

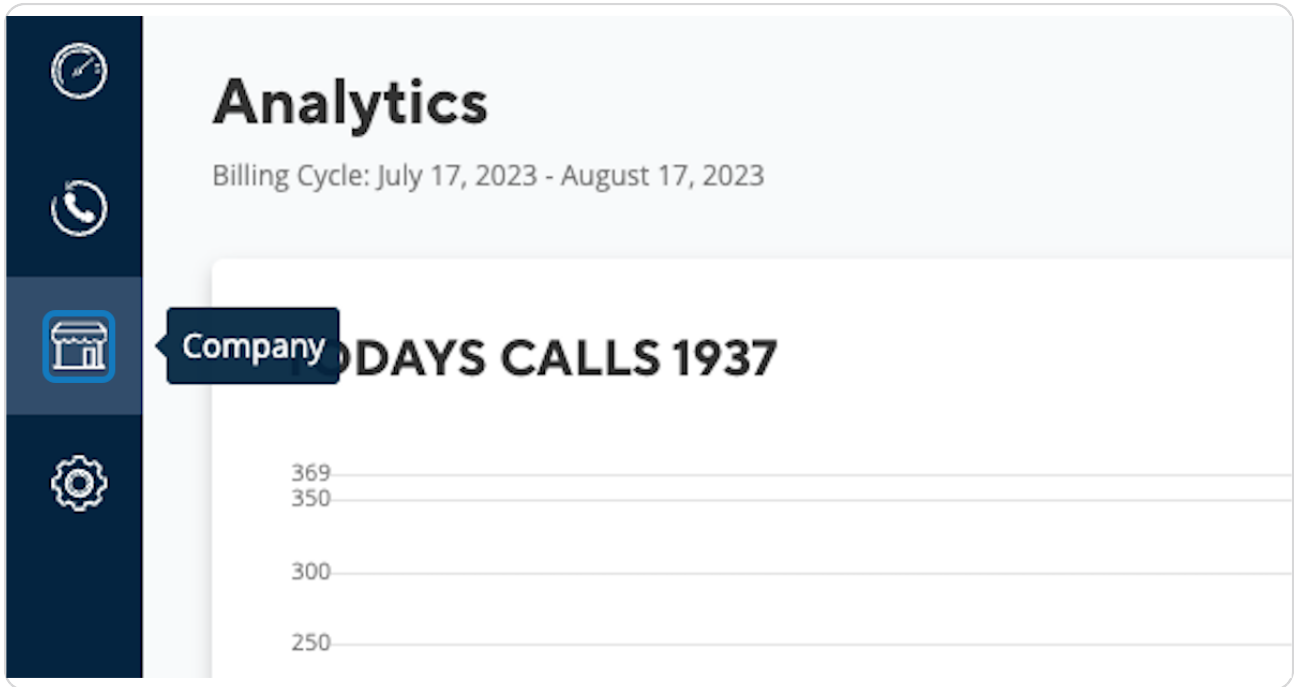


# **Net2phone Portal Configuring Ring Groups, and Call Routing**

For support call: 732.363.9898 Email: [Support@empiretelecomnj.com](mailto:Support@empiretelecomnj.com)

STEP 1

Click on Company



The screenshot shows the 'Analytics' section of the Net2Phone interface. On the left is a dark blue sidebar with four icons: a clock, a phone, a storefront (highlighted), and a gear. The main content area has a light blue header with the title 'Analytics' and the text 'Billing Cycle: July 17, 2023 - August 17, 2023'. Below this is a white card titled 'Company' with a call volume chart. The chart shows a single data point for 'DAYS CALLS 1937'. The y-axis has labels at 250, 300, 350, and 369.

Category	Value
DAYS CALLS	1937

STEP 2

Click on Ring Groups

The screenshot shows a user interface for managing team members. On the left is a dark sidebar with a menu containing 'Team Members', 'Departments', 'Ring Groups' (highlighted with a blue border), 'Welcome Menus', 'Special Extensions', 'Phone Numbers', and 'Virtual Fax'. The main area is titled 'TEAM MEMBERS' and features a search bar with the text 'Search' and a 'Total: 421' indicator. Below the search bar is a table with columns 'NAME', 'EXT', and 'EMAIL'. Two team members are listed:

NAME	EXT	EMAIL
OM Office Manager	4012	officemanager
M. MDS .	4010	mds@haleyvill

STEP 3

Search "Folsom" (Or whatever ring group your looking for)

The screenshot shows the 'RING GROUPS' section of the system. The left sidebar has a menu with 'Members', 'Departments', 'Groups' (highlighted), 'Welcome Menus', 'Special Extensions', and 'Phone Numbers'. The main area is titled 'RING GROUPS' and has a search bar containing 'fol' with a blue border around it. To the right of the search bar is a 'Total: 3' indicator. Below the search bar are two tabs: 'All Ring Groups' (selected) and 'Team Members Status'. A table with columns 'NAME' and 'PHONE NUMBER' is shown below the tabs:

