

# Group Hunting, GH

OPERATIONAL DIRECTIONS



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## 1 GENERAL

Group Hunting group means that a number of extensions are assigned a common call number (the group pilot number). When this number is called, one (or more) of the extensions (members) is selected. The call is signaled on the telephone of the selected member(s). The call will be queued if no free member exists.

For selection of "Simultaneous ringing of members", i.e. cascade ring group, all members that are free and available in the group will alert. The call will always be placed in queue until a member answers.

**Note:** Group Hunting can also be configured with MX-ONE Service Node Manager.

## 2 PREREQUISITES

The PBX number series for extensions must be initiated.

## 3 AIDS

I/O terminal.

## 4 REFERENCES

In these operational directions references are made to the following document:

**Command Description:**

group hunting, GH

extension\_key

extension\_group\_system

resource\_status

## 5

## PROCEDURE

The following procedure must be adhered to for handling of group hunting group numbers:

1. Initiate a group hunting group number and its category data
2. Initiate members into the group hunting group, and related settings for the member phones, if relevant.
3. Initiate group hunting options

## 6 EXECUTION

### 6.1 GROUP

#### 6.1.1 INITIATION OF A GROUP HUNTING GROUP NUMBER

##### General

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##### Prerequisites

A directory number that is to be initiated as group hunting group number must be a free directory number within the extension number series.

##### Execution

Key the command *GHGRI* to initiate the group hunting group number and its category data.

Key the command *GHDAP* to verify that initiation has been executed.

#### 6.1.2 ERASURE OF A GROUP HUNTING GROUP

Prerequisite: key the command *GHGME* to erase all members from the group.

When all members are removed, key the command *GHGRE* to erase the hunting group and its number.

Key the command *GHDAP* to verify that erasure has been executed.

#### 6.1.3 ALTERATION OF CATEGORY DATA RELEVANT TO A GROUP HUNTING GROUP

Key the command *GHCAC* to alter the category data.

Key the command *GHDAP* to verify that the alteration has been executed.

#### 6.1.4 PRINTOUT OF DATA FOR A GROUP HUNTING GROUP

Key the command *GHDAP* to obtain a printout.

### 6.2 MEMBER

#### 6.2.1 INITIATION OF MEMBERS

##### Prerequisites

First the group hunting group number must be initiated.

For a **group with sequential ringing** of members (ordinary hunt group):

Directory numbers that are to be initiated as members in the group must **not** be:

- secondary extensions
- group hunting group number

- ACD group number
- configured with Multiple Terminal Service Forking

For a **group with selection type "Simultaneous ringing of members"**

Directory numbers that are to be initiated as members in the group must not be:

- group hunting group number
- ACD group number

**Note:** A seizure list for Parallel Ringing main or secondary extensions can be defined as member of a cascade ring group. Only the directory numbers defined as group members will ring for calls to the group.

**Note:** IP extensions that are located in both Microsoft Lync Server 2010 or 2013 and MX-ONE cannot be initiated in a group hunting or cascade ring group.

**Note:** Extra Directory Number (EDN) in SIP extensions may not be suitable as hunt group member, since the EDN's status is handled independently of the own directory number status.

**Execution:**

Key the command *GHGMI* to initiate members.

Key the command *GHDAP* to verify that initiation has been executed.

## 6.2.2

### ERASURE OF MEMBERS

If all members of a group are erased then the group itself is erased.

**Prerequisites**

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**Execution**

Key the command *GHGME* to erase members from the group hunting group.

Key the command *GHDAP* to verify that erasure has been executed.

## 6.2.3

### PRINTOUT OF MEMBERS

Key the command *GHDAP* to obtain a printout.

## 6.3

### MEMBER STATUS KEY AND DISPLAY

#### 6.3.1

#### INITIATION OF GROUP MEMBER AVAILABILITY KEY

**Prerequisites**

First the group hunting group or cascade ring group number must be initiated.

The member extension has to be a Mitel SIP terminal which supports the GMA function, i.e. key and display functions for the hunt Group Member Availability supervision.

**Note:** The GMA key is available on the Mitel 6700, 6800 and 6900 SIP phones, except for the low-end 6700 and 6800 models.

**Execution:**

Key the command ***extension\_group\_system -c*** to set the Group Member Availability function active.

Key the command ***extension\_key -i*** with --function GMA and monitored directory shall be the group pilot number.

Key the command ***extension\_key -p*** or ***resource\_status*** with high detail for extensions, to verify that the initiation has been executed.

### 6.3.2

## ERASURE OF GROUP MEMBER AVAILABILITY KEY

If the extension shall no longer be a hunt group member, remove its GMA key(s).

### Prerequisites

A SIP extension has the GMA key function initiated, but shall cease to be group member.

### Execution

Key the command ***extension\_key -e*** to erase members from the group hunting group.

Key the command ***extension\_key -p*** (or ***resource\_status*** with high detail for extensions) to verify that erasure has been executed.

## 6.4

## GROUP HUNTING OPTIONS

### 6.4.1

## INITIATION OF COMMON ABBREVIATED NUMBER

### General

When the overflow position is an external number (but not a network number) an abbreviated number must be initiated in advance. This abbreviated number will be used as value for the diversion destination parameter in the command ***diversion -i***.

The common abbreviated number is translated to an external destination.

### Prerequisites

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### Execution

Key the command ***ADCOI*** to initiate the common abbreviated number.

Key the command ***ADCDP*** to verify that correct initiation has been executed.

### 6.4.2

## INITIATION OF OVERFLOW POSITION

### General

Calls to a group hunting group can have overflow permitted or rejected. It can be programmed to occur either when the queue is full or when there are no available group hunting group members or both.

**Note:** To avoid lockup of external lines when using external overflow, make sure that the overflow position does not have overflow or external follow me back to the same group hunting group.

### Prerequisites

An overflow category must be initiated for the group hunting group.

When the overflow position is an external number, the abbreviated number is used as value for the diversion destination parameter in command *diversion -i*.

See section Initiation of common abbreviated number.

#### **Execution**

Key the command *diversion -i* to initiate an overflow position for the group hunting group.

Key the command *diversion -p* to verify that correct initiation has been executed.

### 6.4.3

## INITIATION OF RECORDED VOICE ANNOUNCEMENTS FOR THE GROUP

#### **General**

When a hunt group (with queue possibility) has been initiated, it is often recommended to also initiate the optional Recorded Voice Announcement service for the group, with for example welcome, queue, repeated queue and/or continuous announcements.

See the Operational Directions for *RECORDED VOICE ANNOUNCEMENTS*.



## 7

## TERMINATION

If a group hunting group has been initiated or erased, relevant information shall be given to the person/instance responsible for telephone directory data.

If exchange data has been altered a dump to backup media shall be effected.