



Hunt Pilot Configuration

A hunt pilot comprises a string of digits (an address) and a set of associated digit manipulations that route calls to a hunt list. Hunt pilots provide flexibility in network design. They work in conjunction with route filters and hunt lists to direct calls to specific devices and to include, exclude, or modify specific digit patterns.

Refer to [“Understanding Route Plans”](#) in *Cisco Unified CallManager System Guide* for more detailed hunt pilot information.

Use the following topics to add, update, copy, or delete a hunt pilot:

- [Finding a Hunt Pilot, page 26-1](#)
- [Adding a Hunt Pilot, page 26-4](#)
- [Updating a Hunt Pilot, page 26-5](#)
- [Copying a Hunt Pilot, page 26-6](#)
- [Deleting a Hunt Pilot, page 26-7](#)
- [Hunt Pilot Configuration Settings, page 26-9](#)

Finding a Hunt Pilot

Because you may have several hunt pilots in your network, Cisco Unified CallManager lets you use specific criteria to locate specific hunt pilots. To locate hunt pilots, use the following procedure.



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

Procedure

Step 1 Choose **Route Plan > Route/Hunt > Hunt Pilot**.

The Find and List Hunt Pilots window displays. Use the two drop-down selection boxes to search for a hunt pilot.

Step 2 From the first Find Hunt Pilots where drop-down selection box, choose Pattern, Description, or Partition.



Note The criterion that you choose in this drop-down list box specifies how the list of hunt pilots that your search generates will be sorted. For example, if you choose Description, the Description column will display as the left column of the results list.

Step 3 From the second Find Hunt Pilots where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly
- is not empty
- is empty

Step 4 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 hunt pilots that are registered in the database, click **Find** without entering any search text.

A list of discovered hunt pilots displays by

- Hunt pilot icon
- Hunt pilot
- Partition
- Description
- Route Filter
- Hunt List



Note You can delete multiple hunt pilots from the Find and List Hunt Pilots window by checking the check boxes next to the appropriate hunt pilots and clicking **Delete Selected**. You can delete all hunt pilots in the window by checking the check box in the matching records title bar and clicking **Delete Selected**.

- Step 5** Click the hunt pilot from the list of records that matches your search criteria. The window displays the hunt pilot that you choose.
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Related Topics

- [Adding a Hunt Pilot, page 26-4](#)
- [Updating a Hunt Pilot, page 26-5](#)
- [Copying a Hunt Pilot, page 26-6](#)
- [Deleting a Hunt Pilot, page 26-7](#)
- [Hunt Pilot Configuration Settings, page 26-9](#)

Adding a Hunt Pilot

This section describes how to add a hunt pilot.

Before You Begin

Ensure that the following items are configured in Cisco Unified CallManager:

- Hunt list
- Partition (unless you are using <None>)
- Route filter (unless you are using <None>)



Timesaver

Assigning 8XXX to a hunt pilot causes hunting through all directory numbers 8000 to 8999. Similarly, 82XX hunts through directory numbers 8200 to 8299. See the “[Special Characters and Settings](#)” section in the *Cisco Unified CallManager System Guide* for more information about wildcards.

Procedure

- Step 1 Choose **Route Plan > Route/Hunt > Hunt Pilot**.
- Step 2 Click **Add a New Hunt Pilot**.
- Step 3 Enter the appropriate settings as described in [Table 26-1](#).
- Step 4 Click **Insert**.



Note After you click **Insert** and the window refreshes, an **(Edit)** link displays in the window next to the Hunt List field. This link takes you to the Hunt List Configuration window for reference, so you can see the line group(s) that are included in that hunt list.

Related Topics

- [Finding a Hunt Pilot, page 26-1](#)
- [Wildcards and Special Characters in Route Patterns and Hunt Pilots, Cisco Unified CallManager System Guide](#)

- [Adding a Route Filter, page 16-4](#)
- [Updating a Hunt Pilot, page 26-5](#)
- [Copying a Hunt Pilot, page 26-6](#)
- [Deleting a Hunt Pilot, page 26-7](#)
- [Hunt Pilot Configuration Settings, page 26-9](#)
- [Understanding Route Plans, Cisco Unified CallManager System Guide](#)

Updating a Hunt Pilot

This section describes how to update a hunt pilot.

