



# *RING CENTRAL CONFIGURATION GUIDE: NIGHTRINGER GROUP CONFIGURATIONS*

Document Part #931040A

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**RingCentral Configuration Guide: Nightringer Group Configurations**  
**Document #931040A**

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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**

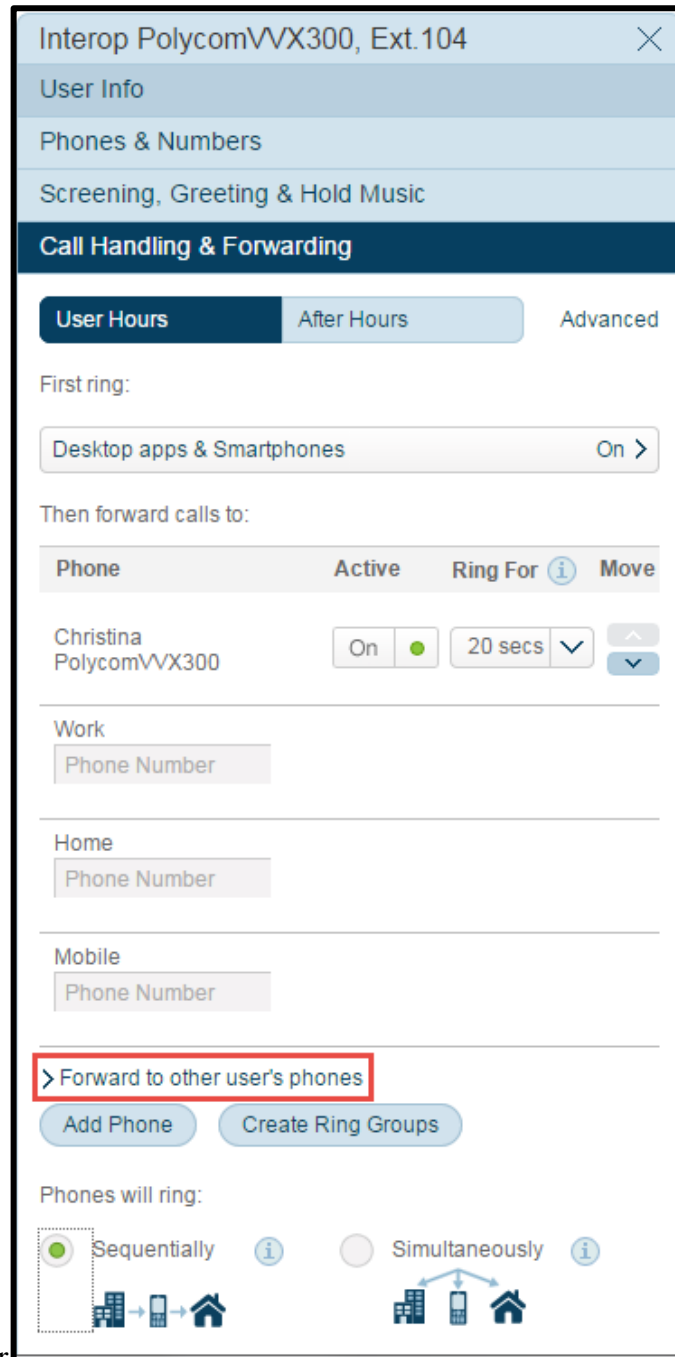
The screenshot displays the RingCentral Admin Portal interface. On the left, a navigation sidebar includes 'Company Numbers and Info (831) 223-4700', 'Auto-Receptionist', '9 Groups', '19 Users', and 'Phones & Devices'. The main content area is titled 'Users' and contains a search bar and a list of users. The user 'Intercom PolycomVX300 (831) 975-2610' is selected and highlighted. Below the list is an 'Edit Permissions for all Users' button. On the right, a configuration panel for 'Intercom PolycomVX300, Ext. 104' is open, showing 'User Info', 'Phones & Numbers', 'Screening, Greeting & Hold Music', and 'Call Handling & Forwarding'. The 'Call Handling & Forwarding' section has tabs for 'User Hours', 'After Hours', and 'Advanced'. Under 'User Hours', the 'First ring:' is set to 'Desktop apps & Smartphones' (On >). Below this, 'Then forward calls to:' is configured with a table:

Phone	Active	Ring For	Move
Christina PolycomVX300	On	20 secs	

Below the table are input fields for 'Home', 'Mobile', and 'Work' phone numbers. At the bottom, there are buttons for '> Forward to other user's phones', 'Add Phone', and 'Create Ring Groups'.

