



## Hunt List Setup

---

The following chapter provides information to add or remove hunt lists or to add, remove, or change the order of line groups in a hunt list, or synchronize configuration changes with affected line groups.

For additional information, see topics related to understanding route plans in the *Cisco Unified Communications Manager System Guide*.

- [About Hunt List Configuration](#) , on page 1
- [Find Hunt Lists](#) , on page 2
- [Configure Hunt List](#) , on page 3
- [Add Line Groups to Hunt List](#) , on page 4
- [Remove Line Groups From Hunt List](#) , on page 5
- [Change Line Groups Order in Hunt List](#) , on page 5
- [Synchronize Hunt List Settings with Line Groups](#) , on page 5
- [Delete Hunt List](#) , on page 6

## About Hunt List Configuration

A Hunt List lists a set of Line groups in a specific order. A hunt list then associates with one or more hunt pilots and determines the order in which those line groups are accessed. The order controls the progress of the search for available directory numbers for incoming calls.

A hunt list comprises a collection of directory numbers as defined by line groups. After Cisco Unified Communications Manager determines a call that is to be routed through a defined hunt list, Cisco Unified Communications Manager finds the first available device on the basis of the order of the line group(s) that a hunt list defines.



---

**Note** The Group Call Pickup feature and Directed Call Pickup feature do not work with hunt lists.

---

A hunt list can contain only line groups. Each hunt list should have at least one line group. Each line group includes at least one directory number. A single line group can appear in multiple hunt lists.

# Find Hunt Lists

Because you might have several hunt lists in your network, Cisco Unified Communications Manager lets you use specific criteria to locate specific hunt lists. To locate hunt lists, use the following procedure.




---

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

---

## Procedure

---

**Step 1** Choose **Call Routing > Route/Hunt > Hunt List**.

The Find and List Hunt Lists window displays. Records from an active (prior) query may also display in the window.

**Step 2** To find all records in the database, ensure the dialog box is empty; go to **Find Hunt List**.

To filter or search records

- a) From the first drop-down list box, select a search parameter.
- b) From the second drop-down list box, select a search pattern.
- c) Specify the appropriate search text, if applicable.

**Note** To add additional search criteria, click the + button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, click the – button to remove the last added criterion or click the Clear Filter button to remove all added search criteria.

**Step 3** Click Find.

All matching records display. You can change the number of items that display on each page by choosing a different value from the Rows per Page drop-down list box.

**Note** You can delete multiple records from the database by checking the check boxes next to the appropriate record and clicking Delete Selected. You can delete all configurable records for this selection by clicking Select All and then clicking Delete Selected.

**Step 4** From the list of records that display, click the link for the record that you want to view.

**Note** To reverse the sort order, click the up or down arrow, if available, in the list header.

The window displays the item that you choose.

---

# Configure Hunt List

The following procedure describes how to add a hunt list.

## Procedure

- 
- Step 1** Choose **Call Routing > Route/Hunt > Hunt List**.
- Step 2** Click Add New.
- Step 3** In the Name field, enter a name. The name can comprise up to 50 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (\_). Ensure each hunt list name is unique to the route plan.
- Timesave** Use concise and descriptive names for your hunt lists. The CompanynameLocationCalltype format, which usually provides a sufficient level of detail and is short enough, enables you to quickly and easily identify a hunt list. For example, CiscoDallasMetro identifies a hunt list for toll-free, inter-local access transport area (LATA) calls from the Cisco office in Dallas.
- Step 4** Enter a description in the Description field.
- Step 5** Choose a Cisco Unified Communications Manager Group from the drop-down list box.
- Note** Hunt List registers to the first Cisco Unified Communications Manager in the Cisco Unified Communications Manager Group as primary Cisco Unified Communications Manager.
- Note** If you choose a Cisco Unified Communications Manager group that has only one Cisco Unified Communications Manager that is configured, you receive the following warning:
- Warning** The selected Cisco Unified Communications Manager Group has only one Cisco Unified Communications Manager configured. For the control process to have redundancy protection, please select a Cisco Unified Communications Manager Group with more than one Cisco Unified Communications Manager.
- Step 6** If this hunt list is to be used for voice mail, click the For Voice Mail Usage check box.
- If you check the For Voice Mail Usage check box, the route list control process keeps a count of the setups that are being served to the hunt list, and will not allow more setups than the number of available devices. As a result, each device in the hunt list is treated as if it has a Busy Trigger and related Maximum Number of Calls of one.
- For example, if the hunt list contains five devices, and if busy trigger is two for each member, with the For Voice Mail Usage checkbox unchecked, it can process up to ten setups. For the same number of hunt list devices with a busy trigger of two for each member, with the For Voice Mail Usage checkbox checked, it can process only five setups and the next immediate setup after five gets rejected.
- Step 7** To add this hunt list, click Save.
- Note** A popup message reminds you that you must add at least one line group to this hunt list for it to accept calls.

The Hunt List window displays the newly added hunt list.

