

## 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

Last Modified By: AndrewM, Friday, September 05, 2014  
<http://micc.mitel.com/kb/KnowledgebaseArticle52188.aspx>

Saturday, February 04, 2023