



## Hunt Pilot Setup

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This chapter provides information to add, configure, or delete a hunt pilot.

For additional information about understanding route plans, wildcards and special characters in route patterns and hunt pilots, see the *Cisco Unified Communications Manager System Guide*.

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## About Hunt Pilot Setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Route/Hunt > Hunt Pilot** menu path to configure hunt pilots.

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.

### Call Queuing

The Call Queuing feature provides an enhanced capability for handling incoming calls to a hunt pilot number.

### Hunt Pilot Configuration Tips

Before you begin, ensure that the following items are configured in Cisco Unified Communications Manager:

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



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**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.

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**Note** After you choose a hunt list from the Hunt List drop-down list box, you can use the (Edit) link that displays next to the Hunt List field to take you to the Hunt List Configuration window for the hunt list that you choose. Use the Hunt List Configuration window to see the line group or groups that are included in that hunt list.

## Hunt Pilot 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. Valid characters include the uppercase characters A, B, C, and D and \+, which represents the international escape character +.</p> <p><b>Note</b> 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 an error that indicates duplicate entries. You can also check the route plan report.</p>

Field	Description
Route 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 &lt;None&gt; for the partition.</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 partitions exist than the Max List Box Items enterprise parameter specifies, the Find button displays next to the drop-down list box. Click the Find button to display the Find and List Partitions window, then find and choose a partition name.</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose Unified CMAAdmin Parameters.</p> <p><b>Note</b> Make sure that the combination of hunt pilot, route filter, and partition is unique within the Cisco Unified Communications Manager cluster.</p>
Description	Enter a description of the hunt pilot. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), or angle brackets (<>).
Numbering Plan	Choose a numbering plan.
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>You can configure the number of items that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more route filters exist than the Max List Box Items enterprise parameter specifies, the Find button displays next to the drop-down list box. Click the Find button to display the Find and List Route Filters window, then find and choose a route filter name.</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose Unified CMAAdmin Parameters.</p>

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"> <li>• Executive Override—Highest precedence setting for MLPP calls.</li> <li>• Flash Override—Second highest precedence setting for MLPP calls.</li> <li>• Flash—Third highest precedence setting for MLPP calls.</li> <li>• Immediate—Fourth highest precedence setting for MLPP calls.</li> <li>• Priority—Fifth highest precedence setting for MLPP calls.</li> <li>• Routine—Lowest precedence setting for MLPP calls.</li> <li>• Default—Does not override the incoming precedence level but rather lets it pass unchanged.</li> </ul>
Hunt List	<p>Choose the hunt list for which you are adding a hunt pilot from the drop-down list box.</p> <p>After you choose a hunt list, click the Edit link to the right to edit the hunt list.</p>
Call Pickup Group	<p>Choose the number that can be dialed to answer calls to this directory number (in the specified partition).</p> <p><b>Note</b> The Call Pickup Group setting has been moved to this section from the Forward settings section.</p>
Alerting Name	<p>Enter an alerting name for the hunt pilot in UNICODE format.</p> <p>This name gets displayed on phones that the hunt pilot dials when it receives an incoming call, along with calling party information. The phone users can use this information to answer the call accordingly.</p> <p>This name also gets displayed on the calling phone.</p> <p>If you do not enter a name, the hunt pilot DN displays on the phones.</p>

Field	Description
ASCII Alerting Name	<p>Enter an alerting name for the hunt pilot in ASCII format.</p> <p>This name gets displayed on phones that the hunt pilot dials when it receives an incoming call, along with calling party information. The phone users can use this information to answer the call accordingly.</p> <p>This name also gets displayed on the calling phone.</p> <p>If you do not enter a name, the hunt pilot DN displays on the phones.</p>
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"> <li>• No Error</li> <li>• Unallocated Number</li> <li>• Call Rejected</li> <li>• Number Changed</li> <li>• Invalid Number Format</li> <li>• Precedence Level Exceeded</li> </ul>
Provide Outside Dial Tone	<p>Provide Outside Dial Tone indicates that Cisco Unified Communications Manager 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 Communications Manager 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 Communications Manager must route a call immediately.</p>
Hunt Call Treatment Settings	

