

## VOCALITY INTERNATIONAL – APPLICATION NOTE

REF: AN052

REVISION: V01

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TITLE: Hunt Groups

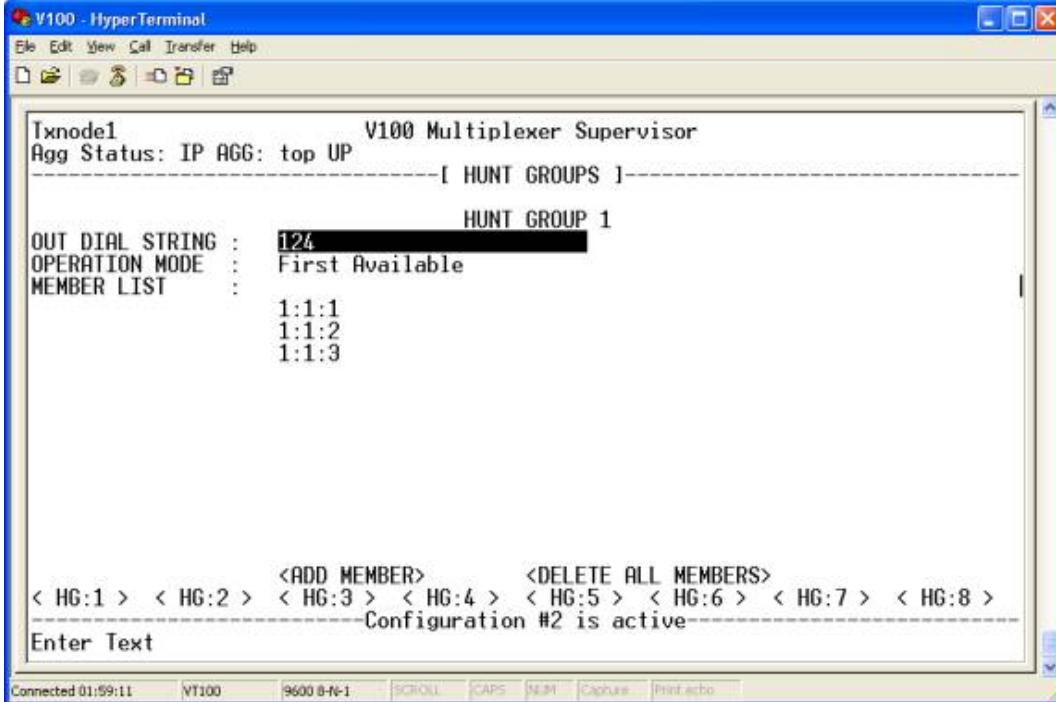
### Overview

Hunt Group functionality is available on V50/V100 products from Version 3 software onwards. It enables several telephony channels to be grouped together so that any available member can service a call from another telephony port, without the need for specific mapping or telephone numbers. It is frequently used for ports attached to a PBX, where any trunk line or extension may be used to place any call from the V100 network into the PSTN.

The Hunt Group is created on a particular unit, normally at the hub site. However, member channels may be added from other units in the network as well to form a larger group if traffic levels require them. For example, there can be two units at the hub, both with voice ports connected to the PBX but the Hunt Group is configured on only one unit for all ports. Conversely, telephone ports can be members of more than one Hunt Group.

### Configuration

Up to eight hunt groups can be specified per unit. The Hunt Group is configured under the Voice / Hunt Group menu. A screen shot is shown below.



```
V100 - HyperTerminal
File Edit View Call Transfer Help
-----[ HUNT GROUPS ]-----
                                HUNT GROUP 1
OUT DIAL STRING : 124
OPERATION MODE  : First Available
MEMBER LIST     :
                  1:1:1
                  1:1:2
                  1:1:3

< ADD MEMBER >          < DELETE ALL MEMBERS >
< HG:1 > < HG:2 > < HG:3 > < HG:4 > < HG:5 > < HG:6 > < HG:7 > < HG:8 >
-----Configuration #2 is active-----
Enter Text

Connected 01:59:11  VT100  9600 8-N-1  SCROLL  CAPS  NLM  Capture  Print/echo
```

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**Out Dial String** – an optional field used if a digit sequence is required to be added by the hunt group once the call is established.