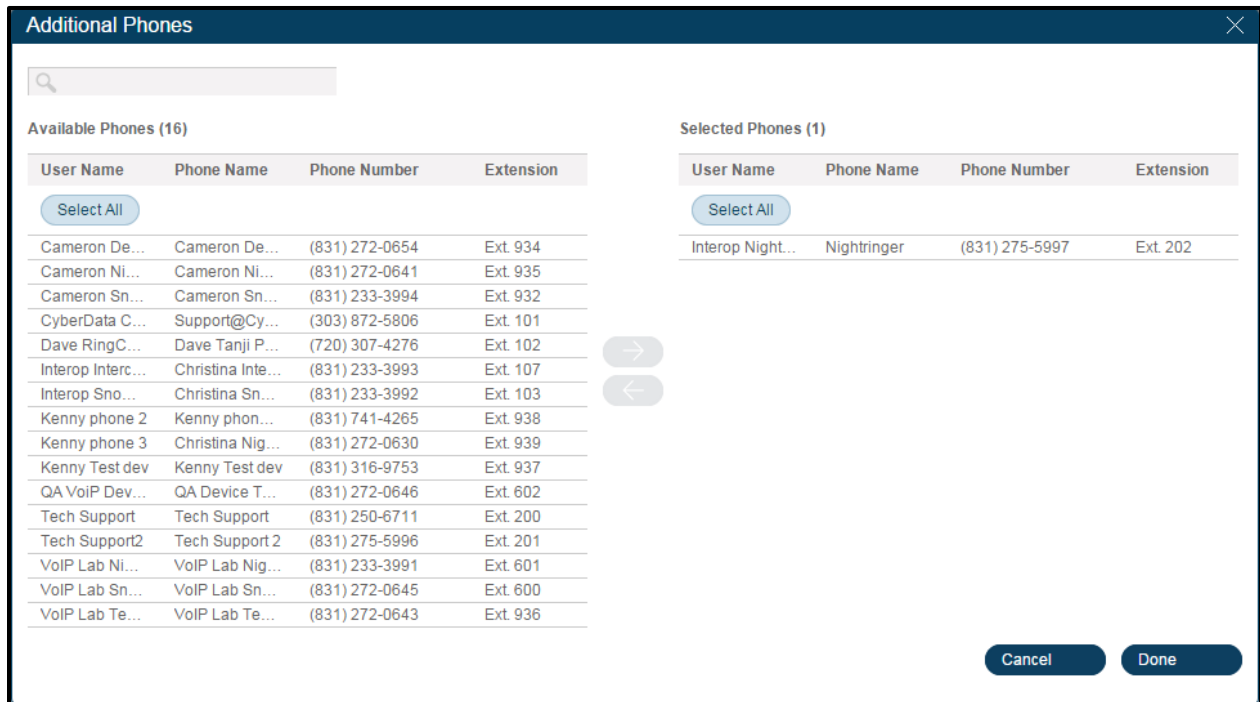
3. Select the link to *Forward to other user's phone* and an **Additional Phones** pop-up window should appear.

**Figure 2-2. Call Handling & Forwarding – Forward to Other User's Phones**



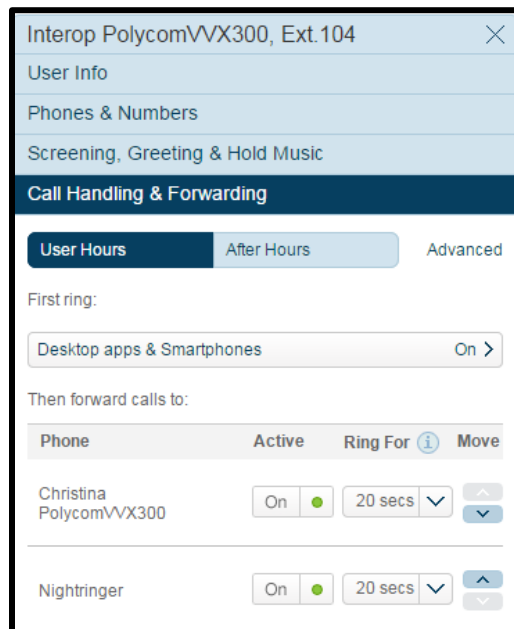
4. Move the Nightringer from **Available Phones** to **Selected Phones** and click Done