Field	Description
Forward Hunt No Answer	<p>When the call that is distributed through the hunt list is not answered in a specific period of time, this field specifies the destination to which the call gets forwarded. Choose from the following options:</p> <ul style="list-style-type: none"> <li>• Do Not Forward Unanswered Calls</li> <li>• Use Forward Settings of Line Group Member (replaces “Use Personal Preferences” check box)</li> <li>• Forward Unanswered Calls to: <ul style="list-style-type: none"> <li>• Destination—This setting indicates the directory number to which calls are forwarded.</li> <li>• Calling Search Space—This setting applies to all devices that are using this directory number.</li> </ul> </li> <li>• Maximum Hunt Timer—Enter a value (in seconds) that specifies the maximum time for hunting without queuing. Valid values specify 1 to 3600. The default value specifies 1800 seconds (30 minutes).</li> </ul> <p><b>Caution</b> Do not specify the same value for the Maximum Hunt Timer and the RNA Reversion Timeout on the associated line group.</p> <p>This timer cancels if either a hunt member answers the call or if the hunt list gets exhausted before the timer expires. If you do not specify a value for this timer, hunting continues until a hunt member answers or hunting exhausts. If neither event takes place, hunting continues for 30 minutes, after which the call gets taken for final treatment.</p> <p><b>Note</b> If hunting exceeds the number of hops that the Forward Maximum Hop Count service parameter specifies, hunting expires before the 30-minute maximum hunt timer value, and the caller receives a reorder tone.</p> <p>In addition, Cisco Unified Communications Manager only uses the configuration for the Maximum Hunt Timer setting if you configure the Hunt Forward settings in the Hunt Pilot Configuration window.</p>

Field	Description
Forward Hunt Busy	<p>When the call that is distributed through the hunt list is busy in a specific period of time, this field specifies the destination to which the call gets forwarded. Choose from the following options:</p> <ul style="list-style-type: none"> <li>• Do Not Forward Busy Calls</li> <li>• Use Forward Settings of Line Group Member</li> <li>• Forward Busy Calls to: <ul style="list-style-type: none"> <li>• Destination—This setting indicates the directory number to which calls are forwarded.</li> <li>• Calling Search Space—This setting applies to all devices that are using this directory number.</li> </ul> </li> </ul>
<p><b>Queuing</b></p> <p><b>Note</b> Forward Hunt No Answer or Forward Hunt Busy settings are designed to move calls through the route list. Queuing, on the other hand, is used to hold callers in a route list. Therefore, if queuing is enabled, both Forward Hunt No Answer and Forward Hunt Busy are automatically disabled. Conversely, if Forward Hunt No Answer or Forward Hunt Busy are enabled, queuing is automatically disabled.</p>	
Queue Calls	<p>Check the Queue Calls check box to enable queuing. When a hunt pilot has more calls distributed through the call distribution feature than its hunt members can handle at any given time, call queuing holds these calls in a queue until they can be answered.</p> <p>Once Queue Calls has been selected, choose from the following options:</p>

Field	Description
Network Hold/MoH Source and Announcements	<p>Choose a Music On Hold (MoH) source from the drop-down list box, which will be used to play announcements and provide queue hold treatments. The default value is NULL.</p> <p>If nothing is selected, the default Network Hold MoH/MoH Source and Announcements configured on service parameter is used.</p> <p>The MoH source can be configured as unicast or multicast. Caller side's MRGL takes precedence for multicast or unicast.</p> <p>The MoH source announcement locale is used to determine the language used for the announcement. Only one type of language announcement can be played per hunt pilot.</p> <p>When any of the MoH settings are changed, the existing callers in queue are not affected. All future queued callers will listen to MoH and announcements as per the updated settings.</p>
Maximum Number of Callers Allowed in Queue	<p>Enter an integer value for the number of callers allowed in the queue for this hunt pilot. The default value is 32. The field range is from 1 to 100.</p> <p>When the maximum number of callers in queue has been reached, and if subsequent calls need to be disconnected, select the “Disconnect the call” radio button.</p> <p>When the maximum number of callers in queue has been reached, and if subsequent calls need to be routed to a secondary destination, select the “Route the call to this destination” radio button. Provide a specific device DN, shared line DN, or another Hunt Pilot DN.</p> <p>You may also select the “Full Queue Calling Search Space” from the drop-down list (optional).</p>



Field	Description
Maximum Wait Time in Queue	<p>Enter an integer value to set the maximum wait time, in seconds, in a queue. The default value is 900 seconds. The field range is from 10 to 3600 seconds.</p> <p>When the maximum wait time in queue has been reached, and if the queued caller needs to be disconnected, select the “Disconnect the call” radio button.</p> <p>When the maximum wait time in queue has been reached, and if the queued caller needs to be routed to a secondary destination, select the “Route the call to this destination” radio button. Provide a specific device DN, shared line DN, or another Hunt Pilot DN.</p> <p>You may also select the “Maximum Wait Time Calling Search Space” from the drop-down list (optional).</p>
When no hunt members are logged in or registered	<p>When no line members are logged in or registered at the time of an incoming call, and if that call needs to be disconnected, select the “Disconnect the call” radio button.</p> <p>When no line members are logged in or registered at the time of an incoming call, and if that call needs to be routed to a secondary destination, select the “Route the call to this destination” radio button. Provide a specific device DN, shared line DN, or another Hunt Pilot DN.</p> <p>You may also select the “No hunt members logged in or registered Calling Search Space” from the drop-down list (optional).</p>
Park Monitoring	

