



Line Group Configuration

A line group allows you to designate the order in which directory numbers are chosen. Cisco CallManager distributes a call to idle or available members of a line group based on a call distribution algorithm and on the Ring No Answer Reversion (RNAR) setting.

Use the following topics to add or delete a line group or to add directory numbers to or to remove directory numbers from a line group:

- [Finding a Line Group, page 23-2](#)
- [Adding a Line Group, page 23-3](#)
- [Adding Members to a Line Group, page 23-4](#)
- [Removing Members from a Line Group, page 23-6](#)
- [Updating a Line Group, page 23-7](#)
- [Deleting a Line Group, page 23-8](#)
- [Line Group Configuration Settings, page 23-9](#)

Finding a Line Group

Because you may have several line groups in your network, Cisco CallManager lets you locate specific line groups based on specific criteria. Use the following procedure to locate line groups.



Note During your work in a browser session, Cisco CallManager Administration retains your line group search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your line group search preferences until you modify your search or close the browser.

Procedure

- Step 1** Choose **Route Plan > Route/Hunt > Line Group**.
The Find and List Line Groups window displays.
- Step 2** From the drop-down list box, choose one of the following criteria:
 - begins with
 - contains
 - ends with
 - is exactly
- Step 3** Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



Note To find all line groups registered in the database, click **Find** without entering any search text.

A list of discovered line groups displays by line group name.



Note You can delete multiple line groups from the Find and List Line Groups window by checking the check boxes next to the appropriate line groups and clicking **Delete Selected**. You can delete all of the line groups in the window by checking the check box in the matching records title bar and clicking **Delete Selected**.

- Step 4** From the list of records, click the line group that matches your search criteria. The window displays the line group that you choose.
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Related Topics

- [Adding a Line Group, page 23-3](#)
- [Adding Members to a Line Group, page 23-4](#)
- [Removing Members from a Line Group, page 23-6](#)
- [Updating a Line Group, page 23-7](#)
- [Deleting a Line Group, page 23-8](#)
- [Line Group Configuration Settings, page 23-9](#)

Adding a Line Group

The following procedure describes how to add a line group.

Before You Begin

You must define one or more directory numbers before performing this procedure.

Procedure

- Step 1** Choose **Route Plan > Route/Hunt > Line Group**.
- Step 2** Click **Add a New Line Group**.
- Step 3** Enter a name in the Line Group Name field. The name can contain up to 50 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_). Ensure that each line group name is unique to the route plan.

**Timesaver**

Use concise and descriptive names for your line groups. The CompanynameLocationGroup format usually provides a sufficient level of detail and is short enough to enable you to quickly and easily identify a line group. For example, CiscoDallasAA1 identifies a Cisco Access Analog line group for the Cisco office in Dallas.

Step 4 Choose the appropriate settings as described in [Table 23-1](#).



Note You must choose at least one directory number for a new line group before adding the new line group.

Step 5 To add this line group, click **Insert**.

Related Topics

- [Finding a Line Group, page 23-2](#)
- [Adding Members to a Line Group, page 23-4](#)
- [Removing Members from a Line Group, page 23-6](#)
- [Deleting a Line Group, page 23-8](#)
- [Line Group Configuration Settings, page 23-9](#)
- [Adding a Hunt List, page 24-4](#)
- [Adding Line Groups to a Hunt List, page 24-5](#)
- [Understanding Route Plans, Cisco CallManager System Guide](#)

Adding Members to a Line Group

You can add members to a new line group or to an existing line group. The following procedure describes adding a member to an existing line group.

Before You Begin

You must define one or more directory numbers before performing this procedure.