Procedure

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- Step 1** Choose **Route Plan > Route/Hunt > Hunt Pilot**.
 - Step 2** Locate the hunt pilot that you want to update. See the [“Finding a Hunt Pilot” section on page 26-1](#).



Note If you change the hunt list, you must click **Update** prior to choosing the **Edit** link; otherwise, you get linked to the previous hunt list.

- Step 3** Update the appropriate settings as described in the [“Hunt Pilot Configuration Settings” section on page 26-9](#).
- Step 4** Click **Update**.

The updated hunt pilot displays.

Related Topics

- [Finding a Hunt Pilot, page 26-1](#)
- [Wildcards and Special Characters in Route Patterns and Hunt Pilots, Cisco Unified CallManager System Guide](#)
- [Adding a Route Filter, page 16-4](#)

- [Adding a Hunt Pilot, page 26-4](#)
- [Copying a Hunt Pilot, page 26-6](#)
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- [Hunt Pilot Configuration Settings, page 26-9](#)
- [Understanding Route Plans, Cisco Unified CallManager System Guide](#)

Copying a Hunt Pilot

This section describes how to copy a hunt pilot.

Procedure

- Step 1** Choose **Route Plan > Route/Hunt > Hunt Pilot**.
- Step 2** Locate the hunt pilot that you want to copy. See the [“Finding a Hunt Pilot” section on page 26-1](#).
- Step 3** Check the check box next to the hunt pilot that you want to copy.
- Step 4** Click the **Copy** icon of that hunt pilot.
The window displays the copy of the hunt pilot.
- Step 5** Update the appropriate settings as described in [Table 26-1](#).
- Step 6** To add the new hunt pilot, click **Insert**.



Note After you click **Insert** and the window refreshes, an **(Edit)** link displays in the window next to the Hunt List field. This link takes you to the Hunt List Configuration window for reference, so you can see the line group(s) that are included in that hunt list.



Tip You can also copy a hunt pilot by locating and displaying the hunt pilot that you want to copy and clicking **Copy**. Then, follow the instructions in [Step 5](#) and [Step 6](#).

Related Topics

- [Finding a Hunt Pilot, page 26-1](#)
- [Wildcards and Special Characters in Route Patterns and Hunt Pilots, Cisco Unified CallManager System Guide](#)
- [Adding a Route Filter, page 16-4](#)
- [Adding a Hunt Pilot, page 26-4](#)
- [Updating a Hunt Pilot, page 26-5](#)
- [Deleting a Hunt Pilot, page 26-7](#)
- [Hunt Pilot Configuration Settings, page 26-9](#)
- [Understanding Route Plans, Cisco Unified CallManager System Guide](#)

Deleting a Hunt Pilot

This section describes how to delete a hunt pilot.

Procedure

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- Step 1** Choose **Route Plan > Route/Hunt > Hunt Pilot**.
 - Step 2** Locate the hunt pilot that you want to delete. See the [“Finding a Hunt Pilot” section on page 26-1](#).
 - Step 3** Check the check box of the hunt pilot that you want to delete and click **Delete Selected**.

A message that displays states that you cannot undo this action.

- Step 4** To delete the hunt pilot, click **OK** or to cancel the deletion, click **Cancel**.



Tip You can also delete a hunt pilot by locating and displaying the hunt pilot that you want to delete and clicking **Delete**.

Related Topics

- [Finding a Hunt Pilot, page 26-1](#)
- [Wildcards and Special Characters in Route Patterns and Hunt Pilots, *Cisco Unified CallManager System Guide*](#)
- [Adding a Route Filter, page 16-4](#)
- [Adding a Hunt Pilot, page 26-4](#)
- [Updating a Hunt Pilot, page 26-5](#)
- [Copying a Hunt Pilot, page 26-6](#)
- [Hunt Pilot Configuration Settings, page 26-9](#)
- [Understanding Route Plans, *Cisco Unified CallManager System Guide*](#)

Hunt Pilot Configuration Settings

Table 26-1 describes the available fields in the Hunt Pilot Configuration window.

Table 26-1 Hunt Pilot Configuration Settings

Field	Description
Pattern Definition	
Hunt Pilot	<p>Enter the hunt pilot, including numbers and wildcards (do not use spaces); for example, for NANP, enter 9.@ for typical local access, or 8XXX for a typical private network numbering plan. The uppercase characters A, B, C, and D represent valid characters.</p> <p>Note Ensure that the directory hunt pilot, which uses the chosen partition, route filter, and numbering plan combination, is unique. Check the hunt pilot, translation pattern, directory number, call park number, call pickup number, message waiting on/off, or meet me number if you receive a message that indicates duplicate entries. You can also check the route plan report.</p> <ul style="list-style-type: none"> • See the “Wildcards and Special Characters in Route Patterns and Hunt Pilots” section in the <i>Cisco Unified CallManager System Guide</i> for more information about wildcards.