**Figure 2-3. Additional Phones**



5. Verify the Nightringer is now listed under Phone.

**Figure 2-4. Nightringer Added as Phone**





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

**Figure 2-5. Create Ring Groups**

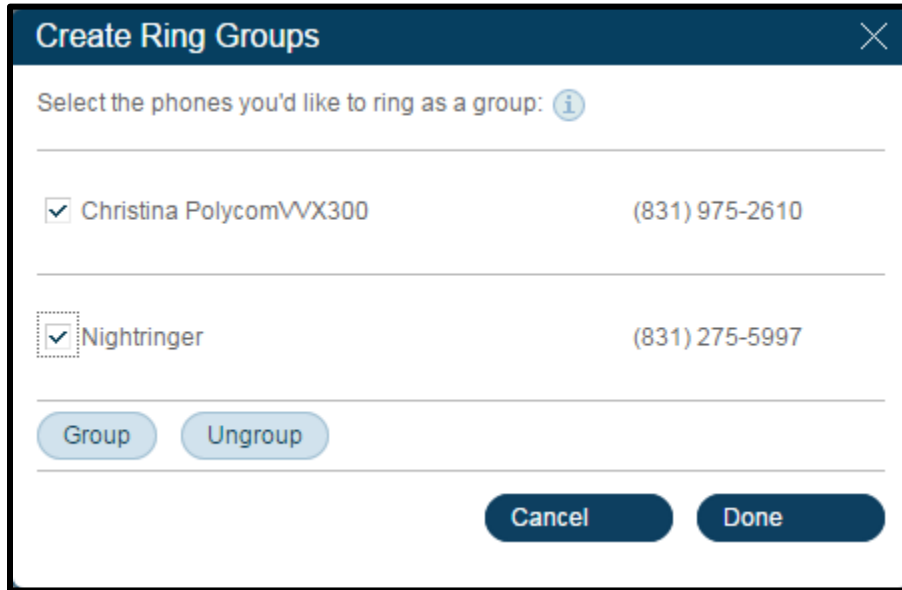
The screenshot shows the 'Call Handling & Forwarding' configuration page, specifically the 'After Hours' tab. The page is divided into several sections:

- User Hours / After Hours / Advanced** tabs at the top.
- First ring:** A dropdown menu set to 'Desktop apps & Smartphones' with an 'On >' button.
- Then forward calls to:** A table with columns for 'Phone', 'Active', 'Ring For', and 'Move'.

Phone	Active	Ring For	Move
Christina PolycomVWX300	On <input checked="" type="checkbox"/>	20 secs <input type="button" value="v"/>	<input type="button" value="^"/> <input type="button" value="v"/>
Nightringer	On <input checked="" type="checkbox"/>	20 secs <input type="button" value="v"/>	<input type="button" value="^"/> <input type="button" value="v"/>
- Home:** A 'Phone Number' input field.
- Mobile:** A 'Phone Number' input field.
- Work:** A 'Phone Number' input field.
- > Forward to other user's phones:** Two buttons: 'Add Phone' and 'Create Ring Groups'. The 'Create Ring Groups' button is highlighted with a red box.
- Phones will ring:** Two radio button options: 'Sequentially' (selected) and 'Simultaneously'. Below each option is an icon illustrating the ring sequence: a building, a phone, and a house.