Procedure

- Step 1** Choose **Route Plan > Route/Hunt > Line Group**.
- Step 2** Locate the line group to which you want to add a member. See the [“Finding a Line Group” section on page 23-2](#).
- Step 3** If you need to locate a directory number, choose a route partition from the Route Partition drop-down list box, enter a search string in the Directory Number Contains field, and click **Find**. To find all directory numbers that belong to a partition, leave the Directory Number Contains field blank and click **Find**.
A list of matching directory numbers displays in the Available DN/Route Partition list box.
- Step 4** In the Available DN/Route Partition list box, choose a directory number to add and click **Add to Line Group** to move it to the Selected DN/Route Partition list box. Repeat this step for each member that you want to add to this line group.
- Step 5** In the Selected DN/Route Partition list box, choose the order in which the new directory number(s) is to be accessed in this line group. To change the order, click on a directory number and use the Up and Down arrows to the right of the list box to change the order of directory numbers.
- Step 6** Click **Update** to add the new directory numbers and to update the directory number order for this line group.
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Related Topics

- [Finding a Line Group, page 23-2](#)
- [Adding a Line Group, page 23-3](#)
- [Removing Members from a Line Group, page 23-6](#)
- [Updating a Line Group, page 23-7](#)
- [Deleting a Line Group, page 23-8](#)
- [Line Group Configuration Settings, page 23-9](#)
- [Adding a Hunt List, page 24-4](#)
- [Understanding Route Plans, Cisco CallManager System Guide](#)

Removing Members from a Line Group

You can remove members from a new line group or from an existing line group. The following procedure describes removing a directory number from an existing line group.

Procedure

- Step 1** Choose **Route Plan > Route/Hunt > Line Group**.
- Step 2** Locate the line group from which you want to remove a directory number. See the [“Finding a Line Group” section on page 23-2](#).
- Step 3** In the Selected DN/Route Partition list box, choose a directory number to be deleted and click the down arrow below the list box to move the directory number to the Removed DN/Route Partition list box. Repeat this step for each member that you want to remove from this line group.
- Step 4** To remove the members, click **Update**.
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Related Topics

- [Finding a Line Group, page 23-2](#)
- [Adding a Line Group, page 23-3](#)
- [Adding Members to a Line Group, page 23-4](#)
- [Updating a Line Group, page 23-7](#)
- [Deleting a Line Group, page 23-8](#)
- [Line Group Configuration Settings, page 23-9](#)
- [Adding a Hunt List, page 24-4](#)
- [Understanding Route Plans, Cisco CallManager System Guide](#)

Updating a Line Group

The following procedure describes how to update a line group.

Before You Begin

Before performing this procedure, ensure the line group to be updated is already configured.

Procedure

- Step 1** Choose **Route Plan > Route/Hunt > Line Group**.
 - Step 2** Locate the line group that you want to update. See the [“Finding a Line Group” section on page 23-2](#).
 - Step 3** Update the appropriate fields as described in [Table 23-1](#).
 - Step 4** Click **Update**.
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Related Topics

- [Finding a Line Group, page 23-2](#)
- [Adding a Line Group, page 23-3](#)
- [Adding Members to a Line Group, page 23-4](#)
- [Removing Members from a Line Group, page 23-6](#)
- [Deleting a Line Group, page 23-8](#)
- [Line Group Configuration Settings, page 23-9](#)
- [Adding a Hunt List, page 24-4](#)
- [Understanding Route Plans, Cisco CallManager System Guide](#)

Deleting a Line Group

The following procedure describes how to delete a line group.

Before You Begin

You cannot delete a line group that one or more hunt lists references. To find out which hunt lists are using the line group, click the **Dependency Records** link from the Line Group Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-3](#). If you try to delete a line group that is in use, Cisco CallManager displays an error message. Before deleting a line group that is currently in use, you must perform the following task:

- Remove the line group from all hunt lists to which it belongs before deleting the line group. See the [“Removing Line Groups from a Hunt List” section on page 24-7](#).



Tip

To delete line groups and hunt pilots, first, delete the hunt pilot; second, delete the hunt list; and finally, delete the line group.

Procedure

- Step 1** Choose **Route Plan > Route/Hunt > Line Group**.
- Step 2** Locate the line group that you want to delete. See the [“Finding a Line Group” section on page 23-2](#).
- Step 3** Check the check box next to the line group that you want to delete and click **Delete Selected**.

A dialog box displays to warn you that you cannot undo deletion of line groups.

