

Hunt groups

A hunt group is used to allocate calls which come in on a shared number. This allows people to receive calls on a shared line whilst retaining the ability to take calls on their personal extension number.

Logging into a hunt group

If your extension is part of a hunt group, you will be able to receive calls on the hunt group number when the hunt group indicator light is on.

Being logged into the hunt group indicates that you are available to take calls on your shared line.

To log into your hunt group, you should press the **Hunt Group** line button. This will light up the line button.



The **light** on the **Hunt Group** line button indicates that this phone is **logged in** to the hunt group – press the button to log in or out



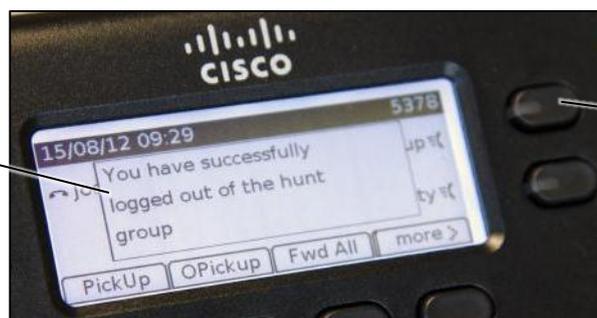
When you **log in** to the hunt group a message will flash up on the screen to show that you have signed in.

Logging out of a hunt group

You should log out of your hunt group whenever you are away from your desk or are busy, so that calls to the shared line are not routed to your handset when you aren't available to answer them.

To log out, press the **Hunt Group** line button. You will get a message on the screen indicating that you have logged out, and the hunt group light will go out.

When you log out of your hunt group, a message will appear to show that your logout was successful



The **Hunt Group** button will have the light **off** when you are **logged out**

Members of multiple hunt groups

You cannot choose to log out of some hunt groups and not others. If you are a member of more than one hunt group, when your hunt groups are logged in you will receive calls from all hunt groups, and when you are not logged into the hunt groups you will not receive calls from any of them.

Adding and removing members of hunt groups

Membership of hunt groups can be set by members of IT Services staff. To add or remove members for your hunt group, please contact the IT Services Helpline and give them the telephone numbers and names of the people whose membership needs to be changed.

Creating hunt groups

To request a new hunt group, please **contact the IT Services Helpline**.

If you already have a shared email address for the team that requires a new team phone number, please supply this address to the helpline when you make your request. Otherwise, a new email address will be created for the team in order to handle voicemail on the new line.

Hunt group options

There are a number of ways of configuring hunt groups. The way your hunt group is configured will have been agreed by your team leader, and will reflect the way in which you use your shared phone number.

These options control how logged in phones behave when there is an incoming call.

Available options for incoming calls include:

- **All phones** ring at once
- Phones ring in a **specific order** (calls are routed to a specific list of people in order of priority: try Person A first, and if they are logged out/busy, go to Person B)
- Calls go to the **Longest Idle** person (calls go to the person who has been off the phone longest)

If you need to alter the configuration of your hunt group, please **contact the IT Services Helpline**.