

# Hunt Groups

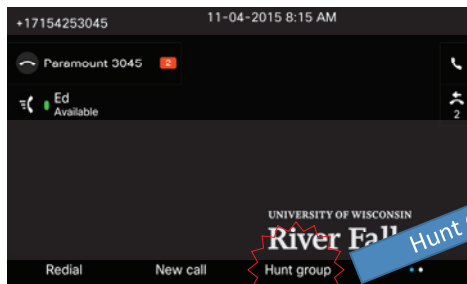
A hunt group is used to “hunt” for a person that is available to take a call. These can be configured in a number of different ways, but in the end, if the call presents to your phone, then you are expected to answer.



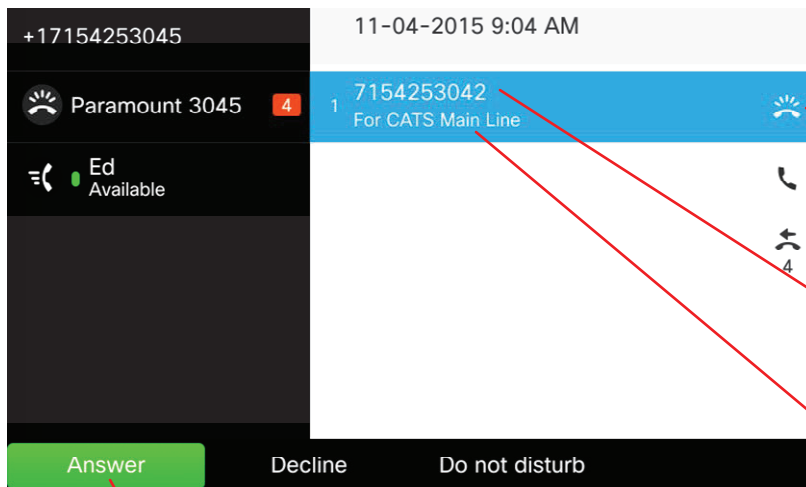
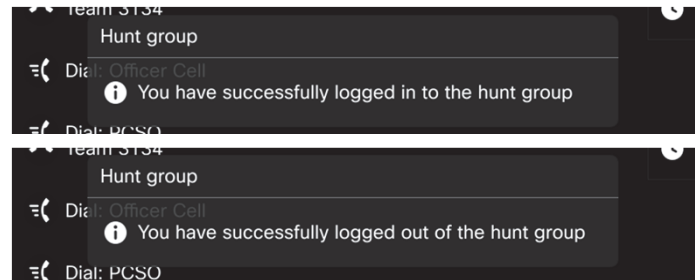
## Phone State: Receiving a Call to a Hunt Group Line



Jargon defined: a pilot number is the number that your customers will call, it is your main number that is processed through the system based on what we have defined it to do. The leading number of the sequencing is called the pilot number.



Hunt Group Toggle



Flashing handset, and flashing LED light on associated button, indicate an incoming call

Caller ID number of the caller calling into your hunt group's pilot number

The name of the Hunt Group that was called, and if indicated the number associated with it.

The soft keys will change when the call begins, press answer to default the call to your speakerphone, pick up your handset to speak or press the headset button to answer with your headset.

*There are a number of different ways in which a hunt group can be set up. In many cases you can log in and out of the hunt group on your station by using the soft key provided. If a station is a member of more than one hunt group, all groups are logged in and out of at the same time. When all users are logged out, the calls may be processed in a different manner than if any users are logged in. Refer to DoTS for assistance in determining the best case for the setup.*