- Step 4** To delete the line group, click **OK** or to cancel the action, click **Cancel**. If you click **OK**, the Cisco CallManager removes the line group.



Note You can delete multiple line groups from the Find and List Line Groups window by checking the check boxes next to the appropriate line groups and clicking **Delete Selected**. You can delete all the line groups in the window by checking the check box in the matching records title bar and clicking **Delete Selected**.

Related Topics

- [Finding a Line Group, page 23-2](#)
- [Adding a Line Group, page 23-3](#)
- [Adding Members to a Line Group, page 23-4](#)
- [Removing Members from a Line Group, page 23-6](#)
- [Updating a Line Group, page 23-7](#)
- [Adding a Hunt List, page 24-4](#)
- [Understanding Route Plans, Cisco CallManager System Guide](#)

Line Group Configuration Settings

Table 23-1 describes the line group configuration settings.

Table 23-1 Line Group Configuration Settings

| Field | Description |
|-------------------------------|--|
| Line Group Information | |
| Line Group Name | Enter a name for this line group. The name can comprise up to 50 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_). Ensure that each line group name is unique to the route plan. |

Table 23-1 Line Group Configuration Settings (continued)

| Field | Description |
|------------------------|--|
| RNA Reversion Timeout | Enter a time, in seconds, after which Cisco CallManager will distribute a call to the next available or idle member of this line group or to the next line group if the call is not answered and if the first hunt option, <i>Try next member; then, try next group in Hunt List</i> , is chosen. The RNA Reversion Timeout applies at the line-group level to all members. |
| Distribution Algorithm | <p>Choose a distribution algorithm, which applies at the line-group level, from the options in the drop-down list box:</p> <ul style="list-style-type: none"> • Top Down—If you choose this distribution algorithm, Cisco CallManager distributes a call to idle or available members starting from the first idle or available member of a line group to the last idle or available member. • Circular—If you choose this distribution algorithm, Cisco CallManager distributes a call to idle or available members starting from the $(n+1)^{\text{th}}$ member of a line group, where the n^{th} member is the member to which Cisco CallManager most recently extended a call. If the n^{th} member is the last member of a line group, Cisco CallManager distributes a call starting from the top of the line group. • Longest Idle Time—If you choose this distribution algorithm, Cisco CallManager only distributes a call to idle members, starting from the longest idle member to the least idle member of a line group. • Broadcast—If you choose this distribution algorithm, Cisco CallManager distributes a call to all idle or available members of a line group simultaneously. <p>The default value specifies <i>Longest Idle Time</i>.</p> |

Table 23-1 Line Group Configuration Settings (continued)

| Field | Description |
|---------------------|--|
| Hunt Options | |
| No Answer | <p>For a given distribution algorithm, choose a hunt option for Cisco CallManager to use if a call is distributed to a member of a line group that does not answer. This option gets applied at the member level. Choose from the options in the drop-down list box:</p> <ul style="list-style-type: none"> • Try next member; then, try next group in Hunt List—If you choose this hunt option, Cisco CallManager distributes a call to idle or available members starting from the first idle or available member of a line group to the last idle or available member. If unsuccessful, Cisco CallManager then tries the next line group in a hunt list. • Try next member, but do not go to next group—If you choose this hunt option, Cisco CallManager distributes a call to idle or available members starting from the first idle or available member of a line group to the last idle or available member. Cisco CallManager stops trying upon reaching the last member of the current line group. • Skip remaining members, and go directly to next group—If you choose this hunt option, Cisco CallManager skips the remaining members of this line group when the RNA reversion timeout value elapses for the first member. Cisco CallManager then proceeds directly to the next line group in a hunt list. • Stop hunting—If you choose this hunt option, Cisco CallManager stops hunting after trying to distribute a call to the first member of this line group and the member does not answer the call. <p>The default value specifies <i>Try next member; then, try next group in Hunt List</i>.</p> |