- Step 8** The system checks the Enable this Hunt List check box by default for the new hunt list.  
If you want to disable this hunt list, uncheck this check box. A popup window explains that calls in progress are not affected, but this hunt list will not accept additional calls.
- Step 9** Add at least one line group to the new hunt list.  
To add a line group to this list, click Add Line Group and perform [Step 3, on page 4](#) through [Step 6, on page 4](#) of the [Add Line Groups to Hunt List](#), on page 4.
- 

## Add Line Groups to Hunt List

You can add line groups to a new hunt list or to an existing hunt list. Line groups can exist in one or more hunt lists. The following procedure describes adding a line group to an existing hunt list.

### Before you begin

You must build one or more line groups and add a hunt list before performing this procedure.

### Procedure

---

- Step 1** Choose **Call Routing > Route/Hunt > Hunt List**.
- Step 2** Locate the hunt list to which you want to add a line group.
- Step 3** To add a line group, click Add Line Group.  
The Hunt List Detail Configuration window displays.
- Step 4** From the Line Group drop-down list box, choose a line group to add to the hunt list.
- Step 5** To add the line group, click Save.  
The line group name displays in the Selected Groups pane.
- Note** The added line group also displays in the Hunt List Details pane at the bottom of the Hunt List Configuration window. You can make changes to a line group by clicking on the line group name. Doing so causes the Line Group Configuration window for that line group to display.
- Step 6** To add more line groups to this list, click Add Line Group and repeat [Step 3, on page 4](#) through [Step 5, on page 4](#).
- Step 7** When you finish adding line groups to the hunt list, click Save.  
**Note** See topics related to synchronizing a hunt list with affected line groups before deciding whether to proceed to [Step 8, on page 4](#) below.
- Step 8** To reset the hunt list, click Reset. When the popup windows display, click Reset.
-

## Remove Line Groups From Hunt List

You can remove line groups from a new hunt list or from an existing hunt list. The following procedure describes removing a line group from an existing hunt list.

### Procedure

---

- Step 1** Choose **Call Routing > Route/Hunt > Hunt List** in the menu bar.
  - Step 2** Locate the hunt list from which you want to remove a line group.
  - Step 3** From the Selected Groups list, choose a line group name.  
**Note** To choose multiple line groups from the list, press the Shift key and click the desired line groups.
  - Step 4** Click the down arrow below the Selected Groups list box to move the chosen line group to the Removed Groups list.
  - Step 5** To remove the line group, click Save. If you click OK, when the window refreshes, the line group no longer displays in the Selected Groups pane of the hunt list.
  - Step 6** Click Reset for the changes to take effect. Click Reset and Close in response to the popup window.
- 

## Change Line Groups Order in Hunt List

Cisco Unified Communications Manager accesses line groups in the order in which they display in the hunt list. The following procedure allows you to change the access order of line groups.

### Procedure

---

- Step 1** Choose **Call Routing > Route/Hunt > Hunt List**.
  - Step 2** Locate the hunt list in which you want to change the order of a line group.
  - Step 3** From the Selected Groups list, choose a line group.
  - Step 4** To move the line group up or down in the list, select a group; then, click the up or down arrows on the right side of the list box.
  - Step 5** Click Save.
  - Step 6** Click Reset for the changes to take effect. Click Reset and Close in response to the popup window.
- 

## Synchronize Hunt List Settings with Line Groups

To synchronize line groups with a hunt list that has undergone configuration changes, perform the following procedure, which applies any outstanding configuration settings in the least-intrusive manner possible. (For example, a reset/restart may not be required on some affected devices.)

**Procedure**

---

- Step 1** Choose **Call Routing > Route/Hunt > Hunt List**.  
The Find and List Hunt Lists window displays.
  - Step 2** Choose the search criteria to use.
  - Step 3** Click Find.  
The window displays a list of hunt lists that match the search criteria.
  - Step 4** Check the check boxes next to the hunt lists to which you want to synchronize applicable line groups. To choose all hunt lists in the window, check the check box in the matching records title bar.
  - Step 5** Click Apply Config to Selected.  
The Apply Configuration Information dialog displays.
  - Step 6** Click OK.
- 

## Delete Hunt List

Cisco Unified Communications Manager associates hunt lists with line groups and hunt pilots. You can delete a hunt list even when it is associated with a line group or hunt pilot. To find out which hunt pilots are using the hunt list, click the Dependency Records link from the Hunt List Configuration window. If dependency records are not enabled for the system, the dependency records summary window displays a message.




---

**Tip** As a best practice, always check the configuration or dependency records before you delete a hunt list.

---

**Procedure**

---

- Step 1** Choose **Call Routing > Route/Hunt > Hunt List**.
  - Step 2** Locate the hunt list that you want to delete.
  - Step 3** Click **Delete**.  
A dialog box displays to warn you that you cannot undo the deletion of a hunt list.
  - Step 4** To delete the hunt list, click **OK** or to cancel the action, click **Cancel**.  
**Caution** You can delete a hunt list even if it is associated with one or more hunt pilots.
-