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



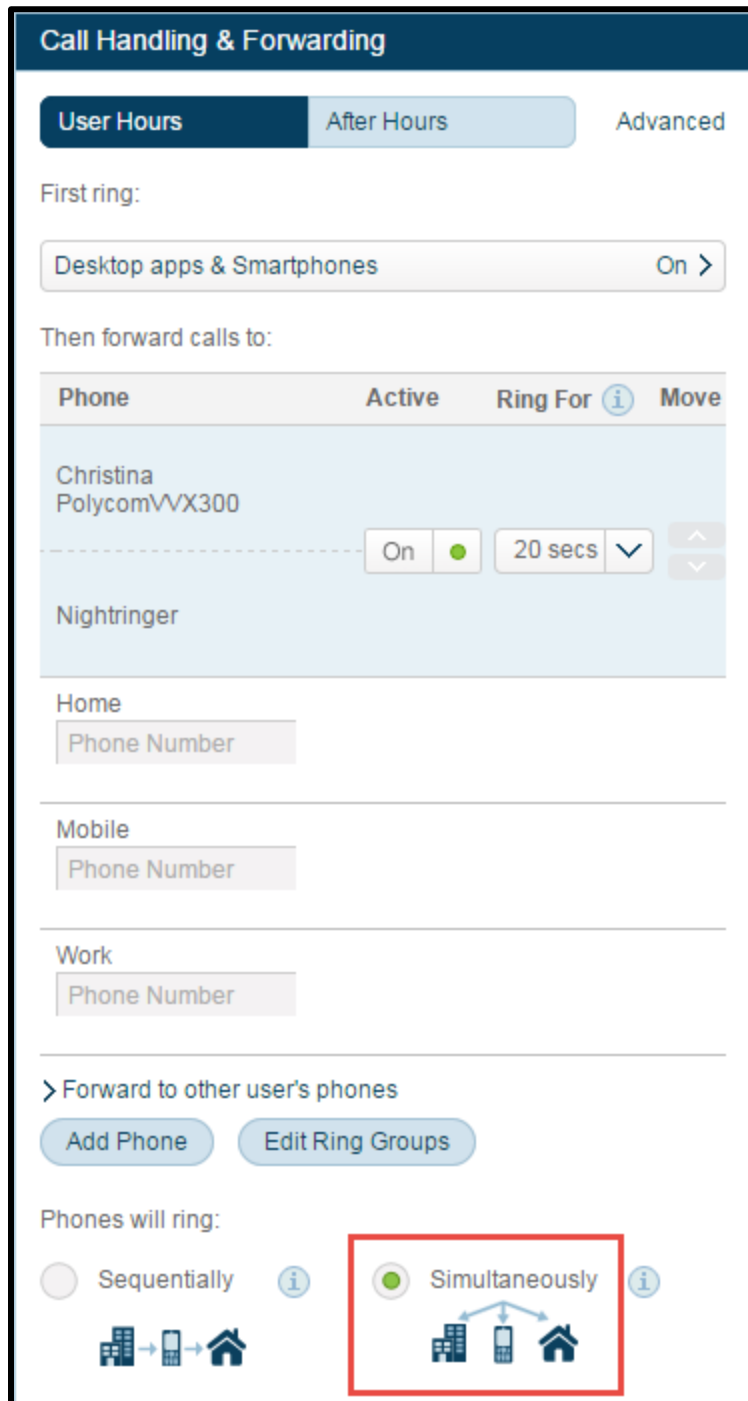
8. The phones should now appear as grouped. Check the box for the Group and click **Done**.

Figure 2-7. Create Ring Groups - Group



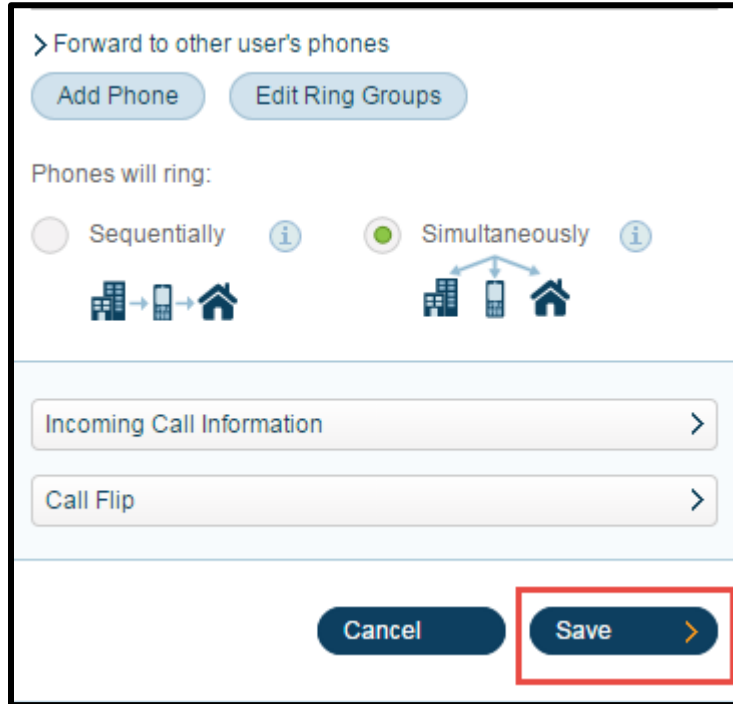
- Under **Call Handling & Forwarding**, the phones should now appear as grouped.  
Select the button to ring all phones *Simultaneously*.