Table 26-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Partition	<p>If you want to use a partition to restrict access to the hunt pilot, choose the desired partition from the drop-down list box. If you do not want to restrict access to the hunt pilot, choose <None> for the partition. See the “Partition Configuration” section on page 19-1 for more information on how to use partitions.</p> <p>You can configure the number of partitions that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more than 250 partitions are specified by using the Max List Box Items enterprise parameter, the ellipsis button (...) displays next to the drop-down list box. Click the ... button to display the Select Partition window. Enter a partial partition name in the List items where Name contains field. Click the desired partition name in the list of partitions that display in the Select item to use box and click OK.</p> <p>Note To set the maximum list box items, choose System > Enterprise Parameters and choose CCMAdmin Parameters.</p> <p>Note Make sure that the combination of hunt pilot, route filter, and partition is unique within the Cisco Unified CallManager cluster.</p>
Description	Enter a description of the hunt pilot.
Numbering Plan	Choose a numbering plan.

Table 26-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Route Filter	<p>If your hunt pilot includes the @ wildcard, you may choose a route filter. The optional act of choosing a route filter restricts certain number patterns.</p> <p>The route filters that display depend on the numbering plan that you choose from the Numbering Plan drop-down list box.</p> <p>If more than 250 route filters exist, the ellipsis button (...) displays next to the drop-down list box. Click the ... button to display the Select Route Filters window. Enter a partial route filter name in the List items where Name contains field. Click the desired route filter name in the list of route filters that displays in the Select item to use box and click OK.</p> <p>Note To set the maximum list box items, choose System > Enterprise Parameters and choose CCMAdmin Parameters.</p>

Table 26-1 *Hunt Pilot Configuration Settings (continued)*

Field	Description
MLPP Precedence	<p>Choose an MLPP precedence setting for this hunt pilot from the drop-down list box:</p> <ul style="list-style-type: none"> • Executive Override—Highest precedence setting for MLPP calls. • Flash Override—Second highest precedence setting for MLPP calls. • Flash—Third highest precedence setting for MLPP calls. • Immediate—Fourth highest precedence setting for MLPP calls. • Priority—Fifth highest precedence setting for MLPP calls. • Routine—Lowest precedence setting for MLPP calls. • Default—Does not override the incoming precedence level but rather lets it pass unchanged. <p>Note Refer to the “Precedence” section in the “Multilevel Precedence and Preemption” chapter of the <i>Cisco Unified CallManager Features and Services Guide</i> for more information.</p>
Hunt List	<p>From the drop-down list box, choose a hunt list to associate with the hunt pilot that you are configuring.</p> <p>Note Cisco recommends that voice-mail hunt pilots specify only hunt lists for which the For Voice Mail Usage check box is checked. Click the Edit link next to the specified hunt list to check (or modify) the hunt list.</p>

Table 26-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Route Option	<p>The Route Option designation indicates whether you want this hunt pilot to be used for routing calls (such as 9.@ or 8[2-9]XX) or for blocking calls. Choose the Route this pattern or Block this pattern radio button.</p> <p>If you choose the Block this pattern radio button, you must choose the reason for which you want this hunt pilot to block calls. Choose a value from the drop-down list box:</p> <ul style="list-style-type: none"> • No Error • Unallocated Number • Call Rejected • Number Changed • Invalid Number Format • Precedence Level Exceeded
Provide Outside Dial Tone	<p>Outside Dial Tone indicates that Cisco Unified CallManager routes the calls off the local network. Check this check box for each hunt pilot that routes the call off the local network and provides outside dial tone to the calling device. To route the call in the network, leave the check box unchecked.</p>
Urgent Priority	<p>If the dial plan contains overlapping hunt lists, Cisco Unified CallManager would not route the call until the interdigit timer expires (even if it is possible to dial a sequence of digits to choose a current match). Check this check box to interrupt interdigit timing when Cisco Unified CallManager must route a call immediately.</p>