Field	Description
Park Monitoring Forward No Retrieve Destination	<p>When a call that was routed via the hunt list is parked, the Hunt Pilot Park Monitoring Forward No Retrieve Destination parameter value is used (unless it is blank) to forward the parked call when the service parameter Park Monitoring Forward No Retrieve Timer expires. If the parameter value of the Hunt Pilot Park Monitoring Forward No Retrieve Destination parameter is blank, then the call will be forwarded to the destination configured in the Directory Number Configuration window when the Park Monitoring Forward No Retrieve Timer expires.</p> <p>Specify the following values:</p> <ul style="list-style-type: none"> <li>• Destination—This setting specifies the directory number to which a parked call is forwarded when the service parameter Park Monitoring Forward No Retrieve Timer expires. Use any dialable phone number, including an outside destination.</li> <li>• Calling Search Space—A calling search space comprises an ordered list of route partitions that are typically assigned to devices. Calling search spaces determine the partitions that calling devices search when they are attempting to complete a call.</li> </ul>
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><b>Note</b> 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 include the digits 0 through 9, the wildcard character X, asterisk (*), and octothorpe (#); the international escape character +; and blank. If this field is blank and the preceding field is not checked, no calling party transformation takes place.</p>

Field	Description
Prefix Digits (Outgoing Calls)	<p>Enter prefix digits in the Prefix Digits (Outgoing Calls) field. Valid entries include the digits 0 through 9; the wildcard characters asterisk (*) and octothorpe (#); the international escape character +; and blank.</p> <p><b>Note</b> The appended prefix digit does not affect which directory numbers route to the assigned device.</p>
Calling Line ID Presentation	<p>Cisco Unified Communications Manager uses calling line ID presentation (CLIP/CLIR) as a supplementary service to allow or restrict the originating caller phone number on a call-by-call basis.</p> <p>Choose whether you want the Cisco Unified Communications Manager to allow or restrict the display of the calling party phone number on the called party phone display for this hunt pilot.</p> <p>Choose Default if you do not want to change calling line ID presentation. Choose Allowed if you want your system to allow the display of the calling number. Choose Restricted if you want your system to block the display of the calling number.</p>
Display Line Group Member DN as Connected Party	<p>Check this check box to display the directory number of the answering phone as the connected party when a call is routed through a hunt list. Uncheck this check box to display the hunt pilot number as the connected party when a call is routed through a hunt list.</p>
Calling Name Presentation	<p>Cisco Unified Communications Manager uses calling name presentation (CNIP/CNIR) as a supplementary service to allow or restrict the originating caller name on a call-by-call basis.</p> <p>Choose whether you want the your system to allow or restrict the display of the calling party name on the called party phone display for this hunt pilot.</p> <p>Choose Default if you do not want to change calling name presentation. Choose Allowed if you want your system to display the calling name information. Choose Restricted if you want your system to block the display of the calling name information.</p>

Field	Description
Calling Party Number Type	<p>Choose the format for the number type in calling party directory numbers.</p> <p>Cisco Unified Communications Manager sets the calling directory number (DN) type. Cisco recommends that you do not change the default value unless you have advanced experience with dialing plans such as NANP or the European dialing plan. You may need to change the default in Europe because your system does not recognize European national dialing patterns. You can also change this setting when you are connecting to a PBX that expects the calling directory number to be encoded to a non-national numbering plan type.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager—The Cisco Unified Communications Manager sets the directory number type.</li> <li>• Unknown—The dialing plan is unknown.</li> <li>• National—Use when you are dialing within the dialing plan for your country.</li> <li>• International—Use when you are dialing outside the dialing plan for your country.</li> <li>• Subscriber—Use when you are dialing a subscriber by using a shortened subscriber number.</li> </ul>

Field	Description
Calling Party Numbering Plan	<p>Choose the format for the numbering plan in calling party directory numbers.</p> <p>Cisco Unified Communications Manager sets the calling DN numbering plan. We recommend that you do not change the default value unless you have advanced experience with dialing plans such as NANP or the European dialing plan. You may need to change the default in Europe because your system does not recognize European national dialing patterns. You can also change this setting when you are connecting to PBXs by using routing as a non-national type number.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager—Use when the Cisco Unified Communications Manager sets the Numbering Plan in the directory number.</li> <li>• ISDN—Use when you are dialing outside the dialing plan for your country.</li> <li>• National Standard—Use when you are dialing within the dialing plan for your country.</li> <li>• Private—Use when you are dialing within a private network.</li> <li>• Unknown—Use when the dialing plan is unknown.</li> </ul>
Connected Party Transformations	