Table 23-1 Line Group Configuration Settings (continued)

| Field | Description |
|-------|--|
| Busy | <p>For a given distribution algorithm, choose a hunt option for Cisco CallManager to use if a call is distributed to a member of a line group that is busy. Choose from the options in the drop-down list box:</p> <ul style="list-style-type: none"> • Try next member; then, try next group in Hunt List—If you choose this hunt option, Cisco CallManager distributes a call to idle or available members starting from the first idle or available member of a line group to the last idle or available member. If unsuccessful, Cisco CallManager then tries the next line group in a hunt list. • Try next member, but do not go to next group—If you choose this hunt option, Cisco CallManager distributes a call to idle or available members starting from the first idle or available member of a line group to the last idle or available member. Cisco CallManager stops trying upon reaching the last member of the current line group. • Skip remaining members, and go directly to next group—If you choose this hunt option, Cisco CallManager skips the remaining members of this line group upon encountering a busy member. Cisco CallManager proceeds directly to the next line group in a hunt list. • Stop hunting—If you choose this hunt option, Cisco CallManager stops hunting after trying to distribute a call to the first busy member of this line group. <p>The default value specifies <i>Try next member; then, try next group in Hunt List</i>.</p> |

Table 23-1 Line Group Configuration Settings (continued)

| Field | Description |
|---------------|---|
| Not Available | <p>For a given distribution algorithm, choose a hunt option for Cisco CallManager to use if a call is distributed to a member of a line group that is not available. Choose from the options in the drop-down list box:</p> <ul style="list-style-type: none"> • Try next member; then, try next group in Hunt List—If you choose this hunt option, Cisco CallManager distributes a call to idle or available members starting from the first idle or available member of a line group to the last idle or available member. If unsuccessful, Cisco CallManager then tries the next line group in a hunt list. • Try next member, but do not go to next group—If you choose this hunt option, Cisco CallManager distributes a call to idle or available members starting from the first idle or available member of a line group to the last idle or available member. Cisco CallManager stops trying upon reaching the last member of the current line group. • Skip remaining members, and go directly to next group—If you choose this hunt option, Cisco CallManager skips the remaining members of this line group upon encountering the first unavailable member. Cisco CallManager proceeds directly to the next line group in a hunt list. • Stop hunting—If you choose this hunt option, Cisco CallManager stops hunting after trying to distribute a call to the first unavailable member of this line group. <p>The default value specifies <i>Try next member; then, try next group in Hunt List</i>.</p> |

Table 23-1 Line Group Configuration Settings (continued)

| Field | Description |
|--|--|
| Line Group Member Information | |
| Find Directory Numbers to add to Line Group | |
| Route Partition | Choose a route partition for this line group from the drop-down list box. The default value specifies <i><None></i> . If you click Find , the Available DN/Route Partition list box displays all DNs that belong to the chosen partition. |
| Directory Number Contains | Enter the character(s) that are found in the directory number that you are seeking and click the Find button. Directory numbers that match the character(s) that you entered display in the Available DN/Route Partition box. |
| Available DN/Route Partition | Choose a directory number in the Available DN/Route Partition list box and add it to the Selected DN/Route Partition list box by clicking Add to Line Group . |
| Current Line Group Members | |
| Selected DN/Route Partition | To change the priority of a directory number, choose a directory number in the Selected DN/Route Partition list box. Move the directory number up or down in the list by clicking the arrows on the right side of the list box. To reverse the priority order of the directory numbers in the Selected DN/Route Partition list box, click Reverse Order of Selected DNs . For more information about the order of directory numbers in a line group, see “Route Plan Overview” in the <i>Cisco CallManager System Guide</i> . |
| Removed DN/Route Partition (to be removed from Line Group when you click Update) | Choose a directory number in the Selected DN/Route Partition list box and add it to the Removed DN/Route Partition list box by clicking the down arrow between the two list boxes. |

Related Topics

- [Finding a Line Group, page 23-2](#)
- [Adding a Line Group, page 23-3](#)
- [Adding Members to a Line Group, page 23-4](#)
- [Removing Members from a Line Group, page 23-6](#)
- [Updating a Line Group, page 23-7](#)
- [Deleting a Line Group, page 23-8](#)
- [Understanding Route Plans, *Cisco CallManager Administration Guide*](#)