Table 26-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Hunt Forward Settings	
Forward Hunt No Answer	<p>When the call that is distributed through the hunt list is not answered in a specific time, this field specifies how to forward the call.</p> <p>Choose from the following options:</p> <ul style="list-style-type: none"> • Use Personal Preferences—Use this check box to enable the Call Forward No Coverage (CFNC) settings for the original called number that forwarded the call to this hunt pilot. <p>The CFNC setting specifies a call-forwarding reason that you administer in the Directory Number Configuration window. Calls get diverted based on the value in the directory number's Coverage/Destination field when a call to the directory number first diverts to coverage, and coverage either exhausts or times out, and the associated hunt pilot for coverage specifies Use Personal Preferences for its final forwarding.</p> <p>Note When this check box is checked, Cisco Unified CallManager ignores the settings in the Destination box and Calling Search Space.</p> <ul style="list-style-type: none"> • Destination—This setting indicates the directory number to which calls are forwarded. • Calling Search Space—This setting applies to all devices that are using this directory number.

Table 26-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Forward Hunt Busy	<p>When the call that is distributed through the hunt list is busy in a specific time, this field specifies how to forward the call.</p> <p>Choose from the following options:</p> <ul style="list-style-type: none"> • Use Personal Preferences—Use this check box to enable the Call Forward No Coverage (CFNC) settings for the original called number that forwarded the call to this hunt pilot. <p>The CFNC setting specifies a call-forwarding reason that you administer in the Directory Number Configuration window. Calls get diverted based on the value in the directory number's Coverage/Destination field when a call to the directory number first diverts to coverage, and coverage either exhausts or times out, and the associated hunt pilot for coverage specifies Use Personal Preferences for its final forwarding.</p> <p>Note When this check box is checked, Cisco Unified CallManager ignores the settings in the Destination box and Calling Search Space.</p> <ul style="list-style-type: none"> • Destination—This setting indicates the directory number to which calls are forwarded. • Calling Search Space—This setting applies to all devices that are using this directory number.
Maximum Hunt Timer	Enter a value (in seconds) that specifies the maximum time for hunting.

Table 26-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Calling Party Transformations	
Use Calling Party's External Phone Number Mask	<p>Check the check box if you want the full, external phone number to be used for calling line identification (CLID) on outgoing calls. You may also configure an External Phone Number Mask on all phone devices.</p> <p>Note The calling party transformation settings that are assigned to the line groups in a hunt list override any calling party transformation settings that are assigned to a hunt pilot that is associated with that hunt list.</p>
Calling Party Transform Mask	<p>Enter a transformation mask value. Valid entries for the NANP include the digits 0 through 9, the wildcard character X, asterisk (*), and octothorpe (#); the uppercase characters A, B, C, and D; and blank. If this field is blank and the preceding field is not checked, no calling party transformation takes place. See the “Calling Party Number Transformations Settings” section in the <i>Cisco Unified CallManager System Guide</i> for more information.</p>
Prefix Digits (Outgoing Calls)	<p>Enter prefix digits in the Prefix Digits (Outgoing Calls) field. Valid entries for the NANP include the digits 0 through 9; the wildcard characters asterisk (*) and octothorpe (#); the uppercase characters A, B, C, and D; and blank.</p> <p>Note The appended prefix digit does not affect which directory numbers route to the assigned device.</p>

Table 26-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Calling Line ID Presentation	<p>Cisco Unified CallManager uses calling line ID presentation (CLIP/CLIR) as a supplementary service to allow or restrict the originating caller's phone number on a call-by-call basis.</p> <p>Choose whether you want the Cisco Unified CallManager to allow or restrict the display of the calling party's phone number on the called party's phone display for this hunt pilot.</p> <p>Choose <i>Default</i> if you do not want to change calling line ID presentation. Choose <i>Allowed</i> if you want Cisco Unified CallManager to allow the display of the calling number. Choose <i>Restricted</i> if you want Cisco Unified CallManager to block the display of the calling number.</p> <p>For more information about this field, see Table 15-6 in the “Calling Party Number Transformations Settings” section in the <i>Cisco Unified CallManager System Guide</i>.</p>
Calling Name Presentation	<p>Cisco Unified CallManager uses calling name presentation (CNIP/CNIR) as a supplementary service to allow or restrict the originating caller's name on a call-by-call basis.</p> <p>Choose whether you want the Cisco Unified CallManager to allow or restrict the display of the calling party's name on the called party's phone display for this hunt pilot.</p> <p>Choose <i>Default</i> if you do not want to change calling name presentation. Choose <i>Allowed</i> if you want Cisco Unified CallManager to display the calling name information. Choose <i>Restricted</i> if you want Cisco Unified CallManager to block the display of the calling name information.</p> <p>For more information about this field, see Table 15-6 in the “Calling Party Number Transformations Settings” section in the <i>Cisco Unified CallManager System Guide</i>.</p>