Field	Description
Connected Line ID Presentation	<p>Cisco Unified Communications Manager uses connected line ID presentation (COLP/COLR) as a supplementary service to allow or restrict the called party phone number on a call-by-call basis.</p> <p>Choose whether you want Cisco Unified Communications Manager to allow or restrict the display of the connected party phone number on the calling party phone display for this hunt pilot.</p> <p>Choose Default if you do not want to change the connected line ID presentation. Choose Allowed if you want to display the connected party phone number. Choose Restricted if you want Cisco Unified Communications Manager to block the display of the connected party phone number.</p> <p>If a call that originates from an IP phone on your system encounters a device, such as a trunk, gateway, or route pattern, that has the Connected Line ID Presentation set to Default, the presentation value is automatically set to Allowed.</p>
Display Line Group Member DN as Connected Party	<p>Check this check box to display the directory number of the answering phone as the connected party when a call is routed through a hunt list. Uncheck this check box to display the hunt pilot number as the connected party when a call is routed through a hunt list.</p>
Connected Name Presentation	<p>Cisco Unified Communications Manager uses connected name presentation (CONP/CONR) as a supplementary service to allow or restrict the called party name on a call-by-call basis.</p> <p>Choose whether you want your system to allow or restrict the display of the connected party name on the calling party phone display for this hunt pilot.</p> <p>Choose Default if you do not want to change the connected name presentation. Choose Allowed if you want to display the connected party name. Choose Restricted if you want your system to block the display of the connected party name.</p>
Called Party Transformations	

Field	Description
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.</p> <p><b>Note</b> 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>
Called Party Transform Mask	<p>Enter a transformation mask value. Valid entries include the digits 0 through 9; the wildcard characters X, asterisk (*), and octothorpe (#); the international escape character +; and blank. If the field is blank, no transformation takes place. Cisco Unified Communications Manager sends the dialed digits exactly as dialed.</p>
Prefix Digits (Outgoing Calls)	<p>Enter prefix digits in the Prefix Digits (Outgoing Calls) field. Valid entries include the digits 0 through 9; the wildcard characters asterisk (*) and octothorpe (#); the international escape character +; and blank.</p> <p><b>Note</b> The appended prefix digit does not affect which directory numbers route to the assigned device.</p>

Field	Description
Called Party Number Type	<p>Choose the format for the number type in called party directory numbers.</p> <p>Cisco Unified Communications Manager sets the called directory number (DN) type. Cisco recommends that you do not change the default value unless you have advanced experience with dialing plans such as NANP or the European dialing plan. You may need to change the default in Europe because your system does not recognize European national dialing patterns. You can also change this setting when you are connecting to a PBX that expects the called directory number to be encoded to a non-national type numbering plan.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager—Use when the Cisco Unified Communications Manager sets the directory number type.</li> <li>• Unknown—Use when the dialing plan is unknown.</li> <li>• National—Use when you are dialing within the dialing plan for your country.</li> <li>• International—Use when you are dialing outside the dialing plan for your country.</li> <li>• Subscriber—Use when you are dialing a subscriber by using a shortened subscriber number.</li> </ul>



Field	Description
Called Party Numbering Plan	<p>Choose the format for the numbering plan in called party directory numbers.</p> <p>Cisco Unified Communications Manager sets the called DN numbering plan. Cisco recommends that you do not change the default value unless you have advanced experience with dialing plans such as NANP or the European dialing plan. You may need to change the default in Europe because your system does not recognize European national dialing patterns. You can also change this setting when you are connecting to PBXs by using routing as a non-national type number.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager—Use when the Cisco Unified Communications Manager sets the Numbering Plan in the directory number.</li> <li>• ISDN—Use when you are dialing outside the dialing plan for your country.</li> <li>• National Standard—Use when you are dialing within the dialing plan for your country.</li> <li>• Private—Use when you are dialing within a private network.</li> <li>• Unknown—Use when the dialing plan is unknown.</li> </ul>
AAR Group Settings	
AAR Group	Choose an Automated Alternate Routing (AAR) group from the drop-down list box.
External Number Mask	<p>Enter an external number mask value for the hunt pilot.</p> <p>Cisco Unified Communications Manager 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.</p>