**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**



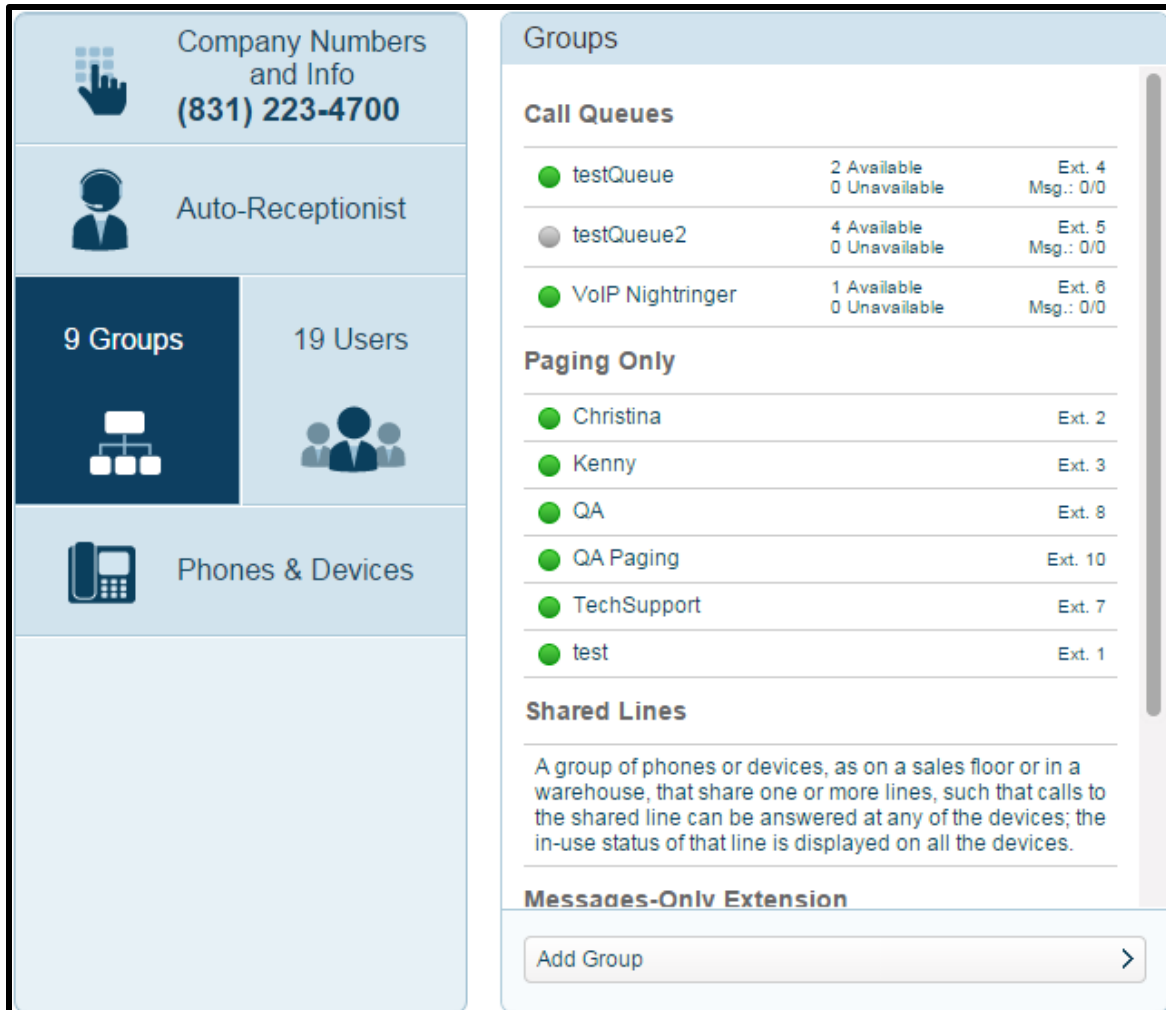
11. **Make a test call** to the phone's extension. The Nightringer should ring while the phone is ringing. If the Nightringer is not ringing, make sure you have completed step 3 and set all phones to ring *Simultaneously*.

### 3.0 Call Queue Configuration

Use the following instructions to configure a call queue that includes Nightringer and a number of extensions.

