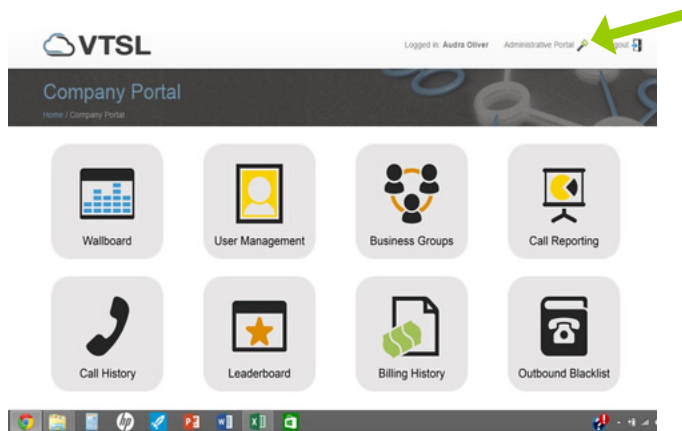


# GROUP TWINNING

Incoming calls to Call Groups ring the individuals' mobiles simultaneously to their office phone

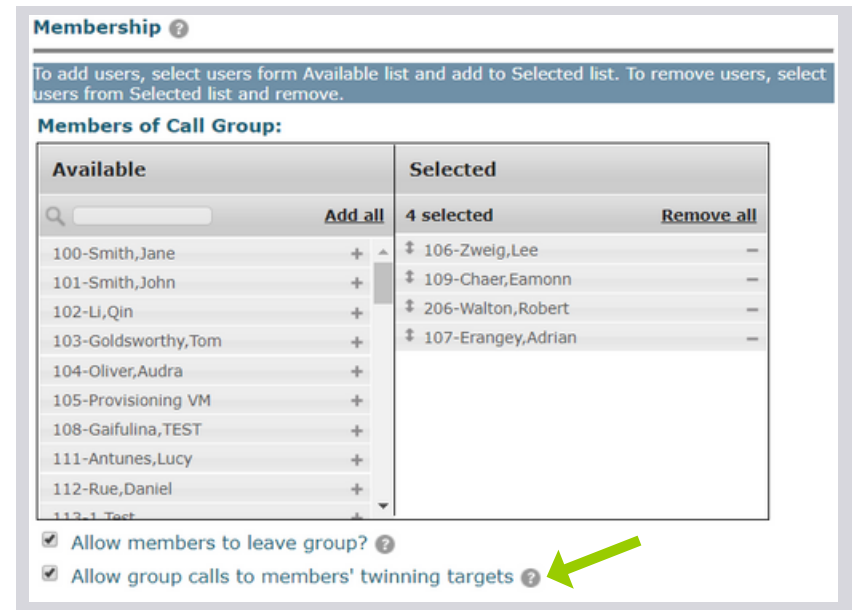
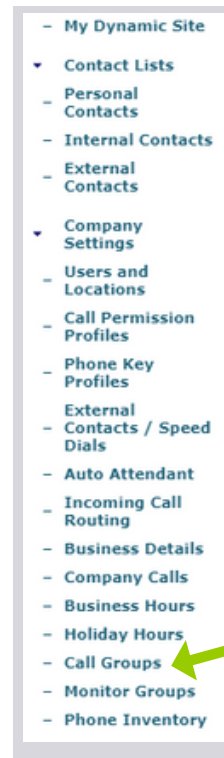
## INSTRUCTIONS



1. Log into your VTSL Portal. Click **Administrative Portal** at the top.

2. In the Administrative Portal, find **Call Groups** on the left-hand menu and click it. Note that this is not My Call Groups, but rather just Call Groups.

3. You will then see a list of call groups. Select the call group that you would like to twin.



4. Once in the call group settings, tick the box that says **"Allow group calls to members' twinning targets"** in the Membership section.



- Go to **Users & Locations** in the left-hand menu.
- Select the user** you would like to include in the Group Twinning
- Once in the user's settings, click the link at the top that says "**Edit User on the User's Behalf**".

**User Details - Edit Lucy Antunes** ?

User details allow you to configure telephones and telephone services for the individual users in your company.

When done select **Save**. Select **Cancel** if you don't want to make any changes.

[Edit User on the User's Behalf](#) ? ←

**User Information** \* Indicates required field

First Name:

\*Last Name:

Email:

Home Phone:

Mobile Phone:

- Go to **My Call Handling** and click "**View and edit My Call Handling Options**".

**My Call Handling**

[View and edit My Call Handling options](#) ←

**My Calls**

[View My Calls](#)

**My Call Groups**

[View My Call Groups](#)

**Contact Lists**

- Go to **My Call Handling** and click "**View and edit My Call Handling Options**".

- Then scroll down to the Twinning section, and tick the box that says "**Activate Group Twinning**". **Enter the number** they will be receiving twinned calls to. (This is usually their mobile number). Click **Save** at the bottom.

**Twining** ?

When active, incoming calls ring another phone simultaneously with your desk phone. Calls can be answered on either phone before your call coverage setting takes effect.

Activate Personal Twinning

Activate Group Twinning ←

Twining Target:

Maximum # of simultaneous calls to Target:

- Then choose **My Call Groups** from the left-hand menu. Find the call group that you are activating Group Twinning for, and click "Off", so that it says "**On**". You have now successfully enabled this user's mobile to ring for this call group.

<a href="#">Bob Dawson</a>	222	Monitor Group	Secondary User	N/A
<a href="#">Clair Watts</a>	210	Monitor Group	Secondary User	N/A
<a href="#">CST Pickup</a>	620	Pickup Group	<b>In Group</b>	N/A
<a href="#">Customer Success</a>	632	Broadcast Group	<b>In Group</b>	<b>Off</b> ←
<a href="#">Daniel Rue</a>	112	Monitor Group	Secondary User	N/A

- Click **Previous Level** at the top, to return to the main menu.

- To add other users** to the Group Twinning for this call group, repeat steps 5 - 13.

**VTSL**  
Hosted Communications

020 7078 3200  
support@vtsl.net

Logged in as Lucy Antunes 111

Home | Help | [Previous Level](#) ←

My Settings | Home

**IMPORTANT:** Please tell all users in a Group Twinning Group to either turn off their voicemail, or change it so that it picks up after a large number of rings. Otherwise calls to the group will get answered by the person's voicemail if no one picks up first. Users may want to consider changing their voicemail recording as well.