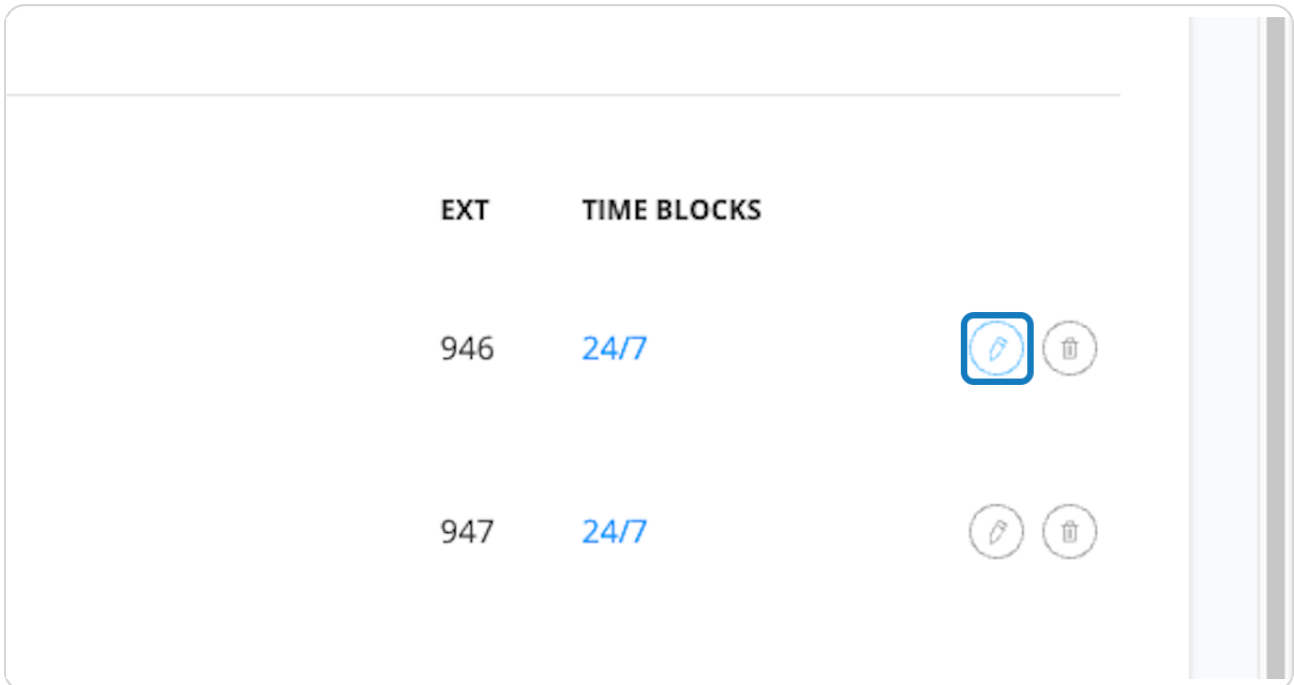
NAME	PHONE NUMBER
R Folsom Call Routing	Unassigned





**STEP 4**

**Once you found your Ring Group, click the edit button to the far right (Highlighted)**

**STEP 5**

**Click on highlight**



EXT	TIME BLOCKS	
946	24/7	 
947	24/7	 

STEP 6

Click on Call Routing

Team Members

Departments

**Ring Groups**

Welcome Menus

Special Extensions

Phone Numbers

Virtual Fax

< RING GROUPS

**R Edit Ring Group**

Settings

**Call Routing**

Caller ID Prefixing

Name

Folsom Call Routing

Assigned Numbers

Unassigned

Send SMS to

STEP 7

Click the edit button

24/7 Custom

## STEP 8

Then edit your call flow, Don't forget to click "Save" once complete.

NAME  
24/7

Schedule  
Every Day, All Day

**Tiers** Optional

Tier 1  
Front Door Folsom 1250 Rings 6 36s

Tier 2  
3rd FL NS 1205, 4th FL NS 1226, Front Door... Rings 6 36s

+ Add New Tier

If Call Not Answered

## STEP 9

Click on Edit 24/7 Time Block...

net phone

Venza Care Alabama You are now viewing their account and can add...

English (US)

Company

Team Members

Departments

Ring Groups

Welcome Menus

Special Extensions

Phone Numbers

Virtual Fax

Directory

Blocked Callers

Outbound Call Blocking

Devices

Device Management

RING GROUPS

Edit Ring Group

Settings

Call Routing

Caller ID Prefixing

**Edit 24/7 Time Block**

Name  
24/7

Schedule  
Every Day, All Day

**Tiers** Optional

Tier 1

Front Door Folsom 1250 Rings 6 36s

Team Members Rings 6 36s

Departments

Ringer Special Ext

Add Forwarding Number

Payroll Manager Voice Mail 1206

SAVE CANCEL