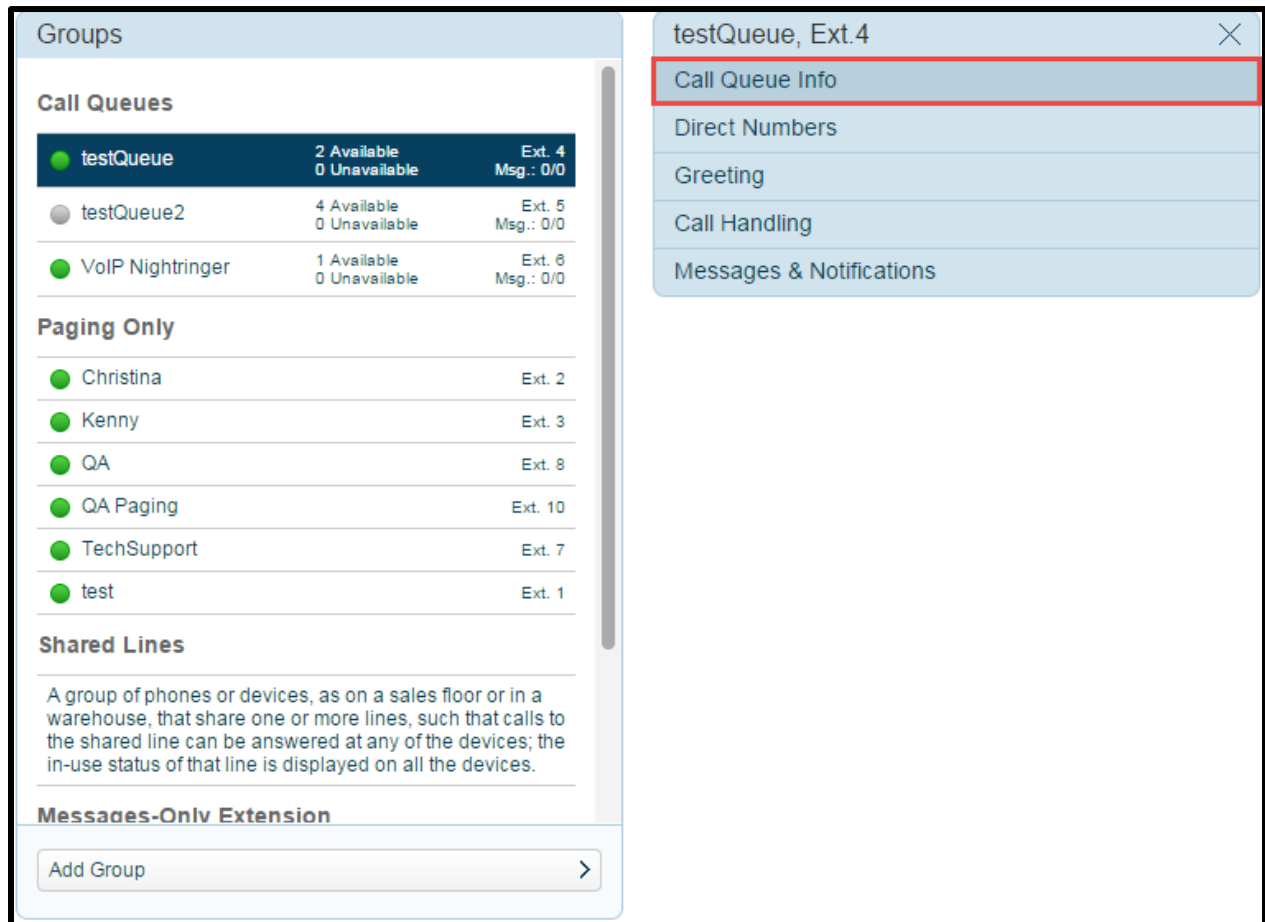
1. From the RingCentral Admin Portal, select the **[n] Groups** menu.

**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**

The screenshot shows a pop-up window titled "testQueue, Ext.4" with a close button (X) in the top right corner. The window has a dark blue header with the text "Call Queue Info". Below the header, there are several input fields and buttons:

- Extension Number: 4
- Group Name: testQueue
- Record Call Queue Name: [button with right arrow and info icon]
- Company Name: [empty input field]
- Contact Phone: [empty input field with info icon]
- Manager Email: cwong@cyberdata.net
- Address: [button with right arrow and info icon]
- Call Queue Hours: 24 hours [button with right arrow]
- Call Queue Members: 2 [button with right arrow]** (This row is highlighted with a red border)
- Call Queue Password: [button with right arrow]
- Regional Settings: [button with right arrow]
- Status: Enabled [Disable button]
- Cancel [button]
- Save [button with right arrow]

**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

Call Queue Members

Select call queue members.

