VoIP Telephony System

Hunt Group Operation

- Telephone number assigned to Hunt Group 020 **** ****

  Hunt Group Assigned Number
  020 **** ****

- Staff phone extensions assigned to Hunt Group

  Phone extensions assigned to Hunt Group
  
  Extension 1  Extension 2  Extension 3  Extension 4

- Voicemail assigned to Hunt Group (if required)

  Voicemail

- Operation

  - Hunt Group number called
  - Option 1;
    - Extension 1 rings first for a designated number of rings, if not answered extension 2 rings for a designated number of rings, if not answered, extension 3 and so on...(the call is hunting to be picked up)
This process can be looped to continue hunting in this manner until answered (extension 4 looping back to extension 1) or be passed to a hunt group voicemail box to end the hunt;

- Option 2;
  - All extensions ring when hunt group number is called until call is answered or passed to hunt group voicemail if not picked up after a designated period of time.

- In both instances, the hunt group number will be displayed in the VoIP phone display window so that the user can see that it is this number ringing in.

Pick Up Operation

- Staff extensions added to **Pick Up Group**

- **Operation**
  - When any of the staff extensions that are assigned to a pick up group rings, all the staff members of that group will see the extension and staff member name being called displayed in their VoIP phone display window.

Any staff member within the pick up group wishing to answer the call can use the VoIP phone configured button to pick up that call or the call can be left unanswered so that it is then transferred to the called user voicemail box.