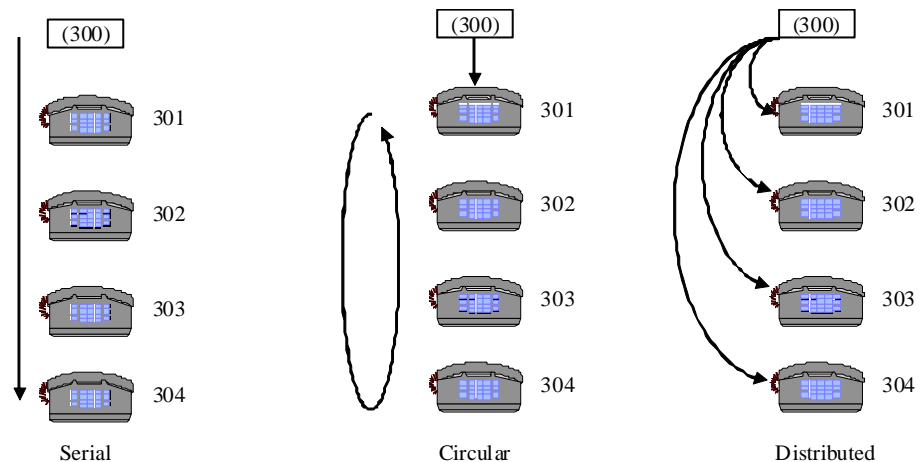**OVERVIEW**

There are three types of station hunting in IPedge/VIPedge:

1. Serial
2. Circular
3. Distributed

Serial hunting and circular hunting may optionally have a pilot number. Distributed hunting requires a pilot number. In case of circular hunting, the hunting always starts from the top of the list. (In this case, it is identical to serial hunting.)

Serial   Circular   Distributed

All members of serial hunting and circular hunting groups are entry points.

Where Automatic Camp On is disabled, if the pilot number is dialed and no available station is found then, when camp on is invoked either by timeout or by Dial For Quick Launch, it will camp on to the whole group.

If a member DN is dialed and no available station is found, when the camp on is invoked either by timeout or by Dial For Quick Launch, it will camp on to the dialed station only. See the MDN option below as well.

Where the automatic camp on option is enabled, if no available station is found when either pilot number or member DN is dialed, the call is automatically camped on to the pilot number or the member DN only. The originator does not need to do any operation. From the feature interaction viewpoint, the call is regarded as terminated to the group. See the MDN option below as well.

The hunting groups are explicitly defined in the database as lists. DN belongs to only one group.

MDN (Multiple Directory Number) Option

The station hunting feature is used to emulate the Multiple Directory Number. To support its specific operation, each station hunting group has an MDN option. If this option is not selected, the station hunting follows its original specifications as described above. If this option is selected, the

station hunting changes its behavior of call forwarding and camp on as follows:

1. If the dialed DN is busy, the hunting takes place and the call is terminated to the next available DN in the group. If the dialed DN has Call Forward No Answer activated, it is applied to the call even though the call is terminated at the different DN from the dialed one. When the call forward no answer timer expires, the call is forwarded to the destination.

2. If the dialed DN is busy and has Call Forward Busy activated, the call is not forwarded right away but the hunting takes place seeking for the next available DN in a group. If no available DN is found, i.e., all groups are busy, the call is forwarded as the dialed DN specifies.

3. If the dialed DN has Call Forward All Call activated, the call is forwarded right away. This does not differ from the regular hunting behavior.

4. When the camp on is invoked regardless of the trigger, i.e., automatic, timeout, or Dial For Quick Launch, the call is camped onto the whole group even if the member DN is called.

See Multiple Directory Number for more details.

Station Hunting

A series of Directory Numbers (DNs) can be organized in groups in such a way that if a called DN is busy the call will try to ring another DN in the group. If that DN is busy it will hunt to a third DN, etc. Telephones in the same department, voice mail ports, and boss/secretary call coverage situations are typical applications for hunt groups. Hunt group members can remove themselves from the group by placing their station into the Do Not Disturb mode. The system supports three types of station hunting.

Serial Hunting

In this type of hunt group, calls hunt DNs in a series from first to last in a specific order. When any DN in the series is called, the system will ring the first idle DN in the series, starting with the called DN, hunting to the last DN in the series. As an option, this type of hunt group can have a unique Pilot DN assigned to it. When callers dial the Pilot DN to reach a telephone in the group, calls will hunt all DNs from first to last.

