234567890"/></td><td><input type="text" value="0"/> ▾</td><td><input type="text" value="30"/> ▾</td><td><input type="text"/></td><td><input type="button" value="X"/></td></tr><tr><td><input type="text" value="919898xxxxxxxx"/></td><td><input type="text" value="0"/> ▾</td><td><input type="text" value="30"/> ▾</td><td><input type="text"/></td><td></td></tr></tbody></table> <small>Add destinations and parameters to the ring group.</small>	Destination	Delay	Timeout	Prompt		<input type="text" value="18001234567"/>	<input type="text" value="0"/> ▾	<input type="text" value="30"/> ▾	<input type="text"/>	<input type="button" value="X"/>	<input type="text" value="911234567890"/>	<input type="text" value="0"/> ▾	<input type="text" value="30"/> ▾	<input type="text"/>	<input type="button" value="X"/>	<input type="text" value="919898xxxxxxxx"/>	<input type="text" value="0"/> ▾	<input type="text" value="30"/> ▾	<input type="text"/>	
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You can select your ring strategy from here.

# Ring Strategy - Simultaneous

<b>Extension</b>	<input type="text" value="201"/> <small>Enter the extension number.</small>																														
<b>Strategy</b>	<input type="text" value="Simultaneous"/> ▾ <small>Select the ring strategy.</small>																														
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In simultaneous strategy we have 2 additional features, where we can delay the call to a particular extension and we can also setup timeout strategy. If the delay to extension is set for 5, then call will land on those extensions or mobile/toll free number after 5 seconds.

Similarly we can set timeout option which means for how long we want the call to ring on a particular extension or number.

# Ring Strategy - Sequence

<b>Extension</b>	<input type="text" value="201"/> Enter the extension number.																														
<b>Strategy</b>	<input type="text" value="Sequence"/> Select the ring strategy.																														
<b>Destinations</b>	<table border="1"><thead><tr><th>Destination</th><th>Order</th><th>Timeout</th><th>Prompt</th><th></th></tr></thead><tbody><tr><td><input type="text" value="1001"/></td><td><input type="text" value="0"/></td><td><input type="text" value="15"/></td><td><input type="text"/></td><td><input type="button" value="X"/></td></tr><tr><td><input type="text" value="1002"/></td><td><input type="text" value="5"/></td><td><input type="text" value="15"/></td><td><input type="text"/></td><td><input type="button" value="X"/></td></tr><tr><td><input type="text" value="1003"/></td><td><input type="text" value="10"/></td><td><input type="text" value="15"/></td><td><input type="text"/></td><td><input type="button" value="X"/></td></tr><tr><td><input type="text" value="1004"/></td><td><input type="text" value="15"/></td><td><input type="text" value="15"/></td><td><input type="text"/></td><td><input type="button" value="X"/></td></tr><tr><td><input type="text"/></td><td><input type="text" value="0"/></td><td><input type="text" value="30"/></td><td><input type="text"/></td><td></td></tr></tbody></table> <p>Add destinations and parameters to the ring group.</p>	Destination	Order	Timeout	Prompt		<input type="text" value="1001"/>	<input type="text" value="0"/>	<input type="text" value="15"/>	<input type="text"/>	<input type="button" value="X"/>	<input type="text" value="1002"/>	<input type="text" value="5"/>	<input type="text" value="15"/>	<input type="text"/>	<input type="button" value="X"/>	<input type="text" value="1003"/>	<input type="text" value="10"/>	<input type="text" value="15"/>	<input type="text"/>	<input type="button" value="X"/>	<input type="text" value="1004"/>	<input type="text" value="15"/>	<input type="text" value="15"/>	<input type="text"/>	<input type="button" value="X"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="30"/>	<input type="text"/>	
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If you want the extensions or numbers to ring one by one then we can set the sequence strategy and assign order to each extension in the similar way.

Make sure the timeout is not more than 15 to 20 seconds as each call only rings for not more than 60 seconds.

# Skipping the call from an active agent

If you want that an agent who is already on a call shouldn't receive a new call then you can set 'Skip Active' as True.

	Select a sound for a distinctive ring.
Ring Back	<input type="text" value="Default"/> ▾ Defines what the caller will hear while the destination is being called.
User List	<input type="text"/> ▾ <b>ADD</b> Assign the users that are assigned to this ring group.
Skip Active	<input type="text" value="True"/> ▾ Skip destinations with active calls.

