

7.1 - Ring Groups: When a call is delivered to a ring group, the members go from Idle to Absent in real-time

PROBLEM

When a call is delivered to a ring group, a member (extension) changes from Idle to Absent state.

RESOLUTION

To resolve this issue, you must correct the extension's configuration in the PBX.

1. Open **ESM**.
2. Go to the **User and Devices** form and select the **Extension** then click **Change**.
3. Uncheck the **ACD Enabled** flag.
4. Click **Save**.

APPLIES TO

7.1

Keywords: ring group ringgroup extension idle absent

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