Table 26-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Connected Party Transformations	
Connected Line ID Presentation	<p data-bbox="602 332 1244 456">Cisco Unified CallManager uses connected line ID presentation (COLP/COLR) as a supplementary service to allow or restrict the called party's phone number on a call-by-call basis.</p> <p data-bbox="602 475 1244 599">Choose whether you want Cisco Unified CallManager to allow or restrict the display of the connected party's phone number on the calling party's phone display for this hunt pilot.</p> <p data-bbox="602 618 1244 800">Choose <i>Default</i> if you do not want to change the connected line ID presentation. Choose <i>Allowed</i> if you want to display the connected party's phone number. Choose <i>Restricted</i> if you want Cisco Unified CallManager to block the display of the connected party's phone number.</p> <p data-bbox="602 820 1244 938">For more information about this field, see Table 15-9 in the “Connected Party Presentation and Restriction Settings” section in the <i>Cisco Unified CallManager System Guide</i>.</p>

Table 26-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Connected Name Presentation	<p>Cisco Unified CallManager uses connected name presentation (CONP/CONR) as a supplementary service to allow or restrict the called party's name on a call-by-call basis.</p> <p>Choose whether you want Cisco Unified CallManager to allow or restrict the display of the connected party's name on the calling party's phone display for this hunt pilot.</p> <p>Choose <i>Default</i> if you do not want to change the connected name presentation. Choose <i>Allowed</i> if you want to display the connected party's name. Choose <i>Restricted</i> if you want Cisco Unified CallManager to block the display of the connected party's name.</p> <p>For more information about this field, see Table 15-9 in the “Connected Party Presentation and Restriction Settings” section in the <i>Cisco Unified CallManager System Guide</i>.</p>
Called Party Transformations	
Discard Digits	<p>From the Discard Digits drop-down list box, choose the discard digits instructions that you want to associate with this hunt pilot. The discard digits that display depend on the numbering plan that you choose from the Numbering Plan drop-down list box. See the “Discard Digits Instructions” section in the <i>Cisco Unified CallManager System Guide</i> more information on discard instructions for the North American Numbering Plan.</p> <p>Note The called party transformation settings that are assigned to the line groups in a hunt list override any called party transformation settings that are assigned to a hunt pilot that is associated with that hunt list.</p>

Table 26-1 Hunt Pilot Configuration Settings (continued)

Field	Description
Called Party Transform Mask	Enter a transformation mask value. Valid entries for the NANP include the digits 0 through 9; the wildcard characters X, asterisk (*), and octothorpe (#); the uppercase characters A, B, C, and D; and blank. If the field is blank, no transformation takes place. Cisco Unified CallManager sends the dialed digits exactly as dialed.
Prefix Digits (Outgoing Calls)	Enter prefix digits in the Prefix Digits (Outgoing Calls) field. Valid entries for the NANP include the digits 0 through 9; the wildcard characters asterisk (*) and octothorpe (#); the uppercase characters A, B, C, and D; and blank. Note The appended prefix digit does not affect which directory numbers route to the assigned device.
AAR Group Settings	
AAR Group	Choose an Automated Alternate Routing (AAR) group from the drop-down list box. Note You can enable AAR for this hunt pilot only if all members of the line group are in the same location.
External Number Mask	Enter an external number mask value for the hunt pilot. Cisco Unified CallManager uses this mask to format calling line identification for external (outbound) calls. When AAR initiates a reroute, the system applies this external number mask to the hunt pilot number to form a fully qualified DN of the called party, which allows AAR to reroute properly in out-of-bandwidth conditions.

Related Topics

- [Finding a Hunt Pilot, page 26-1](#)
- [Adding a Hunt Pilot, page 26-4](#)
- [Updating a Hunt Pilot, page 26-5](#)

- [Copying a Hunt Pilot, page 26-6](#)
- [Deleting a Hunt Pilot, page 26-7](#)