Circular Hunting

In this type of hunt group, calls hunt DNs in a series in a specific order. However, the series form a loop, which enables the last DN to hunt to the first DN. When any DN in the series is called, the system will ring the first idle DN in the series, starting with the called DN, hunting to all DNs in the series. As an option, this type of hunt group can have a unique Pilot DN assigned to it. When callers dial the Pilot DN to reach a telephone in the group, calls will hunt all DNs from first to last.

Distributed Hunting

This type of hunt group always has a unique Pilot DN assigned to it. Callers dial the pilot DN to reach a telephone in the group. Calls hunt so that the calls distribute evenly to each DN in the group. Hunting rotation always starts in sequence with the DN that follows the DN that received the last call – even if all other DNs are idle.

Camp on to Hunt Groups

On incoming CO line calls to busy hunt groups, the caller automatically camps on to the called DN or Pilot DN and the caller receives ring-back-tone.

On internal calls to busy hunt groups, the caller may get a busy tone. The caller can then dial a digit to initiate Camp On-Busy to the called, busy DN or the Pilot DN, if used. As an option, for each hunt group that uses a Pilot DN, calls will automatically camp on to the called Pilot DN.

With the Automatic Camp On option, the caller does not get a busy tone, instead the caller receives a confirmation tone followed by a ring-back-tone. When using hunt group Pilot DNs, camped on calls queue onto all DNs in the group and will connect to any DN in the group that becomes available. When not using Pilot DNs, Camp On is only applied to the called DN.

When more than one party is camped on (queued) to a hunt group, the party with the highest Queuing Priority Level (QPL) will connect first when the destination becomes available. If the parties have the same QPL, the longest waiting call will connect first.

Station Hunting   N/A   1-4

PROGRAMMING

Create or Modify a Hunt Group

1. Click on **Station > Station groups**.
2. Select Hunt Group.
3. Place a Check to the left of the Group to be programmed, or click New and skip to Step 5.
4. Click on **Edit** icon.
5. Set the Hunt Method, Pilot DN (not used for multiple DN hunt groups), Number to Display, System call forward (optional), Enable or disable Multiple DN Hunt, and Distributive Hunt Group Camp On.
6. Click on **Save** icon.

Add or Delete a Hunt Group Member

1. Click on **Station > Station groups**.
2. Select Hunt Group.
3. Place a Check to the left of the Group to be programmed.
4. Click on **Edit** icon.
5. Select the **Members Tab**.
6. Click the Add key and select new members from the list, then click OK, or click an existing member to highlight that member then click the Delete key.
7. Click on **Save** icon.

CAPACITY

Hunting groups are also used in the Multiple Directory Number feature. The maximum number of hunting groups is:

- IPedge system = 1100
- VIPedge solution = 90

The maximum number of stations per Hunt Group 72 (up to system capacity).

AVAILABILITY

All systems

RESTRICTION

N/A

HARDWARE   No additional hardware is necessary for this feature.

FEATURE INTERACTION

Do Not Disturb (DND)   If the pilot number is placed in DND mode, any call to the pilot number gets DND treatment. A call to the member DN is not affected.

If the member DN is placed in DND mode, a call designated to that member gets the DND treatment. The member DN in DND mode is regarded as busy while the hunting takes place.

When a pilot number is dialed but the call cannot be terminated because all members are in DND, the caller hears busy tone. Camp on is not allowed in this case.

Call Forward (All Call, Busy, Busy/No Answer), System Call Forward   If the Call Forward All Call is activated on the pilot number, a call designated to the pilot number is forwarded. Other types of call forwarding are not applicable to a pilot number.

The interaction of call forwarding of a member DN and the hunting feature is shown in the table below. Generally speaking, when the pilot number is dialed, the hunting feature has precedence. When a member is dialed, the call forwarding of the member has precedence.

As described in the overview section, the behavior is different when the MDN option is enabled.

	Member A Has Activated	Treatment When Member Is Idle	Treatment When Member Is Busy
Pilot is Dialed Or Member B is Dialed	CFAC	Member is skipped	Member is skipped
	CFB	Call is terminated	
	CFNA	Call is terminated and CFNA timer is set. When timer expires, hunting continues	
	CFB/NA		
Member A is Dialed	CFAC	Call is forwarded	Call is forwarded
	CFB	Call is terminated	Call is forwarded (*1)
	CFNA	Call is terminated and CFNA timer is set. When timer expires, it is forwarded	Hunting takes place (*2)
	CFB/NA		Call is forwarded (*3)

*1. If MDN option is enabled, the hunting takes place first and if all members are busy, then the call is forwarded.

*2. If MDN option is enabled, the hunting takes palce but the Call Forward No Answer is applied at the available member DN.

*3. If MDN option is enabled, the call follows either *1 or *2 above, depending on the status of the member DN.