**Available Members (16)**

Name	Extension
<input type="button" value="Select All"/>	
Cameron Device	Ext. 934
Cameron Nightringer	Ext. 935
Cameron Snom	Ext. 932
CyberData Corporation	Ext. 101
Interop Intercom	Ext. 107
Interop Snom360	Ext. 103
Kenny phone 2	Ext. 938
Kenny phone 3	Ext. 939
Kenny Test dev	Ext. 937
Nathans Phone	Ext. 130
QA VoIP Device test	Ext. 602
Tech Support	Ext. 200
Tech Support2	Ext. 201
VoIP Lab Nightringer	Ext. 601
VoIP Lab Snomext5	Ext. 600
VoIP Lab Test Device	Ext. 936

**Selected Members (2)**

Name	Extension
<input type="button" value="Select All"/>	
Interop Nightringer	Ext. 202
Interop PolycomV VX300	Ext. 104



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

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

testQueue, Ext.4

**Call Queue Info**

Extension Number: 4

Group Name: testQueue

Record Call Queue Name > ⓘ

Company Name:

Contact Phone: ⓘ

Manager Email: cwong@cyberdata.net

Address > ⓘ

Call Queue Hours 24 hours >

Call Queue Members 2 >

Call Queue Password >

Regional Settings >

Status: Enabled Disable

Cancel Save >

Direct Numbers

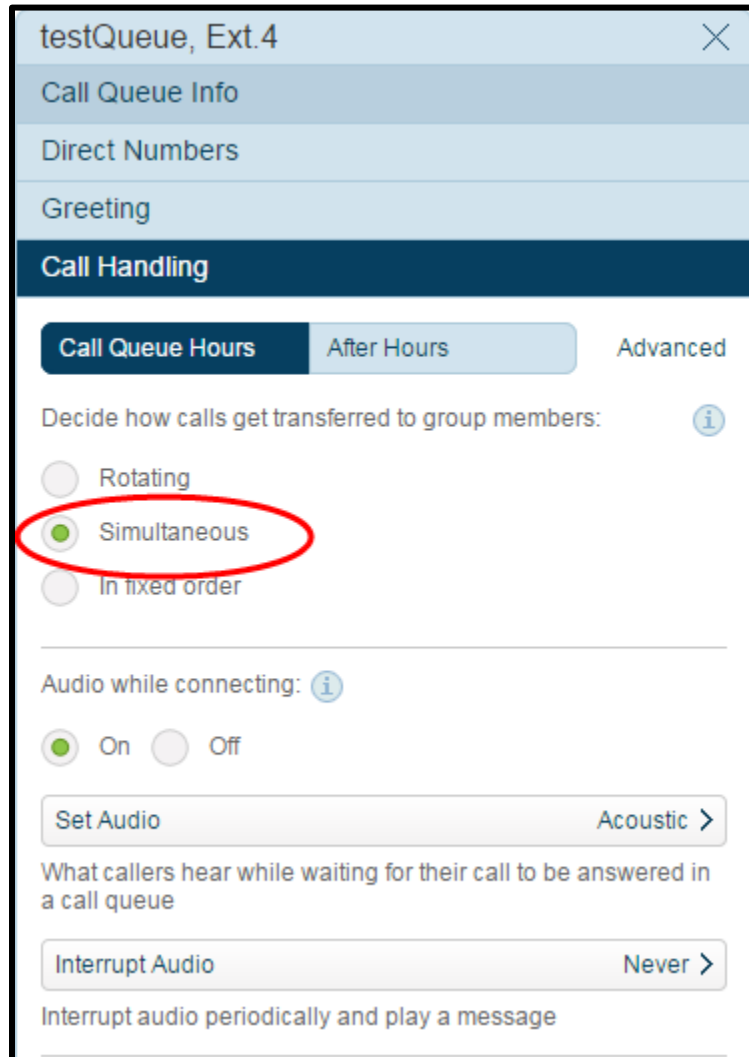
Greeting

**Call Handling**

Messages & Notifications

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 network 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.