**Operation Mode** – specifies **First Available**, **Ring All** and **Ring Back** options:

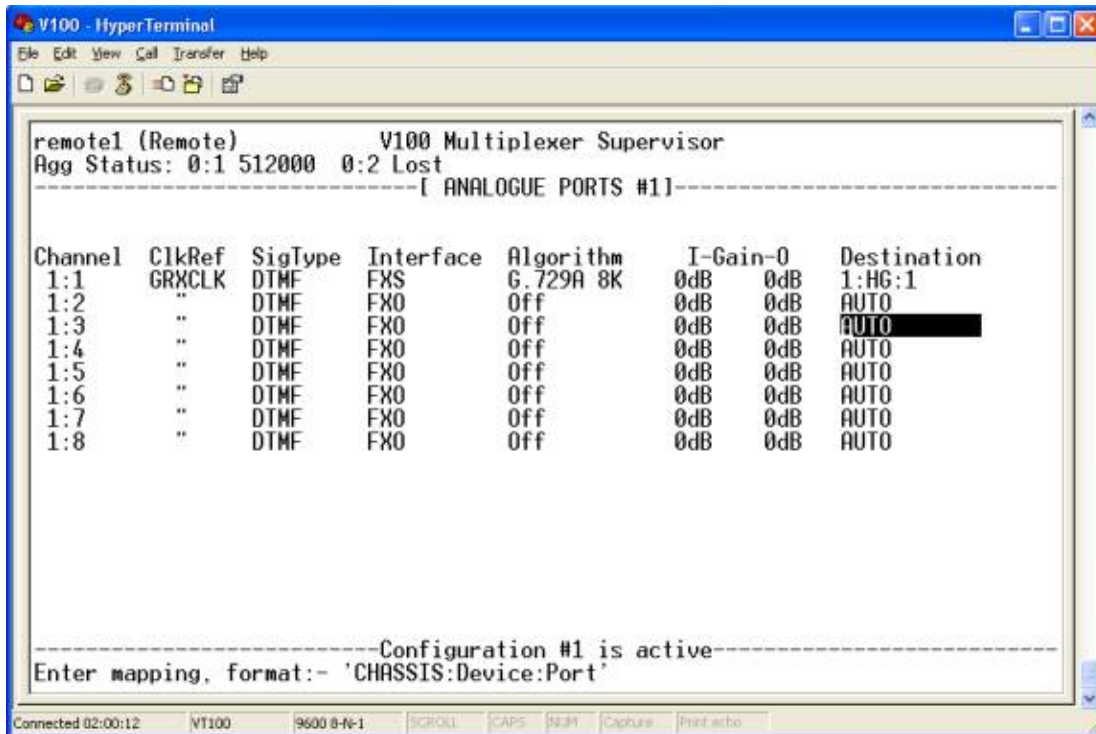
**First Available** -each member queried in turn to see if it is free. The first free connection is then used.

**Ring All** - all free extensions are called.

**Ring Back** - if all channels are busy then the unit will call back when the first channel becomes available.

**Member List** – species the ports that are members of the Hunt Group.

On the remote (dialling) unit's voice menu the destination is entered as "Node ID:HG:X" e.g. 1:HG:1 which specifies Node 1, Hunt Group 1, as shown below.



```
remote1 (Remote)      V100 Multiplexer Supervisor
Agg Status: 0:1 512000 0:2 Lost
-----[ ANALOGUE PORTS #1]-----

Channel  ClkRef  SigType  Interface  Algorithm  I-Gain-0  Destination
1:1      GRXCLK  DTMF    FXS        G.729A 8K  0dB 0dB  1:HG:1
1:2      "        DTMF    FX0        Off       0dB 0dB  AUTO
1:3      "        DTMF    FX0        Off       0dB 0dB  AUTO
1:4      "        DTMF    FX0        Off       0dB 0dB  AUTO
1:5      "        DTMF    FX0        Off       0dB 0dB  AUTO
1:6      "        DTMF    FX0        Off       0dB 0dB  AUTO
1:7      "        DTMF    FX0        Off       0dB 0dB  AUTO
1:8      "        DTMF    FX0        Off       0dB 0dB  AUTO

-----Configuration #1 is active-----
Enter mapping, format:- 'CHASSIS:Device:Port'
```

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### Outbound Calls

When the handset is lifted at the remote, the V100 automatically routes the call through to the Hunt Group at node 1, rather than an individual channel, which then assigns one of its members to service the call. The members are normally configured in FXO mode and connected to extension ports at the PBX. When the target member has been selected by the Hunt Group, it seizes the line going into the PBX, which returns dial tone. At this time, the optional **Out Dial String** will be sent which allows the PBX to select a trunk or port for the onward connection.

If all Hunt Group members happen to be busy when a call is placed, the Ring Back option allows the originating port to be called back when the next member becomes free.

### Inbound calls

When a call comes from the PBX on one of the Hunt Group ports, the line is seized by the V100 port. The call is then routed through the V100 network according to the destination field of the Hunt Group member or (in Auto destination) the digits forwarded by the PBX, in the normal way.