

# Shared Line Option: Ring Delay

Last Modified on 12/02/2021 6:59 pm EST

Feature first available:

iPECS Cloud version 4.0.

Description:

Ring delay option can be set for each user assigned to a Shared Line. This creates tiers / escalating groups of users to handle incoming calls on the Shared Line.

Programmability:

The delay can be set in Customer Manager portal under 'Call Manager' -> 'Shared Line', selecting the Shared Line to be altered and setting the 'Ring Option' on a per user basis as shown below and can be set from no delay up to 30 seconds in increments of 3 seconds.

The screenshot displays the iPECS Customer Manager interface. On the left is a navigation menu with categories: Company, User, Call Manager (with sub-items: Group Settings, Auto Attendant, Call Center, Conference Room), Shared Line (highlighted), Hot Desk, Switch Board, Quick Code on Busy, DDI Summary, Digit Conversion, Call Record Report, Recording Group, SIP Device, Audio Conference Bridge, Customized Ring Back Tone, WebFAX, iPECS One, Status View, License Management, Call History, My Home Setting, Authority Setting, and My Information.

The main content area shows a table of Shared Lines:

<input type="checkbox"/>	Site	Digit Number	Direct Dial Call Number
1	<input checked="" type="checkbox"/> Main	600	

Below the table is a configuration form for the selected Shared Line:

- Site: Main
- Digit Number: 600 (2 ~ 5Digit)
- Forward to VM: Use
- AutoDial: Voice Mail (801600#)
- Direct Dial Call Number: [Empty]
- Description: Test

At the bottom, the 'Member' section is active, showing a table of members:

<input type="checkbox"/>	Extension	Name	Device	Button	Ring Option
1	<input type="checkbox"/> 27700	9030 Test St	Phone	8	Immediate Call
2	<input type="checkbox"/> 27702	1030i	Phone	4	Immediate Call

A dropdown menu for the 'Ring Option' of member 2 is open, showing options: Immediate Call, 3 SEC, 6 SEC, 9 SEC, 12 SEC, 15 SEC, 18 SEC, 21 SEC, 24 SEC, 27 SEC, 30 SEC, and Immediate ring when a terminal is disconn.